

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

November 15, 2022

FROM

GEORGINA YOSHIOKA, Interim Director, Department of Behavioral Health

SUBJECT

Non-Financial Amendment to Contract with Netsmart Technologies, Inc. for Trusted Agent Authorization for Licensed Software and Network Services

RECOMMENDATION(S)

1. Approve non-financial **Amendment No. 3** to **Contract No. 17-188** with Netsmart Technologies, Inc. for the Trusted Agent Authorization for Licensed Software and Network Services, to allow Trusted Agents to provide identity verification services, with no change to the total contract amount of \$18,101,053 or the contract period of April 4, 2017 through June 30, 2024.
2. Authorize the Director of the Department of Behavioral Health to appoint the assigned Deputy Director and Business Applications Managers as Trusted Agents for San Bernardino County and to complete and sign the Trusted Agent Authorization for Licensed Software and Network Service, subject to verification of the requirements.
3. Authorize the assigned Deputy Director and Business Applications Managers to complete and sign Attachment 1 to the Trusted Agent Authorization for Licensed Software and Network Services acknowledging and accepting appointments as Trusted Agents and to provide identity verification services on behalf of San Bernardino County for each applicant who requests access to the MedAllies Health Information Service Provider services.
4. Direct the Director of the Department of Behavioral Health to transmit all documents in relation to Contract No. 17-188 with Netsmart Technologies, Inc. to the Clerk of the Board of Supervisors within 30 days of execution.

(Presenter: Georgina Yoshioka, Interim Director, 388-0801)

COUNTY AND CHIEF EXECUTIVE OFFICER GOALS & OBJECTIVES

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

Provide for the Safety, Health and Social Service Needs of County Residents.

FINANCIAL IMPACT

The Trusted Agent Authorization for Licensed Software and Network Services is non-financial; therefore, this item does not impact Discretionary General Funding (Net County Cost).

BACKGROUND INFORMATION

The Department of Behavioral Health (DBH) is responsible for providing mental health and substance use disorder services to San Bernardino County (County) residents experiencing severe and persistent mental illness, substance use, and other addictions. Netsmart Technologies, Inc. (Netsmart) is responsible for enhancement, customization, configuration, and maintenance of all system components for the Behavioral Health Management Information

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November 15, 2022**

System (BHMIS) and the Electronic Health Record (EHR). It is an integrated system that is replacing the DBH billing system and ancillary supplemental systems to continue providing efficient and secure Mental Health, Substance Use Disorder, and Managed Care services to clients throughout the County and contract provider networks.

The BHMIS, as an integrated system, includes the EHR and other ancillary and supplemental systems. CareConnect Inbox (as the secure direct messaging platform) is integrated directly into the EHR, which Clinicians and other team members can utilize to securely share patient health information. When the collaboration extends beyond the EHR, Netsmart utilizes MedAllies Health Information Service Provider (MedAllies) to complete the connection. MedAllies facilitates the secure connection across EHR vendors, as well as DBH to the Arrowhead Regional Medical Center. As part of that collaboration, the County is required to appoint a "trusted agent" who will validate individuals through an application process.

The Trusted Agent Authorization for Licensed Software and Network Services will allow the Trusted Agents to provide identity verification services for each applicant who requests access to the MedAllies Health Information Service Provider services. The appointment of Trusted Agents is a prerequisite for the implementation of CareConnect Inbox, which supports Direct Secure Messaging, a secure communication mechanism for sending sensitive health information to other trusted parties. CareConnect Inbox is awaiting the required approval of the Trusted Agent Authorization for Licensed Software and Network Services in order to go live. CareConnect Inbox simplifies communication among care team members, as well as between DBH and the larger healthcare community. Clinicians can direct message team members, send referrals, and share clinical information from the Netsmart CareRecord in a secure manner.

PROCUREMENT

On April 4, 2017 (Item No. 15), as a result of a formal procurement, the Board of Supervisors (Board) approved Contract No. 17-188 (Contract) with Netsmart for BHMIS, in the amount of \$11,255,574, for the period of April 4, 2017 through June 30, 2022. In addition, this item authorized the DBH Director to sign and execute any necessary Change Orders not to exceed \$25,000 provided the terms of Contract do not change or exceed five percent of the total Contract amount, for the development, installation, and maintenance of the BHMIS.

On February 13, 2018 (Item No. 18), the Board approved Amendment No. 1 to the Contract, to accelerate the implementation schedule of the EHR system, increasing the total Contract amount by \$1,030,554, from \$11,255,574 to \$12,286,128, with no change to the Contract period of April 4, 2017 through June 30, 2022.

On December 14, 2021 (Item No. 20), the Board approved the reallocation of funds to facilitate the completion of the implementation of the BHMIS, in the amount of \$106,600 from one deliverable to another as required to complete the work outlined in the contract, with no change to the Contract amount of \$12,286,128 or the Contract period of April 4, 2017 through June 30, 2022.

On June 28, 2022 (Item No. 33), the Board approved Amendment No. 2 to the Contract, increasing the Contract amount by \$5,814,925, from \$12,286,128 to \$18,101,053, and exercising both one-year extension options, for a total Contract period of April 4, 2017 through June 30, 2024.

**Non-Financial Amendment to Contract with Netsmart Technologies,
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November 15, 2022**

DBH will continue to monitor contractor performance on a regular basis to ensure the performance and compliance standards of the Contract are met.

REVIEW BY OTHERS

This item has been reviewed by Behavioral Health Contracts (Ellayna Hoatson, Contracts Supervisor, 388-0858) on October 18, 2022; County Counsel (Bonnie Uphold, Supervising Deputy County Counsel, 387-5455) on October 21, 2022; Innovation and Technology Department (Larry Ainsworth, Chief Information Officer, 388-5501) on October 31, 2022; Finance (Christopher Lange, Administrative Analyst, 386-8393) on October 25, 2022; and County Finance and Administration (Cheryl Adams, Deputy Executive Officer, 388-0238) on October 31, 2022.

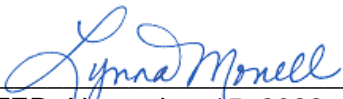
**Non-Financial Amendment to Contract with Netsmart Technologies,
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Record of Action of the Board of Supervisors
San Bernardino County

APPROVED (CONSENT CALENDAR)

Moved: Joe Baca, Jr. Seconded: Janice Rutherford
Ayes: Col. Paul Cook (Ret.), Janice Rutherford, Curt Hagman, Joe Baca, Jr.
Absent: Dawn Rowe

Lynna Monell, CLERK OF THE BOARD

BY 
DATED: November 15, 2022



cc: DBH- Lindenberg w/agree
Contractor- C/O DBH w/agree
File- w/agree
LA 11/18/2022