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# LASSEN COUNTY

## Health and Social Services Department

**HSS Administration**  
1345 Paul Bunyan Road, Ste B  
Susanville, CA 96130  
(530) 251 - 8128

**Public Guardian/Administrator**  
1345 Paul Bunyan Road, Ste B  
Susanville, CA 96130  
(530) 251 - 8337

**Housing & Grants**  
1445 Paul Bunyan Road, Ste B  
Susanville, CA 96130  
(530) 251 - 8309

**Behavioral Health**  
555 Hospital Lane  
Susanville, CA 96130  
(530) 251 - 8108

**Public Health**  
1445 Paul Bunyan Road, Ste B  
Susanville, CA 96130  
(530) 251 - 8183

**Community Social Services**  
1400 Chestnut Street, Ste A  
Susanville, CA 96130

**LassenWORKS**  
1616 Chestnut Street  
Susanville, CA 96130  
(530) 251 - 8152

**Child & Family Services**  
1600 Chestnut Street  
Susanville, CA 96130  
(530) 251 - 8277

**Adult Services**  
1400 Chestnut Street, Ste B  
Susanville, CA 96130  
(530) 251 - 8158

**Family Solutions/Wraparound**  
1400 Chestnut Street, Ste C  
Susanville, California 96130  
(530) 251 - 8340

**Mailing Address:**  
PO Box 1180  
Susanville, California 96130

**Date:** July 16, 2024  
**To:** Aaron Albaugh, Chairman  
Lassen County Board of Supervisors  
**From:** Barbara Longo, Director  
Health & Social Services Agency  
**Subject:** Amendment to the Agreement between Lassen County and Kings View Professional Services to provide Electronic Health Record System support services for a maximum amount of \$508,073.80 for the term of August 16, 2022, through June 30, 2025.

**Background:**

Kings View Professional Services provides Electronic Health record System (EHRs) support services to our Behavioral Health Department. The EHRs platform can be configured to align with unique workflows, program, and organizational requirements. Agencies have the ability to configure data and customize clinical, compliance and billing workflows, including alerts, to enhance productivity, ensure compliance, and accelerate the revenue cycle. With reconfigurability, agencies can reduce the risk of purchasing a system that may become outdated or require expensive updates as regulations evolve.

This amendment will modify our current scope of work to include necessary modifications as determined by our Director of Behavioral Health and the always changing requests by the Department of Health Care Services. These changes will also allow our staff to meet further reporting requirements and allow analytical reports to be pulled from the system.

**Fiscal Impact:**

This agreement will be paid from Behavioral Health Fund and Budgets 110/0751 and 110/0771.

**Action Requested:**

1) Approve the Agreement with Kings View Professional Services, and 2) authorize the County Administrative Officer to execute the Agreement.

**AMENDMENT NO. \_**  
**TO ELECTRONIC HEALTH RECORD SYSTEM SUPPORT SERVICES**  
**BETWEEN**  
**THE COUNTY OF LASSEN COUNTY**  
**AND**  
**KINGS VIEW PROFESSIONAL SERVICES**

WHEREAS, an agreement was entered into on August 16, 2022 (“Agreement”) by and between the COUNTY OF LASSEN COUNTY (“County”), and KINGS VIEW PROFESSIONAL SERVICES (“Contractor”), to provide EHRS – Electronic Health Record System support services; and

WHEREAS, the parties wish to amend the Agreement with respect to:

1. Exhibit A.1 Scope of Work
  - a. Sec. 1.2.5 – Basic Dashboards Included
  - b. Sec. 1.2.9 Redetermination or Fees for core (base) monthly users for Credible
2. Exhibit B: Payment Grid

NOW, THEREFORE, the parties hereto agree to amend the Agreement with the following:

3. Exhibit A.1.2.5 Basic Dashboards Included Section to be replace on its entirety with the new Section A.1.2.5 attached and hereby incorporated by reference.
  - o Total cost for additional dashboards as listed on Exhibit A.1.2.5 for FY 2024-2025: \$85,170
4. Exhibit A.1.2.9 – Change monthly fees due to increase of core (base), of the below listed Credible users effective July 1, 2024, as follows:

Credible Users by Service:	Increase of Users:
a. Core Monthly User Fee	\$803.40
b. DSM-5	\$48.75
c. Business Intelligence (BI) Reporting	\$550.00

- i. Exhibits B– The new Annual Total fees for all add on captured on Exhibit A.1.2.1-A.1.2.9 are as follows for Fiscal Year: 2024-2025: \$168,235.80
5. Contract Exhibit B Payment Grid, Maximum Cost to County. The maximum cost to county on the Agreement shall be increased to \$508,073.80.

In all other respects, the terms of the Agreement are affirmed.

[signature page to follow]

IN WITNESS WHEREOF, the parties hereto have caused this Amendment to be executed on this \_\_\_\_ day of \_\_\_\_\_, 2024.

**COUNTY OF LASSEN:**

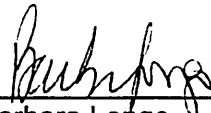
**KINGS VIEW PROFESSIONAL SERVICES:**

By: \_\_\_\_\_  
Richard Egan  
COUNTY Administrative Officer

By: \_\_\_\_\_  
Amanda Nugent Divine, PhD  
Chief Executive Officer

Date: \_\_\_\_\_

Date: \_\_\_\_\_

By:   
Barbara Longo  
Director of Health and Social Services

Date: 7/8/2024

**APPROVED AS TO LEGAL FORM:**

By:   
Amanda Uhrhammer  
Lassen County Counsel

Date: 6/27/24

#### **A.1.2.5 Basic Dashboards Included:**

- **Contractor supports (as defined in this scope of work) the following dashboards and analytic tools associated with the areas of interest to customer:**
  - **Productivity**
  - **Case Assignments**
  - **PHQ9/GAD7 or similar**
  - **Timeliness of Service**
  - **CANS**
  - **Claims Pay Source**
  - **Client Demographics**
  - **Appointment Type**
  - **Assignments**
  - **Anti-Psychotics, Medication & Metabolic Monitoring**
  - **ANSA**
  - **Homeless \ Housing (HMIS)**
  - **Care Court**
  - **Correction**
  - **Client Status Statistics**
  - **Crisis**
  - **High Utilizer**
  - **DLA-20 PSC 35**
  
- **COUNTY may request additional analytic dashboards which are a part of our library and similarly priced from CONTRACTOR in place of listed dashboards in Section F.1. Additional fee may apply for unique dashboards specific to COUNTY or local providers not applicable to other sites based on scope and complexity of dashboard.**
  
- **Contractor will provide consultative services to customer concerning dashboards, design, functionality, and any specific customizations.**

- **Contractor will provide consultative services to customer developing custom dashboards which may not be part of Contractor's current library. Any custom dashboards created become a part of Contractor's library of dashboards available to all customers.**
- **Contractor will monitor and maintain dashboards utilized by customer.**
- **Contractor will modify and enhance dashboards as needed to incorporate new functionality or meet State and Federal requirements as mutually agreed to by Contractor and Customer prior to any upgrade. Customer maintains the right not to include the proposed changes or functionality into their dashboards.**
- **Contractor will refresh all dashboards periodically as mutually agreed by Contractor and Customer.**
- **Contractor will monitor and maintain Tableau server licenses for customer and provide access to Tableau reader utilized by dashboard applications.**
- **Contractor will provide quarterly reports to customer related to data trends and anomalies of dashboards.**
- **Contractor will provide training and support to program staff for using various dashboards and analytic tools developed for customer.**
- **Contractor will develop and support additional dashboards as requested by County for additional fees based on complexity of dashboard and data extraction methodologies.**
- **Contractor will develop temporary dashboards for Performance Improvement Projects (PIPs). Dashboards which County wishes to be permanent will be subject to additional fees.**