



**SAN BENITO COUNTY
AGENDA ITEM
TRANSMITTAL FORM**

Dom Zanger
District No. 1

Kollin Kosmicki
District No. 2

Mindy Sotelo
District No. 3
Vice-Chair

Angela Curro
District No. 4
Chair

Bea Gonzales
District No. 5

Item Number: 1.18

MEETING DATE: 06/18/2024

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 three year 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 July 01, 2024 through June 30, 2027, in the amount not to exceed \$1,416,960.00; authorize the Board Chair to execute the Contract and allow the HHSA Director or Designee to sign any future amendments up to but not exceeding \$50,000.00 and approve Budget Adjustment in the amount of \$2,000,000.00 (4/5 vote required).

SBC FILE NUMBER: 130

AGENDA SECTION:

CONSENT AGENDA

BACKGROUND/SUMMARY:

As a result of the Public Health Emergency (PHE) coming to an end and the commencement of Medi-Cal Renewals effective June 2023, and the difficulty with staff recruitment and retention, the Health, and Human Services Agency (HHSA) has experienced a reduced capacity for processing Medi-Cal applications and renewals. 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.

Responding to the significant operational challenges associated with redetermining the eligibility of all those on the Social Services Medi-Cal rolls while managing staff vacancies and the increase in demand for other social services requires assistance from a vendor that understands the Medi-Cal program and the data systems that support it. In August 2022, in an effort to address the backlog in administration of the Medi-Cal program, the Agency has entered into a contract with SolutionsWest to address the caseload backlog.

On May 20, 2024, HHSA received a notice from the California Department of Health Care Services with a revised allocation for the administration of the Medi-Cal program. The County was allotted an additional allocation of \$2,000,000.00. The Agency will use the additional allocation to support this three year contract with Solutions West. This additional allocation has no impact on the current allocation and/or any further allocations for the county.

On May 16, 2024, HHSA and County Administrative staff 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. There is no impact to the General Fund as these positions are paid through the specific Medi-cal Administration additional funding.

RESOLUTION OR ORDINANCE NEEDED FOR THIS ITEM:

N/A

CONTRACT NEEDED FOR THIS ITEM:

Yes

LAST CONTRACT AMOUNT OR N/A:

\$475,440.00

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:

No

BUDGET ADJUSTMENT NEEDED:

Yes

SOURCE OF FUNDING:

Non-general Fund

UNFUNDED MANDATE:

No

SBC BUDGET LINE ITEM NUMBER:

221.80.2285.1000

CURRENT FY COST:

\$1,416,960.00

STAFF RECOMMENDATION:

1. Approve a three year 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 July 01, 2024 through June 30, 2027, in the amount not to exceed \$1,416,960.00;
2. Authorize the Board Chair to execute the Contract and allow the HHSA Director or Designee to sign any future amendments up to but not exceeding \$50,000.00;
3. Approve Budget Adjustment in the amount of \$2,000,000.00 (4/5 vote required).

BOARD ACTION RESULTS:

1. Approved contract per staff recommendation. (5/0 vote)
2. Authorized the Board Chair to sign per staff recommendation. (5/0 vote)
3. Approved Budget Adjustment per staff recommendation. (5/0 vote)

ATTACHMENTS:

[SolutionsWest Contract 2024-2027](#)

SolutionsWest Budget Adjustment
Fully Executed Budget Adj - SolutionsWest
Fully Executed Contract - Solutions West