



# County of Monterey

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

## Board Report

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**File #:** A 22-107, **Version:** 1

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a. Approve and authorize the Director of Health or their designee to sign Amendment No. 2 to the Agreement with Complete Answer Sys, LLC (CAS) to extend the term for two (2) additional years, for a new full term of May 15, 2018 to April 30, 2024 and to increase the contract amount by \$42,000 for a revised contract amount not to exceed of \$122,000 for clinic call answering services; and

b. Authorize the Director of Health or their designee to sign up to one (1) future amendment to this Agreement where the amendment does not significantly change the scope of work.

**RECOMMENDATION:**

It is recommended that the Board of Supervisors:

a. Approve and authorize the Director of Health or their designee to sign Amendment No. 2 to the Agreement with Complete Answer Sys, LLC (CAS) to extend the term for two (2) additional years, for a new full term of May 15, 2018 to April 30, 2024 and to increase the contract amount by \$42,000 for a revised contract amount not to exceed of \$122,000 for clinic call answering services; and

b. Authorize the Director of Health or their designee to sign up to one (1) future amendment to this Agreement where the amendment does not significantly change the scope of work.

**SUMMARYDISCUSSION:**

The Health Department Clinic Services Bureau (Clinic Services) operates ten community clinic sites designated as Federally Qualified Health Centers (FQHCs) which provide preventive, primary, and specialty medical care services.

CAS is an out-of-state entity that provides bilingual, call answering services to clinics outside of normal business hours and/or when Clinic Services is unable to answer.

On June 26, 2018, the Board of Supervisors approved Agreement No. A-14016 with Complete Answer Sys, LLC. and Netvoice to provide bilingual, call answering services to clinics. Netvoice and CAS are under the same ownership and Netvoice maintains workers compensation coverage for both Netvoice and CAS employees. Amendment No. 1 was approved by the Board of Supervisors on April 21, 2020, to add Clinic Services' newly acquired NIDO clinic to scope and extend the term to April 30, 2022.

Approval of the recommended action will maintain the essential, uninterrupted call answering services to patients of Clinics Services after hours.

This work supports the Monterey County Health Department 2018 - 2022 Strategic Plan Initiative: 3. Ensure access to culturally and linguistically appropriate customer-friendly, quality health services. It also supports one or more of the ten essential public health services, specifically: 7. Link people to needed personal health services and assure the provision of health care when otherwise unavailable; and 8. Assure competent public and personal health care workforce.

**OTHER AGENCY INVOLVEMENT:**

The office of the County Counsel has reviewed and approved this Amendment as to form. Auditor-Controller has reviewed and approved as to financial provisions.

**FINANCING:**

Sufficient appropriations are available in the Health Department Clinic Services (4000-HEA007) FY2021-22 Adopted Budget and FY2022-23 Requested Budget. This Amendment will be funded by revenues from Medi-Cal and Medicare. There is no financial impact to the General Fund resulting from approval of this Amendment.

**BOARD OF SUPERVISORS STRATEGIC INITIATIVES:**

Check the related Board of Supervisors Strategic Initiatives:

Economic Development:

- Through collaboration, strengthen economic development to ensure a diversified and healthy economy.

Administration:

- Promote an organization that practices efficient and effective resource management and is recognized for responsiveness, strong customer orientation, accountability and transparency.

Health & Human Services:

- Improve health and quality of life through County supported policies, programs, and services; promoting access to equitable opportunities for healthy choices and healthy environments in collaboration with communities.

Infrastructure:

- Plan and develop a sustainable, physical infrastructure that improves the quality of life for County residents and supports economic development results.

Public Safety:

- Create a safe environment for people to achieve their potential, leading businesses and communities to thrive and grow by reducing violent crimes as well as crimes in general.

Prepared by: Prisca Segovia, Management Analyst II, 755-4939

Approved by:

\_\_\_\_\_ Date: \_\_\_\_\_  
Elsa Mendoza Jimenez, Director of Health, 755-4526

Attachments:

Amendment No 2

Amendment No 1

Agreement