



County of San Mateo

Inter-Departmental Correspondence

Department: HEALTH

File #: 22-008

Board Meeting Date: 1/4/2022

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: Agreement with Assurecare, LLC

RECOMMENDATION:

Adopt a resolution authorizing an agreement with Assurecare, LLC for the automated case management system and assessment tool for the term of January 1, 2022 through December 31, 2026, in an amount not to exceed \$1,000,000.

BACKGROUND:

After issuing a Request for Proposals (RFP) in December 2002, Aging and Adult Services (AAS) selected Charles H. Mack, Inc. to provide the Q Continuum System (Q System) as its primary electronic case management system. Subsequent contracts and amendments extended the contract period and added more individual AAS employee users to the system.

In September 2003, the California Legislature passed Assembly Bill 786, which designated San Mateo County as the first to implement a Uniform Assessment Tool (UAT) for all in-home and community-based long-term care services. Prior to the adoption of the UAT, the in-home and community-based programs for elders and adults with disabilities used separate assessment instruments to determine clients' functional abilities and the types of supportive services that would best enable them to maintain self-sufficiency. The UAT was viewed as a critical step in the development and implementation of an integrated long-term care service system across the State.

In May 2014, Charles H. Mack, Inc. was acquired by Assurecare, LLC (Assurecare).

In July 2015, AAS issued another RFP for case management systems but determined that there was not a better or more cost-effective alternative to the existing Q System.

Since its selection following the 2002 RFP, Charles H. Mack, Inc., now Assurecare has worked closely with County Health and the Information Services Department (ISD) to develop and enhance the Q System to integrate the UAT and meet AAS's electronic case management needs.

DISCUSSION:

The Q System is an automated case management system that allows AAS staff to record and track client information to provide clients with appropriate services and help them remain in the least restrictive setting for as long as safely possible. Assurecare’s performance has been satisfactory to County with no major issues in the past years.

The agreement and resolution have been reviewed and approved by County Counsel as to form. ISD has reviewed and approved the information technology component of this agreement. The County Contract Compliance Committee has reviewed and approved the request to contract for a term exceeding three years.

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

It is anticipated that 100% of AAS clients will have their contacts with AAS and their case records documented and organized using the Q System.

PERFORMANCE MEASURE(S):

Measure	FY 2021-22 Estimated	FY 2022-23 Projected
Percentage of AAS clients whose contacts with AAS and case records are documented and organized using the Q System	100%	100%

FISCAL IMPACT:

The term of the agreement is January 1, 2022 through December 31, 2026. The total amount of the agreement is not to exceed \$1,000,000 for the five-year term. Funds in the amount of \$1,000,000 are included in the AAS FY 2021-22 Adopted Budget. Similar arrangements will be made for future impacted budgets. It is anticipated that \$750,000 will be paid for with state and federal funds. The Net County Cost is \$250,000.