



# COUNTY OF HUMBOLDT

For the meeting of: 1/24/2023

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File #: 22-1752

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**To:** Board of Supervisors

**From:** DHHS: Behavioral Health

**Agenda Section:** Consent

**SUBJECT:**

Software License and Support Services Agreement with JUMP Technology Services, LLC Regarding the Provision, Support and Maintenance of an Electronic Case Management System

**RECOMMENDATION(S):**

That the Board of Supervisors:

1. Approve, and authorize the Chair of the Board to execute, the attached software license and support services agreement with JUMP Technology Services, LLC regarding the provision, support and maintenance of an electronic case management system for the period of July 1, 2021 to June 30, 2023;
2. Authorize the Department of Health and Human Services - Behavioral Health Director, or a designee thereof, to execute any and all subsequent amendments to the attached software license and support services agreement with JUMP Technology Services, LLC, after review and approval by County Counsel, Risk Management and the County Administrative Office;
3. Direct the Clerk of the Board to return one (1) fully executed copy of the attached software license and support services agreement to the Department of Health and Human Services - Contract Unit for further processing.

**SOURCE OF FUNDING:**

Social Services Fund (1160)

**DISCUSSION:**

The attached software license and support services agreement with JUMP Technology Services, LLC will allow the Humboldt County Department of Health and Human Services - Behavioral Health's ("DHHS - Behavioral Health") Older Adults program to continue managing case and registry data supporting Adult Protective Services, HomeSafe, In-Home Supportive Services ("IHSS") Registry and provider portal, including, without limitation, Structured Decision-Making ("SDM") methodologies. Adult Protective Services uses this database for taking reports of abuse and neglect of elders and dependent adults, cross-reporting to law enforcement and other agencies, and documenting investigations, case management, and assessments, and maintaining all case records. SDM is a decision-support system informed by research, policy, and best practices, and JUMP incorporates this tool at intake to determine case assignment and response. In-Home Supportive Services uses this

database to track care provider enrollment, obtain electronic signatures and provide online orientation videos, and the In-Home Supportive Services Care Provider Registry maintains the list of active care providers through this database.

It should be noted that the attached software license and support services agreement with JUMP Technology Services, LLC comes to the Board after the start date thereof due to inadvertent delays that occurred during the contract development process.

Accordingly, DHHS - Behavioral Health recommends that the Board approve, and authorize the Chair of the Board to execute, the attached software license and support services agreement with JUMP Technology Services, LLC regarding the provision, support and maintenance of an electronic case management system for the period of July 1, 2021 through June 30, 2023. It is also recommended that the Board authorize the DHHS - Behavioral Health Director, or a designee thereof, to execute any and all subsequent amendments to the attached software license and support services agreement with JUMP Technology Services, LLC, after review and approval by County Counsel, Risk Management and the County Administrative Office, in order to avoid any unnecessary delays in the provision, support and maintenance of the electronic case management system utilized by Adult Protective Services and In-Home Support Services.

**FINANCIAL IMPACT:**

The attached software license and support services agreement with JUMP Technology Services, LLC has a maximum amount payable Eighty-Eight Thousand Eighteen Dollars (\$88,018.00) for the period of July 1, 2021 through June 30, 2023. In no event shall the maximum amount paid under the attached software license and support services agreement with JUMP Technology Services, LLC exceed Forty-Four Thousand Nine Dollars (\$44,009.00) per fiscal year for fiscal years 2021-2022 and 2022-2023. However, in the event local, state or federal funding is reduced or eliminated, the County of Humboldt may reduce the above-referenced maximum amount payable or terminate the attached software license and support services agreement with JUMP Technology Services, LLC in its entirety.

Expenditure appropriations related to the attached software license and support services agreement with JUMP Technology Services, LLC have been included in the approved fiscal year 2021-2022 and 2022-2023 budgets for DHHS - Social Services budget unit 1160-511. Funding for the attached software license and support services agreement with JUMP Technology Services, LLC is available through local, state and federal revenues received by DHHS - Adult Protective Services. As a result, approval of the attached software license and support services agreement with JUMP Technology Services, LLC will not impact the Humboldt County General Fund.

**STRATEGIC FRAMEWORK:**

The recommended actions support the Board of Supervisors' Strategic Framework by protecting vulnerable populations, creating opportunities for improved safety and health and providing for and maintaining technological infrastructure.

**OTHER AGENCY INVOLVEMENT:**

None

**ALTERNATIVES TO STAFF RECOMMENDATIONS:**

The Board may choose not to approve the attached software license and support services agreement with JUMP Technology Services, LLC regarding the provision, support and maintenance of an electronic case management system. However, this alternative is not recommended since it will not allow for the continued use of the electronic case management system that is currently utilized by Adult Protective Services and In-Home Supportive Services.

**ATTACHMENTS:**

1. Software License and Support Services Agreement with JUMP Technology Services, LLC  
Regarding the Provision, Support and Maintenance of an Electronic Case Management System

**PREVIOUS ACTION/REFERRAL:**

Board Order No.: C-13

Meeting of: February 13, 2018

File No.: 18-54