How Franklin County, Ohio Modernized Government Experiences (GX) for Agency Staff and Residents Using Low-Code/No-Code Technology

NATIONAL ASSOCIATION of COUNTIES NACo

Franklin County Data Center

GOVERNMENT EXPERIENCE FOUNDRY

quickbase

Agenda

- Team introductions
- Intro to FCDC & problems we faced
- Government Experience (GX) background & needs
- Unclaimed Funds Solution
- Future Plans
- Intro to Quickbase
- Q&A

Speakers

Adam Frumkin
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Franklin County Data Center

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Chief Digital Officer
Franklin County Data Center

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Franklin County Data Center

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Senior Strategic SLED
Account Executive
Quickbase

GXFOUNDRY

Franklin County
Data Center

What you will learn

1. Get an inside look into how Franklin County Data Center (FCDC) modernized their unclaimed funds process with a dynamic work management platform
2. Learn how to overcome challenges you'll ultimately face when streamlining fund management—and how to reap the benefits
3. See FCDC's roadmap for maximizing technology to enhance government experiences
4. Uncover lessons learned and best practices tailored for government entities aiming to modernize through low-code/no-code solutions

About: FCDC

- What is FCDC
  - Infrastructure, Software, Security
  - Delivery + Customer Services
  - Financial + Procurement Services
- Problems to solve
  - shifting software dev trends
  - technical debt piling up
  - limited staff, high cost of skilled developers
- Intro to Quickbase via NACo in 2022

Franklin County
Data Center

MISSION: *Through collaboration and innovation, provide cost-effective business-driven technology solutions that enable our partner agencies to offer services to the people and businesses of Franklin County*

datacenter.FranklinCountyOhio.gov

About: GX Foundry (a team at FCDC)

- Our path to GX (Government Experience)
    - 2022: initiated software turnaround / reorganization
    - Mission follows trend started by USDS, 18F, others
    - 2023: name, identity, mission clarified
- Our team
    - 6 : **GX Development** - custom software
    - 7 : **GX Platforms** - commercial software + services
    - 2 : **GX Concourse** - public web services (new team)
- Our platforms and apps
    - .NET, React/JavaScript, ColdFusion, SQL, IIS, Xamarin
    - **Quickbase**, OnBase, DocuSign, SharePoint/Teams, IntelliCloud, Jira/Confluence, SurveyMonkey
    - About 200 “products” from doc workflows to full-stack mobile apps

GXFOUNDRY

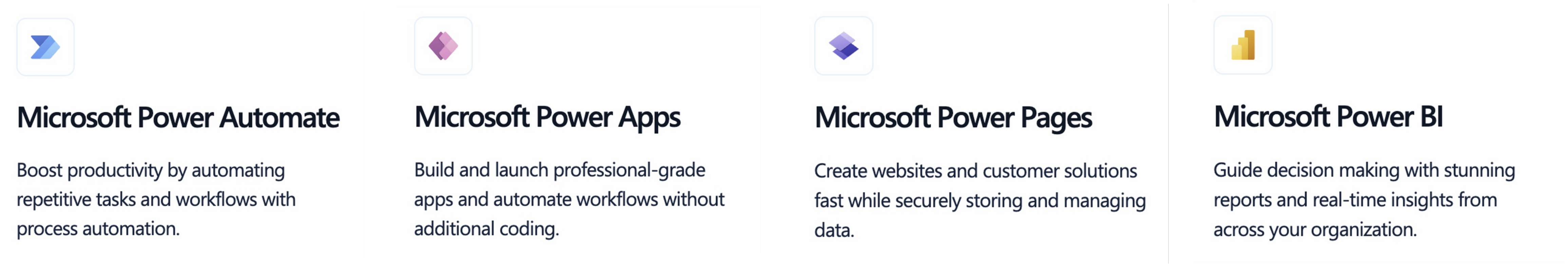
***MISSION:** We forge digital experiences to build trust in Franklin County*

gxfoundry.FranklinCountyOhio.gov

Challenges and a strategy

- Complex, layered software challenges
  - Tech debt ballooning from apps and platforms built but not sustained (COBOL, ColdFusion, OnBase, Kentico, mobile, etc.)
  - Software talent: high cost + high turnover
  - Small team could not build everything in full-stack model
- Strategic winner: **Low-code / no-code app infrastructure**
  - Reduces experience requirements
  - Speeds development
  - Most apps don’t require a bespoke full-stack solution
  - Default / Typical choice: Microsoft Power Platform — “free” with M365

“No one ever got fired for buying Microsoft”



Microsoft Power Automate

Boost productivity by automating repetitive tasks and workflows with process automation.

Microsoft Power Apps

Build and launch professional-grade apps and automate workflows without additional coding.

Microsoft Power Pages

Create websites and customer solutions fast while securely storing and managing data.

Microsoft Power BI

Guide decision making with stunning reports and real-time insights from across your organization.

BUT…

- Limited or non-existent documentation / limited or no support
- Products, features, licensing constantly changing
- Active Directory integration less useful for our federated county

A new challenger arrives

- The Boss™ suggested we explore **Quickbase**
  - Seen at NACo conference
  - Skeptical! Resisted!
- What hooked us?
  - Low-code/no-code was right strategy; MS approach lackluster
  - NACo + Quickbase offered low-risk, free / low-cost, multi-month, actively supported, government-specific trial program
  - Compelling podcast with gov examples (esp. Arizona episode)
  - Washington, DC city government example
  - Platforms from *focused* vendors are better than “checkbox” bundles

Putting Quickbase to work

- First major project: **Unclaimed Funds**
  - Technical debt retirement
  - App interfaces used by public and internal staff
  - About $4M under active management
  - Handles PII
- If Quickbase can do this, it can handle lots of smaller apps.

Unclaimed Funds

- What are ”Unclaimed Funds” and why are they important?
- The old solution
- The Quickbase solution: Hybrid App strategy
  - Wrote web front-end for public
  - Used Quickbase for staff interface
  - Connected both ends through APIs and custom code

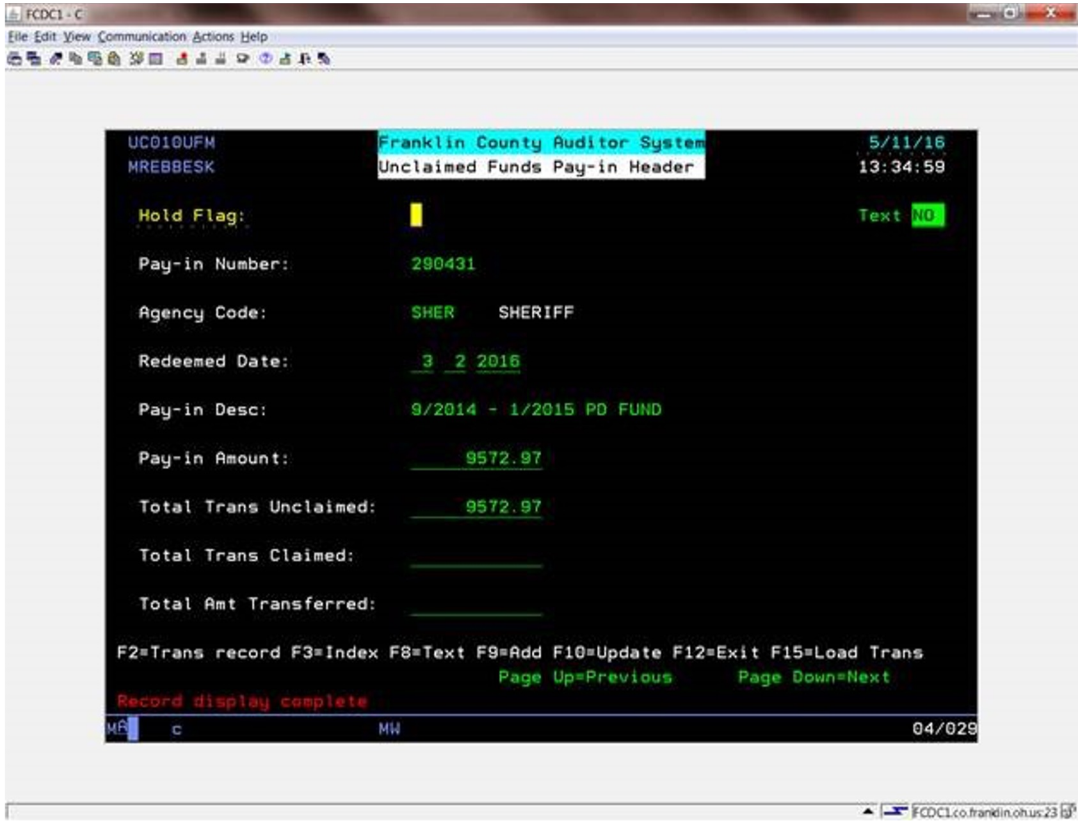
(this is not a typical “first app” to build)

What are Unclaimed Funds?

- Monies paid out by government that have not been collected by the intended recipient(s).
- Governmental entities are required to maintain these and provide them if a valid claim is made.
- Examples:
  - Child support payments
  - Refunds from the Treasurer’s office
  - Checks that have expired

Unclaimed Funds - the old solution

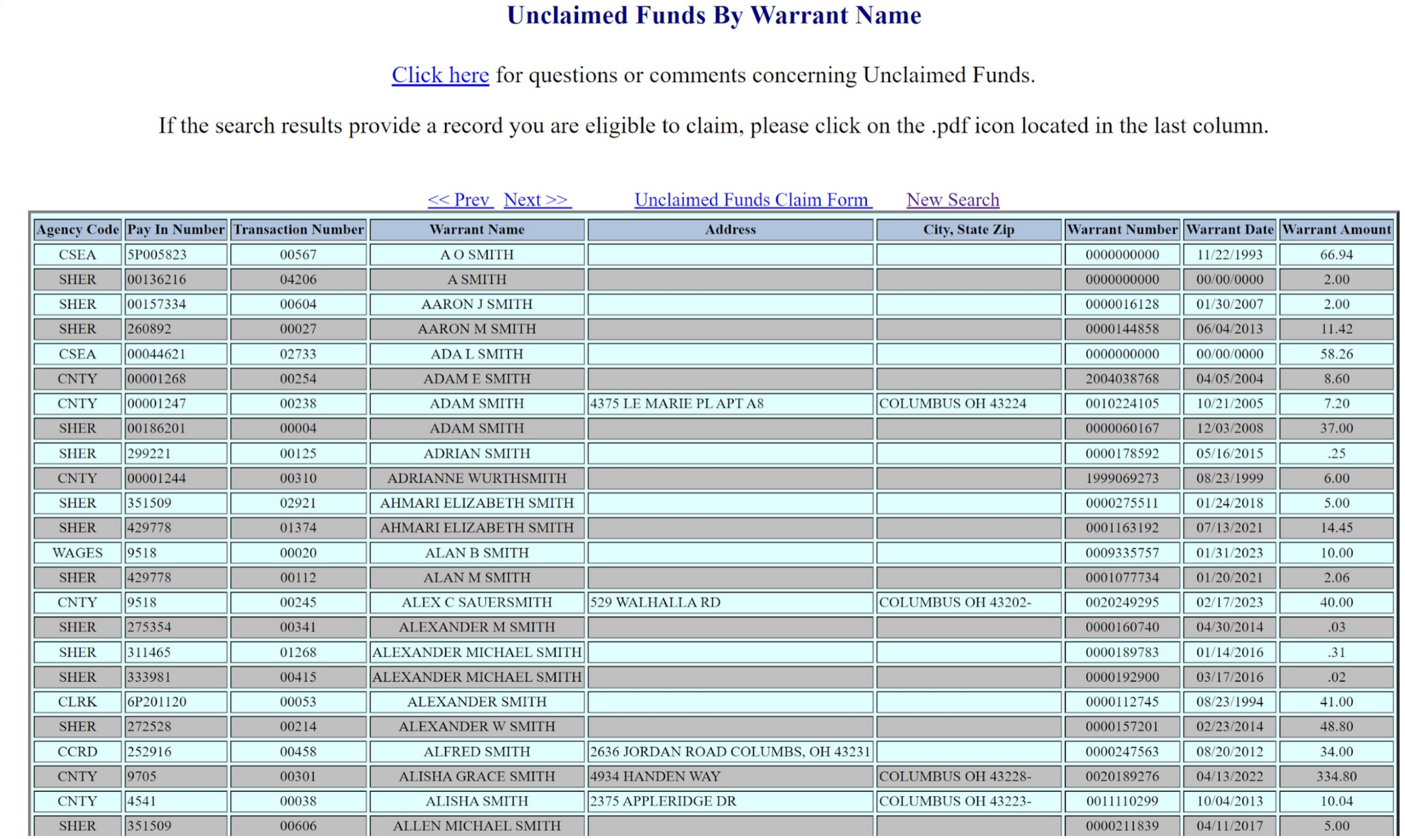
- COBOL program
- IBM AS/400 midrange computer
- Green screens, arrow keys, function keys
- Not intuitive
- Prone to error


FCDC1 - C
File Edit View Communication Actions Help
FCDC1.co.franklin.oh.us:23

```
UC010UFM              Franklin County Auditor System                   5/11/16
MREBBESK              Unclaimed Funds Pay-in Header                   13:34:59

 Hold Flag:                                                         Text NO

 Pay-in Number:           290431

 Agency Code:             SHER    SHERIFF

 Redeemed Date:            3  2 2016

 Pay-in Desc:             9/2014 - 1/2015 PD FUND

 Pay-in Amount:                9572.97

 Total Trans Unclaimed:        9572.97

 Total Trans Claimed:

 Total Amt Transferred:

F2=Trans record F3=Index F8=Text F9=Add F10=Update F12=Exit F15=Load Trans
                      Page Up=Previous      Page Down=Next
Record display complete
MA     c              MW                                              04/029
```

Unclaimed Funds - the old solution

- Java 1.2
- 1990s web design



Unclaimed Funds By Warrant Name

Click here for questions or comments concerning Unclaimed Funds.

If the search results provide a record you are eligible to claim, please click on the .pdf icon located in the last column.

<< Prev Next >> Unclaimed Funds Claim Form New Search

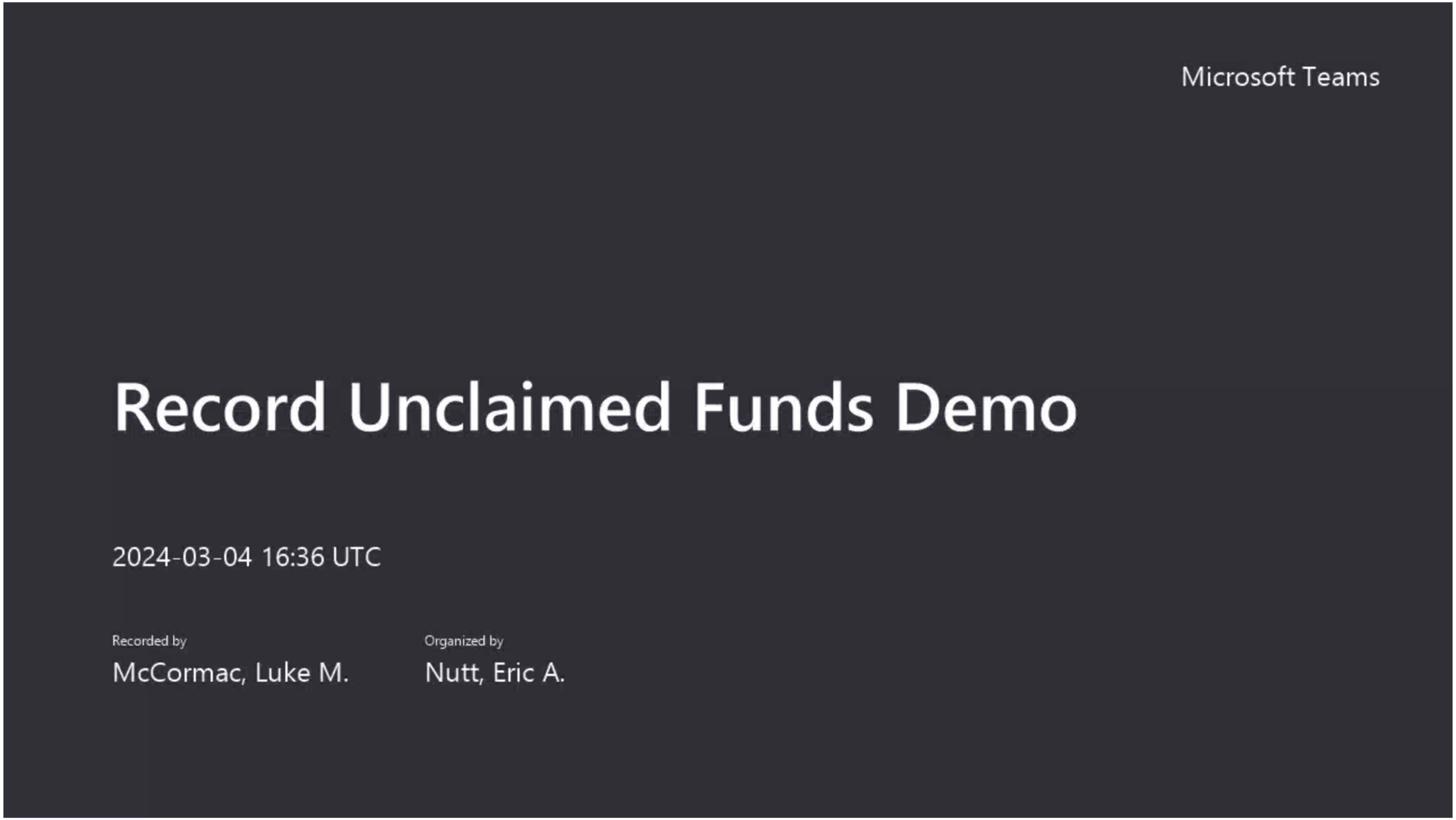
Agency Code	Pay In Number	Transaction Number	Warrant Name	Address	City, State Zip	Warrant Number	Warrant Date	Warrant Amount
CSEA	5P005823	00567	A O SMITH			0000000000	11/22/1993	66.94
SHER	00136216	04206	A SMITH			0000000000	00/00/0000	2.00
SHER	00157334	00604	AARON J SMITH			0000016128	01/30/2007	2.00
SHER	260892	00027	AARON M SMITH			0000144858	06/04/2013	11.42
CSEA	00044621	02733	ADA L SMITH			0000000000	00/00/0000	58.26
CNTY	00001268	00254	ADAM E SMITH			2004038768	04/05/2004	8.60
CNTY	00001247	00238	ADAM SMITH	4375 LE MARIE PL APT A8	COLUMBUS OH 43224	0010224105	10/21/2005	7.20
SHER	00186201	00004	ADAM SMITH			0000060167	12/03/2008	37.00
SHER	299221	00125	ADRIAN SMITH			0000178592	05/16/2015	.25
CNTY	00001244	00310	ADRIANNE WURTHSMITH			1999069273	08/23/1999	6.00
SHER	351509	02921	AHMARI ELIZABETH SMITH			0000275511	01/24/2018	5.00
SHER	429778	01374	AHMARI ELIZABETH SMITH			0001163192	07/13/2021	14.45
WAGES	9518	00020	ALAN B SMITH			0009335757	01/31/2023	10.00
SHER	429778	00112	ALAN M SMITH			0001077734	01/20/2021	2.06
CNTY	9518	00245	ALEX C SAUERSMITH	529 WALHALLA RD	COLUMBUS OH 43202-	0020249295	02/17/2023	40.00
SHER	275354	00341	ALEXANDER M SMITH			0000160740	04/30/2014	.03
SHER	311465	01268	ALEXANDER MICHAEL SMITH			0000189783	01/14/2016	.31
SHER	333981	00415	ALEXANDER MICHAEL SMITH			0000192900	03/17/2016	.02
CLRK	6P201120	00053	ALEXANDER SMITH			0000112745	08/23/1994	41.00
SHER	272528	00214	ALEXANDER W SMITH			0000157201	02/23/2014	48.80
CCRD	252916	00458	ALFRED SMITH	2636 JORDAN ROAD COLUMBS, OH 43231		0000247563	08/20/2012	34.00
CNTY	9705	00301	ALISHA GRACE SMITH	4934 HANDEN WAY	COLUMBUS OH 43228-	0020189276	04/13/2022	334.80
CNTY	4541	00038	ALISHA SMITH	2375 APPLERIDGE DR	COLUMBUS OH 43223-	0011110299	10/04/2013	10.04
SHER	351509	00606	ALLEN MICHAEL SMITH			0000211839	04/11/2017	5.00

Improving the GX of Unclaimed Funds

- What is Government Experience (GX)?
  - Government + UX + CX = **GX**
- Walking in the Customers’ Shoes
  - Meet with the customers
  - See WHAT they do
  - Ask WHY they do it
- Service-Oriented Design
  - Quickbase was a logical choice

Unclaimed Funds - thinking outside the box

- Hybrid Strategy
- Quickbase for the Administrators
- React for the General Public
- APIs and .NET to connect the two



Microsoft Teams

Record Unclaimed Funds Demo

2024-03-04 16:36 UTC

Recorded by
McCormac, Luke M.

Organized by
Nutt, Eric A.

Results

- **Rapid**
  - We launched in 4 months using 2 junior developers
    - no prior Quickbase experience
    - included React code, API and SQL calls, Quickbase interfaces
  - Would have normally taken 1 year (on platforms we knew)
  - Now we could do the same in half the time
- **Iterative**
  - Constant refinement
  - New features weekly
- **Intuitive**
  - Easy to learn & Easy to use

Looking ahead: Our Quickbase strategy

Phase 1
(done)

- Procurement
- Learn the platform
- Build / launch major app

Phase 2
(doing)

- Major app refinement and expansion
- Expand to cover a laundry list of tech debt apps

Phase 3
(to do)

- Open up to “citizen developers” in agencies
- Evangelize the platform, find more use cases

quickbase

Intro to Quickbase

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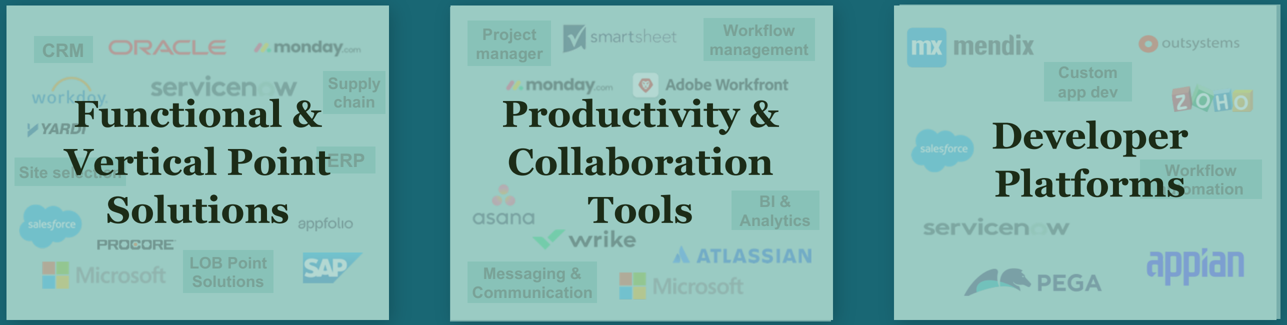
Gray work costs state and local government agencies billions in lost productivity

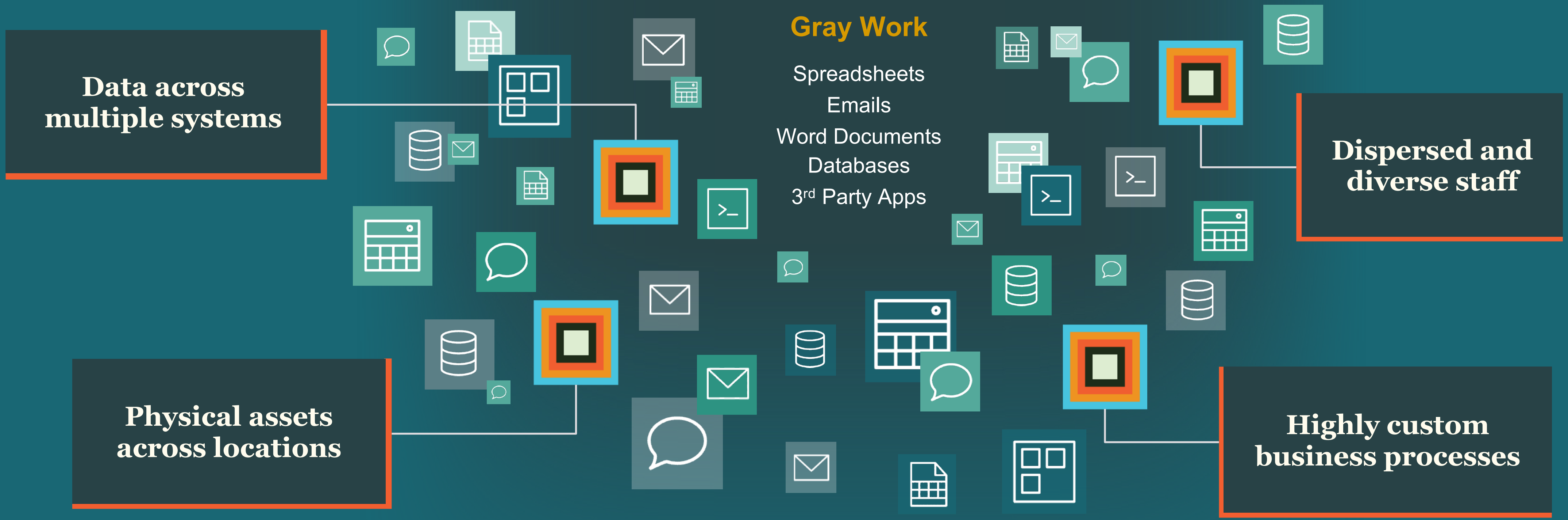

CRM
ORACLE
monday.com
workday
servicenow
Supply chain
YARDI
Site services
ERP
salesforce
appfolio
PROCORE
Microsoft
LOB Point Solutions
SAP
Project manager
smartsheet
Workflow management
monday.com
Adobe Workfront
asana
wrike
BI & Analytics
ATLASSIAN
Messaging & Communication
Microsoft
mx mendix
outsystems
Custom app dev
ZOHO
salesforce
Workflow automation
servicenow
PEGA
appian

Functional & Vertical Point Solutions

Productivity & Collaboration Tools

Developer Platforms

The way work actually gets done



Gray Work

Spreadsheets
Emails
Word Documents
Databases
3rd Party Apps

Data across multiple systems

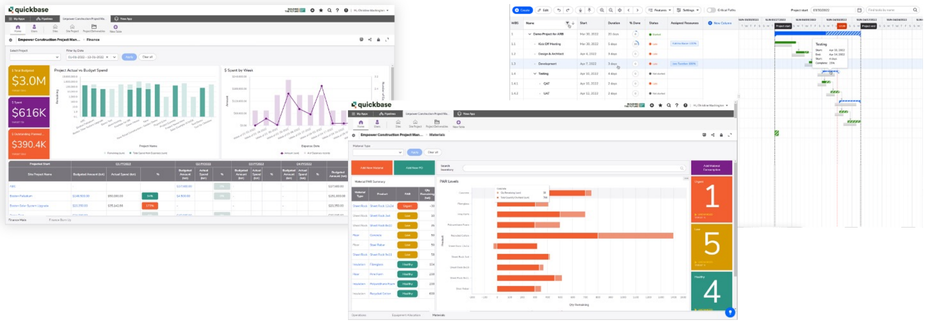
Dispersed and diverse staff

Physical assets across locations

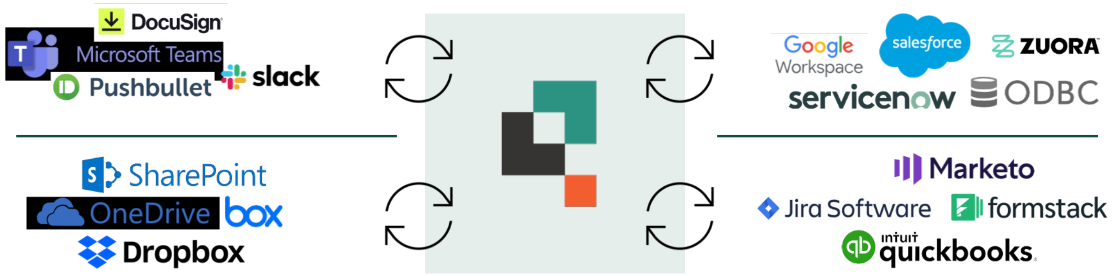
Highly custom business processes

Bringing people, information and systems together to work in harmony

SEE: The right people see the right data and project intelligence

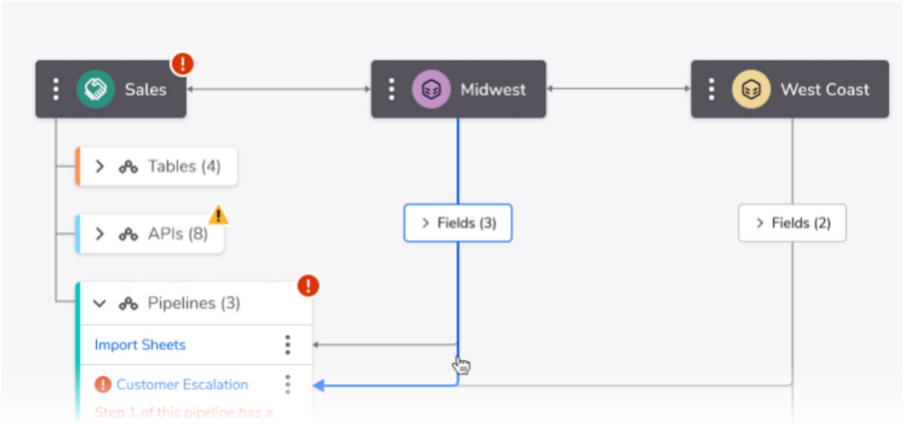

quickbase
$3.0M
$616K
$390.4K
quickbase
1
5
4

CONNECT: Drag and drop tools and APIs connect siloed systems


DocuSign
Microsoft Teams
Pushbullet
slack
SharePoint
OneDrive
box
Dropbox
Google Workspace
salesforce
ZUORA
servicenow
ODBC
Marketo
Jira Software
formstack
intuit quickbooks

CONTROL: Business innovators configure applications for users

CONTROL: Admins control exactly who builds


Sales
Midwest
West Coast
Tables (4)
APIs (8)
Pipelines (3)
Import Sheets
Customer Escalation
Fields (3)
Fields (2)
Step 1 of this pipeline has a

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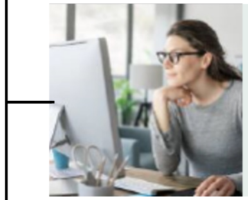
Built for Dynamic Teams

	Business Leaders	Department Leads and Managers	**Mange projects**, team coordination and execution	Insights Mobile
	App Builders	Excel and Database users	**Build custom workflows**, solving complex problems through apps	Builder Automations Integrations Insights
	**Tech Admins**	IT leaders, process leaders and CIOs	**Monitor project compliance** and governance and scale	Administration Integrations
	Business Users	Executives, field workers and everyday employees	**Manage tasks**, data entry and reporting	Insights Mobile

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Q&A

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