



- a case management solution for the period of January 25, 2022 through January 24, 2025 in an aggregate amount not to exceed \$260,000; and
- b. Approve the Director of Health’s recommendation to accept the non-standard risk provisions in this Agreement (indemnification, limitation of liability, disclaimer of warranty, insurance); and
- c. Authorize the Director of Health or her designee to execute amendments over the term of the agreement to incorporate statements of work (“SOWs”) into the Agreement, subject to further County Counsel and County Auditor-Controller approval, so long as the SOWs do not significantly change the scope of work and do not change the maximum liability of the Agreement; and
- d. Approve and authorize the Acting Contracts and Purchasing Officer to approve up to three (3) future amendments that do not exceed ten percent (10%) (\$26,000) of the original Agreement amount and do not significantly alter the scope of services.

**SUMMARY/DISCUSSION:**

The Monterey County Health Department (MCHD) is seeking a unified case management solution to support the County’s Whole Person Care, Targeted Case Management, Nurse Family Partnership, Maternal Child and Adolescent Health programs as well as future programs as needed and implemented. The current programs prioritize coordinated case management for complex patients, high medical and social services systems utilizers, and those that are homeless or at risk of homelessness. The existing case management solution does not meet the requirements to effectively and efficiently monitor and report outcomes necessary to track the social determinants of health and proper data stratification across multiple systems and providers.

To address the need for a case management solution, a Request for Quote (RFQ) #10812 was released on July 15, 2021, and the Activate Care Platform provided through Accountable Care Transactions, Inc. has been selected based upon the cost, implementation timeline due to the funding availability with a short deadline, and qualifications to meet MCHD requirements for an agile case management solution with flexible data interoperability options.

The approval of this recommended action as requested by the Director of Health will enable MCHD program managers to effectively collaborate with community-based organizations to build a sustainable, evidence-based, outcome-focused coordinated system of care across health and social sectors to serve the most vulnerable Medi-Cal beneficiaries. This solution will enable MCHD to interface with multiple source systems securely with access controls necessary for a successful solution utilized by multiple programs, providers, and agencies as needed.

While this work is not directly in support of a Health Department Strategic initiative, it is in support of one of the ten essential public health services, specifically: 10. Research for new insights and innovative solutions to health problems.

**OTHER AGENCY INVOLVEMENT:**

The office of the County Counsel, Information Technology Department and the Auditor-Controller have reviewed and approved the Agreement as to form, technology, and fiscal provisions respectively.

**FINANCING:**

Funding for this Agreement is included in the Health Department, Public Health FY 2021-22 Adopted Budget (001-4000-8124-HEA003); funding for subsequent years will be included in the Health Department, Public Health Bureau Fiscal Year 2022-23 and Fiscal Year 2023-24’s Requested 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: Sarah House, Information Technology Manager, 759-6997

Approved by:

Date: \_\_\_\_\_

Elsa Mendoza Jimenez, Director of Health, 755-4526

Attachments:

Agreement

RFQ #10812