

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

**June 25, 2024**

**FROM**

**GEORGINA YOSHIOKA, Director, Department of Behavioral Health**

**SUBJECT**

Amendment to Contract with ECHO Consulting Services of California, Inc. for the INSYST Software System

**RECOMMENDATION(S)**

Approve **Amendment No. 1 to Contract No. 23-277** with ECHO Consulting Services of California, Inc., for the INSYST software licensing, maintenance and support services, increasing the total contract amount by \$602,736, from \$898,472 to \$1,501,208, and exercising the first option to extend the contract by an additional year for the total period of July 1, 2022 through June 30, 2025.

(Presenter: Georgina Yoshioka, Director, 252-5142)

**COUNTY AND CHIEF EXECUTIVE OFFICER GOALS & OBJECTIVES**

**Operate in a Fiscally-Responsible and Business-Like Manner.**

**Pursue County Goals and Objectives by Working with Other Agencies.**

**FINANCIAL IMPACT**

This item does not impact Discretionary General Funding (Net County Cost). The recommended contract increase of \$602,736 is funded by Federal Financial Participation Medi-Cal, 1991 Realignment, and Mental Health Services Act funds. Adequate appropriation and revenue have been included in the Department of Behavioral Health's (DBH) 2023-24 and 2024-25 budgets.

**BACKGROUND INFORMATION**

DBH is responsible for providing mental health and substance use disorder (SUD) services to San Bernardino County (County) residents experiencing severe mental illness and/or SUD. An integral part of the service delivery system consists of tracking client services in order to remain in compliance with reporting requirements for participation in providing Medi-Cal eligible services.

Contract No. 23-277 (Contract) with Echo Consulting Services of California, Inc. (ECHO) has been providing DBH with the INSYST billing system for the past 20 years. Since then, DBH has implemented an Integrated Electronic Health Record and Billing System (EHR) that supersedes the services provided through this Contract. This contract affords DBH the ability to complete the transition of client data to the EHR that is needed for cost reports, claims reversal(s) as applicable, and limited protected health information for active clients. The data transition is expected to be completed by the end of 2024-25.

**Amendment to Contract with ECHO Consulting Services of California,  
Inc. for the INSYST Software System  
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On April 11, 2023 (Item No. 18), the Board of Supervisors approved the non-competitive Contract with ECHO for the provision of INSYST software licensing, maintenance and support services, in the amount of \$898,472, for the period of July 1, 2022 through June 30, 2024, with the option to extend for three additional one-year periods. The INSYST software is ECHO's proprietary system and needed until all data has been transferred and ECHO services are no longer needed.

**PROCUREMENT**

N/A

**REVIEW BY OTHERS**

This item has been reviewed by Behavioral Health Contracts (Ellayna Hoatson, Contracts Supervisor, 388-0858) on May 17, 2024; County Counsel (Bonnie Uphold, Deputy County Counsel, 387-5455) on June 5, 2024; Innovation and Technology Department (Lynn Fyhrlund, Chief Information Officer, 388-5501) on June 9, 2024; Purchasing (Jessica Barajas, Supervising Buyer, 387-2065) on June 5, 2024; Finance (Paul Garcia, Administrative Analyst, 386-8392) on June 10, 2024; and County Finance and Administration (Cheryl Adams, Deputy Executive Officer, 388-0238) on June 10, 2024.

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Record of Action of the Board of Supervisors  
San Bernardino County

**APPROVED (CONSENT CALENDAR)**

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

Lynna Monell, CLERK OF THE BOARD

BY  \_\_\_\_\_  
DATED: June 25, 2024



cc:    DBH - Barajas w/agree  
      Contractor - c/o DBH w/agree  
      File - w/agree  
CCM   07/9/2024