

# The County of Yuba

## Health and Human Services Department

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**TO:** Board of Supervisors

**FROM:** Jennifer Vasquez, Director  
Tony Gordon, Deputy Director  
Health and Human Services Department

**SUBJECT:** Approve the Software as a Service Agreement with NorthStar-IS, Inc.

**DATE:** September 26, 2023

**NUMBER:** 488/2023

### *Recommendation*

It is recommended that the Board of Supervisors approve the Software as a Service Agreement between the County of Yuba, on behalf of its Health and Human Services Department (HHSD) and NorthStar-IS, Inc. (NorthStar) for the term of July 1, 2023, through June 30, 2026.

### *Background*

On June 22, 2021, the Board of Supervisors approved the Agreement with NorthStar to transition into a paperless case management system for In-Home Supportive Services (IHSS). NorthStar is a developer of software with an electronic form (eforms) based solution that allows County In-Home Supportive Services employees to fill out, sign, and submit forms into a Document Management System (DMS). Eforms based workflow is maintained to provide users with the ability to manage the case intake process, quality assurance reviews, and supervisor case reviews. This solution has proven to significantly reduce the time to establish an IHSS case, allowing social workers to deliver services more effectively and efficiently to IHSS beneficiaries.

NorthStar maintains two (2) eforms workflow processes:

- Intake & Case Assignment – once the intake form is returned, it is then assigned to a social worker's queue based on the case details. Assignments are tracked in a database which facilitates caseload balancing.
- Quality Assurance (QA) Case Review – utilizes a QA Case Review Results Sheet that lists the various items that are typically tracked by QA. At any step in which a form is submitted by a user, the queue it has been submitted to will receive an email notification. The completed form is then submitted and stored into the DMS.

NorthStar contains State, County, and other forms that are included in a “Bundle.” The Bundle is a “master” form that contains the forms associated with a home visit to make the process of filling out these forms more efficient. Access Formatta and Passport are the eforms and workflow modules used to access, fill, sign, and submit eforms.

### *Discussion*

NorthStar-IS has experience developing applications in support of the IHSS program with the focus on case management at the county level with the client intake and the client assessment processes. Using the Formatta application tools, they have created a comprehensive solution for seamless case assignment with effective load balancing, intelligent, automated and encrypted forms, timely and transparent QA Case Reviews with automated reporting, and a simplified audit process with easy-to-access documents. Additionally, the solution uses Case Management Information and Payrolling System (CMIPS) data (Daily Download) for case identification and analytics for IHSS community health needs assessments. The eforms based solution allows all IHSS users to easily fill out, sign and submit forms electronically. Each month, HHSD processes an average of 27 IHSS applications, 65 reassessments, and 8 inter-county transfers along with managing an average of 250 ongoing IHSS cases. This process has been proven to significantly reduce the time to establish an IHSS case, allowing Social Workers to deliver services strategically, effectively, and efficiently to IHSS beneficiaries.

### *Committee Action:*

The Human Services Committee was bypassed as the item is routine in nature and there is no impact to the General Fund.

### *Fiscal Impact:*

#### Budget

- Included in the Board approved FY 23/24 Budget Appropriation

#### Total Projected Cost

- FY 23/24 - \$49,051.72
- FY 24/25 - \$47,523.48
- FY 25/26 - \$47,523.48

#### Source of Funds

- Non-General Fund \$144,098.68 State and Federal Funding
  - Child and Adult Protective Services

### *Attachments*

488/2023 SaaS Agreement - NorthStar-IS 2023-2026