

MEMORANDUM
PLACER COUNTY HEALTH AND HUMAN SERVICES
Administrative Services Division

TO: Honorable Board of Supervisors

FROM: Richard J. Burton, M.D., M.P.H.
Placer County Health Officer and Director of Health & Human Services
Graham Knaus, Director of Administrative Services

DATE: March 16, 2010

SUBJECT: Customer Queue System for Human Services and Community Clinic Pharmacy

ACTION REQUESTED:

The Board is requested to take the following actions:

- a. Approve a contract with ACF Technologies for customer queue system software, hardware, and consulting in an amount not to exceed \$52,150 and authorize the Purchasing Manager to sign the resulting contract contingent upon review and approval by Risk Management and County Counsel, and subsequent change orders up to 10 percent of the total amount,
- b. Add two customer check-in kiosks for a total of \$18,000 to the Master Fixed Asset List, and
- c. Approve the attached budget revision in the amount of \$18,000 to transfer budgeted funds to the purchase of fixed assets.

These purchases are funded 100 percent by Federal and State funding. No County General Fund match is required. These expenditures are included in the Department's FY 2009-10 Final Budget.

BACKGROUND:

Human Services and the Community Clinic pharmacy will utilize ACF Technologies' Q-Flow system to automate processes for check-in, wait monitoring, transferring tasks to back-office caseworkers, and collecting client information via self-serve kiosks. This system will enable HHS to use displays to better communicate and educate its clients in the waiting areas, and the kiosks will be used in two Human Services lobbies to automate check-in processes by using simple screens and card swipe technology. The Q-Flow system will serve 16,300 clients in Human Services and 4,775 clients in the Community Clinic pharmacy. The efficiencies from utilization of this system will result in workload savings of \$90,000.

The Q-Flow product offered by ACF Technologies is also in use by Placer County Community Development Resource Agency. All Placer County departments may reside on a single server database and operating system, reducing licensing requirements, the need for additional servers, and associated maintenance costs. By taking advantage of the existing implementation of this software, Health and Human Services avoids approximately \$16,000 in additional expenses.

This contract is under final review by the Procurement Services Division to assure conformity to prior agreements with ACF Technologies for similar projects. Once this review has concluded, the contract will be subject to review and approval by Risk Management and County Counsel prior to execution by ACF and Placer County.

FISCAL IMPACT:

These purchases are funded 100 percent by Federal and State funding. No County General Fund match is required. These expenditures are included in the Department's FY 2009-10 Final Budget.

cc: Procurement Services Division

235

ADDITIONS TO THE MASTER FIXED ASSET LIST

Health and Human Services Department

Appropriation 53070

<u>Qty.</u>	<u>Description</u>	<u>Cost</u>
2	Customer Service Kiosks	\$ <u>9,000</u> ea
	Total Fixed Asset Additions for APPN 53070	\$ 18,000

PAS DOCUMENT NO.

BUDGET REVISION

POST DATE:

DEPT NO.	DOC TYPE	Total \$ Amount	TOTAL LINES
14	BR	\$ 36,000	2

- Cash Transfer Required
- Reserve Cancellation Required
- Establish Reserve Required

- Auditor-Controller
- County Executive
- Board of Supervisors

ESTIMATED REVENUE ADJUSTMENT

DEPT NO.	T/C	Rev	Fund	Sub Fund	OCA	PCA	OBJ 3	PROJ.	PROJ. DTL	AMOUNT
14	006				530730	60700	7182			\$ 18,000
TOTAL										\$ 18,000

APPROPRIATION ADJUSTMENT

DEPT NO.	T/C	Rev	Fund	Sub Fund	OCA	PCA	OBJ 3	PROJ.	PROJ. DTL	AMOUNT
14	014				530730	60700	4451			\$ 18,000
TOTAL										\$ 18,000

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 PLACER COUNTY

REASON FOR REVISION: ADD TWO CUSTOMER CHECK-IN KIOSKS TO THE MASTER FIXED ASSET LIST, THE PRICE TO BE \$9,000 EACH.

Prepared by Brian Roppert Ext 7693

Department Head _____

Board of Supervisors _____

Date: 2/24/10

Page: _____

Budget Revision # _____ FOR INDIVIDUAL DEPT USE

837

