



# County of Monterey

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

## Board Report

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**File #:** A 19-120, **Version:** 1

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- a. Authorize the Health Director or Assistant Health Director to execute an Agreement with ComplianceLine, LLC for the provision of a compliance toll-free number reporting hotline, a web-based compliance form hosted by the vendor, and professional services as needed in the amount of \$5,671 for Fiscal Year (FY) 2018-19 and \$5,071 for Fiscal Year (FY) 2019-20, in an aggregate amount not to exceed \$10,742; and
- b. Approve the non-standard language to include risk terms regarding limitation of liability and indemnification as recommended by the Director of Health; and
- c. Approve and authorize the Health Director or Assistant Health Director to approve up to three (3) future amendments that do not exceed ten percent (10%) (\$1,074.20) of the original Agreement amount and do not significantly alter the scope of services.

### RECOMMENDATION:

It is recommended that the Board of Supervisors:

- a. Authorize the Health Director or Assistant Health Director to execute an Agreement with ComplianceLine, LLC for the provision of a compliance toll-free number reporting hotline, a web-based compliance form hosted by the vendor, and professional services as needed in the amount of \$5,671 for Fiscal Year (FY) 2018-19 and \$5,071 for Fiscal Year (FY) 2019-20, in an aggregate amount not to exceed \$10,742; and
- b. Approve the non-standard language to include risk terms regarding limitation of liability and indemnification as recommended by the Director of Health; and
- c. Approve and authorize the Health Director or Assistant Health Director to approve up to three (3) future amendments that do not exceed ten percent (10%) (\$1,074.20) of the original Agreement amount and do not significantly alter the scope of services.

### SUMMARY/DISCUSSION:

ComplianceLine, LLC provides an effective alternative to the required reporting of compliance issues in the work environment through a toll-free number as well as a web-based form. The solution provides a reliable, quality, reporting system that will seamlessly integrate into the Monterey County Health Department (MCHD) existing compliance program and supports employees by providing a system to effectively voice concerns regarding potential misconduct on compliance concerns and other regulatory issues, free from fear of retribution, by assisting them with constructive independent means of identifying and resolving their concerns.

This service provides an efficient and independent means of identifying and resolving employees' concerns regarding potential misconduct while allowing employees to remain anonymous. This service will be provided to all Health Department employees who can use it to report fraudulent practices and other potential violations to management. Having a hotline discourages employees from filing whistleblower suits against the organization.

MCHD has placed an emphasis on the function of compliance and accountability and has made it a top priority to develop transparent and accountable operations. MCHD is striving for implementation and enforcement of policies and procedures aimed at ensuring operations are following federal, state and county laws and regulations.

While this work is not directly in support of a Health Department strategic initiative, it is in support of one or more of the ten essential public health services, specifically: 2. Diagnose and investigate health problems and health hazards in the community and 6. Enforce laws and regulations that protect health and ensure safety.

OTHER AGENCY INVOLVEMENT:

Auditor-Controller have reviewed and approved fiscal provisions. The Office of County Counsel-Risk Management cannot approve due to the non-standard terms.

FINANCING:

Funding for this Agreement is included in the Health Department's Administration Bureau (4000-HEA014-8438) Fiscal Year (FY) 2018-19 Budget and will be included in FY 2019-20 Requested Budget.

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.

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Approved by: Elsa M Jimenez, MPH, Director of Health, x4526

Attachment:

Agreement is on file with the Clerk of the Board