



**SAN BENITO COUNTY
AGENDA ITEM
TRANSMITTAL FORM**

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Chair

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Item Number: 3.15

MEETING DATE: 08/09/2022

DEPARTMENT: HEALTH AND HUMAN SERVICES AGENCY

AGENDA ITEM PREPARER: Yolanda Beltran

DEPT HEAD/DIRECTOR: Tracey Belton

SUBJECT:

HEALTH AND HUMAN SERVICES AGENCY- T. BELTON

Approve a budget adjustment from Salaries and Benefits to Services and Supplies Special Department Contracts in the amount of \$475,440.00 and approve a contract with SolutionsWest to provide trained Eligibility Specialists to support the Public Assistance Division with processing of Medi-Cal applications and renewals for the period of August 22, 2022 through August 21, 2023, in the amount not to exceed \$475,440.00; and authorize the Health and Human services Director or Designee to sign any amendments that does not increase the maximum amount of contract.

SBC FILE NUMBER: 130.

AGENDA SECTION:

CONSENT AGENDA

BACKGROUND/SUMMARY:

As a result of the COVID-19 pandemic and difficulty with staff recruitment and retention, the Health and Human Services Agency (HHS) has experienced a reduced capacity for processing Medi-Cal requests for county residents. The long-term solution for this problem was to increase the number of eligibility staff by hiring limited term Eligibility Specialists to provide induction training and transition them to full time positions through attrition.

This Board previously approved 6 limited term 0.5 FTE positions and funding. Beginning in Fiscal Year (FY) 2017-2018 there was an initial 6 positions added to the budget only as 0.5 FTE part time basis each

and then subsequently in FY 2019-2020 all six 0.5 FTE positions were made into 1.0 FTE positions. Unfortunately, to date the Agency has been unsuccessful onboarding these positions. Further, the Agency has had to mandate overtime for the Public Assistance Division to address the backlog of cases resulting from the issues the Agency is currently experiencing.

In an effort to address the backlog as well as eliminate the mandatory overtime for the Public Assistance Division, HHSA is prepared to enter into a contract with SolutionsWest to address the caseload backlog. HHSA and County Administrative staff have fulfilled the meet and confer requirements with SEIU. SolutionsWest will provide temporary specialized staffing under the proposed agreement to assist with the Medi-Cal caseload, thereby supporting HHSA San Benito County in its compliance with regulations and federal mandates.

SolutionsWest has experienced staff knowledgeable with Medi-Cal eligibility rules and the Affordable Care Act. They have provided similar services to other counties such as Monterey County and Mendocino County.

There is no impact to the General Fund, since these positions are paid through the Subvention Funds. There will however be a request for a budget adjustment to transfer funds from Salaries and Benefits to Services and Supplies Special Department Contracts to cover the costs of the SolutionsWest \$475,440.00 Contract.

RESOLUTION OR ORDINANCE NEEDED FOR THIS ITEM:

N/A

CONTRACT NEEDED FOR THIS ITEM:

Yes

CONTRACT AND RFP HISTORY:

HHSA previously contracted with SolutionsWest for Public Assistance Training from March 28, 2016 through June 30, 2016.

LAST CONTRACT AMOUNT OR N/A:

\$61,500.00

STATE IF THIS IS A NEW CONTRACT/ HOW MANY PAST AMENDED CONTRACTS/ OR N/A:

New contract

STRATEGIC PLAN GOALS: 1. Operational Development & Excellence

Yes

STRATEGIC PLAN GOALS: 2. Planning And Sustainable Growth

No

STRATEGIC PLAN GOALS: 3. Technology

No

STRATEGIC PLAN GOALS: 4. Community Engagement

Yes

STRATEGIC PLAN GOALS: 5. Health & Safe Community

Yes

BUDGETED:

Yes

BUDGET ADJUSTMENT NEEDED:

N/A

SOURCE OF FUNDING:

Non-general Fund

UNFUNDED MANDATE:

N/A

SBC BUDGET LINE ITEM NUMBER:

221.80.2285.1000.

CURRENT FY COST:

\$475,440.00

STAFF RECOMMENDATION:

Approve a budget adjustment from Salaries and Benefits to Services and Supplies Special Department Contracts in the amount of \$475,440.00.

Approve and sign contract with SolutionsWest to provide trained Eligibility Specialists to support Public Assistance Division with completing processing of Medi-Cal applications and renewals which require completion due to the Covid-19 pandemic, services to be provided for the period of August 22, 2022 through August 21, 2023, in the amount not to exceed \$475,440.00; and

Authorize the Health and Human services Director or Designee to sign any amendments that do not increase the maximum amount of contract.

ATTACHMENTS:

Solutionswest contract 22-23.4

Solutionswest Budget Form