



# COUNTY OF HUMBOLDT

For the meeting of: 8/8/2023

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File #: 23-1087

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**To:** Board of Supervisors

**From:** DHHS: Social Services

**Agenda Section:** Consent

**Vote Requirement:** Majority

**SUBJECT:**

Purchase Agreement with the California Statewide Automated Welfare System Consortium Regarding the Provision of Additional Software Licensing for the Humboldt County Customer Service Center

**RECOMMENDATION(S):**

That the Board of Supervisors:

1. Approve, and authorize the Department of Health and Human Services - Social Services Director, or a designee thereof, to execute the attached purchase agreement with the California Statewide Automated Welfare System Consortium regarding the provision of additional software licensing for the Humboldt County Customer Service Center in an amount not to exceed One Hundred Thousand Three Hundred Six Dollars and Twenty-Two Cents (\$100,306.22) for the period of August 1, 2023 through June 30, 2025;
2. Authorize the Department of Health and Human Services - Social Services Director, or a designee thereof to execute any and all subsequent amendments to the attached purchase agreement with the California Statewide Automated Welfare System Consortium, after review and approval by County Counsel, Risk Management and the County Administrative Office; and
3. Direct the Clerk of the Board to provide the Department of Health and Human Services - Contract Unit with one (1) fully executed certified copy of the Board Order related to this item.

**SOURCE OF FUNDING:**

Social Services Fund (1160-511)

**DISCUSSION:**

The Humboldt County Department of Health and Human Services - Social Services' ("DHHS - Social Services") Customer Service Center began operating as a Call Center in December 2012 in order to provide more efficient customer service in a task-based model. DHHS - Social Services has continued to experience increased caseloads in the CalFresh and Medi-Cal programs.

The Customer Services Center became a Regional Call Center with the implementation of Covered California starting with early enrollment on October 1, 2013. The dedicated Regional Call Center staff

members receive calls transferred from the State for all residents within Region 3 and those living elsewhere in California who appear to be eligible for Medi-Cal under the expanded guidelines of the Affordable Care Act.

The Call Center and the Regional Call Center which comprise the Customer Service Center allow the County of Humboldt to meet the requirements of the Affordable Care Act and other continuing and mandated access and enrollment functions.

The attached purchase agreement with the California Statewide Automated Welfare System Consortium will allow for additional agents to be assigned to the Customer Service Center as DHHS - Social Services increases its staffing levels. It should be noted that the attached purchase agreement with the California Statewide Automated Welfare System Consortium comes to the Board after the start date thereof due to inadvertent delays that occurred during the contract development process.

**FINANCIAL IMPACT:**

<b>Expenditures (1160-511)</b>	<b>FY23-24 Adopted</b>	<b>FY24-25 Projected*</b>
Additional Appropriation Requested	\$56,365.40	\$43,940.82
<b>Total Expenditures</b>	<b>\$56,365.40</b>	<b>\$43,940.82</b>
<b>Funding Sources (1160-511)</b>	<b>FY23-24 Adopted</b>	<b>FY24-25 Projected*</b>
State/Federal Funds	\$56,365.40	\$43,940.82
<b>Total Funding Sources</b>	<b>\$56,365.40</b>	<b>\$43,940.82</b>

*\*Projected amounts are estimates and are subject to change.*

The attached purchase agreement with the California Statewide Automated Welfare System Consortium has a maximum amount payable of One Hundred Thousand Three Hundred Six Dollars and Twenty-Two Cents (\$100,306.22) for the period of August 1, 2023 through June 30, 2025. In no event shall the maximum amount paid under the attached purchase agreement with the California Statewide Automated Welfare System Consortium exceed Fifty-Six Thousand Three Hundred Sixty-Five Dollars and Forty Cents (\$56,365.40) for fiscal year 2023-2024 and Forty-Three Thousand Nine Hundred Forty Dollars and Eighty-Two Cents (\$43,940.82) for fiscal year 2024-2025.

Expenditure appropriations related to the attached purchase agreement with the California Statewide Automated Welfare System Consortium have been included in the approved fiscal year 2023-2024 budget for DHHS - Social Services budget unit 1160-511. Funding for the attached purchase agreement with the California Statewide Automated Welfare System Consortium is available through state and federal revenues received by DHHS - Social Services. As a result, approval of the attached purchase agreement with the California Statewide Automated Welfare System Consortium will not impact the Humboldt County General Fund.

**STAFFING IMPACT:**

Approval of the attached purchase agreement with the California Statewide Automated Welfare System Consortium will not impact current staffing levels.

STRATEGIC FRAMEWORK:

The recommended actions support the Board of Supervisors' Strategic Framework by protecting vulnerable populations, creating opportunities for improved safety and health and providing community-appropriate levels of services.

OTHER AGENCY INVOLVEMENT:

None

ALTERNATIVES TO STAFF RECOMMENDATIONS:

The Board may choose not to approve the attached purchase agreement with the California Statewide Automated Welfare System Consortium regarding the provision of additional software licensing for the Humboldt County Customer Service Center. However, this alternative is not recommended since it will not allow DHHS - Social Services to increase its capacity to meet the obligations for CalFresh, medical program access and other mandated public entitlement programs.

ATTACHMENTS:

1. County Purchase Agreement HM-03-2023 with the California Statewide Automated Welfare System Consortium Regarding the Provision of Additional Software Licensing for the Humboldt County Customer Service Center