



# County of Monterey

Item No.50

## Board Report

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

Legistar File Number: A 25-049

March 18, 2025

**Introduced:** 2/20/2025

**Current Status:** Health Department -  
Consent

**Version:** 1

**Matter Type:** BoS Agreement

- a. Approve and authorize the Director of Health Services or their designee to execute Renewal and Amendment No. 2 to Agreement (A-15672) with Accountable Care Transactions, Inc. dba Activate Care for the provision of software license subscription, software maintenance and support in a vendor hosted data environment, and professional services for the implementation of a case management solution, extending the term an additional three (3) years (January 24, 2024 through December 31, 2027) for the revised full agreement term of January 25, 2022 through December 31, 2027, amending the scope of work, updating the Business Associate Agreement, waiving the automobile insurance provisions, and increasing the funds by \$254,550 for a total aggregate amount not to exceed \$540,550; and
- b. Approve and authorize the Director of Health Services or their designee to sign up to three (3) future amendments where the combined amendments do not exceed 10% (\$54,055) of the Agreement amount and do not significantly alter the scope of services, total not to exceed maximum of \$594,605.

### RECOMMENDATION:

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

- a. Approve and authorize the Director of Health Services or their designee to execute Renewal and Amendment No. 2 to Agreement (A-15672) with Accountable Care Transactions, Inc. dba Activate Care for the provision of software license subscription, software maintenance and support in a vendor hosted data environment, and professional services for the implementation of a case management solution, extending the term an additional three (3) years (January 24, 2024 through December 31, 2027) for the revised full agreement term of January 25, 2022 through December 31, 2027, amending the scope of work, updating the Business Associate Agreement, waiving the automobile insurance provisions, and increasing the funds by \$254,550 for a total aggregate amount not to exceed \$540,550; and
- b. Approve and authorize the Director of Health Services or their designee to sign up to three (3) future amendments where the combined amendments do not exceed 10% (\$54,055) of the Agreement amount and do not significantly alter the scope of services, total not to exceed maximum of \$594,605.

### SUMMARY DISCUSSION:

The Health Department seeks the County of Monterey Board of Supervisors' support to renew the contract with Accountable Care Transactions, Inc., for the case management solution Activate Care. This platform supports the field-based Public Health programs including Enhanced Care Management, Nurse-Family Partnership, Maternal Child and Adolescent Health, and Nutrition Home Visiting, as well as the Policy, Evaluation, and Planning Unit's

Community Health Worker program through providing an electronic case management and documentation system. The platform also provides custom reports to monitor outcomes, track the social determinants of health, and conduct data stratification across all the above-mentioned programs.

The Amendment No. 1 to the Agreement was executed on May 24, 2024, to amend the deliverables, and increase the Agreement's amount by \$26,000 for a not to exceed amount of \$286,000.

The Health Department has a continued need for services under the Agreement beyond the expiration date of January 24, 2025. Although the Health Department drafted an amendment prior to the Agreement's expiration date, negotiations with the Contractor on additional terms needed to reach agreement prolonged the process and resulted in expiration of the Agreement.

The County of Monterey's Health Department is recommending approval of Renewal and Amendment No. 2 to allow for the continuation of services, extending the Agreement term for three (3) additional years through December 31, 2027, and increasing the Agreement by \$254,550 for a total amount not to exceed \$594,605. Given that the vendor is providing virtual services, parties agreed to waive automobile insurance requirements. Due to the addition of insurance coverage tiers to the County's BAA template, the County and Contractor have sought to execute an updated Business Associate Agreement, replacing the one executed on February 1, 2022, with the County's current BAA template. Renewal and Amendment No. 2 includes an update to the scope of services which includes a custom build request for the Health Department's Community Reaching for Equity (CORE) Program. CORE Program Community Health Workers (CHWs) link community members to critical health and support services. The update to Activate Care will allow CORE to track services more effectively and create grant expenditure reports.

This work supports the County of Monterey Health Department 2025-2028 Strategic Plan Goals: 2. Provide exceptional person-centered care through accessible, community-focused health services; and 4. Deepen organizational effectiveness and support long-term sustainability. It also supports three of the ten essential public health services, specifically: 1. Assess and monitor population health status, factors that influence health, and community needs and assets; 3. Communicate effectively to inform and educate people about health, factors that influence it, and how to improve it; and 7. Assure an effective system that enables equitable access to the individual services and care needed to be healthy.

OTHER AGENCY INVOLVEMENT:

The Offices of the County Counsel and Auditor-Controller have reviewed and approved this Agreement as to legal form and fiscal provisions, respectively. The Information Technology Department has approved this Amendment as to information security and privacy.

FINANCING:

This Renewal and Amendment No. 2 for an additional \$254,550 for the period from January 25, 2025, through December 31, 2027, is funded by approximately 60% Health Realignment and 40% grant revenue. There are sufficient appropriations in the Health Department's (001-4000-8124-HEA003 and 001-4000-8438-HEA014) FY 2024-25 Adopted Budgets.

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

Check the related Board of Supervisors 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: Patricia Velarde, Management Analyst II, 796-1377

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

Attachments:

Board Report

Renewal and Amendment No.2, Business Associate Agreement

Amendment No. 1

Agreement