



City of San Antonio

Agenda Memorandum

File Number:

Agenda Item Number: 39

Agenda Date: June 12, 2025

In Control: City Council A Session

DEPARTMENT: Workforce Development Office

DEPARTMENT HEAD: Michael Ramsey

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

Ordinance authorizing an amendment to the Funding and Support Agreement with Alamo Area Community Network (AACN) to increase the overall contract value by \$200,000.

SUMMARY:

This Ordinance authorizes a \$200,000 increase in funding to the Funding and Support Agreement between the City and the Alamo Area Community Network (AACN) due to increasing operational costs to support continued access and reliability of the SYNC case and client management platform allowing for community referrals and coordination of services across San Antonio. The case management platform is currently used by the City for the Department of Human Services' Training for Job Success (TFJS) program and the Workforce Development Office's SA Ready to Work (RTW) program. This action will increase the contract value by \$200,000 with funding in this amount available in the FY26 RTW Annual Operating Budget.

BACKGROUND INFORMATION:

On June 17, 2021, City Council approved a contract with SHI Government Solutions, a software reseller, to provide the City of San Antonio with implementation, development and product licensing services for Signify Health's digital referral and case management platform. In addition to providing a client management software system for the Department of Human Services'

Training for Job Success (TFJS) and SA Ready to Work (RTW) programs, Signify Health's software powered the referral platform of the Alamo Area Community Network (AACN).

Despite success in implementing Signify's case management software for the TFJS and RTW programs and connecting into the AACN, in July of 2022, SHI Government Solution, Inc. informed the City of San Antonio that the arm of Signify Health providing this software would be shutting down. To maintain the AACN community referral network, AACN contracted with Exponent Partners to develop and implement an alternative equivalent software to what Signify provided the City of San Antonio. The existing Funding and Support Agreement continues the City's participation in the AACN, utilizing an equivalent Salesforce-based platform called SYNC (Supporting Your Needs in our Community), ensuring efficient TFJS and RTW participant management including community referrals.

On June 15, 2023, City Council authorized the existing Funding and Support Agreement with a total agreement value over a five-year period at \$1,160,965.00.

ISSUE:

Due to rising operational costs for the AACN and in order to continue utilizing the network's Salesforce-based platform, the City intends to amend the current agreement to provide a one-time payment and increase the overall contract value.

AACN has formed an alliance of community organizations across San Antonio to improve services for the residents in the community. Community organizations participating in this network have access to the HIPAA-compliant, cloud-based platform to allow for client referrals and coordination across organizations providing various health and social services. The City seeks to continue its commitment to the AACN to best serve the City's Training for Job Success and SA Ready to Work programs.

ALTERNATIVES:

Should this amendment not be approved, the City's commitment and participation in the Alamo Area Community Network (AACN) would be limited. The City would need to seek an alternate software vendor for client management of the Department of Human Services' Training for Job Success and SA Ready to Work programs, which would need to be contracted, built, tested, and implemented to avoid a disruption in services.

FISCAL IMPACT:

The total agreement value over a five-year period for the Department of Human Services' Training for Job Success and SA Ready to Work programs is \$1,160,965.00. Funding for this amendment and increase of \$200,000 is available from the SA Ready to Work budget. The new total agreement value if increased would be \$1,360,965.00. All other funding parameters over the five-year contract period will remain the same and funding for future years is contingent upon City Council approval of the annual budget.

RECOMMENDATION:

Staff recommends the approval of this amendment with the Alamo Area Community Network for a one-time payment of \$200,000 to continued access to the network of community stakeholders utilizing the SYNC electronic platform by the City for the Department of Human Services' Training for Job Success (TFJS) and the Workforce Development Office's SA Ready to Work (RTW) programs for participant management, for a new total contract value up to \$1,360,965.00.