



# COUNTY OF HUMBOLDT

## Legislation Text

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File #: 22-1060, Version: 1

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**To:** Board of Supervisors

**From:** DHHS: Administration

**Agenda Section:** Consent

**SUBJECT:**

Agreement with Ascendant Strategy Management Group, LLC for Software Maintenance and Support of ClearPoint, a Performance Management Software Platform

**RECOMMENDATION(S):**

That the Board of Supervisors:

1. Approve and authorize the Chair to execute the attached agreement between Ascendant Strategy Management Group, LLC and the Department of Health and Human Services, for the period of Sept. 21, 2022 through Sept. 20, 2027; and
2. Authorize the Department of Health and Human Services (DHHS) Director, or designee thereof, to execute any subsequent amendments to the agreement upon review and approval from County Counsel, Risk Management and the County Administrative Office.

**SOURCE OF FUNDING:**

Public Health Funds (1175) and Social Services Funds (1160)

**DISCUSSION:**

Performance management is a quality improvement framework utilized by many health and human services agencies that helps to identify and improve internal operations to assist their external outcomes. It measures past performance data and provides organizations with feedback on how to make better decisions in a variety of areas in the future. Many DHHS programs currently use performance management systems to ensure that the activities staff engage in are providing desirable outcomes in alignment with objectives of the organization, however, consistency across the department is needed for improved tracking and reporting.

In October 2020, DHHS - Public Health entered into a 2-year software licenses and support services agreement with Ascendant Strategy Management Group, LLC, executed by the Purchasing Agent, for the development and implementation of a web-based performance management platform, including scorecards focused on objectives, measures, targets and activities (OMTAs) developed and maintained by Public Health staff. DHHS - Public Health uses data from the Community Health Assessment to create program OMTAs with the overall objective of positively influencing health outcomes for the

residents of Humboldt County, with an emphasis on serving vulnerable and underserved populations.

Similarly, DHHS' Behavioral Health and Social Services Branches and the Child Welfare Services Division use other systems to track continuous quality improvement efforts as well, however they do not connect to each other electronically and are not broadly accessible.

The DHHS administration team desires to launch ClearPoint department wide for use by all branches of DHHS in order to track performance management objectives and the outcomes of the organization's efforts to improve program operations, health outcomes and the overall well-being of county residents. The department will begin using the ClearPoint platform with the various plans that are in place or in process such as the department's Racial Equity Strategic Plan, Workforce Development Plan and DHHS Strategic Plan.

The agreement before your Board today will allow continued access to ClearPoint for the period of Sept. 21, 2022 through Sept. 20, 2027, and adds 10 "update" user licenses in addition to the existing Public Health licenses so DHHS can begin centralizing performance management.

FINANCIAL IMPACT:

The software licenses and support services agreement allow DHHS to reimburse Ascendant Strategy Management Group, LLC for the period of Sept. 21, 2022 through Sept. 20, 2027, for an annual amount not to exceed \$13,800, for an overall total of \$69,000 over the 5-year period. Funding for this agreement resides under Fund 1175, Budget Unit (BU) 419 - CMSP Hep C for \$12,600 within the current 2022-23 Fiscal Year, and the balance of \$1,200 resides under fund 1160 BU 511 - Social Services. This expense was anticipated in the proposed county budgets for Fiscal Year 2022-23 and will be included in county budgets for future fiscal years. There is no impact to the General Fund.

STRATEGIC FRAMEWORK:

This action supports your Board's Strategic Framework by creating opportunities for improved safety and health .

OTHER AGENCY INVOLVEMENT:

N/A

ALTERNATIVES TO STAFF RECOMMENDATIONS:

Your Board may choose to not approve the agreement with Ascendant Strategy Management Group, LLC; however, it is not recommended as it would not allow DHHS to continue use of the Clearpoint performance management software platform as a mechanism to monitor the department's goals and performance successes in an efficient and streamlined manner.

ATTACHMENTS:

Agreement with Ascendant Strategy Management Group, LLC

PREVIOUS ACTION/REFERRAL:

Board Order No.: N/A

Meeting of: N/A

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