



County of Monterey

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

Board Report

File #: A 21-049, **Version:** 1

- a. Approve and authorize the Director of the Department of Social Services to sign County Purchase MT-01-2020 with the California Statewide Automated Welfare Systems (CalSAWS) Project in the amount of \$296,235 to continue recurring Production Operations charges for central support of the Monterey County's Customer Service Center, Regional Contact Center (RCC) for Medi-Cal Referrals, and Lobby Management Tools: Facilitated Access Control Tables (FACTS) and Kiosks retroactively for the period of 11/1/20-9/30/2021;
- b. Authorize the Director of the Department of Social Services to sign up to three (3) amendments to the County Purchase, where the total amendments do not exceed 10% of the original amount, 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-01-2020 with the California Statewide Automated Welfare Systems (CalSAWS) Project in the amount of \$296,235 to continue recurring Production Operations charges for central support of the Monterey County's Customer Service Center, Regional Contact Center (RCC) for Medi-Cal Referrals, and Lobby Management Tools: Facilitated Access Control Tables (FACTS) and Kiosks retroactively for the period of 11/1/20-9/30/2021;
- b. Authorize the Director of the Department of Social Services to sign up to three (3) amendments to the County Purchase, where the total amendments do not exceed 10% of the original amount, and do not significantly change the terms of the County Purchase.

SUMMARY/DISCUSSION:

Monterey County DSS entered a Memorandum of Understanding (MOU) in 2010 and amended in 2019, with the California Statewide Automated Welfare Systems (CalSAWS) for migration to the CalSAWS technology for the DSS Community Benefits Branch. This MOU allows counties to continue to request services from the Consortium. This Purchase Request provides DSS the ability to continue using existing infrastructure to provide benefits to County recipients.

The County Purchase MT-01-20 is being recommended by the Department to provide continued support of the technical infrastructure necessary to maintain the support of the Monterey County's Customer Service Center (CSC), Regional Contact Center (RCC) for Medi-Cal Referrals, and Facilitated Access Control Tables (FACTS) and Kiosks for the period of 11/1/20-9/30/2021. These customer resources are currently located in DSS Community Benefits lobbies and buildings. The infrastructure listed provides the following support to both recipients and CWD employees:

- **County Contact Center** (Implemented August 2013) continues the Technology Deployment project that provides substantial benefits for both the customer and the CWD eligibility workers. These benefits include reducing the time to service recipients' questions and change requests and providing more visibility into the customer experience.
- **Covered California (Medi-Cal) C-IV Contact Center** (Implemented August 2013) continues the C-IV Covered California Contact Center model, allowing the County to provide a centralized service center that supports both Monterey and San Benito County receiving the warm handoff from Covered California for recipients applying for health insurance benefits.

- **FACTs and KIOSKs** (Implemented October 2016) are lobby management tools that provide self-service automated option such as registering for in-office appointments, image documents, and request Medi-Cal Identification Cards (BIC), etc. which results in a reduction of office time for recipients, decreasing the lobby lines and the time spent servicing customer questions/changes and providing more visibility into the customer experience.

OTHER AGENCY INVOLVEMENT:

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

FINANCING:

This agreement in the amount of \$296,235 is funded with Social Services federal and state revenues and realignment funds. There is sufficient appropriations and revenues in the amount of \$188,493 for Budget 001-5010-SOC005 are included in the FY2020-21 Adopted Budget and the remaining balance of \$107,741 will be incorporated in the upcoming budget development for FY 2021-22.

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

This proposed action correlates to the Administration and Infrastructure Strategic Initiative adopted by the Board of Supervisors by allowing the Department to provide support to DSS's technical infrastructure to maintain the Call Center and lobby management tools that supports both recipients and employees.

Mark a check to the related Board of Supervisors Strategic Initiatives

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

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Approved by: Lori A. Medina, Director of Social Services, x4430

Attachments:
CalSAWS 2019 M.O.U
County Purchase MT-01-2020

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