



County of Monterey

Item No.

Board Report

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

Legistar File Number: A 26-220

June 23, 2026

Introduced: 5/28/2026

Current Status: Agenda Ready

Version: 1

Matter Type: BoS Agreement

Approve and authorize the Director of Health Services or designee to execute Amendment No. 3 to Agreement with HLP, Inc. for the Chameleon animal services case management system and Public Access software, including license subscription, maintenance, and support, adding \$62,863 for a new total Agreement amount of \$204,293 and extending the term three years, for a new term of July 1, 2020 through June 30, 2029.

RECOMMENDATION:

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

Approve and authorize the Director of Health Services or designee to execute Amendment No. 3 to Agreement with HLP, Inc. for the Chameleon animal services case management system and Public Access software, including license subscription, maintenance, and support, adding \$62,863 for a new total Agreement amount of \$204,293 and extending the term three years, for a new term of July 1, 2020 through June 30, 2029.

SUMMARY:

HLP, Inc. provides case management software, Chameleon, that is utilized within Hitchcock Road Animal Services (HRAS). This Amendment No. 3 adds additional funds and extends the terms of the agreement for 3 years.

DISCUSSION:

HLP, Inc. is the leading provider of animal shelter software and has been providing systems analysis and design, project management, custom software development and support, hardware installation, and training programs for animal sheltering facilities and governmental agencies since 1984. Animal Services utilizes this software daily for case management of animals, people, field activities, bite investigations, payments and volunteers.

HLP, Inc. notified HRAS of a fee increase in spring of 2026 and adjusted fees are included in this revised Agreement for the next 3 years.

This work supports the County of Monterey Health Department 2025-2028 Strategic Plan Goal: 4. Deepen Organizational effectiveness and support long term sustainability. It also supports the following of the ten essential public health services, specifically: 1. Enforce laws and regulations that protect health and ensure safety.

OTHER AGENCY INVOLVEMENT/COMMITTEE ACTIONS:

The Offices of County Counsel and the Auditor-Controller have reviewed and approved this

Agreement as to legal form, and fiscal provisions, respectively.

FINANCING:

Amendment No. 3 will increase the Agreement amount by \$62,863, for a revised total Agreement amount of \$204,293 through June 30, 2029. Appropriations for this Agreement are included in the Health Department's FY 2026-27 Requested Budget (Fund 1380-HEA101-400003). For FYs, provisions will be included in the Requested Budget for the appropriate year.

BOARD OF SUPERVISORS STRATEGIC PLAN GOALS:

This recommendation supports Board of Supervisors Strategic Plan Goal No. 5, Dynamic Organization and Employer of Choice, by ensuring continued access to essential case management software utilized daily by Hitchcock Road Animal Services for animal intake, investigations, field activities, volunteer coordination, and payment processing. The agreement supports operational efficiency and continuity of services through reliable technology infrastructure and aligns with key objectives related to maintaining effective County operations, modernizing systems, and supporting departments with the tools necessary to provide quality public services.

Mark a check next to the related Board of Supervisors Strategic Plan Goals:

- Well-Being and Quality of Life
- Sustainable Infrastructure for the Present and Future
- Safe and Resilient Communities
- Diverse and Thriving Economy
- Dynamic Organization and Employer of Choice

Prepared by: Cindy Burnham, Animal Services Administrator, 769-8796

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

Attachments:

- Board Report
- Amendment No. 3
- Amendment No. 2
- Amendment No. 1
- Agreement