

**REPORT/RECOMMENDATION TO THE BOARD OF SUPERVISORS
OF SAN BERNARDINO COUNTY
AND RECORD OF ACTION**

September 23, 2025

FROM

SHARON NEVINS, Director, Department of Aging and Adult Services

SUBJECT

Amendment to Contract with VRC Companies, LLC DBA Vital Records Control for Digitizing In-Home Supportive Services Case Files

RECOMMENDATION(S)

Approve **Amendment No. 2 to Contract No. 24-961** with VRC Companies, LLC DBA Vital Records Control, to continue digitization of In-Home Supportive Services case files, with no change in contract amount of \$1,100,000, extending the contract term through the end of the fiscal year, for a total contract period of October 8, 2024 through June 30, 2026.

(Presenter: Sharon Nevins, Director, 891-3917)

COUNTY AND CHIEF EXECUTIVE OFFICER GOALS & OBJECTIVES

Improve County Government Operations.

Ensure Development of a Well-Planned, Balanced, and Sustainable County.

FINANCIAL IMPACT

Approval of this item will not result in the use of Discretionary General Funding (Net County Cost). The contract amount of \$1,100,000 is funded 50% Federal (\$550,000) and 50% State (\$550,000). Adequate appropriation and revenue have been included in the Human Services Administrative Claim 2025-26 budget.

BACKGROUND INFORMATION

The Department of Aging and Adult Services (DAAS) has been working toward becoming paperless since 2021. To work toward achieving the goal of paperless files, DAAS must ensure compliance with the protection of personal information and data of all In-Home Supportive Services (IHSS) recipients, including securing the confidentiality of any data related to the IHSS program, in accordance with State and Federal guidelines.

Pursuant to All County Letter 20-02, DAAS was required to inform the California Department of Social Services (CDSS) of the implementation of new systems, applications, and/or ancillary tools that would interface directly with data from the Case Management, Information and Payrolling System II (CMIPS II). The CDSS review process consisted of an examination of how the CMIPS II data is going to be used in any new systems or ancillary tools and ensure that there are no potential risks of data breaches of privacy or security. DAAS requested and received approval from CDSS, on October 19, 2021, to implement a scanning system to digitally image IHSS case files.

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Following an informal procurement for digitizing services, DAAS contracted with URM Technologies, Inc. (URM), to digitize all IHSS case files.

On October 8, 2024 (Item No. 5), the Board of Supervisors (Board) approved Contract No. 24-961 (Contract) with URM to digitize IHSS case files for a total not to exceed contract amount of \$1,100,000, for the contract period of October 8, 2024 through October 7, 2025.

Effective August 1, 2024, URM merged with VRC Companies, LLC DBA Vital Records Control (Vital Records Control). On December 17, 2024 (Item No. 7), the Board approved Amendment No. 1 to Contract No. 24-961, assigning the Contract with URM to Vital Records Control to digitize IHSS case files, with no changes to the contract amount of \$1,100,000, for the contract period of October 8, 2024 through October 7, 2025.

Approval of this amendment will extend the contract term until the end of the fiscal year and allow Vital Records Control to finish imaging the remaining 42% of hard case files for all IHSS offices, which includes Needles, San Bernardino, Victorville, and Yucca Valley. A delay in completion of work was primarily due to company merger. They have the trained staff in place with an established workflow procedure and an understanding of DAAS's internal system. It is anticipated that Vital Records Control will complete all work by no later than June 30, 2026.

PROCUREMENT

Not applicable.

REVIEW BY OTHERS

This item has been reviewed by Human Services Contracts (Lisa Rivas-Ordaz, Contracts Manager, 388-0222) on August 21, 2025; County Counsel (Jacqueline Carey-Wilson, Deputy County Counsel, 387-5455) on August 28, 2025; and County Finance and Administration (John Hallen, Principal Administrative Analyst, 386-8392) on September 8, 2025.

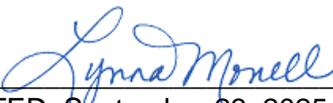
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Record of Action of the Board of Supervisors
San Bernardino County

APPROVED (CONSENT CALENDAR)

Moved: Joe Baca, Jr. Seconded: Curt Hagman
Ayes: Col. Paul Cook (Ret.), Jesse Armendarez, Dawn Rowe, Curt Hagman, Joe Baca, Jr.

Lynna Monell, CLERK OF THE BOARD

BY  _____
DATED: September 23, 2025



cc: DAAS - West w/agree
Contractor - c/o DAAS w/agree
File - w/agree
CCM 09/25/2025