



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 22, 2021
Placement: Administrative
Estimated Time:
Continued Item: No
If Yes, date from:
Vote Required: Majority

TO: Board of Supervisors

FROM: Department Pam Fisher, Psy.D., Acting Director
Director(s) Department of Behavioral Wellness, 681-5220
Contact Info: Marshall Ramsey, MIS Manager, 681-5227

**SUBJECT: Behavioral Wellness - Management Information Systems (MIS) Contract
Renewal - Krassons, Inc. FY 21-23**

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 an Agreement for Services of Independent Contractor 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 Maximum Contract Amount not to exceed \$478,944 for the period of July 1, 2021 through June 30, 2023;
- B. Delegate to the Director of the Department of Behavioral Wellness or designee the authority to suspend, delay, or interrupt the services under the Agreement for convenience per Section 20 of the Agreement and make immaterial changes to Section 25 of the Agreement without altering the Maximum Contract Amount and without requiring formal amendment of the Agreement, subject to the Board's ability to rescind this delegated authority at any time; and
- C. Determine that the above actions are government funding mechanisms or other government fiscal activities, which do not involve any commitment to any specific project that may result in a potentially significant physical impact on the environment and are therefore not projects 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 21-23. Krassons provides the Department of Behavioral Wellness (BWell) with software support, maintenance, and programming services to BWell’s Electronic Health Records (EHR) systems and technical support of Clinician’s Gateway. Approval of the recommended actions will allow BWell to continue to use the EHR systems and Clinician’s Gateway.

Background:

The Department of Behavioral Wellness (BWell) contracts with Krassons, Inc. for the development and customization of BWell’s Electronic Health Record (EHR) systems 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 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 BWell’s 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, and under the direction of BWell, Krassons continues to provide ongoing support and maintenance of BWell’s electronic health record (EHR) systems for BWell’s Mental Health and Alcohol and Drug Programs. This includes mandated regulatory changes and improvements in workflow efficiencies within these applications. Krassons has improved data interoperability with BWell’s claiming system to facilitate expanded mandated CSI data uploads and diagnoses syncing. In addition, Krassons has developed a number of data enhancements enabling BWell to more efficiently pull data from the EHR systems.

Fiscal and Facilities Impacts:

Budgeted: Yes

Fiscal Analysis:

<u>Funding Sources</u>	<u>FY 21-23 Cost:</u>
General Fund	
State	\$ 239,472.00
Federal	\$ 239,472.00
Fees	
Other:	
Total	\$ 478,944.00

Narrative: The above referenced agreement is funded by State and Federal funds. Funding for this agreement was included in BWell’s FY 21-22 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 and to abello@sbcbwell.org.

Attachments:

Attachment A: Krassons, Inc. FY 21-23 Board Contract

Authored By:

A. Bello