

**SANTA BARBARA COUNTY
BOARD AGENDA LETTER**



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

Agenda Number:

Prepared on: 1/9/02
Department Name: Treasurer-Tax Collector
Department No.: 065
Agenda Date: 1/22/02
Placement: Administrative
Estimate Time:
Continued Item: NO
If Yes, date from:

TO: Board of Supervisors

FROM: Gary L. Feramisco, Treasurer-Tax Collector, Public Guardian-Public Administrator

STAFF CONTACT: Claire T. Tallman, DP Manager (Ext. 2921)

SUBJECT: Authorize Treasurer-Tax Collector to use part of the designation for the Tax Collection system to purchase a new Public Administrator/Public Guardian/Protective Pay system

Recommendation(s):

That the Board of Supervisors:

1. Approve the release of designation to procure a new Public Administrator/Public Guardian/Protective Pay system from Panoramic Software Inc. in the amount of \$99,114.

Alignment with Board Strategic Plan:

The recommendation is primarily aligned with Goal No. 1. Re-analyze, Reform and Respond to the Changing Nature of County Resources and Responsibilities, and Goal No. 3. Strengthen the County's Administration and Organization.

Executive Summary and Discussion:

In November 2000, the Board approved a joint project between San Bernardino County and Santa Barbara County to develop a new tax collection system. The upgrade is necessary in order to interface with the new Assessor Parcel System installed by the Clerk-Recorder-Assessor during FY 01-02. A designation of \$450,000 was established to pay for the new system, over a period of two to three years. Since then, the Treasurer-Tax Collector has identified a more efficient means of producing the system internally through a joint project with the Office of the Auditor-Controller. The projected costs have been reduced from \$450,000 to \$200,000.

Last January, the Board approved the expenditure of \$150,000 on a new cashiering system, as part of the improvements to the tax collection process. This system has been installed and implemented.

Within the Tax Collector's department, the function of Public Administrator/Public Guardian/Protective Pay provides administration of approximately 50 decedent estates annually, plus 150 conservatorships, and over 400 protective pay and conservatorship clients. Staff maintain administrative and accounting records for all of these functions, plus pay bills for the protective pay clients. The computer system used to support these functions, known as Mission Software, is fifteen years old and utilizes obsolete technology. It is supported by a single vendor programmer, with no other personnel as back-up. This puts the County at risk to support this function, since without the vendor, the system cannot be repaired if it stops working.

The Tax Collector proposes the procurement of a full-featured fiduciary and case management system from Panoramic Software Inc., to replace this outdated system. Seventeen other California counties, including San Diego, Madera, and San Francisco currently use the same software, and report excellent service and functionality. The new software will assist us in meeting our performance measures of completing all requisite reestablishment paperwork prior to monthly termination date for LPS clients, reconciling the Public Administrator/Guardian and Protective Pay checking accounts, and preparing the recurring payments for Public Guardian and Protective Pay clients to provide housing, utilities, and personal needs. By utilizing current technology, including SQL Server and the latest Windows and Office integration, this will provide data sharing opportunities

Therefore, we ask release of \$99,114 from the tax collection system designation.

Mandates and Service Levels:

There are no Federal or State mandates related to procurement of the new system, although it is anticipated that overall service levels will be improved.

Fiscal and Facilities Impacts:

The total one-time cost of this system is \$99,114 for software and installation services. This cost is proposed to be funded via the Treasurer-Tax Collector Tax Collection System designation. FIN information is 0001, 065, 2100, 9799, to be released to 0001, 065, split between 4100 and 4200, LI 7460.

Annual software maintenance payable to the Contractor will be \$30,000 and will be payable to the Contractor at the end of warranty period (30 days following County acceptance of the system). Current maintenance of the Mission Software program is \$6,500 annually, so the net impact is \$23,500 additional annual maintenance cost.

Special Instructions:

None

Concurrence:

County Administrator