CLARK COUNTY NEVADA

Incorporating the greater Las Vegas area, Clark County Nevada is the nation's 15th largest county. The county government comprises more than 55 departments that provide a variety of services to its 2 million residents and more than 40 million annual visitors.

The Clark County Department of Family Services (DFS) provides child protective, foster care and adoption services. Essential to this mission is effective case management, tracking and reporting to ensure maximum benefit to this vulnerable segment of society. Clark County's legacy tracking and reporting was not up to the task.

After an extensive review of available technology, Clark County ultimately chose IBM Cognos and PerformanceG2 to design, develop and implement a long-term solution to its data management and reporting needs.

CHALLENGE

- Streamline current time-consuming, error-prone data entry processes
- Eliminate process flow bottlenecks and improve performance linked to federal funding
- Quickly and accurately track and monitor compliance with new state and federal regulations
- Provide accurate reports on performance to outside agencies and the public

SOLUTION

- Development of a data warehouse that optimized Clark County's information for reporting and business analytics
- Elimination of redundant, hand-keyed spreadsheets -- creating a single "version of the truth" in case management reporting
- Reduction of bottlenecks in case management, improvement in staff efficiency and better case management reporting
- Reduction of report development time by more than 50%, providing cost savings in time for a department that runs thousands of ad hoc and scheduled reports annually

*"PerformanceG2's implementation of a data warehouse and IBM Cognos business intelligence solution helped Clark County's Department of Family Services gain better insight into case management, helping us re-coup over **$11 million in funding**. We highly recommend PerformanceG2 for all Cognos solutions!"*
- Lori Higdon, Clark County Nevada