

# The County of Yuba

## Health and Human Services Department

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**TO:** Board of Supervisors

**FROM:** Health and Human Services Department,  
Jamie Bartolome, Deputy Director  
Jennifer Vasquez, Director

**SUBJECT:** Contract with C!A for Current software and technical support - 104 license subscriptions.

**DATE:** November 28, 2023

**NUMBER:** 575/2023

**RECOMMENDATION:** It is recommended that the Board of Supervisors approve Agreement for purchase of Current™ license subscription renewal and technical support.

**BACKGROUND:** In 2019, the Health and Human Services Department (HHSD) contracted with the Change and Innovation Agency (C!A) to streamline procedures in the Public Assistance division. In April 2022, HHSD implemented a case management model, which supports completing tasks during initial contact with an applicant or recipient of public assistance benefits. The business process redesign contract included a subscription for the copyrighted software, Current™.

**DISCUSSION:** HHSD currently utilizes the Current™ software to support on-demand, same day services for residents applying for public assistance programs, completing renewals and reporting changes. As a result, HHSD has been able to decrease the average application processing time from 23 days to 6 days. Additionally, call volume has reduced from 4,000 to 2,500. HHS recommends continuing to purchase subscriptions for Current™ software licenses. The charges include 104 Current™ software licenses and technical support.

Description	Expense
Software Subscriptions \$840/year x 104	\$87,360.00
Technical Support \$199.00 per hour	Up to \$40,000.00 maximum
<b>Total</b>	<b>\$127,360.00</b>

**FISCAL IMPACT:**

Budget: Included in the 2023-2024 Budget Appropriation

Total Projected Cost: \$127,360.00

Source of Funds: \$127,360 Non-General Fund (State and Federal Funding)  
Medi-Cal, CalFresh and CalWORKs Program