



**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:** ADMHS  
**Department No.:** 043  
**For Agenda Of:** 8-25-09  
**Placement:** Administrative  
**Estimated Tme:**  
**Continued Item:** No  
**If Yes, date from:**  
**Vote Required:** Majority

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**TO:** Board of Supervisors

**FROM:** Department Ann Detrick, Ph.D., Director  
Director(s) Alcohol, Drug, and Mental Health Services, 681-5220  
Contact Info: Marianne Garrity, R.N., ADMHS Deputy Director, 681-5220

**SUBJECT: FY 09-12 Support and Maintenance Agreement, The Echo Group**

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**County Counsel Concurrence**

As to form: Yes

**Auditor-Controller Concurrence**

As to form: Yes

**Other Concurrence:** Risk Management

As to form: Yes

**Recommended Actions:**

1. Approve and execute a Support and Maintenance Agreement with The Echo Group (not a local vendor) in the amount of \$147,714 for Fiscal Year 2009-10, \$153,288 for Fiscal Year 2010-11 and \$153,288 for Fiscal Year 2011-12;
2. Authorize the Director of ADMHS to approve amendments to the proposed contract, provided that any such amendments do not exceed ten percent (10%) of the contract's dollar amount.

**Summary Text:**

In June 2006 the Board of Supervisors approved a contract with The Echo Group for the purchase of a behavioral health information software system for the Alcohol, Drug and Mental Health Services (ADMHS) department. ShareCare was an upgrade from Echo's older data system, InSyst, which has been phased out. The recommended action will initiate a Support and Maintenance Agreement (SMA) to provide all necessary technical support services for the ShareCare system through FY 11-12.

**Background:**

In FY 2004-05, ADMHS conducted a Request for Information (RFI) to select a software system that would enhance the County's automation of clinical, billing, and reporting functions required by State and Federal funding sources. The Echo Group was selected from three proposals and the Board approved an agreement in February 2006.

The SMA covers technical support of the ShareCare product as well as the interfaces with existing ADMHS systems and other ancillary software applications. Clinical services are recorded through ADMHS' clinical management application, Clinician's Gateway, and an interface between ShareCare and Clinician's Gateway facilitates the regular exchange of data between the applications.

Since implementation of the ShareCare product in the summer of 2007, the system has gone through a series of adjustments to ensure compliance with State and County requirements. Echo has provided a significant amount of on-site support to address issues as they surfaced. ADMHS has not reimbursed Echo for support and maintenance services since September 2007, as the system was undergoing additional testing and modification.

The system is in operation and has been successfully uploading claims for reimbursement to Medi-Cal and Medicare as of January 2008. A three-year SMA is recommended because it enables ADMHS to lock in a specific price for the multi-year period. The SMA includes penalties that can be applied in the event of the vendor's failure to comply with required mandates or when errors result in delays in claiming for reimbursement. As part of the SMA, Echo will complete all necessary modifications to comply with the upcoming State-mandated Short Doyle Medi-Cal Phase II implementation. Further, the SMA provides that the software will comply with all Federal and California State reporting and funding requirements including Medi-Cal, Medicare, Mental Health Services Act (MHSA), Drug Medi-Cal, California Outcomes Measurement System (CalOMS), and Client and Services Information (CSI). The SMA has been reviewed by the County's Chief Information Officer and County Counsel.

Approval of the recommended action allows for support and maintenance of ADMHS' behavioral health information software system.

**Performance Measure:**

Approval of the recommended action will assist ADMHS in meeting the following Performance Measures:

- ☐ To ensure that departmental funding sources are uninterrupted, submit the Mental Health Medi-Cal claim by the 22nd of the target month.
- ☐ To ensure that departmental funding sources are uninterrupted, submit the Drug Medi-Cal claim by the 15th of the target month.
- ☐ To ensure that departmental funding sources are uninterrupted, submit the Mental Health Medicare claim by the 29th of the target month.

**Fiscal and Facilities Impacts:**

Budgeted: Yes

**Fiscal Analysis:**

<b><u>Funding Sources</u></b>	<b><u>Current FY Cost:</u></b>	<b><u>Annualized On-going Cost:</u></b>	<b><u>Total One-Time Project Cost</u></b>
General Fund			
State	\$ 73,857.00	\$ 76,644.00	
Federal	\$ 73,857.00	\$ 76,644.00	
Fees			
Other:			
Total	\$ 147,714.00	\$ 153,288.00	\$ -

Narrative: The above referenced contract is funded by a combination of State and Federal revenue. The funding sources for FY 2009-10 are identified in the FY 2009-10 Proposed Budget, Federal and State Revenues (page D-152 in the FY 2009-10 County Budget, in the Administration Division). The proposed expenditures are included in the FY 2009-10 Budget for Professional and Special Services. Execution of this contract will not increase the use of general fund dollars by the ADMHS Department.

**Special Instructions:**

Please send one (1) copy of the executed signature page and one (1) minute order to:

Alcohol, Drug, and Mental Health Services  
ATTN: Contracts Office  
300 North San Antonio Road, Bldg. 3  
Santa Barbara, CA 93110

**Attachments:**

The complete agreement is available in the office of the Clerk of the Board.

**Authored by:**

Christy Toma