



## Board Report

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**File #: A 21-104, Version: 1**

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a. Authorize the Director of Health or the Assistant Director of Health to execute Amendment No. 1 with ComplianceLine, LLC, for the provision of a compliance toll-free number reporting hotline, extending the term two (2) Fiscal Years, for a revised full term of May 01, 2019 to June 30, 2023, and increasing the Agreement amount by \$10,142 (FY 2021-22, \$5,071 and FY 2022-23, \$5,071), for a total Agreement amount not to exceed \$20,884; and

b. 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 Director of Health or the Assistant Director of Health to execute Amendment No. 1 with ComplianceLine, LLC, for the provision of a compliance toll-free number reporting hotline, extending the term two (2) Fiscal Years, for a revised full term of May 01, 2019 to June 30, 2023, and increasing the Agreement amount by \$10,142 (FY 2021-22, \$5,071 and FY 2022-23, \$5,071), for a total Agreement amount not to exceed \$20,884; and

b. 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.

MCHD has seen an increase in employee concerns being submitted through the hotline and ComplianceLine, LLC has met the capacity to for this increasing demand.

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 has reviewed and approved the Agreement as to fiscal provisions. The Office of County Counsel 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) 2021-22 Budget and will be included in FY 2022-23 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.

Prepared by: Shiba Sumeshwar, Management Analyst III, 755-4018

Approved by:

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Date:

Elsa M. Jimenez, Director of Health, 755-4526

Attachments:

Amendment No 1 is on file with the Clerk of the Board  
Agreement is on file with the Clerk of the Board