



## COUNTY OF SAN MATEO Interdepartmental Correspondence

Information Services Department

**DATE:** January 10, 2008  
**BOARD MEETING DATE:** January 29, 2008  
**SPECIAL NOTICE/HEARING:** None  
**VOTE REQUIRED:** Majority

**TO:** Honorable Board of Supervisors

**FROM:** Charlene A. Silva, Director Health Department  
Chris Flatmoe, CIO/Director Information Services

**SUBJECT:** Agreement with CH Mack, Inc.

**RECOMMENDATION:**

Adopt a Resolution:

1. Authorizing the waiver of the Request for Proposal (RFP) process; and
2. Authorizing the President of the Board of Supervisors to execute an Agreement with CH Mack, Inc., for ongoing support and system enhancements of an Automated Case Management System and Assessment Tool, for the term of three (3) years commencing upon the date of the Board of Supervisors' approval, in an amount not to exceed \$832,850; and
3. Authorizing the Chief Information Officer or his designee to execute contract amendments which modify the County's maximum fiscal obligation by no more than \$25,000 (in aggregate) and/or modify the contract term, scope of work, and/or services so long as the modified term, scope of work, or services is/are within the current or revised fiscal provisions.

**VISION ALIGNMENT:**

**Commitment:** Ensure basic health and safety for all.

**Goal:** Help vulnerable people--the aged, disabled, mentally ill, at-risk youth and others - achieve a better quality of life.

Services provided by CH Mack, Inc., will contribute to this commitment and goal by assisting to ensure timely, accurate and correct data through the use of the Aging and Adult Services' (AAS) Automated Case Management System for programs and the Uniform Assessment Tool.

**Performance Measure(s):**

Measure	FY 2006-07 Actual	FY 2007-08 Projected
Percentage of AAS clients receiving case management services who are assessed using the new Uniform Assessment Tool during the trial period.	0%	15%

**BACKGROUND:**

In 2003, the California Legislature passed AB786, which designated San Mateo County as the State's pilot for implementing a single Uniform Assessment Tool for all in-home and community-based long-term care services. The Uniform Assessment Tool will be used to assess a client's level of care and to determine required services.

The Q Case Management System currently used by AAS was implemented and went live on schedule in February, 2007. We continue to work with CH Mack, on the development of the Uniform Assessment Tool. In addition, there is a need to clarify licensing requirements for AAS and contracted community providers, who use the Q Case Management System for case management and reporting. It is necessary to establish a new contract with CH Mack, Inc., in order to provide sufficient funds to complete the Uniform Assessment Tool, clarify other contractual details, and implement safeguards such as an escrow account for source code to assure continuity of operations.

The Board of Supervisors previously approved Resolution Number 068325 for a contract with CH Mack for the Q Case Management System and the development of the Uniform Assessment Tool for the Health Department's Aging and Adult Services.

**DISCUSSION:**

Following discussions with CH Mack, Inc. it was determined that the Uniform Assessment Tool could be incorporated into the Q Case Management System. Thus, the Q Case Management System will serve as a central database for AAS case management programs and will incorporate the Uniform Assessment Tool as well. The centralization of case management data in combination with the Uniform Assessment Tool will eliminate multiple assessments and duplicate data entry. The use of the Q System will reduce the time required to authorize services, enable workers to track clients' progress over time and among programs, and improve the identification of services appropriate to meet each client's needs.

County Counsel has reviewed and approved the Resolution and Agreement as to form.

The Contractor has assured compliance with the County's Contractor Employee Jury Service Ordinance, as well as all other contract provisions that are required by County ordinance and administrative memoranda, including but not limited to insurance, hold harmless, non-discrimination, and equal benefits.

**FISCAL IMPACT:**

The term of the Agreement is three (3) years commencing upon the date of the Board of Supervisors' approval of this Agreement. The total obligation under this Agreement is not to exceed \$832,850. Funding for this Agreement is a combination of State, Federal and County funds, and the net County cost is \$249,855. Funds for FY 2007-08 are included in AAS' and ISD's Adopted FY 2007-08 Budgets. Funding for subsequent years will be included in future budgets.