

Setting the Standard in Health Care Excellence

November 10, 2020

Board of Supervisors  
County of Ventura  
800 South Victoria Avenue  
Ventura, CA 93009

**SUBJECT: Approval of, and Authorization for the Ventura County Behavioral Health (VCBH) Director or Designee to Sign, the Agreement for CareManager Subscription and Services with Netsmart Technologies, Inc., in the Amount of \$387,200, Effective November 10, 2020, through November 10, 2023.**

**RECOMMENDATION:**

- 1) Approve, and authorize the Ventura County Behavioral Health (VCBH) Director or designee to sign, the agreement for CareManager subscription and services with Netsmart Technologies, Inc. (Netsmart) (Exhibit 1), in the amount of \$387,200, effective November 10, 2020, through November 10, 2023.

**MHSA Budget Unit # 3260-3269 (Innovations)**

Mandatory: No  Yes  Cite Authority:  
Source of Funding: Proposition 63 MHSA  
Funding Match Required: No  
Impact on Other Department(s): None

|                                    | <u>FY 2020-2021</u> | <u>FY 2021-2022</u> |
|------------------------------------|---------------------|---------------------|
| Summary of Revenue and Total Costs |                     |                     |
| Revenue:                           | \$82,459            | \$129,067           |
| Costs:                             |                     |                     |
| Direct Cost                        | \$82,459            | \$129,067           |
| Indirect - Dept.                   | \$0                 | \$0                 |
| Total Costs                        | \$82,459            | \$129,067           |
| Net County Costs                   | \$0                 | \$0                 |

| <b>FY 2020-21 Adopted Budget for MHSA Innovations BU #3260-3269</b> |                       |                        |                         |                                    |
|---|-----------------------|------------------------|-------------------------|------------------------------------|
|   | <b>Adopted Budget</b> | <b>Adjusted Budget</b> | <b>Projected Actual</b> | <b>Estimated Savings/(Deficit)</b> |
|   |                       |                        |                         |                                    |

|                |             |             |             |     |
|----------------|-------------|-------------|-------------|-----|
| Appropriations | \$1,818,203 | \$1,961,883 | \$1,961,883 | \$0 |
| Revenue        | \$1,818,203 | \$1,818,203 | \$1,818,203 | \$0 |
| Net Cost       | \$0         | \$143,680   | \$143,680   | \$0 |

Note: Appropriations and revenue are included in the FY 2020-21 Adopted Budget for the MHSA Budget Unit #3260-3269 MHSA Innovations.

**DISCUSSION:**

**BACKGROUND**

The Mental Health Services Oversight and Accountability Commission (MHSOAC) oversees programs funded by the Mental Health Services Act (MHSA), which was passed by voters in 2004. The mission of the MHSOAC is to collaborate with non-MHSA service providers to catalyze transformational changes across service systems so that everyone who needs mental health care has access to and receives effective and culturally competent care. The MHSA Innovations category of funding seeks to improve the quality of mental health services, including measurable outcomes involving reductions in hospitalization, incarceration and homelessness recidivism. Innovations projects are considered novel, creative and/or ingenious mental health practices/approaches that contribute to learning and that are developed within communities through a process that is inclusive and representative, especially of unserved, underserved and inappropriately served individuals. Under the MHSA Innovations category, counties are expected to develop innovative projects and use the information learned from such projects to improve the behavioral health care system. VCBH designed a three-year project, the MHSA Innovation Full Service Partnership (FSP) Data Exchange Work Plan (“FSP Data Exchange Work Plan”), which addresses the “Innovation” component and focuses on increasing the quality of services and promoting interagency collaboration in data sharing related to mental health services and measurable outcomes.

On June 9, 2020, VCBH received approval from your Board to submit the FSP Data Exchange Work Plan to the MHSOAC, in the amount of \$2,011,117, for the term of July 1, 2020, through June 30, 2023. On June 25, 2020, the MHSOAC approved the FSP Data Exchange Work Plan. Through this plan, VCBH will work with the Ventura County Health Care Agency, Human Services Agency and Sheriff’s Office to develop a network of legally-sanctioned, shared data streams focused on the most at-risk individuals in our FSP programs. This collaboration will enable enhanced data collection and data sharing across law enforcement encounters, hospital stays, health care services, and homeless management information systems in order to improve services for FSP clients. Having access to shared data across service systems will improve the quality of care that

VCBH FSP clients receive, as VCBH care managers will be more likely to know if any of the 1,500-2,000 FSP clients have been incarcerated, hospitalized, or are eligible for or in need of homeless services. The FSP Data Exchange Work Plan will aide VCBH in collecting needed data to reduce hospitalization, incarceration and homelessness recidivism rates while complementing VCBH's Multi-County FSP project, approved by your Board on March 10, 2020.

### **Netsmart CareManager Software Agreement**

In order to execute the FSP Data Exchange Work Plan, VCBH intends to contract with Netsmart for software services related to management of specific client population groups plus the integration of data from outside systems. Utilizing Netsmart's CareManager software, Netsmart will configure an interface for receiving data streams pertaining to FSP clients from other information systems including:

1. Cerner Millennium HealthCare
2. Manifest MedEx Health Information Exchange
3. Ventura County Integrated Justice Information System (VCJIS)
4. Homeless Management Information System (HMIS)
5. Netsmart myAvatar

These data connections will allow VCBH to gain near-real-time visibility into some of the major life experiences FSP clients encounter, and as a result of this gained visibility, enhance the quality of care these clients receive. Because Netsmart is the vendor of the VCBH Electronic Health Record (myAvatar), there are internal linkages and interfaces built into the application framework, which allows seamless and proprietary integration with other Netsmart modules, such as CareManager. By keeping the technical architecture under the same vendor, the cost of ongoing maintenance, including system updates, is minimized. For the term of the three-year agreement with Netsmart, VCBH will incur: (1) one-time implementation and professional services charges that total \$255,000, (2) recurring CareManager subscription charges of \$41,400 per year, and (3) travel charges at a not to exceed amount of \$8,000 for the duration of the agreement.

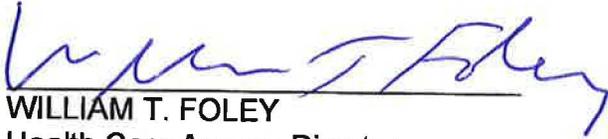
VCBH recommends approval of, and authorization for the VCBH Director or designee to sign, the agreement for CareManager subscription and services with Netsmart, in the amount of \$387,200, effective November 10, 2020 through November 10, 2023.

This Board letter has been reviewed by the County Executive Office, Auditor-Controller's Office, and County Counsel. If you have any questions regarding this item, please contact VCBH Director Sevet Johnson or Health Care Agency Assistant Chief Financial Officer Narcisa Egan at (805) 981-1881.

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Netsmart Technologies, Inc. Agreement  
November 10, 2020  
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SEVET JOHNSON, PsyD  
Behavioral Health Director



WILLIAM T. FOLEY  
Health Care Agency Director

Attachment:

Exhibit 1 – Netsmart Technologies, Inc. Agreement