



County of San Mateo

Inter-Departmental Correspondence

Department: HUMAN SERVICES AGENCY

File #: 21-717

Board Meeting Date: 9/14/2021

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors
From: Ken Cole, Director, Human Services Agency
Subject: Amendment to the Agreement with Novigo Solutions, Inc.

RECOMMENDATION:

Adopt a resolution authorizing an amendment to the agreement with Novigo Solutions, Inc., to increase funding by \$30,000 for a new total obligation amount not to exceed \$245,850 with no change to the agreement term.

BACKGROUND:

The Human Services Agency (HSA) conducts quality assurance case reviews to monitor the accuracy of benefit eligibility determinations, ensure benefit programs are implemented according to state and federal regulations, and prevent errors from recurring through the modification of policy and trainings. It is estimated that HSA conducts 500 to 700 case reviews each month. In 2017, HSA implemented an automated case review system called QUEST. QUEST was developed for HSA by Novigo Solutions, Inc. (Novigo).

QUEST is a web-based application/tool that allows HSA to maximize efficiency, maintain the validity of the data and reduce error rates by automating the quality assurance review system. Prior to the implementation of QUEST, HSA was conducting manual case reviews, which was inefficient and susceptible to administrative errors. HSA uses QUEST to enter case reviews, re-reviews and corrective action reviews, and the system provides accuracy reports, error trends and other relevant data without the need for manual analysis.

On October 20, 2020, after obtaining Board approval, by Resolution No. 077816, the County entered into an agreement with Novigo for the term of October 1, 2020 to September 30, 2023 and a total obligation amount of \$215,850 to provide technical support, and software maintenance.

DISCUSSION:

HSA seeks to amend the agreement with Novigo to increase funding by \$30,000 to make system enhancements necessary to improving reporting capabilities. As a result, HSA would have the ability to combine multiple reports into a single viewable report; to access historical information/data; and to

access relevant information regarding outstanding corrections or pending actions. HSA uses these reports to inform policy and trainings and are analyzed for continuous improvement efforts.

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

County Counsel has reviewed and approved the resolution and the amendment as to form.

It is anticipated for the term of this agreement that the QUEST application will be functional, operational and useable 99% of the time.

PERFORMANCE MEASURE:

Measure	FY 2020-21 Actuals	FY 2021-22 Target	FY 2022-23 Target
Percentage of time (uptime) the QUEST application is functional, operational, and useable.	99%	99%	99%

FISCAL IMPACT:

The agreement term is October 1, 2020 to September 30, 2023. This amendment adds \$30,000 in funding for a new total obligation amount of \$245,850. The cost of this contract is cost applied out to the agency. Funding is 70% State/Federal and 30% NCC. Appropriations are included in FY 2022-23 Recommended Budget.