



## Legislation Text

---

**File #:** 20-0546, **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; and
- 2) Approve and authorize an increase of \$20,000 to Agreement 3093 (188-S1610) with New Connections Communications Inc., thereby increasing the maximum obligation from \$125,000 to \$145,000 through the remaining term of April 30, 2020, to allow payment for services rendered.

**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.

Agreement 3093 with New Connections Communications was executed with a term of April 20, 2016 through April 30, 2020. This agreement provides after-hours telephone exchange services for multiple programs within HHSA, including Public Health, Mental Health, Child Welfare Services, to ensure availability to the community for critical issues. On April 9, 2019, Amendment III to that Agreement 3093 was executed, which allowed the Substance Use Disorder program to utilize these services. At that time, projections indicated that there were sufficient funds in the agreement to cover all services for the duration of the term. On April 1, 2020, HHSA identified that the not-to-exceed amount in the current agreement 3093 of \$125,000 had been exceeded. HHSA is requesting to increase the maximum obligation of Agreement 3093 by \$20,000 to allow payment for services rendered.

This renewal agreement #4727 with New Connections Communications was developed and agendized February 11, 2020 for Board approval on April 14, 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:**

No viable alternative recommendations are available.

**PRIOR BOARD ACTION:**

- 1) 02/25/14, v.1 14-0206, 04/05/16 v.2 14-0206, 06/14/16 v.3 14-0206, HHSA Telephone Answering/Transferring
- 3) 04/09/19, 19-0318 HHSA New Connections Communications

**OTHER DEPARTMENT / AGENCY INVOLVEMENT:**

County Counsel

**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.

**CLERK OF THE BOARD FOLLOW UP ACTIONS**

- 1) Obtain signature of Chair on two (2) originals of Amendment IV to Agreement for Services #3093 (188-S1610); and
- 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