



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: Social Services
Department No.: 044
For Agenda Of: 9/4/12
Placement: Administrative
Estimated Tme:
Continued Item: No
If Yes, date from:
Vote Required: Majority

TO: Board of Supervisors

FROM: Department Kathy Gallagher, Director of Social Services Dept., (805) 346-7101
Director(s)
Contact Info: Brad Parks, Adult Services Operations Division Chief,
(805) 681-4490

SUBJECT: Agreement with Treinen Associates, Inc. to provide Case Management,
Information and Payrolling System II Project Management

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 Agreement with Treinen Associates to provide Case Management, Information and Payrolling System (CMIPS) II Project Management in the amount of \$152,000 for the period September 4, 2012 through August 31, 2013.

Summary Text: The current Legacy CMIPS has processed IHSS program payments for over 25 years. In order to comply fully with federal, state, and business requirements for payroll and tax services, while accommodating the increasing caseload, the State is requiring all counties to transition to CMIPS II. Santa Barbara County received a State allocation to implement this application.

In-Home Supportive Services (IHSS) programs enable eligible aged, blind and disabled individuals in California to remain in their own homes and avoid institutionalization by allowing them to obtain help with personal care, housekeeping, shopping, self-care procedures, meal preparation, and other daily activities. Because legacy CMIPS requires major modifications to meet legislative and regulatory requirements, as well as caseload and management needs, CMIPS II will provide an enhanced, efficient and user-friendly system to support the IHSS programs. It will also provide improved automation for AB 1682 regarding Public Authorities and SB 1104 regarding IHSS Quality Assurance Initiative.

The new CMIPS II application will:

- Improve technology for tracking case management activities and payroll processing
- Improve administrative information
- Alleviate the current laborious paper processes involved in creating and maintaining Recipient and Provider information
- Improve the timeliness and efficiency of the payroll process

Background:

Santa Barbara County was scheduled on the statewide roll-out of CMIPS II to go live in November 2010. The Department of Social Services (DSS) released a Request for Proposal (RFP) on October 15, 2009 to secure an agreement for a Project Manager who could oversee, coordinate, and provide leadership for all of Santa Barbara County work plan activities associated with the CMIPS II implementation from Pre-Engagement through Post-Implementation. As a result of the competitive bidding process, Treinen Associates, Inc., a management consulting firm that helps companies plan, manage and implement business change was selected to be the Contractor. The RFP term included the right of the County to enter into Agreements with the Contractor for a total of three (3) years.

On January 5, 2010, the Board approved an agreement between Treinen Associates, Inc. and the DSS for CMIPS II project management for the period of January 1, 2010 and ending February 28, 2011. Expenditures during the first contract period were \$153,112.56.

Due to a delay in the State implementation schedule which resulted in reduced services provided, a Purchasing Contract (CN11970) was established for a second year of service for the period from March 1, 2011 through February 28, 2012.

In January 2012, the State announced they would postpone all CMIPSII go live rollout dates. Treinen Associates agreed to suspend services until a new go live date was scheduled for Santa Barbara County.

The State has now given Santa Barbara County a new go live date of June 3, 2013. DSS is exercising the option to contract for a third year with Treinen Associates. Expenditures are expected to increase in this fiscal year as the CMIPS II implementation date approaches.

Performance Measure:

- Participate in one or more site preparation surveys throughout the 2-month Pre-Engagement Stage.
- Use the State's PowerPoint Personal Computer (PC) certification to develop and deliver a training curriculum that is geared toward preparing end-users (current and potential) to use the new CMIPS II system, during the Engagement and Implementation Stage.
- Compile a list of potential CMIPS II users and locations, within the Pre-Engagement Stage.
- Facilitate at least two (2) CMIPS II workgroups per month.
- Identify and work with Social Services IT to order all necessary equipment during the Engagement and Implementation Stage to ensure that it is on-site prior to its scheduled installation date.

- In coordination with County program staff, develop training and policy and procedures as identified in the GAP Analysis for successful implementation of CMIPS II.
- Prepare a comprehensive list of ‘talking points’ that identify the potential changes caused by CMIPS II that could impact job classifications and result in the need for labor negotiations.
- Use the communication plan template provided by the State Implementation Coordinator (IC) to develop and execute a Santa Barbara County communication plan that provides a framework for project information exchange within and outside the CMIPS II project.
- Develop all deliverables (Exhibit A, Work Activities, A-G) in conjunction with County staff. Contractor will provide for County review and incorporation of comments five days prior to the final submission of each deliverable.
- Create Organizational Recommendations and Implementation Plan deliverables with an appropriate level of detail, for each deliverable, and will be mutually agreed upon between the County and Contractor.

The vendor for the CMIPS II Project Manager, Treinen Associates, has met the performance standards for this project that precede the final Engagement and Implementation phase which is to begin in the proposed third and final year of the contract.

Fiscal and Facilities Impacts:

Budgeted: Yes **Fiscal Analysis:**

| <u>Funding Sources</u> | <u>Sept. 4 , 2012 to August 31, 2013:</u> | <u>Annualized On-going Cost:</u> | <u>Total One-Time Project Cost</u> |
|-------------------------------|--|---|---|
| General Fund | | | |
| State | \$ 152,000.00 | | |
| Federal | | | |
| Fees | | | |
| Other: | | | |
| Total | \$ 152,000.00 | \$ - | \$ - |

Narrative:

Approval and execution of this amendment will result in total contract expenditures of no more than \$152,000. Appropriations and Funding for the period September 4, 2012 to August 31, 2013 have been included in the Department of Social Services operating recommended budget under the Social Programs division. All costs associated with this amendment will be fully funded by the State through the CMIPS II Implementation Allocation. Execution of this amendment will not result in additional General Fund contributions.

Staffing Impacts:

Legal Positions:
None

FTEs:
None

Special Instructions:

Please send one (1) duplicate original signature page, and a copy of the minute order to:

Department of Social Services

Attn: Contracts Unit, 3rd Floor

2125 S. Centerpointe Parkway

Santa Maria, CA 93455

Attachments:

Agreement for Services of Independent Contractor

Authored by:

Brad Parks, Adult Services Operations Division Chief

cc: