

SUMMARY OF DEPARTMENT OPERATIONAL SUPPORT CONTRACT
REQUEST TO THE HEALTH COMMISSION

A DOS Contract is a Contract for the provision of goods or services that directly supports DPH's operations.

Contractor:	CHESS Health		Division/Section:	Population Behavioral Health		
Address:	333 W Commercial St. Suite 2500		DPH Administrator:	Emily Raganold		
	E Rochester, NY 14445		Program Administrator:	Emily Raganold	Phone:	(714)251-0005
Contact:	Kristina Borrayo	Phone:	(585)484-8478	Contract Analyst:	Victoria Falcon	Phone: (628)271-7411

Request for approval of agreement between CHESS Health and DPH for a Contingency Management (CM) rewards engine service. Contract amount is \$1,445,920 for a total duration of 5 years. This contract does not require solicitation as it utilizes Chapter 21B purchasing authority. The contract start date is January 1, 2026 and the contract end date is December 31, 2030.

Mark only one for each question below:

1. **Vendor Type** ☒ For Profit ☐ Non-Profit ☐ Government Entity
2. **Is the Vendor a CMD Certified LBE?** ☐ Yes ☒ No
3. **Purchasing Authority:** ☒ 21B ☐ Sole Source ☐ GPO
4. **Does DPH have other existing contracts with this Vendor?** ☐ Yes ☒ No
- If yes, approximately how many years has DPH been doing business with this Vendor? Provide explanation, as needed. Not applicable.

CONTRACT INFORMATION

Proposed Transaction

FUNDING SOURCES:

General Fund (put % of each funding source)	\$1,291,000
<u>TOTAL DPH REVENUES:</u>	\$1,291,000
12% Contingency Amount	\$154,920
<u>TOTAL CONTRACT AMOUNT WITH CONTINGENCY:</u>	\$1,445,920
<u>ONE-TIME UPFRONT COSTS:</u>	\$31,000
<u>ANNUAL AMOUNT OF CONTRACT*:</u>	\$192,000
<i>*Excludes one-time upfront/implementation costs.</i>	

[FOR PROGRAM ADMINISTRATION CONTRACTS ONLY]

Program Administrator Indirect Percent	
<u>TOTAL INDIRECT EXPENSES:</u>	
<u>TOTAL DIRECT EXPENSES:</u>	

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PROPOSED BREAKDOWN OF ITEMS/SERVICES

Item or Service	Rate	Unit Price	Total Amount
Contingency Management Rewards Engine (Hosting, Support, Maintenance, Unlimited Licenses)	Annual	\$42,000 per year	\$210,000
Implementation	One-time fee	\$25,000	\$25,000
SSO Integration	One-time fee	\$2,000	\$2,000
Pex Cards (Quantity: 500)	One-time fee	\$4,000	\$4,000
Rewards Account Funding	As-needed, based on actuals (annual rate)	\$150,000.00 per year	\$750,000
Optional (As-needed professional services)	Hourly	\$200	\$40,000
Optional (Additional Pex Cards)	\$8P/Card (50 card minimum)	\$10,000	\$10,000
Rewards Account Funding	As-needed	\$50,000	\$250,000

Purpose of Contract:

San Francisco has approximately 12 active Contingency Management (CM) programs that need instant disbursement for specified desired health behaviors. These programs have high administrative burdens and the ability to quickly manage and disburse incentives is a common barrier. Data availability is an ongoing issue for Contingency Management (CM) programs and their funders. Funders of CM programs access program-level and participant-level data to monitor CM programs and ensure adherence to CM requirements and compliance with funder expectations. This monitoring data provides a continuous record of incentive distribution for simple compliance checks and auditing. Acquiring a software specifically developed for CM, for use across various city programs, would allow programs to better adhere to CM principles and allow the San Francisco Department of Public Health (SFPDH) to access patient-level data in real time. CHESS Health will be able to export information to EPIC to indicate that patients who already have existing records in EPIC are enrolled in a CM treatment program. CHESS Health will not have access to EPIC patient data records. The patient data entered into the CHESS Health Rewards Engine will be "pushed" or exported into a participant's chart in EPIC to indicate that the individual is enrolled in Contingency Management treatment. CHESS Health's reward engine for contingency management will allow the City to work towards reducing drug-related deaths and support individuals with substance use disorders (SUDs).

CHESS Health will implement and maintain a customized and automated eRecovery Rewards Module, "Reward Engine," for San Francisco Department of Public Health (SFPDH) and SFPDH contracted contingency management programs. Contingency management (CM) is a behavioral intervention based on behavioral science that provides immediate, tangible rewards to individuals (e.g., gift cards) to reinforce positive behavioral change. The reward is contingent upon completion of a goal or behavior such as stopping stimulant use or engaging in treatment. As a result, the behavior is more likely to be repeated, and treatment outcomes are more likely to be achieved. The "Rewards Engine" software will allow programs across the city to better adhere to CM principles and allow SFPDH to access patient-level data in real time.

Performance Monitoring:

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The City and Contractor **agree to review and discuss** providing the City with the ability to measure performance metrics that are meaningful to the City's operations. The City and Contractor shall collaborate and design application-specific key performance indicators (each a "KPI") that provide the City with a way to a measure overall system health (KPI Report). Upon mutual agreement of the City and Contractor, KPIs will be decided on an annual basis and reviewed quarterly or monthly at an agreed upon frequency. If the City detects any Hosting response time issues which are having a significant negative impact on the City's Day to day business operations, including transactions not included in any measured KPI, the City may request Contractor to initiate diagnostic procedures to review the reported performance concern and to correct such impact.

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Listing of CEO, Board of Directors, and Owners of 10% or More of the Firm:	
CEO:	Hans Morefield
Board of Directors:	John Holton (Chairman & Investor)
	Ron Insogna (Vice President, Finance)
	Steven Winans (Vice President, Sales)
	Meg Miller (Vice President, Marketing)
	Shannon Clark (Vice President, Customer Success)
Owners of 10% or more of the Firm:	John Holton (Chairman)
	Hans Morefield (CEO)