COUNTY OF SAN MATEO
Inter-Departmental Correspondence
Human Services Agency

Date:	December 12, 2016
Board Meeting Date:	January 24, 2017
Special Notice / Hearing:	None
Vote Required:	Majority

To: Honorable Board of Supervisors

From: Iliana Rodriguez, Director, Human Services Agency

Subject: Agreement with Novigo Solutions, Inc. for a Quality Assurance and Case Review System

RECOMMENDATION:
Adopt a resolution authorizing an agreement with Novigo Solutions, Inc. for a quality assurance and case review system, for the term January 24, 2017 through January 23, 2020, in the amount of $478,000.

BACKGROUND:
Human Services Agency (HSA) provides quality services to support at-risk children, families and individuals with a goal of helping residents of San Mateo County achieve and sustain a healthy, safe and productive life.

In order to achieve high quality services, enhance internal infrastructure and optimize outcomes of it programs, HSA conducts quality reviews of all program services. It is estimated that HSA staff review 500-700 cases each month. Currently, the reviews are conducted manually, which is both inefficient and prone to errors. The benefit determination accuracy rate is currently at 40%. To maximize efficiency as well as the accuracy and validity of the data, and to reduce error rates, HSA has determined that automation of the quality assurance and review system is necessary.

In March 2016, HSA conducted a Request for Proposals process for a contractor who could provide HSA with appropriate software to automate its quality assurance and review system as referenced in Exhibit A, RFP Matrix. Novigo Solutions, Inc. (Novigo) was chosen as the vendor that could best meet the County's needs in developing and implementing a software solution to automate the quality assurance and review system.

DISCUSSION:
The software developed by Novigo will automate the quality assurance and review system, analyzing data to identify error trends, determine root causes, and provide

meaningful results that can be used to improve the accuracy of benefits issued for the residents of San Mateo County. In addition, the results from case review analysis will be used to identify areas of training for HSA staff to improve services to the residents of San Mateo County and reduce overall program errors and inefficiencies.

This resolution contains the County's standard provision allowing amendment of the County's fiscal obligations by a maximum of $25,000 (in aggregate).

The agreement and this resolution have been reviewed and approved by County Counsel as to form. Information Services Department has reviewed services.

The agreement contributes to the Shared Vision 2025 outcome of a Prosperous Community by providing supportive services to residents of San Mateo County leading to self-sufficiency. It is anticipated that Public Assistance Program rates will improve from 40% to 80% by the end of FY 2016-17 and to 90% by FY 2017-20 as a result of implementing an automated quality assurance and review system. Further, it is anticipated that 95% of system user inquiries will be responded to in a timely fashion.

PERFORMANCE MEASURE(S):

Measure	FY 2016-17 Actual	FY 2017-20 Projected
Targeted accuracy rate for Public Assistance Programs	80%	90%
Percent of system user inquires responded to within Service Level Agreement (SLA) timelines	95%	95%

FISCAL IMPACT:
The amount of this agreement for the two year term of January 24, 2017 to January 23, 2020 is $478,000. The fiscal obligation for this agreement will be Cost Applied out to HSA Programs on a usage basis. Budgetary appropriation for this agreement is included in the FY 2016-17 Adopted Budget and will be included in the FY 2017-18 and FY 2019-20 Recommended Budget(s). Funding is estimated to be 70% state and federal, 30% Net County Cost.