



# County of Monterey

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

## Board Report

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**File #:** A 20-037, **Version:** 1

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Authorize the Director of Health or Assistant Director of Health to execute a Standard Agreement with Teletask, Inc. not to exceed the amount of \$2,098 for the provision of software maintenance, technical support and warranty extension for the Integrated Auto-dialer System Software Module for the period retroactive from September 1, 2019 through August 31, 2021.

### RECOMMENDATION:

It is recommended that the Board of Supervisors:

Authorize the Director of Health or Assistant Director of Health to execute a Standard Agreement with Teletask, Inc. not to exceed the amount of \$2,098 for the provision of software maintenance, technical support and warranty extension for the Integrated Auto-dialer System Software Module for the period retroactive from September 1, 2019 through August 31, 2021.

### SUMMARY/ DISCUSSION:

The Monterey County Health Department's Women, Infant and Children's (WIC) program is a federally funded program that provides nutritious foods, nutrition education, breastfeeding support, and referrals to health care and social services in Monterey County. The WIC program schedules appointments with its clients to provide educational classes for nutrition, breastfeeding support and other nutrition related services. The WIC program has worked with the Teletask Health Messenger System for over five years that offers the WIC staff the ability to send voice, text, and email messages to all of its clients. The start date of this Agreement is retroactive to September 1, 2019 due to the length of time it took to negotiate with the vendor the terms needed for this Agreement.

This work supports the MCHD 2018-2022 Strategic Plan Goal: 1. Empower the community to improve health; Goal 2. Enhance public health and safety through prevention; and Goal 3. Ensure access to culturally and linguistically appropriate, customer-friendly, quality health services. Additionally, this work supports three of the ten essential public health services: inform, educate, and empower people about health issues; link people to needed personal health services and assure the provision of health care when otherwise unavailable; and assure competent public and personal health care workforce.

### OTHER AGENCY INVOLVEMENT:

The Office of County Counsel has reviewed and approved this Agreement as to legal form.

### FINANCING:

There are sufficient appropriations included in the Health Department's (HEA003-8124) Adopted Budget for Fiscal Year 2019-20 for this Agreement.

### 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: Patricia McFadden, Management Analyst II, 755-4726

Approved by:

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

Attachments:

Agreement is on file with the Clerk of the Board