



City of San Antonio

Agenda Memorandum

File Number:

Agenda Item Number: 26

Agenda Date: June 15, 2023

In Control: City Council A Session

DEPARTMENT: Department of Human Services

DEPARTMENT HEAD: Melody Woosley

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

Funding and Support Agreement with Alamo Area Community Network (AACN)

SUMMARY:

This Ordinance authorizes a Funding and Support Agreement with the Alamo Area Community Network (AACN) for the establishment and continuance of a network of community stakeholders, working in a cloud-based HIPAA compliant electronic platform with the intent of allowing for online client referral and coordination of services across our community (“case management platform”), which will be used 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.

The total agreement value over a five-year period, inclusive of initial implementation and development costs, is \$1,160,965.00. Funding for the initial implementation and development in the amount of \$625,382.00 is available from SA: Ready to Work and \$39,918.00 is available from the FY 2023 Adopted General Fund for the Department of Human Services. Funding for future years is contingent upon City Council approval of the annual 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). Using software for both program case management and participation in the AACN was planned to leverage additional social services for more efficient referral and tracking of program participants. The software contract for Signify sought to deliver an enterprise system for tracking program referrals and long-term outcomes at both the aggregate and individual client level.

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. Signify agreed to maintain the current systems' operations through December 31, 2023, to allow time for the community to transition to another vendor. To maintain the AACN community referral network, AACN has begun development on an alternative equivalent software to what Signify provided the City of San Antonio. This Funding and Support Agreement continues the City's participation in the AACN, utilizing equivalent software, and ensuring a smooth transition after Signify no longer supports the current systems for client management and community referrals.

ISSUE:

The AACN has developed an equivalent substitution for the software service that SHI Government Solutions, Inc. would have provided via Signify Health. This action enters a Funding and Support agreement between the City of San Antonio and AACN.

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 will have access to a HIPAA-compliant, cloud-based platform to allow for client referrals and coordination across organizations providing various health and social services. The City of San Antonio seeks to continue its commitment to the AACN, established as part of the City's COVID-19 Recovery and Resiliency Plan. The City of San Antonio also seeks to provide funding to expand the features and functionalities of the AACN platform to best serve the City's Training for Job Success and SA: Ready to Work programs.

The total agreement value over a five-year period, inclusive of initial implementation costs for the Department of Human Services' Training for Job Success and SA: Ready to Work programs is \$1,160,965.00. Funding for the initial implementation and development in the amount of \$550,300.00 and the first year of licensing fees in the amount of \$115,000.00 is available from SA: Ready to Work and the FY 2023 Adopted General Fund for the Department of Human Services. Funding for future years is contingent upon City Council approval of the annual budget.

ALTERNATIVES:

Should this contract 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 prior to January 2024 to avoid a disruption in services.

FISCAL IMPACT:

The total agreement value over a five-year period, inclusive of initial implementation and development costs, for the Department of Human Services' Training for Job Success and SA: Ready to Work programs, is \$1,160,965.00.

Funding for the initial implementation and development in the amount of \$517,282.00 is available from the SA: Ready to Work budget and \$33,018.00 is available from the FY 2023 Adopted General Fund for the Department of Human Services.

Funding for year-one licensing fees in the amount of \$108,100.00 is available from the SA: Ready to Work budget and \$6,900.00 is available from the FY 2023 Adopted General Fund for the Department of Human Services. Funding for future years of the agreement is contingent upon City Council approval of the annual budget.

RECOMMENDATION:

Staff recommends the approval of this agreement with the Alamo Area Community Network for the establishment and continuance of a network of community stakeholders, working in a cloud-based HIPAA compliant electronic platform with the intent of allowing for online client referral and coordination of services across our community, which will be used 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 a total amount up to \$1,160,965.00.