



Robert P. Astorino
County Executive

Department of Social Services

Kevin McGuire
Commissioner

Philippe Gille
First Deputy Commissioner

40683

Date: June 6, 2014

To: Board of Acquisition and Contract

From: Kevin McGuire
Commissioner, Department of Social Services

John B. McCaffrey
Chief Information Officer

Subject: Resolution authorizing the County of Westchester, acting by and through its Department of Social Services, to amend an agreement with Sandata Technologies, LLC for the provision of an automated telephony system that allows all case notes to be called in by caseworkers in the field for transcription and availability by utilizing a product device called Santrax for an amount not to exceed \$60,000 for the period July 1, 2013 through June 30, 2014 by increasing the amount not to exceed by \$16,000 from an amount not to exceed \$60,000 to a new total amount not to exceed \$76,000.

Through a resolution approved on June 20, 2013, your Honorable Board authorized the County of Westchester, acting by and through its Department of Social Services, to enter into an agreement with Sandata Technologies, LLC for the provision of an automated telephony system that allows all case notes to be called in by caseworkers in the field for transcription and availability by utilizing a product device called Santrax for an amount not to exceed \$60,000 for the period July 1, 2013 through June 30, 2014. The agreement was subsequently executed.

Attached for your consideration is a resolution which, if approved by your Honorable Board, would authorize the County of Westchester, acting by and through its Department of Social Services, to amend the aforesaid agreement with Sandata

Technologies, LLC by increasing the amount not to exceed by \$16,000 from an amount not to exceed \$60,000 to a new total amount not to exceed \$76,000. The increase is requested to pay for an unexpected surge in usage toward the end of the 2013-14 contract term.

The proposed agreement will serve a **public purpose** by assisting the County to enhance the quality of services provided to the children and families in the area of child welfare.

The goals and objectives of this agreement are:

- To ensure timely and accurate documentation of child welfare activities within the mandated timeframe
- To facilitate the entry of case notes into “Connections”, the statewide child welfare data base
- To free caseworkers to pursue the vital family engagement activities of their cases

The goals and objectives are in the best interests of the County regarding public safety in that all case notes transcribed by the vendor are accurately documented within twenty four (24) business hours and readily available for use in case hearings, court hearings, etc.

The goals and objectives are in the best interests of the County regarding fiscal responsibility in that the cost of the proposed agreement is considerably less than the cost of County employees supporting the existing volume of notes and meeting the goal of completing the transcriptions within twenty four (24) hours. Sandata can provide 10 to 50 professional transcribers in order to meet this twenty four (24) hour turnaround requirement.

The goals and objectives of this agreement will be tracked and monitored using the Performance Measurement Indicators.

The Department is able to report that from July 2013 through March 2014, 1,167 case notes were called in and 97% of those notes were transcribed and made available within twenty-four hours.

Except as specifically amended hereby, all other terms and conditions of the original agreement shall remain in full force and effect.

Therefore, the County of Westchester, acting by and through its Department of Social Services, is seeking your Honorable Board’s approval to amend the agreement with Sandata Technologies, LLC for the above stated reasons.

An appropriate resolution is attached herewith seeking your Honorable Board’s approval.

RESOLUTION

Upon a communication from the Commissioner of the Department of Social Services and the Chief Information Officer, be it hereby

RESOLVED, that the County of Westchester, acting by and through its Department of Social Services, is authorized to amend an Agreement with Sandata Technologies, LLC for the provision of an automated telephony system that allows all case notes to be called in by caseworkers in the field for transcription and availability by utilizing a product device called Santrax for an amount not to exceed \$60,000 for the period July 1, 2013 through June 30, 2014 by increasing the not to exceed amount by \$16,000 from a total not to exceed amount of \$60,000 to a new total not to exceed amount of \$76,000; and be it further

RESOLVED, that the Agreement is subject to County appropriations; and be it further

RESOLVED, that this Agreement is also subject to further financial analysis of the impact of any New York State Budget (the "State Budget") proposed and adopted during the term of this Agreement. The County shall retain the right, upon the occurrence of any release by the Governor of a proposed State Budget and/or the adoption of a State Budget or any amendments thereto, and for a reasonable time after such release(s) or adoption(s), to conduct an analysis of the impacts of any such State Budget on County finances. After such analysis, the County shall retain the right either to terminate this Agreement or to renegotiate the amounts and rates approved herein. If the County subsequently offers to pay a reduced amount to the Contractor, then the Contractor shall have the right to terminate this Agreement upon reasonable prior written notice; and be it further

RESOLVED, that except as specifically amended hereby, all other terms and conditions of the original agreement shall remain in full force and effect; and be it further

RESOLVED, that the County Executive or his duly authorized designee is empowered to execute all documents and take all actions necessary to effect the purpose of the resolution.

Original amount: \$60,000
This amendment: \$16,000
 \$76,000

Account to be
 Charged/Credited

	Fund	Dept	Major Program, Program & Phase Or Unit	Object/ Sub-Object	Trust Account	Dollars
2014	101	22	5000	4420	-----	\$16,000

Budget Funding Year(s): 2014 Start Date: N/A End Date: N/A
 (must match resolution)

Funding Source Tax Dollars: 31%
 State Aid: 26%
\$16,000 Federal Aid: 43%
 (must match resolution) Other:

APPROVED BOARD OF ACQUISITION & CONTRACT - 07/09/2014 - JOMARY VIEIRA, SECRETARY