



On December 11, 2012, the Board of Supervisors authorized an agreement with C-IV for implementation of hardware, software, maintenance and production support for deployment of the Community Benefits Contact Center that went live on August 9, 2013, and business process support through May 31, 2014.

Now that the Contact Center implementation phase is complete, the new agreement MT-05-2013 for November 1, 2013 through May 31, 2017 provides continued support of the technical infrastructure necessary to maintain the Contact Center operations annually, through May 31, 2017. This support will consist of ongoing/monthly production costs which support the Wide Area Network(WAN) Administration, 53 concurrent contact center workers, and remote workstation maintenance.

Establishment of the Contact Center has positioned Monterey County Social Services for implementation of health care reform 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 for social services departments in California, including:

- Automatic Call Distribution (ACD) hardware and software that will allow Monterey County to receive warm hand-off calls for the Affordable Care Act (Health Care Reform)
- Relieve pressure from the Food and Nutrition Service (FNS) to upgrade and facilitate customer service by allowing responsive access for CalFresh applicants and recipients;
- Increased efficiencies to help address the ongoing need to provide excellent customer service while continuing to meet mandates, address increasing caseloads, and manage with flat or reduced state funding.

The delay in submission for approval was due to negative impacts from the federal health care reform legislation, requested modifications to standardize provisions, and delays due to unavailability of necessary parties.

OTHER AGENCY INVOLVEMENT:

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

FINANCING:

This agreement is funded with a combination of federal, state and realignment funds. Sufficient appropriations and revenues for SOC005 are included in the FY 2013-14 Adopted Budget. Approval of this action has no impact to the County General Fund.

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Approved by: Elliott Robinson, Director, x 4434

Attachments:

County Purchase MT-05-2013

Originals on file with Clerk of the Board