Agenda Report

July 11, 2016

TO: Honorable Mayor and City Council

FROM: Public Health Department

SUBJECT: AUTHORIZATION TO ENTER INTO A CONTRACT WITH WELLIGENT, Inc. TO DELIVER A BEHAVIORIAL HEALTH CASE MANAGEMENT SOFTWARE SYSTEM

RECOMMENDATION:

It is recommended that the City Council:

1. Find that the proposed contract is exempt from the California Environmental Quality Act ("CEQA") pursuant to State CEQA Guidelines Section 15061(b) (3); and

2. Authorize the Interim City Manager to enter into a three-year contract, without competitive bidding pursuant to City Charter Section 1002(F), contracts for professional or unique services, with Welligent, Inc. to deliver a behavioral health case management web-hosted software solution and services in an amount not to exceed the grand total amount of $102,000, which includes the base contract amount of $96,000, and a contingency of $6,000 to provide for any necessary change orders.

BACKGROUND:

The Pasadena Public Health Department (PPHD) is committed to building trusting relationships within the community, providing high-quality services, making health services accessible, instilling the value of public health, and creating opportunities that foster health professional excellence.

Supported by a grant from the Federal Health and Human Services Department (HHS) Substance Abuse and Mental Health Services Administration (SAMHSA), the Social and Mental Health Division of PPHD offers community behavioral health, prevention and educational programs, and mental health and substance abuse prevention services. These programs have the goal of reducing the impact of mental illness through increasing awareness and improving access of culturally, linguistically and best practice approaches for substance abuse and mental illness services. This is also

conducted through partnerships, policy promotion, and programming that reduces the stigma of mental illness thereby building individual and community resilience, and facilitating recovery for individuals with, or at risk for, mental and/or substance use disorders and other complex needs.

Currently, the programs offered by the Social and Mental Health Division of PPHD use a paper-based system to manage the care and services provided to their clients. A Behavioral Health Case Management Software (BHCMS) system will convert those paper-based client records, health information, and resource utilization information to electronic web-based patient care. A BHCMS will enable staff to efficiently assess, diagnose, treat, monitor progress, and refer clients to other providers for coordinated care. The following programs will utilize and benefit from a BHCMS system:

Project Wraparound
This program provides family-driven, culturally competent individualized care to children and youth (aged 0-21) with serious emotional and behavioral challenges. Participants of Project Wraparound receive:
1. Short-term mental health interventions, which include individual, group, and family therapy;
2. Care coordination; and
3. Linkage to culturally and linguistically sensitive long-term services.

HOPE Program
This program serves the City's homeless population through the Pasadena Police Department HOPE Team. The HOPE team addresses mental health issues, crisis intervention response, and other social needs. They also provide a cooperative, compassionate, mental health/law enforcement approach to assist those in need of accessing mental health and social services.

Substance Abuse Services (Project Recovery)
This program provides services under the Medi-Cal Drug Treatment Program, which include counseling, one-on-one and group interventions, and case management services to ensure the success of the clients.

Competitive Selection Process

The Department of Information Technology (DoIT) prepared and posted the Request for Proposals (RFP) for a BHCMS system through Planet Bids on February 17, 2016 in accordance with Pasadena Municipal Code Section 4.08.047. In response to the RFP, two responsive proposals were received on March 3, 2016. Each proposal was scored based on the evaluation criteria stated in the RFP, which included functional specifications and capabilities, technology infrastructure requirements, references with comparable environment, cost, local business and small or micro-business preference. Per the evaluation procedures and criteria stated in the RFP, the responses were scored and ranked as follows:

Rank	Company Name	Location	Total Score (100 max)
1	Welligent, Inc.	Norfolk, Virginia	61.1
2	Netsmart	Overland, Kansas	40.3

Based on the final scoring, staff is recommending that Welligent, Inc. be awarded a contract for the BHCMS, as they provided the most comprehensive proposal. Additional details on the scoring criteria and results are included as Attachment B.

The breakdown of the contract amount is as follows:

Year 1 Costs	$ 60,000
Service, Maintenance and Support (Years 2 thru 3)	$ 36,000
Contingency Allowance (10%)	$ 6,000
Contract "Not To Exceed" Amount	$ 102,000

Project Implementation and Ongoing Program Costs

Staff anticipates that the project will take approximately four months to complete upon contract execution, and cost approximately $60,000 for the initial implementation, which includes the web-based software, professional services and the initial 12 months of service, maintenance and support. A comprehensive implementation plan will be defined as part of the project planning phase with the vendor. Ongoing costs for maintenance and support are also included in the contract and total $18,000, per year, in years two and three.

COUNCIL POLICY CONSIDERATION:

This action supports the City Council's strategic goal to support and promote the quality of life and local economy by enhancing the quality and delivery of behavioral health care services through a more efficient electronic, web-based system.

ENVIRONMENTAL ANALYSIS:

This contract is exempt from CEQA per section 15061(b) (3), the General Rule. The General Rule can be applied when it can be seen with certainty that the activity will not have a significant effect on the environment. The proposed action will not result in any new development or physical changes.
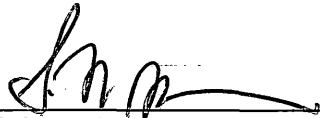
FISCAL IMPACT:

The cost of this proposed contract will be $102,000. Funding for this action will be addressed by the utilization of annual budgeted appropriations in the Substance Abuse and Mental Health Services Administration (SAMHSA) Grant – Other Contract Services Account, 20323035-811400-57113. These appropriations are covered by grant funding and will be updated and included in PPHD's annual budget submittal.

It is anticipated that approximately $60,000 of the contract will be spent in FY 2017. The contact includes maintenance and support for three years. At the end of the three years, staff will evaluate the pricing, terms and conditions, to determine an appropriate course of action in the best interests of the City. There are no anticipated impacts to other operational programs as a result of this action
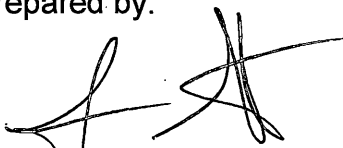
The following table presents a summary of the proposed contract with Welligent, Inc.:

Year 1 Costs	$ 60,000
Service, Maintenance and Support (Years 2-3)	$ 36,000
Contingency	$ 6,000
Total Fiscal Impact	**$102,000**

Respectfully submitted,

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Attachments: (2)

Attachment A – Taxpayer Protection Amendment
Attachment B – Evaluation Criteria and Scoring