



# County of San Mateo

## Inter-Departmental Correspondence

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**Department:** HUMAN SERVICES AGENCY

**File #:** 24-554

Board Meeting Date: 6/25/2024

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

**To:** Honorable Board of Supervisors

**From:** Claire Cunningham, Director, Human Services Agency

**Subject:** **Measure K:** Amendment to the Agreement with Bitfocus, Inc. for Clarity HMIS System Services

### **RECOMMENDATION:**

**Measure K:** Adopt a resolution authorizing an amendment to the agreement with Bitfocus, Inc. to continue providing Clarity Human Services Homeless Management Information System services, increasing the obligation amount by \$180,538 for a new total obligation amount not to exceed \$820,525.

### **BACKGROUND:**

On April 15, 2022, the Human Services Agency (HSA) released an RFP for a Homeless Management Information System ("HMIS"), with Bitfocus, Inc. being selected to provide these services.

On June 13, 2023, by Resolution No. R079750, the County entered into an agreement with Bitfocus, Inc. to provide Clarity HMIS system services for the term of July 1, 2023, to June 30, 2026, for a total obligation amount not to exceed \$639,987.

Bitfocus, Inc., provides access to and technological support of Clarity. Clarity is used by homeless service providers to meet the United States Department of Housing and Urban Development (HUD) requirements related to Homeless Management Information System (HMIS) data and reporting.

Additionally, Clarity is used by the Core Service Agencies to collect information and track services provided. Clarity contributes to a higher level of services to County residents by increasing providers' abilities to collect and report information regarding services, trends, and outcomes.

### **DISCUSSION:**

Due to expansions in the homeless services system over time, annual costs for the database have increased. This proposed amendment would add funds for the continuation of HMIS services, as required by HUD, with sufficient funding for the remaining contract term.

Bitfocus, Inc., will continue to provide availability of Clarity, to include user licenses, compliance with HUD, data analysis tools, and a training site for services administered under HSA.

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

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

**PERFORMANCE MEASURE:**

<b>Measure</b>	<b>FY 2023-24 Target</b>	<b>FY 2024-25 Target</b>	<b>FY 2025-26 Target</b>
Percentage of surveys that rate system performance as good or better.	80%	80%	80%
System availability	99.9%	99.9%	99.9%

**FISCAL IMPACT:**

The term of this amended agreement is July 1, 2023 through June 30, 2026. This amendment increases the obligation amount by \$180,538 for a new total obligation amount not to exceed \$820,525. The amendment will be funded with the U.S. Department of Housing and Urban Development Continuum of Care Homeless Management Information System grant, state Homeless Housing, Assistance, and Prevention Program (HHAP) grant, state Emergency Solutions Grants - CARES Act (ESG-CV) and Measure K sales and use tax. Budgetary appropriation for this agreement is included in the FY 2024-25 Recommended Budget and in all subsequent budgets that are affected by this agreement.