



Legislation Details (With Board Report)

File #: 12-1137 **Name:** Contact Center BR
Type: General Agenda Item **Status:** Passed
File created: 11/27/2012 **In control:** Board of Supervisors
On agenda: 12/11/2012 **Final action:** 12/11/2012

Title: a. Approve and authorize the Director of the Department of Social and Employment Services, or his designee, to sign County Purchase MT-01-2012 with the California SAWS Consortium IV (C-IV) under the Joint Powers Agreement amended in 2010, and the C-IV MOU executed on April 27, 2010, for \$2,182,286 to implement C-IV Contact Center technology in Monterey County for the period December 31, 2012 through June 30, 2014; and
b. Authorize the Director of the Department of Social and Employment Services, or his designee, to sign up to three (3) amendments to this agreement, where the total amendments do not exceed ten percent (10%) of the original contract amount, and do not significantly change the scope of work.

Sponsors:

Indexes:

Code sections:

Attachments: 1. CIV MOU, 2. Contact Center Agreement, 3. Completed Board Order, 4. Fully Executed Agreement, Contract Center Agreement

Date	Ver.	Action By	Action	Result
12/11/2012	1	Board of Supervisors	approved	

a. Approve and authorize the Director of the Department of Social and Employment Services, or his designee, to sign County Purchase MT-01-2012 with the California SAWS Consortium IV (C-IV) under the Joint Powers Agreement amended in 2010, and the C-IV MOU executed on April 27, 2010, for \$2,182,286 to implement C-IV Contact Center technology in Monterey County for the period December 31, 2012 through June 30, 2014; and

b. Authorize the Director of the Department of Social and Employment Services, or his designee, to sign up to three (3) amendments to this agreement, where the total amendments do not exceed ten percent (10%) of the original contract amount, and do not significantly change the scope of work.

RECOMMENDATION:

It is recommended that the Board of Supervisors:

a. Approve and authorize the Director of the Department of Social and Employment Services, or his designee, to sign County Purchase MT-01-2012 with the California SAWS Consortium IV (C-IV) under the Joint Powers Agreement amended in 2010, and the C-IV MOU executed on April 27, 2010, for \$2,182,286 to implement C-IV Contact Center technology in Monterey County for the period December 31, 2012 through June 30, 2014; and

b. Authorize the Director of the Department of Social and Employment Services, or his designee, to sign up to three (3) amendments to this agreement, where the total amendments do not exceed 10% of the original contract amount, and do not significantly change the scope of work.

SUMMARY/DISCUSSION:

Monterey County entered into a Joint Powers Agreement (JPA) in 2007, amended in 2010, and an MOU in 2010 with the California SAWS Consortium IV for migration to the C-IV technology for Community Benefits.

Section 3.9 of the MOU (Separate Services) allows counties to request services from the Consortium in addition to the development and implementation of the original C-IV technology. At this time the Department is requesting hardware, software, maintenance and production support for the deployment of C-IV Contact Center technology according to the specifications set forth in County Purchase MT -01-2012.

Recommendations allow for purchase of the technical infrastructure necessary to establish a Contact Center. Establishment of a Contact Center positions MCDSSES for implementation of health care reform and puts in place efficiencies necessary to provide top quality customer service for the people served by DSES Community Benefits. The contract is with the California SAWS Consortium IV which currently holds the contract for 39 counties to provide:

- Automation of the application and eligibility determinations for public assistance programs as well as ongoing caseload management;
- Welfare to Work caseload management;
- Financial/statistical reporting documentation required by the State of California for program administration;
- C4Yourself, an online application system for CalWORKs, CalFresh, and Medi-Cal; and,
- Other new innovative technological hardware/software, such as the C-IV Contact Center.

Contact Center technology provides many benefits for Social Services Departments in California, including:

- Automatic Call Distribution (ACD) hardware and software will allow Monterey County to receive warm hand-off calls when the Affordable Care Act (Health Care Reform) in California is implemented;
- Relieve pressure from the Food and Nutrition Service (FNS) to upgrade and facilitate customer service by allowing responsive access for CalFresh applicants and recipients;
- Join over twenty (20) counties currently using Call Center technology; and
- 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.

With your Boards' approval planning for the business process re-engineering needed to implement the MCDSSES Contact Center will commence in early 2013. A communication plan will be developed targeting our customer base, DSES Staff, and existing community partners in order to provide information, assistance, and solicit input to the business process re-engineering. In April 2013, the Contact Center Technology Staff from C-IV will begin working on designing and building a Contact Center platform based on Monterey County's unique needs. The MCDSSES Contact Center go-live date is August 9, 2013. The implementation of the C-IV Contact Center Model supports the department's priorities of effective partnerships and efficient delivery of public services to the community.

OTHER AGENCY INVOLVEMENT:

County Counsel, the Auditor-Controller and Purchasing have reviewed this agreement. SEIU 521 has participated in initial planning discussions for implementation of the Contact Center.

FINANCING:

DSES anticipated and planned for financing of this project in the 2012-13 approved Budget. This agreement is funded with a combination of federal, state and realignment funds, with federal and state contributing

approximately 90 percent of the funds. Sufficient appropriations and revenues in SOC005 are included in the FY 2012-13 Adopted Budget. Approval of this action has no additional impact to the County General Fund.

Prepared by: Cindy Cassinelli, Program Manager, 8952

Approved by: Elliott Robinson, Director, 4434

Attachments:

C-IV 2010 M.O.U. and County Purchase MT-01-2012

Originals on file with Clerk to the Board