



# County of Monterey

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

## Legislation Details (With Board Report)

<b>File #:</b>	19-0822	<b>Name:</b>	Ongoing Production Operations for Lobby Management, CSC & RCC
<b>Type:</b>	General Agenda Item	<b>Status:</b>	Passed - Department of Social Services
<b>File created:</b>	10/10/2019	<b>In control:</b>	Board of Supervisors
<b>On agenda:</b>	10/22/2019	<b>Final action:</b>	10/22/2019
<b>Title:</b>	<p>a. Approve and authorize the Director of the Department of Social Services to sign County Purchase MT-02-2019, MT-03-2019 and MT-04-2019 with the California Statewide Automated Welfare System (CalSAWS) Migration Project in amounts which respectively do not to exceed \$42,210, \$268,559, and \$104,181, to continue recurring Production Operations charges for central support of Monterey County's Facilitated Access Control Tablets (FACTS) and Kiosks, Customer Service Center (CSC) and the Regional Contact Center (RCC) for Medi-Cal Referrals for the period November 1, 2019 through October 31, 2020.</p> <p>b. Authorize the Director of the Department of Social Services to sign up to three (3) amendments to each County Purchase, where the total amendments do not exceed 10% of the original amount of each, and do not significantly change the terms of the County Purchase.</p>		

### Sponsors:

### Indexes:

### Code sections:

**Attachments:** 1. Board Report, 2. MT-02-2019, 3. MT-03-2019, 4. MT-04-2019, 5. CALSAWS MOU 2019, 6. Completed Board Order Item No. 31

Date	Ver.	Action By	Action	Result
10/22/2019	1	Board of Supervisors	approved - department of social services	Pass

a. Approve and authorize the Director of the Department of Social Services to sign County Purchase MT-02-2019, MT-03-2019 and MT-04-2019 with the California Statewide Automated Welfare System (CalSAWS) Migration Project in amounts which respectively do not to exceed \$42,210, \$268,559, and \$104,181, to continue recurring Production Operations charges for central support of Monterey County's Facilitated Access Control Tablets (FACTS) and Kiosks, Customer Service Center (CSC) and the Regional Contact Center (RCC) for Medi-Cal Referrals for the period November 1, 2019 through October 31, 2020.

b. Authorize the Director of the Department of Social Services to sign up to three (3) amendments to each County Purchase, where the total amendments do not exceed 10% of the original amount of each, and do not significantly change the terms of the County Purchase.

### 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-02-2019, MT-03-2019 and MT-04-2019 with the California Statewide Automated Welfare System (CalSAWS) Migration Project in amounts which respectively do not to exceed \$42,210, \$268,559, and \$104,181, to continue recurring Production Operations charges for central support of Monterey County's Facilitated Access Control Tablets (FACTS) and Kiosks, Customer Service Center (CSC) and the Regional Contact Center (RCC) for Medi-Cal Referrals for the period November 1, 2019 through October 31, 2020.

b. Authorize the Director of the Department of Social Services to sign up to three (3) amendments to each County Purchase, where the total amendments do not exceed 10% of the original amount of each, and do not significantly change the terms of the County Purchase.

#### SUMMARY/DISCUSSION:

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

The Facilitated Access Control Tablets (FACTS) and Kiosks are located in the Community Benefits lobbies and became operational in October 2016. The County Purchase MT-02-2019 is being brought forward for your consideration to provide continued support of the technical infrastructure necessary to maintain the support of the FACTS and Kiosks through October 31, 2020. This support will consist of ongoing/monthly production costs which support enhanced central support for each FACT and Kiosk, remote maintenance per Kiosk and central support for the managed workstation image per workstation.

Use of the FACTS and Kiosks allows DSS to more efficiently serve people customers. The FACTS are lobby management tools that allows Community Benefits reception staff to register customers waiting in line for service at the reception windows. Kiosks are Lobby Management self-service technology used to image verification documents, register for in-office appointments, request replacement Medi-Cal Benefit Identification Cards (BIC) and Electronic Benefit Transfer Cards (EBT).

The Customer Service Center (CSC) went live in August 2013. The County Purchase MT-03-2019 is being brought forward for your consideration to provide continued support of the technical infrastructure necessary to maintain the Contact Center operations through October 31, 2020. This support will consist of ongoing/monthly production costs which support the Wide Area Network (WAN) Administration, 82 concurrent contact center workers, and remote workstation maintenance.

The Regional Contact Center (RCC) for Medi-Cal Referrals became operational in 2013. The County Purchase MT-04-2019 is brought forward for your consideration to provide continued support of the technical infrastructure necessary to maintain the Regional Contact Center for Medi-Cal Referral operations through October 31, 2020. This support consists of ongoing/monthly production operations costs which support the Wide Area Network (WAN) Administration, Central Support for the Regional Contact Center agents/workers and the remote maintenance fee for managed workstations.

Establishment of the Customer Service Center and the Regional Contact Center for Medi-Cal Referral positioned DSS for continued support of the Affordable Care Act (ACA) 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 including: Automatic Call Distribution (ACD) hardware and software that allows DSS to receive warm hand-off calls from Covered CA. This facilitates customer service by allowing responsive access to Medi-Cal and Covered CA health insurance for applicants and recipients and addressing the ongoing need to provide excellent customer service while continuing to meet mandates, addressing caseload needs, and managing flat or reduced State funding.

#### OTHER AGENCY INVOLVEMENT:

The Auditor-Controller and Contracts/Purchasing have approved this County Purchase. County Counsel has approved as to form.

#### FINANCING:

This agreement is funded with CalFresh and Medi-Cal funds. Sufficient appropriations and revenues for

SOC005 are included in the FY 2019-20 Adopted Budget and the remaining balance will be budgeted in the subsequent fiscal year.

**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 more efficiently serve welfare recipients, to collaborate with other C-IV counties to streamline call transfers to ensure customers are connected to the right county, and to provide responsive access to Medi-Cal and Covered CA health insurance applicants and recipients.

Mark a check to the related Board of Supervisors Strategic Initiatives

☐ Economic Development  
☒ Administration  
☒ Health & Human Services  
☐ Infrastructure  
☐ Public Safety

Prepared by: Melissa Mairose, Finance Manager II, 755-4433

Approved by: Lori Medina, Director, x4430

Attachment: MT-02-2019, MT-03-2019, MT-04-2019, CALSAWS MOU 2019

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