



# COUNTY OF HUMBOLDT

For the meeting of: 2/27/2024

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File #: 24-170

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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 Network Infrastructure Equipment and Software 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 network infrastructure equipment and software for the Humboldt County Customer Service Center in an amount not to exceed \$89,629.69 for the period of Jan. 1, 2024 through June 30, 2024;
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 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. The Customer Services Center became a Regional Call Center with the implementation of Covered California starting with early enrollment on 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 Customer Services Center is currently using a temporary Point of Presence Model circuit at the Koster Street campus which is used to connect to the California Statewide Automated Welfare System Consortium network infrastructure. Relocating this connection to the primary location of the Humboldt County Information Technology Division at 839 Fourth Street, Eureka, California, will allow DHHS - Social Services to utilize an already existing Point of Presence Model connection, which is managed by Humboldt County Information Technology staff, to provide additional services to different county departments, therefore streamlining the support, security and management of the connection.

The attached purchase agreement with the California Statewide Automated Welfare System Consortium will allow for the provision of additional network infrastructure equipment and software needed to relocate the Customer Services Center's Point of Presence

Model connection to 839 Fourth Street, Eureka California. It should 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.

Accordingly, DHHS - Social Services recommends that the Board 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 network infrastructure equipment and software for the Humboldt County Customer Service Center for the period of Jan. 1, 2024 through June 30, 2024. It is 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 network infrastructure equipment and software for the Humboldt County Customer Service Center.

**FINANCIAL IMPACT:**

<b>Expenditures (1160-511)</b>	<b>FY 23-24</b>	<b>FY 24-25 Projected</b>
Budgeted Expenses	\$87,667.10	\$1,962.59
<b>Total Expenditures</b>	<b>\$87,667.10</b>	<b>\$1,962.59</b>
<b>Funding Sources (1160-511)</b>	<b>FY 23-24 Adopted</b>	<b>FY 24-25 Projected*</b>
State/Federal Funds	\$87,667.10	\$1,962.59
<b>Total Funding Sources</b>	<b>\$87,667.10</b>	<b>\$1,962.59</b>

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

The attached purchase agreement with the California Statewide Welfare System Consortium has a maximum amount payable of \$89,629.69 for the period of Jan. 1, 2024 through June 30, 2024. In no event shall the maximum amount paid under the attached purchase agreement with the California Statewide Automated Welfare System Consortium exceed \$87,667.10 for fiscal year 2023-2024 and \$1,962.59 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:**

This action supports the following areas of your Board's Strategic Framework.

Core Roles: Protect vulnerable populations

New Initiatives: Provide community-appropriate levels of service

Strategic Plan: N/A

**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 network infrastructure equipment and software for the Humboldt County Customer Service Center. However, this alternative is not recommended since it will not allow DHHS - Social Services to have a permanent centralized Point of Presence Model connection, which may lead to increased complexity and possible network security issues.

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ATTACHMENTS:

1. Purchase Agreement with the California Statewide Automated Welfare System Consortium  
Regarding the Provision of Additional Network Infrastructure Equipment and Software for the  
Humboldt County Customer Service Center

PREVIOUS ACTION/REFERRAL:

Board Order No.: N/A

Meeting of: N/A

File No.: N/A