



**COUNTY OF SAN MATEO**  
Inter-Departmental Correspondence  
Human Services Agency



**Date:** July 21, 2014

**Board Meeting Date:** August 5, 2014

**Special Notice / Hearing:** None

**Vote Required:** Majority

**To:** Honorable Board of Supervisors

**From:** Iliana Rodriguez, Director, Human Services Agency

**Subject:** Amendment to the Agreement with Bitfocus, Inc., for Clarity Human Services product to include Homeless Shelters and Housing Organizations

**RECOMMENDATION:**

Adopt a Resolution authorizing:

- A) An amendment to the agreement with Bitfocus, Inc., for Clarity Human Services product to include homeless shelters and housing organizations for the term of April 8, 2014 through July 30, 2016, increasing the amount by \$302,765 to an amount not to exceed \$482,765; and
- B) The Director of the Human Services Agency or the Director's designee to execute amendments to the agreement for the purpose of purchasing up to 100 additional licenses plus maintenance, data import and cleaning for the term of the agreement not exceed \$171,844

**BACKGROUND:**

The Board appropriated \$325,000 in Measure A Half-Cent Sales Tax funds in the FY 2013-15 County budget for a coordinated case management and performance reporting system for the eight Core Service Agencies. The Core Service Agencies provide information and referral services for the basic needs of low-income county residents including food, emergency shelter, clothing, housing, and utilities assistance. ISD allocated a Project Manager to facilitate the selection and implementation of the new system.

On April 8, 2014, the Board approved an Agreement with Bitfocus by Resolution 073095 for the Clarity Human Services System to enable the Core Service Agencies to collaborate and share services and program related data utilizing a master client list, services, and programs. It facilitates a higher level of service to County residents by increasing the ability to share data throughout the Core Agency network.

This system also automates evidence-based, accurate, and consistent analytics and reporting across the Core Service Agencies. Further, it enables adherence to Housing and Urban Development (HUD) Data Standards giving the Core Service Agencies the ability to produce official HUD reports.

**DISCUSSION:**

On July 1, 2014, the Board conducted a study session on homelessness and directed staff to add more users to the HUD-compliant Clarity Human Services System so that community-based homeless shelters and housing organizations can use it to serve county residents. Clarity will replace the existing Housing Management Information System (HMIS) which is not HUD-compliant.

Ongoing user and system administration support for Clarity will be the responsibility of the Human Services Agency (HSA), so the agreement with Bitfocus has been transferred from the Information Services Department (ISD) to HSA.

While this amendment adds 150 users for housing services, it is difficult to determine the amount of expansion that will happen over the next two fiscal years, especially if more community-based organizations can use the system to better inform the County of the needs of vulnerable residents. HSA requests that the Board authorize the HSA Director or the Director's designee to execute subsequent amendments to add up to 100 additional licenses plus maintenance, data import and cleaning as required not to exceed \$171,844 over the term of the agreement.

County Counsel has reviewed and approved the amendment and Resolution as to form.

Approval of this agreement supports the Shared Vision 2025 outcomes for a Collaborative and Prosperous Community as this will result in better data collection and information sharing among safety net providers and the County. It will also allow for more informed decision making related to allocation of resources and increased community partnerships to address basic needs such as food and shelter throughout the County.

**PERFORMANCE MEASURE(S):**

| Measure   | FY 2014-15 Target | FY 2015-16 Projected |
|---|-------------------|----------------------|
| Project goals met and completed on time and on budget.  | 90%               | 90%                  |
| Customer satisfaction rating from Core Service Agencies, Human Services Agency and County Manager's Office. | 90%               | 90%                  |

**FISCAL IMPACT:**

This Amendment increases the Agreement by \$302,765, of which \$220,445 will be spent in the current fiscal year and \$82,320 next fiscal year. There is sufficient Measure

A funds to support the cost of services through September. Funding for the remainder of the services, including project management to implement Clarity for housing purposes, and ongoing licenses, user and system administration support for Clarity, will be included in September final budget revisions. Sources will include one-time Reserves, and ongoing federal reimbursement and General Fund.