



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



**Date:** August 25, 2014  
**Board Meeting Date:** September 9, 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 AgreeYa

**RECOMMENDATION:**

Adopt a Resolution authorizing an amendment to the agreement with AgreeYa to continue to provide Clarity Human Services Administration and Development of a HUD reporting tool, increasing the amount by \$163,000 to \$263,000.

**BACKGROUND:**

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 was transferred from Information Services Department (ISD) to the Human Services Agency.

On August 1, 2014, the Human Services Agency Director executed Agreement 75100-15-D002 with AgreeYa, in the amount of \$100,000, for start-up costs to provide Clarity Human Services Administration and Development of a HUD compliant reporting tool. It was critical to have an agreement in place by August 1<sup>st</sup> to support Clarity Human Services administration during the transfer from ISD to the Human Services Agency and to provide the continued development of the HUD reporting tool. The \$100,000 only provides support and development through the first four months of the Agreement.

**DISCUSSION:**

With the Board's support, the Human Services Agency wishes to fund a full year of Clarity Human Service systems administration and development of a reporting tool that is HUD compliant. The total cost to provide Clarity Human Services administration and development of a HUD reporting tool that will replace HMIS is \$263,000. This cost also includes contingent funding to support any change requests to the system required by the Core Service Agencies.

Clarity Human Services provides 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.

The Agreement will be evaluated in one year to determine if the Human Services Agency needs continued support.

The Contractor has assured compliance with the County's Contractor Employee Jury Service Ordinance, as well as all other contract provisions that are required by County ordinance and administrative memoranda, including but not limited to insurance, hold harmless, non-discrimination and equal benefits. County Counsel has reviewed and approved this Amendment and Resolution as to form, and the Contractor meets insurance requirements.

This amendment supports the Shared Vision 2025 outcomes for a Collaborative and Prosperous Community as this will result in better data collection and information sharing among Core Service 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. A 90% satisfaction rating is anticipated from the Core Service Agencies, the Human Services Agency and the County Manager's office.

**PERFORMANCE MEASURE(S):**

<b>Measure</b>	<b>FY 2014-15 Projected</b>
Customer satisfaction rating from Core Service Agencies, Human Services Agency and County Manager's Office	90%

**FISCAL IMPACT:**

The term of this agreement is August 1, 2014 through July 30, 2015. The amount of the agreement is not to exceed \$263,000. The amended amount of \$163,000, is 100% Net County Cost and will be identified and added in the September Revision Process.