



# County of Monterey

Item No.

## Board Report

Board of Supervisors  
Chambers  
168 W. Alisal St., 1st Floor  
Salinas, CA 93901

Legistar File Number: A 23-439

September 19, 2023

Introduced: 8/31/2023

Current Status: Agenda Ready

Version: 1

Matter Type: BoS Agreement

- a. Approve and authorize the Director or designee of the Department of Social Services to sign an agreement with SolutionsWest for Medi-Cal Support Services to support processing Medi-Cal renewals and intakes, effective October 1, 2023 through September 30, 2024, in the amount of \$1,654,215; and
- b. Authorize the Director or designee of the Department of Social Services to sign up to three future amendments where the total amendments do not exceed 10% (\$165,421) of the original contract amount and do not significantly change the scope of work, not to exceed maximum of \$1,819,636.

### RECOMMENDATION:

It is recommended that the Board of Supervisors:

- a. Approve and authorize the Director or designee of the Department of Social Services to sign an agreement with SolutionsWest for Medi-Cal Support Services to support processing Medi-Cal renewals and intakes, effective October 1, 2023 through September 30, 2024, in the amount of \$1,654,215; and
- b. Authorize the Director or designee of the Department of Social Services to sign up to three future amendments where the total amendments do not exceed 10% (\$165,421) of the original contract amount and do not significantly change the scope of work, not to exceed maximum of \$1,819,636.

### SUMMARY/DISCUSSION:

Medi-Cal policy changes and seasonal demand for county services present resource challenges for Monterey County Department of Social Services (MCDSS) in 2023 and 2024. With the end of Medi-Cal Continuous Coverage on March 31, 2023, the MCDSS Community Benefits division is responsible for processing Medi-Cal renewals for the first time since 2020.

MCDSS has 14 months to complete renewals, returning to normal Medi-Cal redetermination operations by June of 2024, per the California Department of Healthcare Services (DHCS). Responding to the significant operational challenges associated with redetermining the eligibility of all those on the MCDSS Medi-Cal rolls while managing staff vacancies, increased Medi-Cal caseload from 2020 to 2023 of 13% and the increase in demand for other services with Community Benefits requires assistance from a vendor that understands the Medi-Cal program and the data systems that support it.

Contractor shall provide a Medi-Cal Support Services team consisting of 13 members, including 10 Support Specialists, 2 Supervisors, and 1 Project Manager. Contractor is ideally suited to assist MCDSS, given their experience in similar projects, staff qualifications, and subject matter expertise.

The Contractor team includes former county staff with decades of experience providing client services for various programs such as Medi-Cal, CalFresh, CalWORKs, and General Assistance.

OTHER AGENCY INVOLVEMENT:

The Department discussed this agreement with the appropriate Labor Management representatives and there is consensus that the additional short-term support it offers will be beneficial to the workforce and the community. The Office of County Counsel has reviewed and approved the Agreements as to form, as has the Auditor-Controller's Office as to financial provisions.

FINANCING:

This agreement is funded by the Medi-Cal allocation. Sufficient appropriations and estimated revenues for SOC005 are included in the FY 2023-24 Adopted Budget.

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

This amendment correlates to the Health and Human Services Strategic Initiative adopted by the Board of Supervisors by ensuring that Medi-Cal customers will experience a timely processing of their application for benefits and benefit renewals and avoid any unnecessary disruptions in benefit availability thereby helping to maintain the health and welfare of the community.

Check the related Board of Supervisors Strategic Initiatives:

- Economic Development
- Administration
- Health & Human Services
- Infrastructure
- Public Safety

Prepared by: Aaron McDougal, Management Analyst II, x3577

*Becky Cronin For Lori A. Medina*

Approved by: Lori A. Medina, Director, x4430

Attachments: Agreement

The proposed agreement is on file with the Clerk of the Board as an attachment to this Board Report.