



County of Monterey

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

Board Report

File #: A 15-039, **Version:** 1

- a. Approve and authorize the Director of the Department of Social Services (DSS), or his designee, to sign County Purchase MT-08-2014 with the California Statewide Automated Welfare Systems (SAWS) Consortium IV (C-IV) under the C-IV Joint Powers Authority MOU executed on April 27, 2010, for \$545,073 to expand C-IV Contact Center technology support in Monterey County for the period April 1, 2015 through October 31, 2019; and
- b. Authorize the Director of the Department of Social 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.

RECOMMENDATION:

It is recommended that the Board of Supervisors:

- a. Approve and authorize the Director of the Department of Social Services (DSS), or his designee, to sign County Purchase MT-08-2014 with the California Statewide Automated Welfare Systems (SAWS) Consortium IV (C-IV) under the C-IV Joint Powers Authority MOU executed on April 27, 2010, for \$545,073 to expand C-IV Contact Center technology support in Monterey County for the period April 1, 2015 through October 31, 2019; and
- b. Authorize the Director of the Department of Social 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 an MOU in 2010 with the California SAWS Consortium IV(C-IV) for migration to the C-IV technology for Community Benefits. C-IV operates the state and federally mandated automated welfare system and is governed by all 39 member counties, including Monterey, through a Joint Powers Agreement. Section 3.9 of the MOU (separate services) allows counties to request services from the Consortium. 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 contact center technology for fifty-three (53) workers. At this time, DSS wishes to expand operations for twenty-five (25) additional workers.

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.

Agreement MT-08-2014 provides the hardware, software and support of the technical infrastructure necessary to maintain Contact Center operations for the additional workers for April 1, 2015 through October 31, 2019. This support will consist of ongoing/monthly production costs which support the Wide Area Network (WAN) Administration, twenty-five (25) concurrent contact center workers, and remote workstation maintenance.

OTHER AGENCY INVOLVEMENT:

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

FINANCING:

This agreement is funded with Social Services federal and state revenues and realignment funds. Sufficient appropriations and estimated revenues for SOC005 are included in the FY 2014-15 Adopted Budget and will be incorporated as part of budget development in FY 2015-16. Approval of this action has no impact on the County General Fund.

Prepared by: Melissa A. Mairose, Finance Manager II, x4433

Approved by: Elliott Robinson, Director, x4434

Attachments:

C-IV 2010 M.O.U

County Purchase MT-08-2014

Proposed agreement is on file with Clerk of the Board as an attachment to this Board Report