



BOARD OF SUPERVISORS
AGENDA LETTER

Agenda Number:

Clerk of the Board of Supervisors
105 E. Anapamu Street, Suite 407
Santa Barbara, CA 93101
(805) 568-2240

Department Name: Social Services
Department No.: 044
For Agenda Of: 3/11/08
Placement: Administrative
Estimated Time:
Continued Item: No
If Yes, date from:
Vote Required: Majority

TO: Board of Supervisors

FROM: Department Kathy M. Gallagher, Director
Director(s) Department of Social Services
805 346-7101
Contact Info: Karin Traber, Information Technology Manager, Senior
805 346-8218

SUBJECT: **Approval of Medi-Cal and Food Stamp Case Preparation Project Contract with Solutions West Consulting**

County Counsel Concurrence

As to form: Yes

Auditor-Controller Concurrence

As to form: Yes

Other Concurrence: Risk Management

As to form: Yes

Recommended Actions:

1. Approve and authorize the Chair to execute an agreement with Solutions West Consulting for the Medi-Cal and Food Stamp Case Preparation Project for a total not to exceed \$370,944 effective upon execution date through September 30, 2008.

Summary Text:

The Department of Social Services (DSS) has identified an initiative to move the department toward a paperless environment. In the past two years, DSS has adopted document imaging technology and methodologies in all offices. This effort reduces the need for paper handling in DSS case files and eliminates the need for clients to produce paper documents more than once for program eligibility. This is an integral part of DSS' move to more efficient business practices, most notably the Benefits Service Center (BSC). This contract will increase DSS' effort in this direction by completely imaging all of the Department's remaining Medi-Cal and Food Stamp case files. Solutions West Consulting will prepare DSS' remaining cases and the General Services Reprographic Services Department will assist by scanning these documents based on an Interagency Agreement that DSS is developing.

DSS performed a cost benefit analysis to determine how the department might begin the work of case file imaging.

DSS' internal cost benefit analysis concluded the following three (3) points:

- Using the Eligibility staff to prepare cases would cause them to fall behind in their assigned work and threaten achieving performance measures.
- Hiring Extra Help staff to do the case preparation was rejected as this would be more costly than other alternatives & time consuming to find, hire, and train new staff.
- Contracting with an experienced vendor for the case preparation is the most cost effective alternative and most efficient.

Background:

DSS has been working toward electronic case file imaging at the earliest point when a document comes into the environment. Business processes have been improved along the way and efficiencies have been realized with the use of electronic document imaging technology. DSS has been imaging case files over the past twelve (12) months in an effort to move toward a paperless environment. The use of CalWIN and electronic access of case supporting documents by staff has assisted the eligibility worker in managing caseload where all needed documentation is on-line and readily available when a client has questions, changes or needs assistance.

This contract will provide the needed preparation of approximately twenty-six thousand (26,000) Medi-Cal and Food-Stamp cases or one million, two hundred thousand (1.2 million) documents overall. This contract will help meet the goal to have all Medi-Cal and Food Stamp case files imaged by September of 2008. DSS is moving toward a new business model referred to as the BSC. This business model requires the use of electronically imaged case files for telephone and case workers in this environment.

Performance Measure:

The Solutions West Consulting Agreement includes performance measures for the six months of the contract. Payment is tied to these performance measures. Details are contained in Section VI. of the Statement of Work as well as Exhibit A1. Contractor will be subject to a monthly withholding provision and the amounts withheld will be released monthly during the contract if performance measures are achieved.

Performance measures include that Solutions West Consulting:

1. Prepare no less than 5150 cases to be scanned by April 30, 2008.
2. Randomly select and validate no less than 30% of the cases imaged in the month of April 2008 by comparing CalWIN with Doc STAR.
3. Prepare no less than 11,650 cases to be scanned by May 31, 2008.
4. Randomly select and validate no less than 30% of the cases imaged in the month of May 2008 by comparing CalWIN with Doc STAR.
5. Prepare no less than 18,150 cases to be scanned by June 30, 2008.
6. Randomly select and validate no less than 30% of the cases imaged in the month of June 2008 by comparing CalWIN with Doc STAR.
7. Prepare no less than 24,650 cases to be scanned by July 31, 2008.

8. Randomly select and validate no less than 30% of the cases imaged in the month of July 2008 by comparing CalWIN with Doc STAR.
9. Prepare no less than 31,150 cases to be scanned by August 31, 2008.
10. Randomly select and validate no less than 30% of the cases imaged in the month of August 2008 by comparing CalWIN with Doc STAR.
11. Prepare no less than 37,650 cases to be scanned by September 30, 2008.
12. Randomly select and validate no less than 30% of the cases imaged in the month of September 2008 by comparing CalWIN with Doc STAR.

Fiscal and Facilities Impacts: Budgeted: No

Fiscal Analysis:

<u>Funding Sources</u>	<u>Current FY Cost:</u>	<u>FY 08/09 Cost</u> <u>On-going Cost:</u>	<u>Total One-Time</u> <u>Project Cost</u>
General Fund			
State	\$ 91,694.00	\$ 91,694.00	
Federal	\$ 93,778.00	\$ 93,778.00	
Fees			
Other:			
Total	\$ 185,472.00	\$ 185,472.00	\$ -

Narrative:

Approval of this contract \$370,944 is 100% funded with Federal and State revenues. The Department of Social Services has sufficient appropriations budgeted in the FY 2007/08 adopted budget to fund this contract as well as the approximately \$75K that will be incurred for the scanning of these documents by the General Services Department- Reprographic Services Division. No additional County general funds are required for this project.

Staffing Impacts:

Legal Positions:

FTEs:

Special Instructions:

After execution by the Chair, please return one (1) originally signed agreement for the Contractor, the Department copies of the agreements and one (1) copy of the minute order, attention: Diana Klopp

Attachments:

Agreement for Services of Independent Contractor

Authored by: Karin Traber