

COMMISSIONERS RECORD 52  
FRANKLIN COUNTY  
Commissioners' Proceedings for March 19, 2014

*This document is a summarized version of the Board of Commissioners proceedings. The minutes are paraphrased, not verbatim.*

**MINUTES**  
**BOARDS OF BENTON AND FRANKLIN COUNTY COMMISSIONERS**

Special Bi-County Board Meeting  
Wednesday, March 19, 2014  
Benton County Health District Conference Room  
7102 W. Okanogan Place  
Kennewick WA 99336

The Honorable Boards of Benton and Franklin County Commissioners met on the above date at the Benton-Franklin Health District meeting room, Kennewick, Washington.

Present for the meeting representing Franklin County were Robert E. Koch, Chairman; Brad Peck, Chair Pro Tem; and Rick Miller, Member.

Present for the meeting representing Benton County were: James R. Beaver, Chairman; Jerome Delvin, Chair Pro Tem; and Shon Small, Member.

Meeting convened at 3:00 pm. About ten people were present in the audience including staff members from both counties and other interested parties.

**HUMAN SERVICES (HS)**

HS Administrator Ed Thornbrugh met with the Boards.

**Discussion and Possible Action/Decision on the Tentative Improvement Change Order for the Crisis Response Building**

Mr. Thornbrugh told the Boards about the request from the landlord Hamlin Construction to have Human Services share half the cost of a change order that totals \$18,600. The change order is needed to install more circuits and drops during the remodel of the Crisis Response Building than were previously anticipated. The lease arrangement is that the counties would pay half of improvement costs, up to a maximum amount of \$75,000. The work involves upgrading 65 drops and 24 existing wall grade mounts to be replaced with Cap 6 cable. The new equipment will speed up the processing time.

COMMISSIONERS RECORD 52  
FRANKLIN COUNTY  
Commissioners' Proceedings for March 19, 2014

The landlord did not realize the counties would be installing 14 cubicles that would need data ports and other connections. The cubicles will be paid for using a separate bidding process.

The Commissioners questioned when the need became known. Mr. Thornbrugh said the landlord and Benton County IT department had communicated prior to the lease. When a more detailed electrical plan was reviewed after the lease was executed, the additional needs became clear.

In response to a question about lease terms, Mr. Thornbrugh said the agreement said Human Services would pay half of the total cost up to a maximum of \$75,000. The additional improvements will take the amount over \$75,000.

Mr. Thornbrugh does not know if there was more than one bid.

The initial electrical plan showed two data drops per employee plus additional drops in a common area.

After discussion, the Board members agreed that unless there is clear language in the lease that indicates there is clear responsibility, then the Boards respectfully decline to share the cost of the change order.

Staff will review the process that occurred and the lease and make sure there is nothing of concern and will come back and report.

Discussion and possible action/decision on update on handling of Electronic Health Records for the Crisis Response Unit

NetSmart, the company that handles the electronic health record platform, will stop providing updates as of 2015 and will stop supporting the system altogether in 2017.

Mr. Thornbrugh reminded the Boards of a previous recommendation to dissolve the partnership with Columbia County and others. He reported on the process of looking at different products and determining what would best fit the needs for electronic health records in the future.

NetSmart provides a program called Future Now. Human Services could upgrade to FutureNow and receive a credit. Data migration/conversion would go from the product they're already managing for us. Walla Walla County had a problem when they first switched to it so we have spent a lot of time evaluating but the problems appear to have been resolved and Walla Walla County is now able to submit data. "My Avatar" is the next generation of the program.

COMMISSIONERS RECORD 52  
FRANKLIN COUNTY  
Commissioners' Proceedings for March 19, 2014

The company would work with RSN staff during implementation. Commissioners Small and Koch are well aware of the process.

Mr. Thornbrugh said we didn't accept just the salesman's words. Staff members including a Benton County IT person, Crisis Response person and Mr. Thornbrugh traveled to Clark County Behavioral Health to see the system in use. Clark County Behavioral Health is satisfied with the product and its ability to report Medicaid encounters with the state.

Mr. Thornbrugh recommended that rather than pursue an RFP process that we work with NetSmart in the Future Now upgrade process and move forward with that as the electronic medical record for Crisis Response.

He said a secondary issue involves the hardware and servers for the system. It is expensive, costing about \$55,000. The system needs to be replaced. Another option is to move to a hosted solution with the current system so it's hosted at their server farm. At the same time they would begin development and implementation of a new medical record and hosted solution as well. They would handle our hardware and disaster recovery as part of purchase of new system. The estimated cost for the hosted system is about \$506,000 over the first five years while we're waiting in the queue for implementation. There is an implementation cost of about \$198,000 for Flexis cost. The costs may change somewhat.

Civil Attorneys from the two counties' prosecuting attorney's offices are reviewing the agreement. There are two agreements as an amendment to the current plan. Mr. Thornbrugh wants to make sure it's very clear that in moving to the new system, we would get credit for the cost we've paid for licensing in 2014, get credit for licenses when we move to the new product, and hosting costs for the current product would diminish as we drop off the system. We would pay for 80 concurrent users at a cost of about \$40,000 in year one. He believes we will get down to 25 concurrent users in year two, dropping the cost to about \$21,000.

In response to Board questions, Mr. Thornbrugh explained which funding could be used. He said it is a cost that we do have to bear because there will not be support for this current system beyond 2017.

There was discussion about the difference in costs between purchasing new servers or having the company host the system. Mr. Thornbrugh listed counties and agencies that are currently using the system. A year ago the agencies were asked to prepare to leave our system.

COMMISSIONERS RECORD 52  
FRANKLIN COUNTY  
Commissioners' Proceedings for March 19, 2014

They no longer are required contractually to report to Human Services but directly to the Regional Support Network (RSN). The agencies were not charged for the program because it would have come from the same pot of money.

The cost is expected to average about \$100,000 a year, payable as \$371,000 in the first year, then approximately \$47,000 in years two, three and four.

Mr. Thornbrugh said if Human Services buys the server and hosts the site, it would also bear the risk for recovery. He would not recommend that plan. Instead, he would recommend using the company to do the work. The server farm is a redundant server farm that's high tech and also HIPAA compliant.

In response to a question about total costs, Mr. Thornbrugh said he has not compared all costs because he is not sure how to value the risk of Human Services losing a server in disaster recovery.

In response to a question about the only costs being for equipment, upgrades and employee time, Mr. Thornbrugh said it is complex and will require two amendments. The legal department is looking at it carefully. We do not want to be paying duplicate costs. As we get into it more, we can look at costs that are broken out over five years.

There was further discussion about expected costs.

Each Board member **gave approval** to continue with the process to use NetSmart. Mr. Small said he can support it 100%.

The company has given assurances about data migration and compatibility. Mr. Peck said to make sure they guarantee compatibility.

Mr. Koch asked if anyone in the audience would like to comment. There was no response.

Discussion and Possible Action/Decision on the Transition of Human Services Administrator

Mr. Thornbrugh thanked the Commissioners for the opportunities you've given me to be administrator here. A lot of exciting things have happened in three years and the previous two years as deputy administrator. He has seen the evolution of the Housing Department and the coordinated entry system.

Until a new administrator is chosen, he recommended the Boards use Tracy Diaz to handle the coordinated entry system and housing matters, Gordon Cagle to assist in the

COMMISSIONERS RECORD 52  
FRANKLIN COUNTY  
Commissioners' Proceedings for March 19, 2014

management of the mental health network including Crisis Response and wrap-around program for children in our community, and Dina Horton to assist with searching for the new health record program. He recognizes these staff members will be doing extra work on top of what they already do and recommended following Benton County Procedure Section 7.2 so they are compensated for the extra work. He also wanted to take time to thank them publicly as well.

The Board members thanked Mr. Thornbrugh for his work at the Human Services Department.

**Franklin County** adjourned at 3:45 pm.

**Benton County** adjourned at 3:45 pm.

COMMISSIONERS RECORD 52  
FRANKLIN COUNTY  
Commissioners' Proceedings for March 19, 2014

There being no further business, the Franklin County Board of Commissioners meeting was adjourned until March 26, 2014.

BOARD OF COUNTY COMMISSIONERS  
FRANKLIN COUNTY, WASHINGTON

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Robert E. Koch, Chairman

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Brad Peck, Chairman Pro Tem

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Rick Miller, Member

Attest:

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Clerk to the Board

Approved and signed April 2, 2014.