



# County of Monterey

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

## Board Report

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**File #:** A 13-013, **Version:** 1

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- a. Approve and authorize the Director of the Department of Social Services, or his designee, to sign County Purchase MT-FDC-01-2013 with the California Statewide Automated Data Government Solutions(SAWS) Consortium IV (C-IV), under Joint Powers Agreement amended in 2010, and the C-IV MOU executed on April 27, 2010 to add support in establishing and implementing new C-IV Contact Center business processes in an amount not to exceed \$149,860 during the period February 1, 2013 - August 30, 2013; 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 Services, or his designee, to sign County Purchase MT-FDC-01-2013 with the California Statewide Automated Data Government Solutions(SAWS) Consortium IV (C-IV), under Joint Powers Agreement amended in 2010, and the C-IV MOU executed on April 27, 2010 to add support in establishing and implementing new C-IV Contact Center business processes in an amount not to exceed \$149,860 during the period February 1, 2013 - August 30, 2013; 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.

### 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 approval to add additional support for the planning business process changes that will be necessary to successfully implement the Contact Center. This will facilitate preparation for the additional workload that is underway with the transition of Healthy Families to Medi-Cal and with the upcoming expansion of Medi-Cal under the Affordable Care Act of 2010.

On December 11, 2012 the Board approved County Purchase MT-01-2012 for Contact Center design, planning and implementation in the amount of \$2,182,286, authorizing the Director of the Department of Social Services to sign amendments to that agreement which do not exceed 10% of the original contract amount. County Purchase MT-01-2012 did not include support for business process planning prior to April 29, 2013, as the Department was in the process of assessing internal capacity.

That assessment is now complete and the Department recommends adding additional support for the business process re-engineering effort. Utilizing the expertise of the C-IV team to plan the necessary changes to our local business processes will provide experienced professionals who are familiar with the experience of other jurisdictions and the C-IV technology to assist with our local efforts. This will prevent unnecessary risk as the

department proceeds with task based and Contact Center deployment in preparation for the expected increased caseload with the Affordable Care Act.

Key areas of support to be addressed include:

- Facilitating the staff workgroup addressing the transition to task-based business processes.
- Documenting new and changed business processes (work flow, office procedures, workload management, performance metrics) required for the customer service center implementation and task-based implementation;
- Working with staff to provide input and knowledge of best practices for the creation of task-based business processes;
- Reviewing Call Types and Call Flows and providing input and recommendations;
- Supporting identification of Performance Management metrics for operational monitoring;
- Reviewing the Model Office Plan and providing feedback and recommendations, including support during the Model Office training (coaching, issue management and communication of changes); and,
- Provide input, advice and best practices to the County based on prior experiences and implementation in other jurisdictions.

The Contact Center go-live date is August 9, 2013. The implementation of the Contact Center 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.

FINANCING:

DSES anticipated and planned for financing of this project in the 2012-13 Adopted Budget. This agreement is funded with a combination of federal, state and realignment funds, with federal and state contributing approximately 90% of the funds. Sufficient appropriations and estimated 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, DSS Program Manager, x8952

Approved by: Elliott Robinson, Director, x4434

Attachments: County Purchase MT-FDC-01-2013/C-IV 2010 M.O.U.