



COUNTY OF SAN MATEO
Inter-Departmental Correspondence
Human Services Agency



Date: August 15, 2016
Board Meeting Date: October 18, 2016
Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors

From: Iliana Rodriguez, Director, Human Services Agency

Subject: **Measure A:** Amendment to the Agreement with Bitfocus, Inc., for Technology Services

RECOMMENDATION:

Measure A: Adopt a resolution authorizing an amendment to the agreement with Bitfocus, Inc. to provide information technology services for Clarity Human Services system, extending the term through June 30, 2019, increasing the amount by \$255,000 to an amount not to exceed \$999,967.

BACKGROUND:

On April 8, 2014, the Board of Supervisors authorized an agreement with Bitfocus, Inc., by Resolution 073095, for information technology services for the Clarity Human Services system used by the homeless shelter providers and Core Service Agencies, for the term of April 8, 2014 through July 30, 2016, in an amount not to exceed \$180,000. Subsequent amendments increased the amount of the agreement by \$564,967 and authorized the Director of the Human Services Agency (HSA) to sign amendment(s) to add aggregate funds up to \$171,844 for licenses.

There is a current need to bring Clarity Human Services to HSA's Children and Family Services (CFS) branch, specifically for the Family Resource Center program, to track and report analytics and coordinate case management for families. Family Resource Centers (FRCs) are convenient school and community based locations where children and their families can access services to help them thrive in school and at home by addressing barriers that make it difficult for them to be successful. There are 17 schools that offer FRC services in San Mateo County. Prevention and intervention social services are offered at the FRCs through onsite staff consisting of HSA clinicians, school staff, and other support services personnel.

DISCUSSION:

Bitfocus is the system administrator for the Clarity Human Services system used by the homeless shelter providers and Core Service Agencies for HSA. CFS intends to implement an independent version of Clarity for the FRC program, which will enable HSA to input and access more accurate and timely data about the FRC clients. The data will provide HSA with useful information on client needs, client demographics, treatment information, and client outcomes. This amendment adds the services to implement Clarity Human Services in the FRCs, provides system administration to the systems already implemented and used by the Core Service Agencies and homeless shelter providers in San Mateo County, and covers the cost of implementation and maintenance of Clarity Human Services over the next three years across all programs.

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

The amendment and resolution have been reviewed and approved by County Counsel as to form. The Contract Compliance Committee has approved a waiver to extend the term of the agreement beyond the three years.

This amendment contributes to the Shared Vision 2025 outcome of a Prosperous Community by providing better data collection services for the FRCs, which will allow for better reporting to HSA and the County. Through data and reporting, utilization of Clarity will also allow for more informed decision making to address basic needs throughout the County. It is anticipated that the customer satisfaction rating of use of the software will be 80% for better tracking, reporting, and needs assessment, so the Family Resource Centers users can better serve vulnerable populations of San Mateo County.

PERFORMANCE MEASURE(S):

Measure	FY 2016-17 Projected	FY 2017-18 Projected
Customer satisfaction rating from the Family Resource Centers.	80%	80%
Continuity of Service – percentage of continuous service availability and uptime.	99.999%	99.999%

FISCAL IMPACT:

The new term of this agreement is April 8, 2014 to June 30, 2019. This fifth amendment extends the agreement by twenty-four (24) months for a new termination date of June 30, 2019. This amendment adds \$255,000 to the agreement, for an amount not to exceed \$999,967. The amended amount is 100% **Measure A** funded. The additional amount of \$255,000 is included in the FY 2016-17 Revised Recommended Budget and similar arrangements will be made for future budget years.