



# County of San Mateo

## Inter-Departmental Correspondence

**Department:** HEALTH

**File #:** 19-1302

Board Meeting Date: 1/28/2020

**Special Notice / Hearing:** None  
**Vote Required:** Majority

**To:** Honorable Board of Supervisors

**From:** Louise F. Rogers, Chief, San Mateo County Health  
Lisa Mancini, Director, Aging and Adult Services

**Subject:** Amendment to Agreement with AssureCare, LLC for Enhancements to the Q Continuum System

### **RECOMMENDATION:**

Adopt a resolution authorizing the Chief of Health or her designee to execute an amendment to the agreement with AssureCare, LLC for enhancements to the Q Continuum System for the term of February 1, 2016, through December 31, 2021, increasing the amount by \$370,000 to an amount not to exceed \$1,115,000, with no change to the agreement term.

### **BACKGROUND:**

San Mateo County Health's Aging and Adult Services (AAS) selected Charles H. Mack, Inc. to provide the Q Continuum System (Q System) as its primary case management system after a Request for Proposals (RFP) in December 2002. In May 2014, Charles H. Mack, Inc. was acquired by AssureCare, LLC (AssureCare).

On December 13, 2016, the Board approved an agreement with AssureCare for the term of February 1, 2016 through December 31, 2021 in the amount of \$745,000.

In 2015, AAS issued an RFP for a new case management system. There were nine respondents to the RFP. After an extensive review of the responses, the selection committee determined that there was not a better or more cost-effective alternative to the existing Q System.

### **DISCUSSION:**

AAS serves as the local Area Agency on Aging (AAA). AAAs were created by the federal Older Americans Act as the focal point for concerns about aging at the community level. As an AAA, AAS has to provide program data to the federal government's National Aging Program Information System (NAPIS).

In addition to its obligations to gather and report information as an AAA, San Mateo County was

designated, under California's AB786 (2003), as the state pilot for implementing a single Uniform Assessment Tool (UAT) for all in-home and community-based long-term care services. Improvements in the Q System will assist AAS in recording, integrating, and managing data between AAS's multiple public social services programs, one of the goals of the UAT.

The Q System is an automated case management system that gathers data, including that required for NAPIS. The Q system also allows AAS staff to record and organize client-related information. The Q System enhances AAS's ability to match clients' needs with services, which helps clients remain in the least restrictive settings in the community for as long as safely possible.

The proposed amendment adds \$370,000 in order to implement enhancements to the Q System. These enhancements will allow AAS to track client demographics, performance measures, and outcomes of clients in a more effective and consistent manner. In addition, many of these enhancements are needed due to changes in regulation, which requires increased data and record keeping. Examples of improvements in the Q System include mechanisms for AAS staff to search by and track suspected abusers of elders and dependent adults and tracking indicators like homelessness or housing insecurity.

The amendment and resolution have been reviewed and approved by County Counsel as to form.

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

Approval of this amendment provides an automated case management system to ensure timely, accurate, and client-based data for all AAS programs and services provided through our community providers. It is anticipated that 100% of AAS clients will be tracked in the Q System.

**PERFORMANCE MEASURE:**

Measure	FY 2019-20 Actual	FY 2020-21 Projected
Percentage of AAS Clients who will be tracked in the Q System	100% 6772 Clients	100% 7,110 Clients

**FISCAL IMPACT:**

The term of the amended agreement is February 1, 2016, through December 31, 2021. The amount of the agreement is not to exceed \$1,115,000. This amendment increases the contract amount by \$370,000. It is anticipated that \$148,000 of the total cost will be paid for through state and federal funding, and \$222,000 from Net County Cost. Funds are included in the AAS FY 2019-20 Adopted Budget. Similar arrangements will be made in future years.