



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:** Behavioral Wellness  
**Department No.:** 043  
**For Agenda Of:** June 2, 2020  
**Placement:** Administrative  
**Estimated Time:**  
**Continued Item:** No  
**If Yes, date from:**  
**Vote Required:** Majority

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**TO:** Board of Supervisors

**FROM:** Department Alice Gleghorn, Ph.D., Director,  
Director(s) Department of Behavioral Wellness, 681-5220  
Contact Info: Marshall Ramsey, MIS Manager, 681-5227

**SUBJECT: Management Information Systems (MIS) Contract Renewal - Krassons, Inc. FY 20-21**

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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:**

That the Board of Supervisors:

- A. Approve and authorize the Chair to execute a Support and Maintenance Agreement with **Krassons, Inc., a California Corporation**, (not a local vendor), for the continued provision of Electronic Health Record software support, maintenance, and programming services, for a total contract amount not to exceed \$236,541.84 for the period July 1, 2020 through June 30, 2021;
- B. Approve and authorize the Chair to delegate to the Director of Behavioral Wellness or designee the authority to make immaterial changes to the Agreement without requiring a formal amendment, subject to the Board's ability to rescind this delegated authority at any time; and
- C. Determine that the above actions are government fiscal activities or funding mechanisms which do not involve any commitment to any specific project which may result in a potentially significant physical impact on the environment, and are therefore not a project under the California Environmental Quality Act (CEQA) pursuant to section 15378(b)(4) of the CEQA guidelines.

**Summary Text:**

This contract is on the Board of Supervisor’s agenda to request approval to renew a contract with Krassons for FY 20-21. Krassons provides the Department of Behavioral Wellness (BWell) with software support, maintenance, and programming services to BWell’s Electronic Health Records (EHR). Approval of the recommended actions will allow BWell to continue to use the EHR and Clinician’s Gateway systems.

**Background:**

The Department of Behavioral Wellness (BWell) contracts with Krassons, Inc. for the development and customization of BWell’s Electronic Health Record (EHR) and for the technical support of Clinician’s Gateway. Since 2002, Krassons has provided EHR software for BWell. This agreement continues to provide for Support and Maintenance (SMA) of BWell’s Mental Health and Alcohol and Drug Program EHR modules and ancillary software products. The agreement also includes a contingency maximum to cover customizations and Santa Barbara County’s portion of anticipated updates that are part of Federal Affordable Care Act EHR requirements.

**Performance Measures:**

Krassons continues to provide ongoing support and maintenance of Clinician’s Gateway, a critical component of our required EHR systems. Krassons conducts weekly hosted vendor/customer calls to discuss ongoing changes and updates to the application. Krassons leverages a software development change tracking tool called JIRA and has implemented a new silo approach to prioritize change requests.

Over the past year, with our direction, Krassons continues to provide ongoing support of our electronic health record (EHR) systems for both our Mental Health and Drug Medical Organized Delivery Systems. This includes mandated regulatory changes and improvements in workflow efficiencies within these applications. Krassons has improved data interoperability with our claiming system to facilitate expanded mandated CSI data uploads and diagnoses syncing. In addition, Krassons has developed a number of data enhancements enabling our teams to more efficiently pull data from the EHR.

**Fiscal and Facilities Impacts:**

Budgeted: Yes

**Fiscal Analysis:**

<b><u>Funding Sources</u></b>	<b><u>FY 20-21 Cost:</u></b>
General Fund	
State	\$ 118,270.92
Federal	\$ 118,270.92
Fees	
Other:	
Total	\$ 236,541.84

**Narrative:**

The above referenced agreement is funded by State and Federal funds. Funding for this agreement was included in the Department's FY 20-21 Budget. Execution of this agreement will not increase the use of general fund dollars by BWell.

**Key Contract Risks:**

Should the contractors fail to maintain compliance with Federal certification standards for EHRs, and compatibility with the State Management Information System (MIS), BWell would need to identify new vendors and terminate the agreement with Krassons. The County's standard termination provisions are included in the agreement.

**Special Instructions:**

Please return one (1) Minute Order and one (1) copy of the executed contract to the BWell Contracts Division at [bwellcontractsstaff@co.santa-barbara.ca.us](mailto:bwellcontractsstaff@co.santa-barbara.ca.us) and to [cfoschaar@sbcbwell.org](mailto:cfoschaar@sbcbwell.org) .

**Attachments:**

Attachment A: Krassons, Inc. FY 20-21 Board Contract

**Authored By:**

A. Foschaar