



# Monterey County

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## Board Report

Legistar File Number: 18-001

January 23, 2018

Introduced: 1/2/2018

Current Status: Agenda Ready

Version: 1

Matter Type: General Agenda Item

- a. Approve and authorize the Director of the Department of Social Services to sign County Purchase MT-06-2017 with the California SAWS Consortium IV in an amount not to exceed \$145,108 to continue recurring Production Operations charges for Wide Area Network administration, central support of Monterey County's Regional Contact Center for Medi-Cal Referral, and remote maintenance of Managed Workstations for the period June 1, 2018 through October 31, 2019.
- b. Authorize the Director of the Department of Social Services to sign up to three (3) amendments to this County Purchase, where the total amendments do not exceed 10% (\$14,510) of the original amount, and do not significantly change the terms of the County Purchase.

### RECOMMENDATION:

It is recommended that the Board of Supervisors:

- a. Approve and authorize the Director of the Department of Social Services to sign County Purchase MT-06-2017 with the California SAWS Consortium IV in an amount not to exceed \$145,108 to continue recurring Production Operations charges for Wide Area Network administration, central support of Monterey County's Regional Contact Center for Medi-Cal Referral, and remote maintenance of Managed Workstations for the period June 1, 2018 through October 31, 2019.
- b. Authorize the Director of the Department of Social Services to sign up to three (3) amendments to this County Purchase, where the total amendments do not exceed 10% (\$14,510) of the original amount, and do not significantly change the terms of the County Purchase.

### SUMMARY/DISCUSSION:

Monterey County Department of Social Services (DSS) entered into a Memorandum of Understanding (MOU) in 2010 with the California SAWS Consortium IV(C-IV) for migration to the C-IV technology for the DSS Community Benefits Division. This MOU allows counties to continue to provide Regional Contact Center for Medi-Cal Referral services to customers.

On May 7, 2013 this Board authorized an agreement with C-IV for the implementation of hardware, software, maintenance and production support for deployment of the Monterey County's Regional Contact Center for Medi-Cal Referrals that went live in 2013.

The Regional Contact Center for Medi-Cal Referrals became operational in 2013, the County Purchase MT-06-2017 is brought forward for your consideration to provide continued support of the technical infrastructure necessary to maintain the Regional Contact Center for Medi-Cal Referral operations through October 31, 2019. This support consists of ongoing/monthly production operations costs which support the Wide Area Network (WAN) Administration, Central Support for the Regional Contact Center agents/workers and the remote maintenance fee for managed workstations.

Establishment of the Regional Contact Center for Medi-Cal Referral positioned DSS for continued support of the Affordable Care Act (ACA) and puts in place efficiencies necessary to maximize customer service capacity to the people served by DSS Community Benefits. Contact Center technology provides many benefits including: Automatic Call Distribution (ACD) hardware and software that allows DSS to receive warm hand-off calls from Covered CA. This facilitates customer service by allowing responsive access to Medi-Cal and Covered CA health insurance for applicants and recipients, and addressing the ongoing need to provide excellent customer service while continuing to meet mandates, addressing caseload needs, and managing flat or reduced State funding.

OTHER AGENCY INVOLVEMENT:

The Auditor-Controller and Contracts/Purchasing have approved this County Purchase. County Counsel has approved as to form.

FINANCING:

This agreement is funded 100% with Medi-Cal funds. Sufficient appropriations and revenues for SOC005 are included in the FY 2017-18 Adopted Budget and the remaining balance will be budgeted in subsequent fiscal year.

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

This agreement correlates to the Health & Human Services and Administration Strategic Initiatives adopted by the Board of Supervisors by allowing the Department to provide responsive access to Medi-Cal and Covered CA health insurance applicants and recipients.

Mark a check to the related Board of Supervisors Strategic Initiatives

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

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Approved by: Elliott Robinson, Director of Social Services, x4430

Attachments: County Purchase MT-06-2017, County Purchase MT-01-2013, C-IV MOU

Proposed agreement is on file with Clerk of the Board as an attachment to this Board Report