COUNTY OF SONOMA

SUMMARY REPORT

Agenda Date: 5/25/2021

To: Board of Supervisors of Sonoma County
Department or Agency Name(s): Department of Health Services, Human Services Department, Community Development Commission, Probation Department, Child Support Services Department, Office of the District Attorney, Sheriff's Office, and Public Defender
Staff Name and Phone Number: Tina Rivera, 565-7876; Angela Struckmann; David Koch; Jennifer Traumann; Jill Ravitch; Mark Essick; Kathleen Pozzi
Vote Requirement: Majority
Supervisorial District(s): Countywide

Title:
ACCESS Sonoma Safety Net Initiative - IBM Agreement

Recommended Action:
Authorize the Director of Health Services, or designee, to execute Addendum 5 to the Statement of Work with International Business Machines (IBM) Corporation for the annual renewal of software subscriptions, and Project Change Request 1 for cloud migration and cloud hosting of the ACCESS Sonoma Data Hub Project, in an amount not-to-exceed $1,945,634 through June 30, 2024.

Executive Summary:
On March 23, 2018, Sonoma County entered into an agreement with International Business Machines Corporation (IBM) to provide software and implementation of the Accessing Coordinated Care and Empowering Self Sufficiency (ACCESS) Sonoma Data Hub Project (ACCESS Sonoma) to support the County's rapid response safety net services efforts. Sonoma County Safety Net Departments participating in the project include Health Services, Human Services, Community Development Commission, Probation, Child Support Services, District Attorney, Sheriff, and Public Defender. The ACCESS Sonoma Data Hub Project achieves the following: 1) provides a global view of clients that accounts for their multiple needs, allowing for coordinated front-end referrals and service delivery across the Safety Net Departments; and 2) allows for continued analysis of each client's needs, collaborative case management, and evaluation of outcomes to support more proactive and prevention-focused efforts aimed at addressing critical client needs.

The Safety Net Departments have completed Phases 1 through 5 of the multiphase initiative to support ACCESS Sonoma. This item requests approval to execute Addendum 5 to the agreement with IBM and allows for Project Change Request 1 within Addendum 5. These agreements will facilitate data migration and cloud hosting of the ACCESS Sonoma data hub and dashboards to enable the County to leverage features developed in the ACCESS platform, some of which were developed and funded by other counties. This effort will create full cloud access for all participating Safety Net Departments to ensure availability and resiliency during disasters.

Discussion:
ACCESS Sonoma To-Date

The development of the ACCESS Sonoma system has been executed in multiple phases with each phase

delivering added functionality to the system. The Safety Net Departments have completed Phases 1 through 5 of the multiphase initiative.

- Phase 1 Rapid Prototype delivered the core database (Data Hub) with an initial view of basic client information and was completed both on-time and within budget.
- Phase 2 added homeless services information to the database, added client care planning and goal tracking, and incorporated roles-based security for future expansion.
- Phase 3 configured criminal justice data, expanded system security roles, electronic authorization forms, and system infrastructure related to subsequent implementation phase of the project.
- Phase 4 efforts included setting up an environment in the data center for testing and ACCESS Sonoma development, piloting improvements to client consent management, and adding an alert function for important care team notices. In addition, a COVID-19 cohort with two new assessments was developed in response to the COVID-19 pandemic.
- Phase 5 efforts included the following: 1) implementation of a mental health diversion cohort care plan; 2) addition of Sheriff data to the data hub; 3) implementation of a client portal for self-progress tracking; 4) expanded security by creating custom client lookup for Sheriff and Probation extracts; 5) implementation of a provider portal for clinics, hospitals, and homeless shelters; and 6) provision for development of the technology component necessary to facilitate relocation of the system data component to the cloud at a future time.
- In September 2020 the Board of Supervisor's provided via the FY 20-21 budget hearings $220,000 of ongoing funding to support staffing of a ISD Project Manager, there was one time funding of $185,000 for migration and hosting costs, additionally there is $530,000 for FY 21-22 and FY 22-23 to support project costs.

Addendum 5; Project Change Request (PCR) 1

Addendum 5 provides for annual software renewal fees through June 30, 2024, for a total price of $1,155,110.68. Addendum 5, PCR 1 efforts for a total price of $790,522.76 include migration of the ACCESS Sonoma platform to the cloud, which is estimated to take one-to-two months at a price of $99,940 for labor services, and cloud service fees of $691,082.76 through June 30, 2024. Benefits of moving the ACCESS Sonoma platform to the cloud include the following:

- Allows the County to derive full advantage of Connect360's evolution as a cloud platform, including advancements performed for other customers.
- Allows the County to utilize shared infrastructure resources in a multi-tenant environment, with IBM management and maintenance of host systems.
- Provides for the potential use of higher-end services; services for artificial intelligence, analytics, etc. can be plugged in on demand.
- Enables formal service level objectives for availability and disaster recovery. Local conditions such as wildfires may put systems and data at risk. The cloud provides resiliency, by spreading infrastructure resources across a much larger geographic and operational spectrum.

Software application subscriptions to be extended through June 30, 2024 as part of Addendum 5 include the following:

- Connect360
- IBM InfoSphere Master Data Management (MDM)
- Cognos Analytics tools

- DB2
- Watson Care Manager

Attachment 3 provides a summary of costs associated with the ACCESS Sonoma Data Hub Project and funding sources.

Prior Board Actions:

On September 8, 2020 the Board adopted the FY 2020-2021 Recommended Budget, which included funding for 1.0 Information Systems Department Project Manager $220,000, Migration and Hosting costs $185,000 for a total of $405,000. FY 21-22 and FY 22-23 will include $530,000 each of one-time PG&E discretionary funds. Board documents say "Establish appropriations for the ACCESS system for use of an Information Systems Department Program Manager and software costs. Annual cost of $220,000 for existing position is funded with ongoing; Software and cloud migration costs funded for three years; $185,000 in 2020-21 and $530,000 for the following two years."

https://sonomacounty.ca.gov/CAO/Public-Reports/Budget-Reports/

On September 1, 2020 the Board approved Addendum 4 to the Statement of Work with International Business Machines Corporation for implementation of Phase 5 of the ACCESS Sonoma Data Hub Project, and any amendments that do not substantially change the scope of work or increase funding, in an amount not-to-exceed $1,500,000 through December 31, 2020.

On July 23, 2019 the Board approved Addendum 3 to the Statement of Work with International Business Machines Corporation for implementation of Phase 4 of the ACCESS Sonoma Data Hub Project, increasing the contract amount by $1,500,000 resulting in a new total not-to-exceed amount of $6,297,000, and any amendments that do not substantially change the scope of work or increase funding.

On December 11, 2018 the Board approved Addendum 2 to the Statement of Work with International Business Machines Corporation for implementation of Phase 3 of the ACCESS Sonoma Data Hub Project, increasing the contract amount by $1,800,000 resulting in a new total not-to-exceed amount of $4,797,000.

On August 8, 2018 the Board approved Addendum 1 to the Statement of Work with International Business Machines Corporation for implementation of Phase 2 of the ACCESS Sonoma Data Hub Project, increasing the contract amount by $1,799,918 resulting in a new total not-to-exceed amount of $2,997,000.

On March 20, 2018 the Board approved a Statement of Work and Cloud Services Agreement with International Business Machines Corporation to provide software in support of the rapid deployment of an integrated data hub and front end user application for the ACCESS Sonoma County initiative, in an amount of $1,197,082.

On December 5, 2017 the Board 1) received a report on the activities underway to address the Board of Supervisors priority to Secure the Safety Net and 2) adopted a resolution approving the county Safety Net Departments and Community Development Commission to strengthen coordinated, client-centered care delivery strategies and develop an information hub to facilitate successful implementation of disaster rapid response efforts, ACCESS Sonoma County, and Whole Person Care projects.

FISCAL SUMMARY

Expenditures	FY 20-21 Adopted	FY 21-22 Projected	FY 22-23 Projected
Budgeted Expenses	124,823	600,599	606,874

Additional Appropriation Requested			
Total Expenditures	**124,823**	**600,599**	**606,874**
Funding Sources			
General Fund/WA GF			
State/Federal			
Fees/Other	124,823	600,599	606,874
Use of Fund Balance			
Contingencies			
Total Sources	**124,823**	**600,599**	**606,874**

Narrative Explanation of Fiscal Impacts:

During the September 2020 Budget Hearings, your Board allocated $1,245,000 PG&E one-time discretionary funding for the ACCESS Sonoma annual licenses fees and cloud services for FY 21-22 ($530,000) and FY 22-23 ($530,000), and one-time cloud migration cost for FY 20-21 ($185,000). An ongoing $220,000 was also allocated to fund a position within ISD to develop and implement the software.

Total IBM price for the ACCESS Sonoma annual licenses, cloud services and one-time cloud migration labor services through June 30, 2023 is $1,332,296. The Department will use PG&E funding of $1,245,000 and will redirect salary savings from the ISD position costs of $220,000 to fund the remaining difference of $87,296 through FY 2022-23. Savings of $220,000 of salary and benefit costs can be used to partially fund the costs of $613,337 in FY 2023-24 the remaining costs of approx. $400,000 will need to be identified. Once the software is up and running, the $220,000 ongoing funding can be applied to the annual license fees and cloud services but ongoing funding will need to be identified for the remaining gap of approximately $400,000.

No additional appropriations are needed for FY 20-21 as PG&E one-time discretionary funding of $185,000 and expenditures are included in the budget.

FY 21-22 appropriations will be requested via supplemental budget process, FY 22-23 appropriations will be requested via the budgetary process.

Staffing Impacts:			
Position Title (Payroll Classification)	**Monthly Salary Range (A-I Step)**	**Additions (Number)**	**Deletions (Number)**

Narrative Explanation of Staffing Impacts (If Required):
N/A

Attachments:
Attachment 1 - IBM Statement of Work Addendum 5
Attachment 2 - IBM Statement of Work Addendum 5, PCR 1
Attachment 3 - ACCESS Sonoma Data Hub Project Cost/Funding Summary

Related Items "On File" with the Clerk of the Board:

None