



County of Monterey

Item No.

Board Report

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

Legistar File Number: A 25-214

June 24, 2025

Introduced: 5/28/2025

Current Status: Agenda Ready

Version: 1

Matter Type: BoS Agreement

- a. Authorize the Director of Health Services or designee to execute Amendment No. 3 to Agreement No. A-14306 between the County of Monterey and ComplianceLine, LLC., for the provision of a compliance toll-free number reporting hotline, extending the contract term by two years, for a revised full term of May 1, 2019 to June 30, 2027, and increasing the Agreement amount by \$15,768 (FY 2025-26, \$7,884 and FY 2026-27, \$7,884), for a total Agreement amount not to exceed \$49,808; and
- b. Approve and authorize the Contracts and Purchasing Officer or designee to execute future Amendments, provided they do not exceed an aggregate amount of \$200,000 and fall within the signing authority of the Contracts and Purchasing Officer.

RECOMMENDATION:

It is recommended that the County of Monterey Board of Supervisors:

- a. Authorize the Director of Health Services or designee to execute Amendment No. 3 to Agreement No. A-14306 between the County of Monterey and ComplianceLine, LLC., for the provision of a compliance toll-free number reporting hotline, extending the contract term by two years, for a revised full term of May 1, 2019 to June 30, 2027, and increasing the Agreement amount by \$15,768 (FY 2025-26, \$7,884 and FY 2026-27, \$7,884), for a total Agreement amount not to exceed \$49,808; and
- b. Approve and authorize the Contracts and Purchasing Officer or designee to execute future Amendments, provided they do not exceed an aggregate amount of \$200,000 and fall within the signing authority of the Contracts and Purchasing Officer.

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 Amendment No. 3 is to retain and maintain these services, ensuring continued access to an efficient and independent means of identifying and resolving employees' concerns regarding potential misconduct while allowing employees to remain anonymous. This service will continue to be available to all Health Department employees, enabling them to report fraudulent practices and other potential violations to management. Maintaining this hotline helps foster a transparent and accountable work environment while discouraging 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 goal, 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:

The Offices of the County Counsel and Auditor-Controller have reviewed and approved the Amendment No. 3 as to form and fiscal provisions, respectively.

FINANCING:

Funding for this Agreement is included in the Health Department's (4000-HEA014-8438) FY 2025-26 Requested Budget and provision for it will be made in the Department's Requested Budget for the years out as needed.

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: Elsa Mendoza Jimenez, Director of Health Services, 755-4526

Attachments:

Board Report

Amendment No. 3

Amendment No. 2

Board Order (Amendment No. 2)

Amendment No. 1

Board Order (Amendment No. 1)

Board Order

Agreement