

AACN Funding Agreement Amendment

A Session June 12, 2025

Item #39



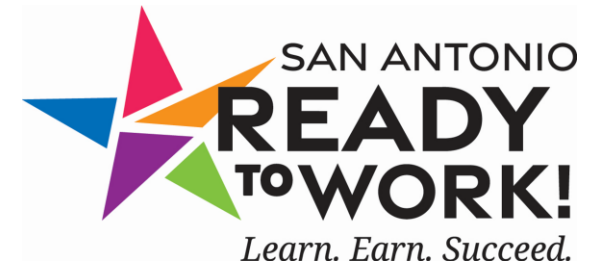
Background Information

- The City currently contracts with the Alamo Area Community Network (AACN) to utilize its Salesforce-based client management system called SYNC (Supporting Your Needs in our Community), which embeds and organizes the AACN referral network made up of community-based organizations working to efficiently use community resources and provide referrals.
- In 2024, the AACN underwent a system change after Signify Health announced it would no longer support its digital referral and case management platform used by the AACN.



Current Agreement

- On June 15, 2023, City Council authorized the existing agreement with a total value of \$1,160,965 over a five-year period with the AACN to support the new Salesforce-based system.
- The SYNC system is used by both the Department of Human Services' Training for Job Success (TFJS) and the Department of Workforce Development's San Antonio Ready to Work programs.

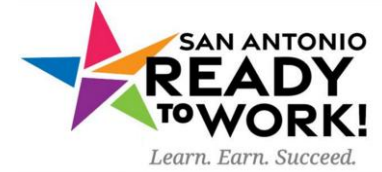


First Amendment

- Due to a rise in operational costs for the AACN and the City's need to continue utilizing the network's system, the City intends to amend the current agreement to provide a one-time payment of \$200,000 resulting in an increase to the overall contract value.
- Community organizations participate in this network and system to have access to the HIPAA-compliant, cloud-based platform to allow for client referrals and coordination across organizations providing various health and social services.



Funding and Recommendation



- Funding is available in the SA Ready to Work Sales Tax Fund.
- Staff recommends the approval of this amendment with the AACN for a one-time payment of \$200,000 to continue access to the network of community stakeholders utilizing the electronic platform to support the TFJS and RTW programs for a new total contract value of \$1,360,965.

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