



Legislation Text

File #: 19-0318, **Version:** 1

Health and Human Services Agency recommending the Board:

- 1) Approve and authorize the Chair to sign Amendment III to Agreement for Services 3093 (188-S1610) with New Connections Communications, Inc., for the provision of telephone exchange services for the County of El Dorado Health and Human Services Agency, Adult Protective Services, Behavioral Health, Child Welfare Services, Public Guardian, Public Health, and Substance Use Disorder, extending the term for one (1) year and eleven (11) months to cover the period of April 20, 2016 through April 30, 2020, with no change to the maximum obligation;
- 2) Make findings in accordance with County Ordinance 3.13.030 that it is more economical and feasible to contract with New Connections Communications, Inc. for services provided under this Agreement 3093 (188-S1610) because the County has neither the staff nor facilities to perform said services; and
- 3) Authorize the Purchasing Agent, or designee, to execute further documents relating to Agreement for Services 3093 (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: 49% Federal, 27% Realignment, and 24% State.

DISCUSSION / BACKGROUND:

The Health and Human Services Agency (HHSA) Adult Protective Services, Behavioral Health, Child Welfare Services, Public Guardian, Public Health, and Substance Use Disorder 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. Adult Protective Services, Behavioral Health, Child Welfare Services, Public Guardian, Public Health, and Substance Use Disorder). Additionally, 24-hour telephone answering and transferring telephone call services are required to ensure constant access to the Public Guardian Program and Substance Use Disorder services under the California Drug Medi-Cal Organized Delivery System.

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. Amendment III is necessary to extend the term of the agreement for one (1) and eleven (11) months to cover the period of April 20, 2016 through April 30, 2020.

In accordance with Board of Supervisors Procurement Policy C-17, Section 7.11, the contractor selection process for service contracts in excess of \$100,000 must include a review of the scope of services and contractor's professional qualifications by a group of individuals (including at least one representative from outside the department requesting the services) qualified to judge the contractor's ability to perform the services. HHSA has documentation on file that such a review was performed for Agreement 3093 (188-S1610) with New Connections Communications, Inc.

ALTERNATIVES:

Should the Board decline to approve this recommendation, HHSA would be out of compliance with various Welfare and Institutions Code.

PRIOR BOARD ACTION:

04/06/16 14-0206 Approved

06/14/16 14-0206 Approved

OTHER DEPARTMENT / AGENCY INVOLVEMENT:

Approved by County Counsel, Human Resources, and Risk Management.

CAO RECOMMENDATION:

It is recommended that the Board approve this item.

FINANCIAL IMPACT:

This Agreement for Services utilizes Federal, Realignment, and State funding. There is no increase to the maximum obligation under this Agreement. Funds have been allocated for this Agreement in fiscal year 2018-19, and will be continue to be allocated in future fiscal years for the duration 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 III to Agreement for Services 3093 (188-S1610); and
- 2) Clerk of the Board to return one (1) fully executed Agreement to the HHSA Contracts Unit at 3057 Briw Road.

STRATEGIC PLAN COMPONENT:

Healthy Communities

CONTACT

Donald Semon, Director