



Legislation Text

File #: 22-0777, **Version:** 1

Health and Human Services Agency (HHS) recommending the Board:

- 1) Award Request for Proposal 22-915-030 to the proposal identified as appropriate by the evaluation panel, Inland Southern California 211+ (IC211), for the provision of after-hours telephone exchange services for the County of El Dorado HHS, Adult Protective Services, Child Welfare Services, Behavioral Health, Public Health, and Public Guardian programs;
- 2) 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;
- 3) Authorize HHS to negotiate a 3-year Agreement for Services with IC211, in an amount not to exceed \$100,000 for the term of the Agreement, for Fiscal Years 2022-23, 2023-24, and 2024-25; and
- 4) Authorize the Purchasing Agent to execute said Agreement, contingent upon County Counsel and Risk Management review, including minor revisions as required.

FUNDING: 49% Federal Medicaid, 27% Behavioral Health Realignment, and 24% State General Funds.

DISCUSSION / BACKGROUND:

The Health and Human Services Agency (HHS) Adult Protective Services, Behavioral Health, Child Welfare Services, Public Guardian, Public Health, and Substance Use Disorder programs are mandated to provide 24-hour telephone answering and call transfer services under various Welfare and Institutions Codes. The Public Health Division is also mandated to provide 24-hour telephone answering and call transfer services under Health and Safety Code. The intent of the legislation is to provide an avenue for the community to contact these County programs any time of day or night. Additionally, 24-hour telephone answering and call transfer 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.

On January 28, 2022, the Chief Administrative Office (CAO) Procurement and Contracts Division, on behalf of HHS, released Request for Proposal (RFP) 22-915-030 to solicit providers for the mandated 24-hour telephone answering services. Four proposals were received that met the requirements of the RFP and were reviewed by a panel of three evaluators with knowledge of HHS's telephone answering service needs. As a result of the RFP evaluative process, HHS recommends entering into an Agreement for Services for a three-year term, and is requesting the Board approve the award of this RFP to the qualified Proposer, Inland Southern California 211+ (IC211), for the provision of after-hours telephone exchange services.

IC211 is a subsidiary of Inland SoCal United Way, which has serviced communities since 1931, with corporate offices located in Rancho Cucamonga, CA and Victorville, CA. IC211 is Alliance of Information and Referral Systems (AIRS) accredited, which is the only credential specifically geared to assess quality, compliance and information exchange for information and referral service providers

committed to improving access to human services. IC211 has operated its Contact Center since 2005, and has over 15 years of related experience in managing County/City government contracts for operating call lines for mandated and non-mandated Health and Human Services jurisdictions, serving both rural and urban populations. This includes operating call lines for Mandated Reporting of Child and Elder Abuse, Aging and Disabilities, and a vaccine hotline on behalf of a county-level public health department. IC211 operates its own regional 2-1-1 24/7 emergency service hotline for Riverside and San Bernardino Counties' Health and Human Services Agencies, handling 430,000 inbound calls per year. IC211 is fully equipped and has the capacity and experience to provide the mandated telephone answering services to County of El Dorado residents.

HHSA recommends the Board make findings in accordance with 3.13.030 of the County Code of Ordinances that it is more economical and feasible to engage an independent contractor for these services because the contractor will provide equipment, facilities, administration or support services related to providing work that may not be feasibly provided by the County, due to the around the clock 24/7 staffing service requirements.

ALTERNATIVES:

Should the Board decline to award RFP 22-952-009, HHSA would continue to provide services through an existing contract; however, it would likely result in difficulty meeting the needs of the community, and could result in HHSA being out-of-compliance with various Welfare and Institutions Codes and Health and Safety Code.

PRIOR BOARD ACTION:

N/A

OTHER DEPARTMENT / AGENCY INVOLVEMENT:

Chief Administrative Office, Procurement and Contracts Division.

CAO RECOMMENDATION:

Approve as recommended.

FINANCIAL IMPACT:

This Agreement for Services utilizes Federal Medicaid, Behavioral Health Realignment, and State funding. Sufficient appropriations are included in the Fiscal Year 2022-23 budget request and will be included in subsequent fiscal year budget requests.

CLERK OF THE BOARD FOLLOW UP ACTIONS:

No action required.

STRATEGIC PLAN COMPONENT:

Healthy Communities, Improved Health, Well-being, and Self-sufficiency of El Dorado County communities, residents, and visitors.

CONTACT

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