COUNTY OF SAN MATEO
Inter-Departmental Correspondence
Human Services Agency

Date: June 30, 2015
Board Meeting Date: September 1, 2015
Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors

From: Iliana Rodriguez, Director, Human Services Agency

Subject: Agreement with AgreeYa, Inc., for system administration support and training

RECOMMENDATION:
Adopt a resolution authorizing an agreement with AgreeYa, Inc., for system administration support and training for the Human Services Agency Business Systems Group, for the term of August 4, 2015 through March 31, 2016, in an amount not to exceed $144,670.

BACKGROUND:
AgreeYa is a technical consulting firm that deploys project managers to information technology assignments. The AgreeYa project manager acts as the liaison between HSA, the end users and the software vendor. Additionally the AgreeYa project manager will provide system administration support until this role transfers to HSA's Business Systems Group.

Prior to November 1, 2014, the shelter and safety net service providers in San Mateo County used two separate databases to track clients and produce performance reports. The shelter providers used Housing Our People Effectively-Homeless Management Information System (HOPE HMIS) and the safety net service providers used the Core database. Now both provider sectors use one cloud-based, shared system called Clarity, developed by Bitfocus, Inc. Two configurations of the same Clarity software are used. The shelter providers use a version of Clarity based on the U.S. Department of Housing and Urban Development (HUD) mandated standards of the HMIS and the safety net service providers use a version of Clarity based on the requirements of the Human Services Agency (HSA).

DISCUSSION:
This agreement will provide on-going system administration support, system administration training, for HSA Business Systems Group (BSG) staff, and execute

change requests. At the end of the agreement, it is expected that the support for the Clarity system as used by both sectors will transfer to BSG.

The resolution contains the County's standard provisions allowing amendments of the County's fiscal obligations by a maximum of $25,000 (in aggregate).

The agreement and resolution have been reviewed and approved by County Counsel as to form. ISD has reviewed and signed the Special Review Form.

The agreement contributes to the Shared Vision 2025 outcome of a Prosperous Community as it will conclude the migration from two standalone data systems to one coordinated, countywide, cloud-based system all Continuum of Care (CoC) providers will use. The system is known as Clarity. In addition to the ability for providers to share information as never before, the support and maintenance of the Clarity system will be internal to the Human Services Agency, thereby allowing the County to better control the cost of ownership. Finally, the use of Clarity will align with the Federal mandate to have a coordinated entry for clients into the County's CoC.

PERFORMANCE MEASURE(S):

Measure	FY 2013-14 Actual	FY 2014-15 Projected	FY 2015-16 Projected
Customer satisfaction rating from Core Service Agencies, Human Services Agency and County Manager's Office.	71%	**90%	N/A
Customer satisfaction rating from Core Service Agencies, Shelter Providers, Human Services Agency and County Manager's Office.	N/A	N/A	***90%

* The FY2013-14 measure did not include shelter providers as a customer.
** The actual for FY 2014-15 is still being calculated by survey. It is expected to be completed by July 31, 2015, and did not include shelter providers as a customer.
*** The FY 2015-16 projected includes shelter providers

FISCAL IMPACT:
The term of this agreement is August 4, 2015 through March 31, 2016. The amount of this agreement is $144,670. The obligation under this agreement will be funded using Measure-A Sales and Use Tax revenue. Budgetary appropriation for this agreement is included in the FY 2015-16 tentatively Adopted Budget. There is no General Fund obligation included in this agreement.