



City of San Antonio

Agenda Memorandum

File Number:

Agenda Item Number: 7

Agenda Date: June 20, 2024

In Control: City Council A Session

DEPARTMENT: Finance Department

DEPARTMENT HEAD: Troy Elliott

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

Domestic Violence Case Management System

SUMMARY:

This ordinance authorizes a contract with LyncVerse Technologies, Inc. to provide the San Antonio Metropolitan Health District (Metro Health) with a case management system for the Domestic Violence Program upon City Council approval beginning upon approval and, after system acceptance, continuing for a three-year term with two, one-year renewal options for an estimated total contract value of \$758,284.95. The first-year costs for the software license subscription and implementation services will be \$208,284.95 from the Public Health Infrastructure Grant. The second- and third-year costs, as well as the two, one-year options to renew will be \$137,500.00 annually. Funding for the subsequent years is contingent upon City Council approval of the annual budget and funds.

BACKGROUND INFORMATION:

Submitted for City Council consideration is the offer submitted by LyncVerse Technologies, Inc. to provide the purchase of a Domestic Violence Case Management System for the San Antonio Metropolitan Health District (Metro Health).

Metro Health supports over 12,000 residents annually who experience domestic violence. Domestic Violence Program staff provide crisis support and long-term case management to assist residents with their basic needs, help them leave domestic violence situations, and support them as they build a safe environment.

The program's large case load and multiple encounters with each client necessitates a well-developed case management system. A case management system will allow staff to record and link multiple encounters with the same individuals over time. The records will contain information critical to delivery of program services and the system will allow for data extraction and analysis. A case management system will replace the piecemeal software approach and manual data analysis methods currently used for the program. Accurate and expedited data analysis will support the team in delivering monthly, quarterly, and annual reports to City leadership and grantors.

The City's end goal is to establish a streamlined and cohesive approach to managing multiple funding sources and programs through a unified enterprise platform. This will allow residents to connect to services provided by various City-managed programs through a single portal, facilitating the use and tracking of funding across multiple sources, and enabling comprehensive outcome reporting.

In October 2023, the City began discussions with LyncVerse Technologies, Inc. to develop a contract framework through the use of an established cooperative contract to address the needs of Metro Health, as well as other departments and programs across the City using the MyOneFlow platform. This ordinance will authorize a contract with LyncVerse Technologies Inc. utilizing the Texas Interlocal Purchasing System (TIPS)-USA, Cooperative Contract #230105. The City entered into an Interlocal Agreement with Region VIII, passed through Ordinance 2009-12-1002 on December 10, 2009, authorizing the use of contracts procured by TIPS. This contract will provide Metro Health with Empyra's MyOneFlow Client and Case Management System for the Domestic Violence Program for a three-year term with two, one-year renewal options for an estimated total contract value of \$758,284.95. The Empyra case management platform already exists within other City departments and has been successful. City seeks to expand the Empyra footprint to create consistency throughout departments. LyncVerse Technologies, Inc. holds the cooperative contract to sell the Empyra case management platform.

The initial term of the contract will begin upon approval of this ordinance and, after acceptance of the system, will remain active for a three-year period. Two additional one-year renewals at the City's option will also be authorized by this ordinance. The first-year costs for the software license subscription and implementation services will be \$208,284.95 from the Public Health Infrastructure Grant. The second- and third-year costs, as well as the two, one-year options to renew will be \$137,500.00 annually. Funding for the subsequent years is contingent upon City Council approval of the annual budget and funds.

ISSUE:

This contract will provide Metro Health with the purchase of a client and case management system that will assist the Domestic Violence Program with client recordkeeping, data retention, tracking

performance, and evaluation of outcomes.

The Small Business Economic Development Advocacy (SBEDA) Ordinance requirements were waived due to the lack of small, minority, and/or women businesses available to provide these goods and services.

This award is an exception to the Local Preference Program.

The Veteran-Owned Small Business Preference Program does not apply to non-professional services, so no preference was applied to this contract.

ALTERNATIVES:

Should this contract not be approved, Metro Health will continue to use multiple software programs to manage client information and manually analyze and evaluate data for the Domestic Violence Program.

FISCAL IMPACT:

This ordinance authorizes a contract with LyncVerse Technologies, Inc. to provide the San Antonio Metropolitan Health District (Metro Health) with a case management system for the Domestic Violence Program beginning upon City Council approval and, after acceptance of the system, continuing for a three-year term with two, one-year renewal options for an estimated total contract value of \$758,284.95. The first-year costs for the software license subscription and implementation services will be \$208,284.95 from the Public Health Infrastructure Grant. The second- and third-year costs, as well as the two, one-year options to renew will be \$137,500.00 annually. Funding for the subsequent years is contingent upon City Council approval of the annual budget and funds.

RECOMMENDATION:

Staff recommends approval of this ordinance.

This contract was procured by means of cooperative agreement and a Contracts Disclosure Form is not required.