



# Broward County

## Legislation Text

File #: 22-555, Version: 1

### **Broward County Commission Regular Meeting**

**Director's Name:** Tara Gaudin

**Department:** Human Services

**Division:** Elderly & Veterans Services

### Information

#### Requested Action

MOTION TO APPROVE Memorandum of Agreement between the Florida Department of Veterans' Affairs and Broward County, effective upon the date fully executed by both parties, to authorize Broward County the use of the VetraSpec technology to manage its veterans' case files and records; authorize the Mayor and Clerk to execute same; and authorize County Administrator to take all necessary administrative and budgetary actions to implement the Memorandum of Agreement.

#### Why Action is Necessary

Agreements with external agencies require approval by the Broward County Board of County Commissioners ("Commission").

#### What Action Accomplishes

Motion approves the authorized use by Broward County of an outsourced technology to manage its veterans' case files and records.

#### Is this Action Goal Related

Yes

#### Previous Action Taken

None

#### Summary Explanation/Background

THE HUMAN SERVICES DEPARTMENT AND THE ELDERLY AND VETERANS SERVICES DIVISION RECOMMEND APPROVAL OF THE ABOVE ACTION.

This action supports the Commission's value of "consistently delivering responsive, efficient, quality services to the public and internal customers," and the goal to "respond to every customer, internal or external, expeditiously, thoroughly and professionally." The Florida Department of Veterans Affairs ("FDVA") requires from Veterans Services Officers ("VSOs") the use of the VetraSpec technology to manage case files and records, with the purpose of linking local veterans to superior services, benefits, and support.

The FDVA purchased VetraSpec, an online claims management software built for VSOs to access their data from any computer with internet service. The FDVA requires the use of this software by all VSOs. Broward County has had a Memorandum of Agreement ("MOA") with FDVA since 2017 to

regulate the use of VetraSpec by its VSOs at the Elderly and Veterans Services Division (“EVSD”).

The VetraSpec technology is a secure, web-based, software application purchased and implemented by the FDVA to effectively track veterans claims. The FDVA certifies Broward County’s VSOs as authorized users of the VetraSpec software application. Broward County shall pay an annual license fee of \$399 per user. EVSD requires eight VSO licenses for a total annual cost of \$3,192.

The FDVA changed its legacy provider to Tyler Technology, Inc. (“Tyler”), who currently manages FDVAs case files and records. VetraSpec software now runs on Tyler’s servers on which updates are installed and data is backed up daily. The FDVA approves qualified persons as authorized users and oversees their access to VetraSpec for its intended use.

Consequently, FDVA requires Broward County to execute a new MOA, updating information on Tyler as the current provider of VetraSpec software. This MOA formalizes the interlocal relationship between the FDVA and Broward County as an authorized user of VetraSpec technology, on behalf of its VSOs at EVSD. The County shall continue to effectively assist local veterans and their eligible dependents in accessing all benefits to which they may be entitled.

The MOA (Exhibit 1) will be effective upon the date fully executed by both parties and will be reviewed annually.

This MOA is in the FDVA’s format and was reviewed and approved as to form by the Office of the County Attorney. The FDVA will sign last following the Commission’s approval

**Source of Additional Information**

Andrea Busada, EVSD Director, (954) 357-8818

Colekia Lawrence-Francois, EVSD Administrative Officer Senior, (954) 357-6622

Francisco Munoz, EVSD Contract/Grant Administrator, (954) 357-6622

**Fiscal Impact**

**Fiscal Impact/Cost Summary**

The annual cost is \$3,192 for license fees. These funds are already included in the EVSD operating budget. The MOA does not require any cash or in-kind match from Broward County.