



County of San Mateo

Inter-Departmental Correspondence

Department: HUMAN SERVICES AGENCY

File #: 18-373

Board Meeting Date: 5/8/2018

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors
From: Nicole Pollack, Director, Human Services Agency
Subject: Amendment to the Agreement with Novigo Solutions, Inc to Expand the Quality Assurance System

RECOMMENDATION:

Adopt a resolution authorizing an amendment to the agreement with Novigo Solutions, Inc to expand the Quality Assurance System to include the Employment Services branch, increasing the amount of the agreement by \$79,274 for a total obligation not to exceed \$846,274 and the term remaining January 24, 2017 through September 30, 2020.

BACKGROUND:

Human Services Agency's (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.

Previously, case reviews were conducted manually which was shown to be inefficient, time consuming and cumbersome resulting in reporting errors and inaccurate data. To maximize efficiency; accuracy and validity of the data and to reduce review times, HSA determined the need to automate the quality assurance and review system.

In March 2016, HSA issued a Request for Proposals for a Quality Assurance System and Novigo Solutions, Inc (Novigo) was chosen as the vendor who could best meet the County's needs. On January 24, 2017, the Board of Supervisors approved an Agreement with Novigo by resolution 075005, in the amount of \$478,000, to develop a case review and quality assurance system for the Economic Self Sufficiency branch of HSA.

On January 23, 2018, by resolution 075686, the Board of Supervisors approved an Amendment in the amount of \$289,000 to allow for the systemization of HSA's policy handbooks for its Staff Development Branch. HSA would like to expand the Quality Assurance and Case review system to include its Employment Services branch given the success of the system in increasing efficiency, accuracy and validity of data within the Economic Self Sufficiency Branch.

DISCUSSION:

With your Board's support and approval HSA will expand the Novigo Quality Assurance and Case Review System to include the Employment Services branch, allowing supervisory staff, the ability to focus on other tasks while the new system automates the case review process and reduces the overall case analysis time. Through the use of this system, like the Economic Self Sufficiency branch, the Employment Services branch will improve upon the accuracy and validity of its data and provide more effective and efficient services to the population it serves.

The amendment and resolution have been reviewed by County Counsel as to form. In addition, the County's Information Systems Department (ISD) has reviewed the Agreement and County Procurement has approved a 3-Year Waiver.

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 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 the percentage of Employment Services staff who have access to and are able to regularly monitor their individual case accuracy will increase to 80% through the services in this amendment. Further, it is anticipated that 95% of system user inquiries will be responded to within Service Level agreement (SLA) timelines.

PERFORMANCE MEASURE:

Measure	FY 2018-19 Projected	FY 2019-20 Projected
Percentage of staff who have access to and are able to regularly monitor their individual accuracy rates	70%	80%
Percent of system user inquiries responded to within Service Level Agreement (SLA) timelines	95%	95%

FISCAL IMPACT:

The total amount of this amended agreement with the term of January 24, 2017 to September 30, 2020 is \$846,274. This Amendment adds \$79,274 to the agreement. This Amendment is estimated to be 100% federally funded (\$79, 274) by the CalWORKs Single Allocation. There is no Net County Cost. Appropriation was included in the FY 2017-18 Adopted Budget and will be included in the FY 2018-19 and FY 2019-20 Recommended Budgets.