

**RESOLUTION
ROCK COUNTY BOARD OF SUPERVISORS**

Human Services Board
INITIATED BY

Human Services Board
SUBMITTED BY



Patrick Singer
DRAFTED BY

September 1, 2017
DATE DRAFTED

Authorizing Professional Services Agreement with Netsmart Technologies

1 **WHEREAS**, the Human Services Department's (HSD) has numerous data systems and reporting
2 requirements that are supported under the Administrative Services Division's Technology Records and
3 Quality Management (TRQM) Unit, including primary administrative responsibility for HSD's
4 electronic health record solution; and,

5
6 **WHEREAS**, HSD has tried unsuccessfully for over a year to fill a vacant HSD Data Analyst position
7 which plays a critical role in supporting the Department's need for accurate data for decision-making and
8 state and federal reporting; and,

9
10 **WHEREAS**, HSD will continue to recruit for this position in the future but would like to secure
11 temporary professional services to complete specific current needed tasks; and,

12
13 **WHEREAS**, HSD would like to contract with Netsmart Technologies for a three month period (October
14 1st through December 31st) at a cost of \$14,300 plus some limited travel expenses to complete specific
15 tasks outlined in the agreement that include developing specific program reports and electronic forms,
16 assisting with expansion of managed services within Avatar; and,

17
18 **WHEREAS**, Netsmart Technologies will assign the work to The Joxel Group, a well-respected
19 professional services agency who works as an affiliate of Netsmart, with significant experience in the
20 public behavioral health sector and with the Avatar EHR solution; and,

21
22 **WHEREAS**, The Joxel Group will provide 6.2 hours per week of professional services to supplement
23 existing HSD resources and ensure that the continued success of the Avatar implementation in the
24 County.

25
26 **NOW, THEREFORE, BE IT RESOLVED** by the Rock County Board of Supervisors duly assembled
27 this 28th day of September, 2017, does hereby authorize the agreement with Netsmart
28 Technologies.

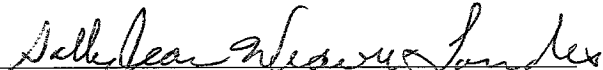
17-9B-356

Respectfully submitted,


HUMAN SERVICES BOARD



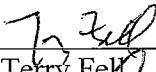
Brian Knudson, Chair



Sally Jean Weaver-Landers, Vice Chair




Karl Dommershausen



Terry Fell



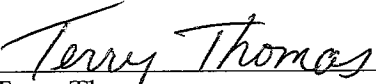
Linda Garrett



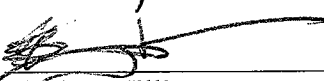
Ashley Kleven



Kathy Schultz



Terry Thomas



Shirley Williams

FISCAL NOTE:

Funds are available for the cost of this contract due to the vacant Data Analyst position.



Sherry Oja
Finance Director

ADMINISTRATIVE NOTE:


Recommended.



Josh Smith
County Administrator

LEGAL NOTE:

The County Board is authorized to take this action pursuant to secs. 59.01 and 59.51, Wis. Stats.



Jodi Timmerman
Interim Corporation Counsel

Executive Summary

The Human Services Department (HSD) has numerous data systems and reporting requirements that are supported under the Administrative Services Division's Technology Records and Quality Management (TRQM) Unit.

One of the major resource demands is for the Department's electronic health record (EHR) system, Avatar. This is supported by the TRQM Supervisor, Billing Supervisor, an Application Support Specialist and a recently upgraded HSD Data Analyst (formerly another Application Specialist Position).

The goal of this upgraded Data Analyst is improve upon the strong foundation of data reporting already built in HSD to spread in to analytics and data modeling. Due to an inability to recruit a quality candidate to fill the HSD Data Analyst position there is need to secure a temporary professional services to assist with the continued growth and operation of Avatar.

The Joxel Group (Joxel) is a well-respected professional services agency who works as an affiliate of Netsmart Technolgies, with significant experience in the public behavioral health sector and with the Avatar EHR solution. Several Wisconsin Counties, including Milwaukee, Waukesha and Brown have benefited from their expertise in delivering a quality implementation and support of Avatar to their human services departments.

HSD has built a strong relationship with Joxel through our leadership of the Wisconsin Avatar User Group (WAUG) and are comfortable that the resources that Joxel can provide will allow additional time to recruit a candidate to grow our data analytics capabilities, while still being able to meet the significant support needs of the department.

Projects that would be addressed with the contracted Joxel resources include PPS Exception Reporting, Treatment Plan Development, Implementation of Signature Pads for Modeled Forms, Development of Additional Modeled Forms for Program Data Tracking, Expansion of MSO Authorizations in to Additional HSD Programs, Development of Widgets and Reports to Improve HSD Program Operations.

The hours per week provided by Joxel will be 6.2 hours to supplement existing HSD resources. This source of funds to pay for this service is available due to the HSD Data Analyst vacancy and underspending in Behavioral Health (BH) contracted services.