



# COUNTY OF HUMBOLDT

For the meeting of: 5/21/2024

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File #: 24-852

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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 the 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 Sixty-Six Thousand Six Hundred Thirty-Nine Dollars and Fifty-Two [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 Cents \(\\$166,639.52\)](#) for the period of April 1, 2024 through July 31, 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, and any other agreements, certifications, attestations and documents directly associated with, 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.

**STRATEGIC PLAN:**

The recommended actions support the following areas of the Board of Supervisors' Strategic Plan:

Area of Focus: Core Services/Other

Strategic Plan Category: 9999 - Core Services/Other

**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. The Customer Service Center became a Regional Call Center with the implementation of Covered California starting with early enrollment on October [Oct.](#) 1, 2013. The dedicated Regional Call Center staff members receive calls transferred from the State of California 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 Customer Service Center currently allows the County of Humboldt to meet the requirements of the Affordable Care Act and other continuing and mandated access and enrollment functions, including, without limitation, the CalFresh and Medi-Cal programs which continue to experience increased caseloads on an annual basis.

The attached purchase agreement with the California Statewide Automated Welfare System Consortium will allow for the provision

of additional software licensing needed to support the expansion of the Customer Service Center. It should be noted that the attached purchase agreement with the California State wide Automated Welfare System Consortium comes to the Board after the start date thereof due to inadvertent delays that occurred during the contract development process.

Accordingly, DHHS - Social Services recommends that the approve, and authorize the DHHS - 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 for the period of April 1, 2024 through July 31, 2025. It is **Staff** also recommended that the Board authorize the DHHS - Social Services Director, or a designee thereof, to execute any and all subsequent amendments to, and any other agreements, certifications, attestations and documents directly associated with, 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, in order to avoid any unnecessary delays in the provision of needed software licensing for the Humboldt County Customer Service Center.

**SOURCE OF FUNDING:**

Social Services Fund (1160-511)

**FINANCIAL IMPACT:**

<b>Expenditures (1160-511)</b>	<b>FY23-24</b>	<b>FY24-25 Projected*</b>	<b>FY25-26 Projected*</b>
Budgeted Expenses	\$70,660.00	\$87,637.92	\$8,341.60
<b>Total Expenditures</b>	<b>\$70,660.00</b>	<b>\$87,637.92</b>	<b>\$8,341.60</b>
<b>Funding Sources (1160-511)</b>	<b>FY23-24</b>	<b>FY24-25 Projected*</b>	<b>FY25-26 Projected*</b>
State/Federal Funds	\$70,660.00	\$87,637.92	\$8,341.60
<b>Total Funding Sources</b>	<b>\$70,660.00</b>	<b>\$87,637.92</b>	<b>\$8,341.60</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 Sixty-Six Thousand Six Hundred Thirty-Nine Dollars and Fifty-Two Cents (\$166,639.52) for the period of April 1, 2024 through July 31, 2025. In no event shall the maximum amount paid under the attached purchase agreement with the California Statewide Automated Welfare System Consortium exceed Seventy Thousand Six Hundred Sixty Dollars (\$70,660.00) for fiscal year 2023-2024, ; Eighty-Seven Thousand Six Hundred Thirty-Seven Dollars and Ninety-Two Cents (\$87,637.92) for fiscal year 2024-2025, and Eight Thousand Three Hundred Forty-One Dollars and Sixty Cents (\$8,341.60) for fiscal year 2025-2026. 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.

**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 as it would not allow for expansion of the Customer Service Center needed to meet the obligations for CalFresh, medical program access and other mandated public entitlement programs.

**ATTACHMENTS:**

1. County Purchase HM-04-2023 with the California Statewide Automated Welfare System Consortium Regarding the Provision of Additional Software Licensing for the Humboldt County Customer Services Center

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**PREVIOUS ACTION/REFERRAL:**

Board Order Number.: D-26

Meeting of: 8/8/23

File No.: 23-1087