



## Legislation Details (With Board Report)

<b>File #:</b>	A 21-546	<b>Name:</b>	69 Configured Licenses for Customer Service Center
<b>Type:</b>	BoS Agreement	<b>Status:</b>	Passed - Department of Social Services
<b>File created:</b>	11/9/2021	<b>In control:</b>	Board of Supervisors
<b>On agenda:</b>	12/7/2021	<b>Final action:</b>	12/7/2021

**Title:** a. Approve and authorize the Director of the Department of Social Services to sign County Purchase MT-02-2021 with the California Statewide Automated Welfare Systems (CalSAWS) Project in the amount of \$289,104 to expand the Monterey County’s Customer Service Center (CSC) by procuring 69 additional CSC worker licenses for one year; and  
 b. Authorize the Director of the Department of Social Services to sign up to one (1) amendment to the County Purchase, where the total amendment does not exceed 10% of the original amount (\$28,910) and does not significantly change the terms of the County Purchase.

**Sponsors:**

**Indexes:**

**Code sections:**

**Attachments:** 1. Board Report, 2. MT-02-2021 CSC Licensing for 69 Staff, 3. Completed Board Order Item No. 65

Date	Ver.	Action By	Action	Result
12/7/2021	1	Board of Supervisors	approved - department of social services	Pass

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**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-02-2021 with the California Statewide Automated Welfare Systems (CalSAWS) Project in the amount of \$289,104 to expand the Monterey County’s Customer Service Center (CSC) by procuring 69 additional CSC worker licenses for one year; and  
 b. Authorize the Director of the Department of Social Services to sign up to one (1) amendment to the County Purchase, where the total amendment does not exceed 10% of the original amount (\$28,910) and does not significantly change the terms of the County Purchase.

**SUMMARY/DISCUSSION:**

Monterey County Department of Social Services (DSS) entered a Memorandum of Understanding (MOU) in 2010 and amended in 2019, with the California Statewide Automated Welfare Systems (CalSAWS) for migration to the CalSAWS technology for the DSS Community Benefits Branch. This MOU allows counties to continue to request services from the Consortium.

The County Contact Center, also known as the Monterey County Customer Service Center (CSC), was implemented in August 2013 to assist applicants with questions and applications for Medi-Cal and Covered CA health insurance, providing customer service while continuing to meet mandates. The CSC provides a non-traditional method of conducting County business without the in-person visit reducing the protentional of Covid 19 spread or infections to both our customers and DSS employees. The licenses will improve customer services by having a larger pool of staff who can assist in the routine transactions and basic questions while providing a more visibility into the customer experience.

The County Purchase MT-02-21 in the amount of \$289,104 provides expansion of the CSC with the purchase of 69 additional three-year user licenses along with one-time configuration charges to incorporate the expansion in Amazon Connect, eGain, and Calabrio for staff operations. The Department is recommending approval of this purchase to provide better customer service and safer ways to connect with the public during the COVID-19 Pandemic.

OTHER AGENCY INVOLVEMENT:

California Health and Human Services Agency Office of Systems Integration has approved the purchase. County Counsel has approved as to form.

FINANCING:

This purchase of \$289,104 will be funded with CalFresh (2.16%) and Medi-Cal (97.84%) funds. The CalSAWS Consortium's fiscal agent, County of San Bernardino, will invoice the County for the configuration and installation of 69 licenses for our Customer Service Center. Sufficient appropriations and revenues for 001-5010-SOC005 are included in the FY 2021-22 Adopted Budget.

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 expand to meet the growing need in serving customers by phone for Medi-Cal and CalFresh 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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Attachment: County Purchase MT-02-21

