



BOARD OF SUPERVISORS
AGENDA LETTER

Agenda Number:

Clerk of the Board of Supervisors
105 E. Anapamu Street, Suite 407
Santa Barbara, CA 93101
(805) 568-2240

Department Name: Community Services
Department No.:
For Agenda Of: March 14, 2017
Placement: Administrative
Estimated Time:
Continued Item: No
If Yes, date from:
Vote Required: Majority

TO: Board of Supervisors

FROM: Department George Chapjian, Community Services Director – (805)568-2467
Director(s)
Contact Info: Dinah Lockhart, Deputy Director, Housing and Community
Development (HCD) Division - (805) 568-3523

SUBJECT: Execution of Professional Services Agreement for \$29,450 with Community
Technology Alliance (CTA) for Homeless Management Information System
(HMIS) Support Services

County Counsel Concurrence

As to form: Yes

Auditor-Controller Concurrence

As to form:

Other Concurrence Risk Management

As to form: Yes

Recommended Actions:

That the Board of Supervisors:

- a) Approve a Professional Services Agreement (Attachment A) in the amount of a \$29,450 which will be reimbursed from the County's FY 2015 Continuum of Care (CoC) Homeless Management Information System (HMIS) Expansion Grant and salary savings, to Community Technology Alliance (CTA) to provide Homeless Management Information System (HMIS) support assistance to the Santa Maria/Santa Barbara Continuum of Care (COC) for the period April 1, 2017 to June 30, 2017;
- b) Authorize the Community Services Director or his designee to execute the Professional Services Agreement; and
- c) Determine that the recommended actions do not constitute projects subject to environmental review under the California Environmental Quality Act (CEQA) pursuant to CEQA guidelines Section 15378(b)(4), finding that the projects are a creation of government funding mechanisms or other government fiscal activities, which do not involve any commitment to any specific project which may result in a potentially significant physical impact on the environment, and direct staff to file a Notice of Exemption (Attachment B).

Summary Text:

Staff's recommended action is for the approval of a \$29,450 Professional Services Agreement (Attachment B) with Community Technology Alliance, a Homeless Management Information System (HMIS) support services provider. These services are needed because of a staffing shortage in the County's HMIS administration. The source of funds for the Professional Services Agreement is the County's FY 2015 Continuum of Care (CoC) Homeless Management Information System (HMIS) Expansion Grant and salary savings. The term of the Agreement will run from April 1, 2017 through June 30, 2017. The Agreement will provide HMIS support services to homeless service providers which provide services to homeless persons and households participating in the Santa Maria/Santa Barbara Continuum of Care homeless services system. The operation of a high functioning HMIS database is a requirement in order for the Santa Barbara County to receive an annual allocation of Continuum of Care funding from the U.S. Department of Housing and Urban Development (HUD).

Background:

The U.S. Department of Housing and Urban Development (HUD) competitively awards funds through the Continuum of Care (CoC) Program for the provision of housing and support services to homeless individuals. The Santa Maria/Santa Barbara County CoC, the homelessness assistance planning body for Santa Barbara County, is responsible for the implementation of the CoC Program, although it must designate other entities to carry out certain activities. In 2016, the Santa Maria/Santa Barbara Continuum of Care was awarded over \$1.6 million to fifteen (15) programs providing permanent supportive housing, rapid rehousing, transitional housing, and supportive services to address and reduce the incidence of homelessness. The County of Santa Barbara (County) serves multiple roles with respect to the local implementation of the CoC Program, including serving as the HMIS Lead Agency. The Community Services Department (CSD) Housing and Community Development (HCD) division administers the County's roles in the CoC program.

HUD requires that each CoC operate a Homeless Management Information System (HMIS). HMIS is a software application designed to record and store client level information on the characteristics and service needs of homeless persons throughout a Continuum of Care (CoC) jurisdiction. As the HMIS Lead Agency, the County manages the operations of the county-wide HMIS and applies for funds through the CoC Program to support it. Since HMIS's inception in 2001, HUD has published greater and more technical standards for the implementation of HMIS, consistent with direction from Congress. HMIS provides information for both federal policy makers and local agency administrators on the extent and nature of homelessness in the local communities. HUD has also recently implemented 'performance benchmarks' to local CoC, which utilize information entered into HMIS, and provides a reflection to the local community on how effective various homeless intervention strategies are. For example:

- Length of time persons remain homeless;
- The extent to which persons who exit homelessness to permanent housing destinations return to homelessness;
- Number of homeless persons
- Jobs and income growth for homeless persons in CoC Program-funded projects;
- Number of persons who become homeless for the first time;

- Homeless prevention and housing placement of persons defined by HUD's homeless definition in CoC Program-funded projects; and
- Successful housing placement.

In order to provide technical assistance to local agencies for the administration of the HMIS program, and because of staffing vacancies in HCD, CSD/HCD has contracted with Community Technology Alliance (CTA) for targeted, limited termed assistance since 2013 to provide training, review data quality, provide help desk services, provide password resets and other assistance to the fifteen (15) organizations entering data on 33 programs. Community Technology Alliance (CTA) is a nationally recognized HMIS administrator and has provided the following services, including training new and existing HMIS users, review data quality, provide technical assistance to HMIS on data quality improvement, HMIS reporting assistance, and provide 'help desk' services to HMIS users. CSD/HCD has recently completed the recruitment of an in-housing data program analyst position, which will provide the required staff capacity to continue to provide HMIS program services as required by the HUD CoC program. The proposed scope of service will provide a gradual reduction in service by the consultant, as the new staff become more proficient with the operation of HMIS and the software platform ServicePoint which stores the data. The professional services agreement will run from April 1, 2017 through June 30, 2017. Staff has researched service providers and ultimately selected CTA because of its knowledge of HUD HMIS requirements and past high level of service provision to local subrecipient agencies required to use HMIS as a condition of their federal funding.

Performance Measure:

CTA will be reimbursed only for services provided. The Professional Services Agreement will provide County staff and HMIS users, the following HMIS support services such as:

- HMIS Administration – Administer HMIS system, trainings, workflow manuals, online HMIS portal;
- HMIS Reporting – Report support
- HMIS User Support – weekly user support, online ticketing system for administrative support and user requests
- Annual Homeless Assessment Report (AHR) assistance and Point In Time (PIT) data entry assistance

Contract Renewals and Performance Outcomes:

Community Technology Alliance will provide key assistance in training new HCD staff which will be assigned to providing day to day assistance to subrecipient agencies. This will improve in-house HMIS program administration, and enhance the Santa Maria/Santa Barbara CoC's opportunity to maintain and increase future HUD CoC grant allocations to local homeless assistance providers.

Fiscal and Facilities Impacts:

The \$29,450 for the Professional Services Agreement is budgeted by HCD in its Homeless Programs budget. The source of funds for the Professional Services Agreement is the County's FY 2015

Execution of Professional Services Agreement for \$29,450 with Community Technology Alliance (CTA) for Homeless Management Information System (HMIS) Support Services

Continuum of Care (CoC) Homeless Management Information System (HMIS) Expansion Grant and salary savings.

Fiscal Analysis:

<u>Funding Sources</u>	<u>Current FY Cost:</u>	<u>Annualized On-going Cost:</u>	<u>Total One-Time Project Cost</u>
General Fund			\$ 14,725.00
State			
Federal			\$ 14,725.00
Fees			
Other:			
Total	\$ -	\$ -	\$ 29,450.00

The source of the \$29,450 for the Professional Services Agreement is the County’s FY 2015 Continuum of Care (CoC) Homeless Management Information System (HMIS) Expansion Grant and salary savings. Staff may use greater or lesser amounts of General Fund (salary savings) or Federal (HMIS Expansion Grant) sources, based on federal grant expenditure requirements, with a total contract amount of all combined sources not to exceed \$29,450.

Key Contract Risks:

The Professional Services Agreement with Community Technology Alliance provides the terms under which the services will be provided. The Agreement also requires that CTA implement safeguards to protect information stored in the HMIS system on program participants.

Special Instructions:

None.

Attachments:

Attachment A – Professional Services Agreement with Community Technology Alliance (CTA)
Attachment B – CEQA Exemption

Authored by:

Dinah Lockhart, Deputy Director, HCD Division