



## Legislation Text

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**File #:** 14-0206, **Version:** 3

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Health and Human Services Agency, recommending the Board:

- 1) Approve and authorize the Chair to sign Amendment 1 to correct the date of termination of two (2) prior agreements in the fourth recital in Agreement for Services 188-S1610 with New Connections Communication Services, Inc. This Amendment I to the current Agreement 188-S1610 changes neither the term of April 20, 2016 through April 19, 2019, nor the maximum contractual obligation of \$125,000 in the current Agreement, but rather corrects the termination dates of two prior Agreements with this Contractor to coincide with the start date of the current Agreement 188-S1610; and
- 2) Authorize the Purchasing Agent, or designee, to execute further documents relating to Agreement for Services 188-S1610, including amendments which do not increase the maximum dollar amount or term of the Agreement, and contingent upon approval by County Counsel and Risk Management.

**FUNDING:** Federal Funds, State Realignment Funds, and General Fund.

**DEPARTMENT RECOMMENDATION:**

Health and Human Services Agency's (HHSA) Social Services Division, Community Services Division, and Mental Health Division are all mandated to provide 24-hour telephone answering and transferring telephone call services under various Welfare and Institutions Code.

HHSA is recommending the Board approve Amendment 1 to Agreement 188-S1610 with New Connections Communication Services, Inc., correcting the date of termination in the fourth recital to ensure termination of the two current agreements coincide with the beginning term of Agreement 188-S1610. This will ensure no lapse in coverage and allow HHSA to process invoices for the time from April 5, 2016 through April 20, 2016.

Prior to the development of the original Agreement 188-S1610, HHSA determined, in accordance with County Ordinance Section 3.13.030, it is more economical and feasible to engage an independent contractor for telephone exchange services. In addition, HHSA also complied with Board Policy C-17, Section 7.11 requiring a review of the scope of services and contractor's professional qualifications of contracts in excess of \$100,000.

**DISCUSSION / BACKGROUND:**

HHSA's Social Services Division, Community Services Division, and Mental Health Division are all mandated to provide 24-hour telephone answering and transferring telephone call services under various Welfare and Institutions Code. The Public Health Division is also mandated to provide 24-hour telephone answering and transferring telephone call services but under Health and Safety Code. The intent of the legislation is to provide an avenue for the community to contact certain County programs any time of day or night (i.e., Mental Health, Child Welfare Services, Adult Protective Services, Public Guardian, and Public Health). Additionally, 24-hour telephone answering and transferring telephone call services are required to ensure constant access to the Public Guardian Program.

HHSA has contracted with this Contractor for over eight (8) years for after hours, weekend, and

holiday 24-hour telephone answering and transferring telephone call services.

Agreement for Services 188-S1610 was approved by the Board on April 6, 2016 (File ID: 14-0206, Agenda Number 15). The Agreement combined and replaced existing Agreement 412-S1410 and Agreement 387-S1410 terminating said Agreements effective upon execution of Agreement 188-S1610 via the fourth recital of Agreement 188-S1610. However, the current Agreement was effective upon execution, so this Amendment 1 corrects the termination date of the two existing Agreements to coincide with the effective date of the new Agreement to eliminate any lapse in services.

**ALTERNATIVES:**

Disapproval of Amendment would perpetuate a lapse in services created thereby creating a gap of 15 days for which the Contractor's invoices may not be paid.

**OTHER DEPARTMENT / AGENCY INVOLVEMENT:**

County Counsel, Human Resources, and Risk Management

**CAO RECOMMENDATION:**

It is recommended that the Board approve this item.

**FINANCIAL IMPACT:**

There is no Net County Cost associated with this Agenda item. Sufficient appropriations were included in the Fiscal Year 2015-2016 Budget, and will be included in future budgets for the term of the Agreement.

**CLERK OF THE BOARD FOLLOW UP ACTIONS**

1. Clerk of the Board to obtain signature of Chair on two (2) originals of Amendment 1 to Agreement for Services 188-S1610.
2. Clerk of the Board to return one (1) fully executed Amendment 1 to HHSA at 3057 Briw Road.

**STRATEGIC PLAN COMPONENT:**

N/A

**CONTACT**

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