



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 19, 2018
Placement: Administrative
Estimated Time:
Continued Item: No
If Yes, date from:
Vote Required: Majority

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: MIS Contract Renewals Echo Consulting FY 18-21 and Krassons, Inc. FY 18-19

County Counsel Concurrence

As to form: Yes

Other Concurrence: Risk Management

As to form: Yes

Auditor-Controller Concurrence

As to form: Yes

Recommended Actions:

That the Board of Supervisors:

- A. Approve and authorize the chair to execute a three-year Support and Maintenance Agreement with **Echo Consulting Services of California, Inc.** (not a local vendor) for the County's behavioral health information management system for a maximum contract amount not to exceed \$626,472, inclusive of annual fees in the amount \$167,053 for Fiscal Year 18-19, \$173,735 for Fiscal Year 19-20, \$180,684 for Fiscal Year 20-21; and a contingency amount for State Mandated Updates and other County-requested modifications in the maximum amount of \$35,000 per fiscal year.
- B. Approve and authorize the Chair to execute a Support and Maintenance Agreement with **Krassons, Inc.** (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, 2018 through June 30, 2019.
- 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:

The above referenced contracts are on the Board of Supervisor's agenda to request contract renewals with Echo Consulting Services of California (Echo) and Krassons Inc. (Krassons). Echo provides the Department of Behavioral Wellness (BWell) with technical support and maintenance to the ShareCare product as well as to other ancillary software interfaces the Department of Behavioral Wellness (BWell) uses, such as Clinician's Gateway. Krassons provides BWell with software support, maintenance, and programming services to the Department of Behavioral Wellness' (BWell) Electronic Health Records (EHR). Approval of the recommended actions will allow BWell to continue to use the EHR, ShareCare, and Clinician's Gateway systems.

Background:

Echo Consulting: The Department of Behavioral Wellness (BWell) contracts with Echo Consulting Services of California, Inc. (Echo) for the technical support of its ShareCare product, a Medi-Cal billing software.

On June 10, 2006, Echo and BWell entered into a System Agreement wherein BWell purchased Software products from Echo to upgrade BWell's Alcohol, Drug, and Mental Health data and billing system;

On July 1, 2007, Echo and BWell entered into an Addendum to the System Agreement wherein Echo granted Bwell a license to use the ShareCare Software on a BWell computer system under the terms of a Perpetual Use License Agreement and set forth the terms by which Contractor provided Support and Maintenance Services to BWell;

On August 18, 2009, Echo and BWell entered a Support and Maintenance Agreement, and since then has continued its relationship with Echo Consulting, renewing its Support and Maintenance Agreement for 3 year periods.

The Support and Maintenance Agreement (SMA) with Echo covers technical support of the ShareCare product as well as the interfaces with existing BWell systems and other ancillary software applications. Clinical services are recorded through BWell's clinical management application, Clinician's Gateway, and an interface between ShareCare and Clinician's Gateway facilitates the regular exchange of data between the applications. 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). As the State continuously implements changes to their information technology services, the SMA includes an allowance for updates to the ShareCare software allowing for continued interfacing with State systems.

Krassons, Inc.: The Department of Behavioral Wellness 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' Mental Health and newly developed 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.

BWell has since then continued its relationship with Krassons, renewing its agreement annually.

Performance Measures:

Echo has consistently met our expectations for ongoing support and maintenance of ShareCare, a critical component of our required EHR systems. Echo conducts monthly hosted vendor/consumer calls to discuss the latest software updates and take feedback on new feature requests and regulatory requirements. Their support team is responsive to our requests and drives all issues to resolution.

Krassons has consistently met our expectations for ongoing support and maintenance of Clinician’s Gateway, a critical component of our required EHR systems. Krassons conducts weekly hosted vendor/consumer calls to discuss ongoing changes and updates to the application. Krassons leverages a software development change tracking tool called JIRA. Over the past year, with our direction, Krassons has prioritized and completed a significant number of change requests to meet regulatory requirements and track/report on timeliness to services for our clients. The Krassons support team is responsive to our requests and drives issues to resolution.

Fiscal and Facilities Impacts:

Budgeted: Yes

Fiscal Analysis:

<u>Funding Sources</u>	<u>FY 18-19 Cost:</u>	<u>FY 19-20 Cost:</u>	<u>FY 20-21 Cost:</u>
General Fund			
State	\$ 219,297.42	\$ 104,367.50	\$ 107,842.00
Federal	\$ 219,297.42	\$ 104,367.50	\$ 107,842.00
Fees			
Other:			
Total	\$ 438,594.84	\$ 208,735.00	\$ 215,684.00

Narrative:

The above referenced agreements are funded by State and Federal funds. Funding for the Echo and Krassons contracts will be included in the Department’s FY 2018-19, FY 19-20, and FY 2020-2021 Proposed Budgets, but is contingent upon the Board’s approval of future budgets. Execution of these agreements 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 State MIS systems, BWell would need to identify new vendors.

Special Instructions:

Please email one (1) complete copy of each executed signature page and one (1) minute order to cfoschaar@sbcbswell.org.

Attachments:

Attachment A: Echo SMA FY 18-21

Attachment B: Krassons Agreement FY 18-19

Authored By:

A. Foschaar