



Robert P. Astorino
County Executive

Department of Social Services

Kevin McGuire
Commissioner

Philippe Gille
First Deputy Commissioner

41106

Date: June 30, 2014

To: Board of Acquisition and Contract

From: Kevin McGuire
Commissioner, Department of Social Services

John B. McCaffrey
Chief Information Officer

Subject: Approval to amend a resolution approved by your Honorable Board on June 19, 2014 authorizing 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, 2014 through June 30, 2015 by authorizing Sandata Technologies, LLC to subcontract with iMedX, Inc. for the transcription services' portion of the agreement.

By resolution approved on June 19, 2014, 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 from the field for transcription and availability by utilizing a product device called Santrax for an amount not to exceed \$60,000 to be paid pursuant to an approved program budget and subject to appropriation for the period July 1, 2014 through June 30, 2015. The agreement has not yet been executed.

Authority is now requested to amend the aforesaid resolution in order to approve iMedX, Inc. as subcontractor for Sandata Technologies, LLC for the transcription services' portion of the agreement.

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. The vendor 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 developed by the Department.

The Department is able to report that from July 2013 through March 2014, 2,951 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 resolution approved on June 19, 2014 shall remain the same. The amendment is to the resolution because the contract with the agency has not been executed.

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

R E S O L U T I O N

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

RESOLVED, that the Resolution approved by your Honorable Board on June 19, 2014, authorizing 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 to be paid pursuant to an approved budget for the period July 1, 2014 through June 30, 2015 is hereby amended in order to approve iMedX, Inc. as subcontractor for Sandata Technologies, LLC for the transcription services' portion of the agreement; and be it further

RESOLVED, that except as specifically amended hereby, all other terms and conditions of the resolution approved on June 19, 2014 shall remain the same; 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.

Account to be Charged/Credited

Fund	Dept	Major Program, Program & Phase Or Unit	Object/ Sub-Object	Trust Account	Dollars
N/A	N/A	N/A	N/A	-----	N/A

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

Funding Source

Tax Dollars: N/A

State Aid: N/A

\$N/A

Federal Aid: N/A

(must match resolution)

Other: N/A

APPROVED BOARD OF ACQUISITION & CONTRACT - 07/22/2014 - JOAN COCCIARDI,