



Request # WCP22-019
(assigned by OMB)

CITY OF PITTSBURGH
REQUEST FOR WAIVER OF COMPETITIVE PROCESS

Contract Title: OCH&S and Julota CRM Agreement

Contract Description: A contract for OCH&S to license a CRM Database

Contract Duration: 3 years

Requesting Department: OCH&S Contract Type: Sole Source

Requests for exemption must be based on one or more of the categories listed in City Code 161.02B located here:

Please list all category numbers that apply (see page 2) 2 and 3

Justification:

Unlike every other CRM identified, Julota seamlessly integrates a central CRM, OCH&S, with Public Safety software systems.

This will translate to faster services provided by social workers and our AHN partners to clients and service partners.

Julota is able to connect directly with local food banks, mental health clinics, and other partners through a free app they can download.

With Julota, OCH&S services will be able to become seamlessly integrated with systems from DPS, our partners, and clients.

Signed by: 
Department Director

Date: 2022-05-20

Waiver Request is hereby: X Granted Denied



OMB Procurement: _____ Date: 6/1/2022

After completion, please email this form, along with any appropriate backup to procurement@pittsburghpa.gov

If a waiver is granted, contract authorization is then required by City Council. Department shall submit appropriate legislation and note the Resolution number on this form and submit a copy along with the contract when submitting to the Controller's Office for signature.

Resolution Number _____ Effective Date _____



The City of Pittsburgh Office of Community Health and Safety Sole Source

To whom it may concern,

Julota is a patented, award-winning, highly customizable community interoperability platform, that manages collection, consent, and multidirectional sharing of PHI and PII in real-time between entities that operate under different sectors, compliances, and protocols. Julota creates Connected Communities™, operationalizing and optimizing programs and entities that work in parallel on common populations, forming a cohesive network of Hubs (entities) while allowing each to work autonomously. Julota's platform-agnostic technology enables automated care coordination and continuous collaboration following an individual encounter, while the proprietary HIPAA-, 42 CFR Part 2-, CJIS-compliant interface, stores data from all provider interactions in a longitudinal record for a holistic view of your population, to identify patterns, and facilitating population health and social determinants of health reporting for state and federal requirements.

Connected Communities are derived from all types of entities across many sectors including, but not limited to, Law Enforcement, Jail, EMS, Behavioral Health, Family and Community Services, Medicaid, Public Health, Washington Suicide and Crisis Hotline, 211, community paramedics, and community resource partners. Julota manages the sharing of consented sensitive information across a community, providing access to the most up-to-date information gathered from multiple sources combined into filtered datasets, limiting what information is available to each User for the program at hand -- providing the right data, at the right place, at the right time.

Beyond connecting disparate systems delivering both high level and low-level connections, Julota allows decision making based on actionable data, ensuring all available resource players are operating as one. To our knowledge, no other platform than Julota exists that provides similar functionality while enabling bi-directional data sharing between connected Hubs operating both collaborative and unique programs, geared towards solving specific needs.

From our findings, we believe Julota is a sole source opportunity covering all of the following:

Program Innovation

Operationalizing new innovative programs focused on tackling the hardest problems communities face today, where each program is designed to identify problem areas and provide local services based on proven approaches for prevention.

Julota provides an ever-expanding repository of assessments, surveys, face sheets, and tools that enable programs to run with everything they need, without additional supporting software, such as integrations with video providers to have telemedicine provided directly from Julota in your current workflows. Each program goes through an implementation process where Julota guides the design of workflows, data collection, and reporting needs, providing the groundwork the programs need to show baselines, impact, and outcomes, presenting an overall effectiveness of your efforts.

EMS	
High Utilization / Low Acuity Call Reduction Mobile Integrated Health Community Paramedicine Safe Discharge Host Hospital Value-based Care Emergency Management Outreach Fall Prevention Post Discharge Follow-up Alternative Destinations Community Health	On-scene Triage Home Safety Item Procurement Case Management Opioid Outreach Naloxone Education Food Insecurity Telemedicine ET3 Mobile Vaccination
Law Enforcement	
Co-Responder Crisis Response Jail Diversion Catch and Release	Needs Identification Early Release of Patrol Alternative Destinations LEAD
Behavioral Health	
Co-Responder Crisis Intervention Crisis Response De-Escalation	Psychoeducation Intake and Evaluation Telemedicine Direct Placement
Public Health	
Social Determinants of Health Impact Population Health Improvement Outcomes	At-risk Population Identification Disaster Protocols

Networks

Qualified networks are supported within a single community, allowing segmentation of services based on common working relationships in order to support partnerships and combine local efforts. Each Hub exists in at least one network.

Individualized and Autonomous Hub Workflows and Case Management

Each Hub and program operate on their own workflows, within their own cases, and provide their own services to their population. Julota allows each Hub to operate autonomously from any other Hub while sharing the same population. Workflows are designed for each program and service offered, ensuring the most optimized program set up possible based on stakeholder and/or grant requirements and does not impact workflows from other hubs. Workflows can be automated, ensuring that the right Users are assigned and notified when new services are to be provided or new cases are opened.

Protocols

Julota supports protocols, which are any documents that need signatures, approval, or review by a consenting party, such as hold harmless, consents, releases of information, MOUs, and mandatory disclosures. Protocols are defined and implemented for each Hub, program, and service. Protocol support allows for temporary authorization of release of information, providing a Hub access to information for a very limited time.

Referrals

Support for inbound and outbound referrals for Hubs and entities that are on or off the networks. Automated continuous feedback is provided for Hub-to-Hub referrals and manual feedback can be added for any referral.

Consented Information

Data collected can be consented for on a data element basis, allowing limitations to what data can be shared to whom and when. Data is only allowed to be shared based on protocols defined and authorized by the owner of such data. Consented sharing is always set up on limited time frames, ensuring no one has access to sensitive information if there is not a working relationship with the population served. Access to information can be overridden through permissions and if there is an active supporting event, such as acts of terrorism, natural disasters, or life-threatening situations.

Granular Permissions

Operates on the principle of least minimal permissions, while overrides for Users and Hubs can be provided on an as-needed basis. Julota permissions allow the granting or denying of access to features, services, or data to individual Users and Groups. Access roles can be created to group permissions to the system and networks based on commonalities between User types.

Data Policies (Authorizations, Sharing, and Syncing)

Each Hub controls its own data policies, authorizing what information can be shared with other Hubs. Each Hub may have its own data syncing policies with local resources or data warehouses, pulling information from local and statewide sources, such as hospitals and Health Information Exchanges. Access to data is granted on an as-needed basis when data is shared between hubs, thus only the data a Hub is authorized for can be accessed. Each Hub is able to collect their own custom data elements and share accordingly through their own data policies.

Automation and Proactive Identification

Each Hub defines its own automation and proactive identification rules and matrices. Information integrates with data insights gained from the information flowing within the community, to detect correlations between programs or services being offered. Once the hub identifies a pattern or problem area, automatic referrals and requests for related programs and services in the community to begin outreach to their population. Each program and service can have strict eligibility requirements that Julota references during the proactive identification of problem areas or individuals with needs. Through the support of Groups at a network level, specific Groups of Users can be created and notified when the platform detects a pattern leading to a developing problem area.

Community Care Teams and Plans

Every network has many entities that work in parallel, but often are siloed from each other. We need a Community Care Team concept that allows Hubs with populations in common to collaborate and form Care Plans together in order to remove duplicative efforts and focus on long-term success as one, cohesive unit. The Hubs on the Community Care Team can then assign tasks and responsibilities for each other without a regular monthly meeting.

Requested Actions and Services

Hubs are able to refer individuals to each other, request services to be completed, and even complete each other's work when a collective approach is necessary. Idaho wants to support

the ability of allowing an EMS Hub to perform an intake on behalf of Public Health, either on-site or at an individual's home. When Hubs work together, resources aren't wasted and efforts are reduced. Services can even collect the necessary information to be treated as a billable event, allowing one Hub to provide a fee-for-service to another Hub or submission of claims from one Hub to another.

Longitudinal Records

The world of longitudinal records is expanding. We want these longitudinal records more holistic, providing in-depth insight into community usage, emergency services usage, and issues being resolved across the care continuum. Our longitudinal records consist of many types of encounters, such as 911 calls, Fire and EMS encounters, ED visits and admissions, Physician visits -- any sort of contact with an individual, their family, or support system.

Julota has designed a platform that is tailored for community interoperability and collaboration, unlike any other system or service we have encountered. With our industry experience, continued hands-on involvement, customizable platform, and ever-expanding repositories and features, Julota is a direct fit for this opportunity.