



County of Monterey

Item No.

Board Report

Board of Supervisors
Chambers
168 W. Alisal St., 1st Floor
Salinas, CA 93901

Legistar File Number: A 25-061

March 18, 2025

Introduced: 2/27/2025

Current Status: Agenda Ready

Version: 1

Matter Type: BoS Agreement

- a. Approve and authorize the Director of Health Services or designee to sign Amendment No. 3 to the QliqSOFT, Inc. Agreement A-14293 for Texting, Qliq Assisted Calling, and Qliq Video Visit subscription providing a secure Health Insurance Portability and Accountability Act (HIPAA) compliant unified solution as needed, increasing the amount by \$200,000 for a total amount not to exceed, \$476,504 and adding three years for a revised full term of April 1, 2019 through March 31, 2028; and
- b. Approve and authorize the Director of Health Services or designee to approve up to one (1) amendment not to exceed 10% (\$47,650) of the Amended Agreement amount and does not significantly alter the scope of the subscription service.

RECOMMENDATION:

It is recommended that the County of Monterey Board of Supervisors:

- a. Approve and authorize the Director of Health Services or designee to sign Amendment No. 3 to the QliqSOFT, Inc. Agreement A-14293 for Texting, Qliq Assisted Calling, and Qliq Video Visit subscription providing a secure Health Insurance Portability and Accountability Act (HIPAA) compliant unified solution as needed, increasing the amount by \$200,000 for a total amount not to exceed, \$476,504 and adding three years for a revised full term of April 1, 2019 through March 31, 2028; and
- b. Approve and authorize the Director of Health Services or designee to approve up to one (1) amendment not to exceed 10% (\$47,650) of the Amended Agreement amount and does not significantly alter the scope of the subscription service.

SUMMARY/DISCUSSION:

QliqSOFT, Inc. is a vendor that provides a HIPAA compliant end to end encrypted solution for communications that includes secure texting, Qliq Assisted Calling, and Video Visits using mobile devices. The original Agreement was for secure texting and due to the increased need for telemed and telepsychiatry visits for patients/clients not able to make standard visits, the additional modules: Qliq Assisted calling and Video Visits are necessary to maintain continuity of care.

This unified solution enables the program staff that provide outreach services to the community, coordinate care, provide outpatient services, and share restricted information needing immediate response, a secure solution that protects the content while enabling mobility. This solution enables efficiency for health staff without compromising the privacy of the clients served often in uses cases that are time sensitive requiring multi-disciplinary program staff communications.

Qliq Assisted calling enables the provider or clinician to call the patient/client without disclosing their cell numbers and the Video Visits enable the patient/client to participate in a telemed or telepsychiatry visit remotely. This unified solution enables the Health Department staff to text clients, initiate a call, and if a video call is needed to use the same solution to initiate a video call all without requiring the client to download an app.

The department applications administrator will be able to remotely lock and wipe out the data on the mobile device should the provider or clinician device be lost, stolen, or compromised since the application and content is managed down to the end point.

Based upon the privacy and security provision of this HIPAA compliant mobile application solution, and the efficiency provided to the program staff that require mobility while exchanging sensitive information across a multi-disciplinary team or with patients/clients, it is the recommendation of the Director of Health Services to approve this recommended action.

The staff and programs that will utilize this solution will be the Sexual Assault and Response Team (SART), the Whole Person Care program, Behavioral Health Adult System of Care, Behavioral Health Children's Programs, Public Guardian, Medical Therapy Unit, and the Privacy/Compliance Office.

This software subscription supports the County of Monterey Health Department 2025-2028 Strategic Plan Goal(s): 2. Provide Exceptional Person-Centered Care through Accessible, Community-Focused Health Services. It also supports the following of the ten essential public health services, specifically: 4. Mobilize community partnerships and action to identify and solve health problems; 7. Link people to needed personal health services and assure the provision of health care when otherwise unavailable; and 8. Assure competent public and personal health care workforce.

OTHER AGENCY INVOLVEMENT:

The offices of the County Counsel, Information Technology, and Auditor-Controller have reviewed and approved this Amendment No. 3 to Agreement A-14293 as to legal form, technology form and fiscal provisions, respectively.

FINANCING:

Funding for this Agreement is included in the Health Department's Administration Bureau (8438 HEA014) FY 2024-25 Adopted budget and provision for it will be made in the Department's Requested Budget for the years out.

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

Check the related Board of Supervisor's Strategic Initiatives:

Economic Development:

- Through collaboration, strengthen economic development to ensure a diversified and healthy economy.

Administration:

- Promote an organization that practices efficient and effective resource management and is recognized for responsiveness, strong customer orientation, accountability and transparency.
- Health & Human Services:
 - Improve health and quality of life through County supported policies, programs, and services, promoting access to equitable opportunities for healthy choices and healthy environments in collaboration with communities.
- Infrastructure:
 - Plan and develop a sustainable, physical infrastructure that improves the quality of life for County residents and supports economic development results.
- Public Safety:
 - Create a safe environment for people to achieve their potential, leading businesses and communities to thrive and grow by reducing violent crimes as well as crimes in general.

Prepared by: Juanita Sanders, Management Analyst II, 755-5494

Approved by: Elsa Mendoza Jimenez, Director of Health Services, 755-4526

Attachments:

Board Report

Amendment No. 3

Board Order (Amendment No. 2)

Amendment No. 2

Board Order (Amendment No. 1)

Amendment No. 1

Board Order (Original Agreement)

Agreement