



**Contra  
Costa  
County**

To: Board of Supervisors  
From: Anna Roth, Health Services Director  
Date: August 2, 2022

Subject: Amendment #23-274-16 with Echo Consulting Services of California, Inc.

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**RECOMMENDATION(S):**

APPROVE and AUTHORIZE the Health Services Director, or designee, to execute on behalf of the County Contract Amendment No.4 to Agreement #23-274-12 with Echo Consulting Services of California, Inc., a corporation, effective June 30, 2022, to increase the payment limit by \$1,202,500, from \$3,597,500 to a new payment limit of \$4,800,000, and to extend the termination date from June 30, 2022, to December 31, 2024, for maintenance and support of ShareCare software.

**FISCAL IMPACT:**

Approval of this amendment will result in additional annual expenditures of up to \$1,202,500 and will be funded as currently budgeted by the department, by 100% by Hospital Enterprise Fund I revenues. (No rate increase)

**BACKGROUND:**

This contract meets the billing system needs of the County's Behavioral Health Division. Since 1999, the Health Services Department has used the Echo Insyst System to process the

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY  
ADMINISTRATOR

☐ RECOMMENDATION OF BOARD  
COMMITTEE

Action of Board On: **08/02/2022** ☒ APPROVED AS RECOMMENDED ☐ OTHER

Clerks Notes:

**VOTE OF SUPERVISORS**

AYE: John Gioia, District I Supervisor  
Candace Andersen, District II Supervisor  
Diane Burgis, District III Supervisor  
Karen Mitchoff, District IV Supervisor  
Federal D. Glover, District V Supervisor

I hereby certify that this is a true and correct copy of an action taken and entered on the minutes of the Board of Supervisors on the date shown.

ATTESTED: August 2, 2022

Monica Nino, County Administrator and Clerk of the Board of Supervisors

By: Laura Cassell, Deputy

Contact: Patrick Wilson,  
925-335-8777

Department's Behavioral Health Divisions' client registrations, service charges, billing, accounts receivable, and scheduling functions. On December 6, 2016, the Board of Supervisors approved Contract #23-274-12 in the amount of \$1,900,000 with Echo Consulting Services of California, Inc., to replace the Insyst system with the Echo Sharecare System and to provide hardware, software, support, maintenance, and implementation services for Echo Sharecare System for the Behavioral Health Division's billing system for the period from December 15, 2016, through June 30, 2019. Contract #23-274-12 is governed by the Master Information System Agreement (MISA) by and between Echo Consulting Services of California, Inc., d/b/a The Echo Group, and Contra Costa County. The MISA is effective beginning December 6, 2016, and will remain in effect until terminated. The MISA includes the terms under which Echo Consulting Services of California, Inc. provides services to the County.

On January 3, 2018, the Board of Supervisors approved Amendment No. 1 to the MISA (#23-274-13) to amend the software support and maintenance addendum to include telephone support for the InSyst system through July 1, 2018, with no change in the payment limit of \$1,900,000, and no change in the original term of December 15, 2016, through June 30, 2019.

### BACKGROUND: (CONT'D)

On May 8, 2018, the Board of Supervisors approved Amendment No. 2 to the MISA (#23-274-14) to include additional Insyst support and maintenance services and increase the payment limit by \$247,500, from \$1,900,000 to a new payment limit of \$2,147,500, with no change in the original term of December 15, 2016, through June 30, 2019. On July 9, 2019, the Board of Supervisors approved Amendment No. 3 to the MISA (#23-274-15) to increase the payment limit by \$1,450,000 from \$2,147,500 to a new payment limit of \$3,597,500 and to extend the termination date from June 30, 2019, through June 30, 2022, for continued Insyst support and maintenance services.

Approval of Amendment No.4 to the MISA under Agreement #23-274-16 will allow the contractor to provide software support and maintenance services for the ShareCare System and extend the termination date through December 31, 2024. The delay in processing the renewal is due to administrative delays associated with establishing the final renewal documents. The renewal has been approved by County Counsel.

### CONSEQUENCE OF NEGATIVE ACTION:

If this amendment is not approved, the County will not receive ShareCare support and maintenance services from the contractor which could negatively affect billing and services provided by the Behavioral Health Division.