



Legislation Text

File #: 20-0247, **Version:** 1

Health and Human Services Agency recommending the Board:

- 1) Make findings in accordance with El Dorado County Ordinance Code, Chapter 3.13.030 (C) that due to the limited timeframes, temporary or occasional nature, or schedule for the project or scope of work, the ongoing aggregate of work to be performed is not sufficient to warrant the addition of permanent staff;
- 2) Approve and authorize the Chair to sign Agreement for Services 4727 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, Child Welfare Services, Behavioral Health, Public Health, and Public Guardian programs, in the amount of \$125,000, for the term of three (3) years from May 1, 2020 through April 30, 2023; and
- 3) Authorize the Purchasing Agent or their designee to execute further documents relating to Agreement for Services 4727, 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, Child Welfare Services, Behavioral Health, Public Health, and Public Guardian programs 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, Child Welfare Services, Behavioral Health, Public Health, and Public Guardian). 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 after hours, weekend, and holiday 24-hour telephone answering and transferring telephone call services since 2014.

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 #4727 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:

- 1) 02/25/14, 14-0206 v.1, 04/05/2016 14-0206 v.2, 06/14/2016 v.3 HHSA Telephone Answering/Transferring
- 2) 04/9/19, 19-0318 New Connections Communications

OTHER DEPARTMENT / AGENCY INVOLVEMENT:

N/A

CAO RECOMMENDATION:

It is recommended that the Board approve this item.

FINANCIAL IMPACT:

This Agreement for Services utilizes Federal, Realignment, and State funding. Funds have been allocated for this Agreement in fiscal year 2019-20, and will continue to be allocated in future fiscal years for the duration of the Agreement.

CLERK OF THE BOARD FOLLOW UP ACTIONS

- 1) Obtain signature of Chair on two (2) original Agreements for Services #4727.
- 2) Forward one (1) fully executed document to HHSA-Contracts Unit, 3057 Briw Road, Placerville for further processing.

STRATEGIC PLAN COMPONENT:

County Strategic Plan: Healthy Communities

CONTACT

Don Semon, Director, Health and Human Services Agency