



**COUNTY OF SAN MATEO**  
Inter-Departmental Correspondence  
Health System



**Date:** March 18, 2013  
**Board Meeting Date:** April 23, 2013  
**Special Notice / Hearing:** None  
**Vote Required:** Majority

**To:** Honorable Board of Supervisors

**From:** Jean S. Fraser, Chief, Health System  
Lisa Mancini, Director, Aging and Adult Services

**Subject:** Agreement with Charles H. Mack, Inc.

**RECOMMENDATION:**

Adopt a Resolution waiving the Request for Proposals process and authorizing an agreement with Charles H. Mack, Inc., for ongoing support and system enhancement of an Automated Case Management System and Assessment Tool for the term of February 1, 2013 through January 31, 2016, in an amount not to exceed \$543,870.

**BACKGROUND:**

In December 2002 a Request for Proposals (RFP) was released by the Health System and the Information Services Department (ISD) to find a software product to support data reporting requirements of the Area Agency on Aging (AAA). Although three products were reviewed during the RFP process, none were chosen. Charles H. Mack, Inc. was reviewed later in 2003 by the Health System and ISD. Both departments concurred with the selection of Charles H. Mack, Inc., and its Q Continuum Software (Q) as being user-friendly, cost-efficient and compliant with the Health Information Portability and Accountability Act (HIPAA).

In 2003 the County Manager approved agreement 57000-03-C225 between AAS and Charles H. Mack, Inc., for the development of Q for the National Aging Program Information Systems (NAPIS) requirements of the AAA for the term June 1, 2003 through September 30, 2004, in an amount not to exceed \$40,000. In September 2003 the Legislature passed AB786, which designated San Mateo County as the pilot for a single Uniform Assessment Tool (UAT) for all in-home and community-based long-term care services. The UAT is used to assess a client's level of care and to determine required services. The UAT was automated and integrated into the Q program.

AAS has been successfully using Q as its primary automated case management system since 2003. AAS has received approval to waive the RFP process twice since 2003 for the continued development and use of Q.

**DISCUSSION:**

AAS and ISD have collaborated for over a decade with Charles H. Mack, Inc., to develop software designed for San Mateo County. Q serves as the database for all AAS case management programs. It incorporates a uniform assessment tool and will soon be linked with Panoramic, which was selected through a separate RFP to be the accounting software for the Public Guardian and Public Administrator programs. Q allows caseworkers to track and monitor clients' progress and across programs. It is also used to share data with community providers, the Health Plan of San Mateo and the San Mateo Medical Center to provide quality coordinated care to our residents.

AAS is requesting a waiver of the RFP process and an approval of an agreement to continue the services of Charles H. Mack, Inc., for three more years during which time AAS and ISD will develop and conduct a thorough and comprehensive RFP for an automated case management system.

County Counsel has reviewed and approved the agreement and Resolution as to form. The contractor meets insurance certification requirements. The contractor has assured compliance with contract provisions that are required by County ordinance and administrative memoranda, including but not limited to insurance, non-discrimination and equal benefits. Modifications to the hold harmless clause have been reviewed and approved by County Counsel and Risk Management. The agreement was delayed due to negotiations regarding the legal/technical language included in the agreement.

The Health System requests your Board to authorize the Chief of the Health System or designee to execute contract amendments which modify the County's maximum fiscal obligation by no more than \$25,000 (in aggregate), and/or modify the contract term and/or services so long as the modified term or services is/are within the current or revised fiscal provisions.

This agreement contributes to the Shared Vision 2025 outcome of a Healthy Community by providing an automated case management system to ensure timely, accurate and client-related data for all AAS programs and services provided through our community providers. Through this system AAS staff can track and record client-related information to better match clients' needs; thereby, assisting them to remain in the community in a least restrictive setting as long as it is safely possible. It is anticipated that 95% of at-risk individuals will be maintained in a least restrictive setting through case management.

**PERFORMANCE MEASURE(S):**

Measure	FY 2011-12 Actual	FY 2012-13 Projected
Percent of at-risk individuals maintained in a least restrictive setting through case management	98%*	95%

\*The FY 2011-12 performance exceeded the division's expectations.

**FISCAL IMPACT:**

The annual cost of the agreement will not exceed \$181,290. Funds will be included in the AAS FY 2013-14 Adopted Budget. Similar arrangements will be made for future years. The payment provisions of the agreement are not substantially different from previous agreements. It is anticipated that \$135,968 (75%) of the annual cost will be paid for through State and federal funding, resulting in an annual Net County Cost of \$45,322.