



# CITY OF LONG BEACH

DEPARTMENT OF HEALTH AND HUMAN SERVICES

**C-12**

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August 16, 2005

HONORABLE MAYOR AND CITY COUNCIL  
City of Long Beach  
California

## RECOMMENDATION:

Authorize the City Manager to execute all necessary documents with Softscape to implement the Homeless Management Information System in an amount not to exceed \$240,000 for a three-year period. (Citywide)

## DISCUSSION

The Department of Health and Human Services (DHHS) is required to implement a Homeless Management Information System (HMIS) as mandated by the U. S. Department of Housing and Urban Development (HUD) for all agencies funded by the Continuum of Care Supportive Housing Program. This project is an important component for monitoring program outcomes and success as well as meeting HUD Homeless Assistance Program requirements. This system will assist the DHHS in tracking persons who are homeless through case management and housing, in collaboration with community-based providers of homeless services.

On September 26, 2003, a Request for Proposals (RFP) was released to identify a software vendor with the expertise to facilitate the development of a HMIS, which would comply with the HUD-mandated data elements. Four vendors responded to the RFP, but one agency's proposal did not meet the minimum qualifications.

Following an evaluation process, The Rensselaerville Institute (TRI) was selected in February 2004 to implement the HMIS. Since February 2004, DHHS has worked earnestly to ensure the needs of the Long Beach Continuum of Care for Homeless Services HMIS were being met. Unfortunately, TRI continued to miss deadlines for implementation and missed milestones outlined within the contracted scope of work. Accordingly, the firm was not compensated for goods and services that were not delivered.

In May 2005, a focus group was convened of both technical and programmatic staff from local service providers and the DHHS Bureau of Human and Social Services/Homeless Services to evaluate TRI's progress in meeting contractual obligations. Per their request, TRI demonstrated the final product, which failed to meet the implementation requirements and the contract with TRI was terminated for cause.

Softscape is another HMIS software vendor that submitted a proposal in response to the original RFP. Softscape conducted a demonstration of their product to the same focus group participants and demonstrated functionality and ease of use within the local Continuum of Care. This company has existing software which complies with the HUD HMIS mandate and has experience providing products to meet governmental computer software needs. The focus group recommended the City enter into an agreement with Softscape to provide the HMIS services. Therefore, staff is requesting authorization to contract with Softscape for the development of the HMIS.

This matter was reviewed by Senior Deputy City Attorney Donna F. Gwin on August 9, 2005 and Budget Management Officer David Wodynski on August 8, 2005.

TIMING CONSIDERATIONS

City Council action is requested on August 16, 2005 to authorize the City Manager to execute a contract with Softscape for implementation of an HMIS with a start date of August 16, 2005.

FISCAL IMPACT

The total amount of the agreement is \$240,000 for a period not to exceed three years. Sufficient funding for this program has been secured through the U.S. Department of Housing and Urban Development and is currently appropriated in the Health Fund (SR 130) and Department of Health and Human Services (HE). There will be no impact on the General Fund.

SUGGESTED ACTION:

Approve recommendation.

Respectfully submitted,



RONALD R. ARIAS  
DIRECTOR  
HEALTH AND HUMAN SERVICES

APPROVED:



GERALD R. MILLER  
CITY MANAGER