

**OFFICE OF THE CITY MANAGER  
LITTLE ROCK, ARKANSAS**

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**BOARD OF DIRECTORS COMMUNICATION  
DECEMBER 16, 2025, AGENDA**

<b>Subject:</b>	<b>Action Required</b>	<b>Approved By</b>
<p>A resolution to authorize the City Manager to enter a contract for a period of one year with SHI for the procurement and utilization of a case management platform offered by Bonterra.</p> <p><b>Submitted by:</b></p> <p>Department of Community Programs</p>	<p>Ordinance √ <b>Resolution</b></p>	<p>Delphone Hubbard City Manager</p>
<p style="text-align: center;"><b>SYNOPSIS</b></p>	<p>A resolution authorizing the City Manager to enter into an agreement to pay for the use of Bonterra for a period of one year. Bonterra, listed in previous Resolutions and Board Communications as Apricot, the core of Bonterra's case management platform, is a case management platform optimizing workflow automation, participant engagement and unified case management.</p>	
<p style="text-align: center;"><b>FISCAL IMPACT</b></p>	<p>The amount is not to exceed \$100,000 annually. Funds will come from Community Programs Other Program Support Account No. 108159.</p>	
<p style="text-align: center;"><b>RECOMMENDATION</b></p>	<p>Adopt the resolution.</p>	
<p style="text-align: center;"><b>BACKGROUND</b></p>	<p>Funds for this program are from the 2026 PIT Allocation.</p> <p>The term for this phase of the contract begins January 1, 2026, and will end December 31, 2026.</p>	

**BACKGROUND  
CONTINUED**

The Commission for Children, Youth and Families met and endorsed this recommendation November 5, 2025.

Apricot case management software allows Community Programs to:

- Tell impactful stories and uncover insights through advanced reporting and analytics
- Save staff time with automated, online intake
- Keep participants engaged with built-in communication tools
- Establish best practices with preset workflows and automated alerts