



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: 4/2/19
Placement: Administrative
Estimated Time:
Continued Item: No
If Yes, date from:
Vote Required: Majority

TO: Board of Supervisors

FROM: Department Daniel Nielson, Social Services Director
Director(s) (805) 346-7101
Contact Info: Laura Mejia, Administrative Services Operations Division Chief
(805) 346-7609

SUBJECT: **Second Amendment to Agreement with NEC Corporation of America for Workforce Optimization and Verbal Attestation**

County Counsel Concurrence:

As to form: Yes

Auditor-Controller Concurrence:

As to form: Yes

Other Concurrence: Risk Management

As to form: Yes

Recommended Actions:

That the Board of Supervisors:

- a) Approve, ratify, and authorize the Chair to execute the Second Amendment to the Agreement with NEC Corporation of America for the provision of Workforce Optimization and Verbal Attestation in the amount not to exceed \$491,001 for the extended period of March 13, 2018 through July 31, 2019; and
- b) Determine that the activity is not a "Project" subject to California Environmental Quality Act (CEQA) review per CEQA Guideline Section 15378(b)(5), since the activity is an organizational or administrative activity of government that will not result in direct or indirect physical changes in the environment.

Summary Text: This item is on the agenda in order to approve the Second Amendment to the Agreement (Second Amendment) with NEC Corporation of America (NEC) for the provision of Workforce Optimization and Verbal Attestation (WOVA) to extend the term from March 13, 2018 through April 30, 2019 to March 13, 2018 through July 31, 2019. The Second Amendment only extends end date of the Agreement. Currently, the WOVA project is 90% complete; however, it is not anticipated to be fully completed until the 1st quarter of the Fiscal Year 19/20.

Background: The Department of Social Services (DSS) implemented the Benefit Service Center (BSC) on September 22, 2008 to respond effectively to the needs of the community, adapt to changing Medi-Cal and CalFresh program regulations, and leverage technology. The BSC provides a telephone connection with an eligibility worker during regular business hours while reducing client visits to district offices.

In February 2016, the County entered into the Agreement with NEC for the implementation of the Interactive Voice Response System as the BSC infrastructure was no longer sufficient to support the increasing call volume. This improved the efficiency of customer service operations and provided higher quality of customer service to DSS' clients.

The 2008 Farm Bill allows for the acceptance of applications "signed" over the phone using a "telephonic signature" for CalFresh and CalWORKs applications, but we have been unable to accept telephonic signatures since DSS has lacked the necessary technology to implement. The use of telephonic signature in the CalFresh and CalWORKs programs makes it possible for clients to complete program eligibility requirements without visiting an office or having to await mail and return signed documents. This is expected to reduce potential barriers experienced by those who work during office hours, lack transportation, or lack child care services.

In March 2018, the County entered into the Agreement with NEC for the implementation of the WOVA which provided the following solutions:

1. Telephonic signature
2. Call recording
3. Screen capture
4. Screen monitoring
5. Outbound calling
6. Customer satisfaction survey option

The use of telephonic signature in the CalFresh and CalWORKs programs makes it possible for clients to complete program eligibility requirements without visiting an office or having to await mail and return signed documents and will reduce potential barriers experienced by those who work during office hours, lack transportation, or lack child care services.

Call recording, screen capture and screen monitoring aid to improve quality control and provide consistent customer service while identifying best practices.

By utilizing the Customer Satisfaction survey, clients will have an opportunity to provide feedback regarding the level of service provided and the effectiveness of staff in resolving their issues which will benefit our continuous process improvement strategies.

NEC uses Fusion and DVS Analytics software. Due to the complexity of integrating these software solutions with DSS' current infrastructure, DSS requests an extension to the Agreement.

Performance Measure:

Equipment purchase and installation to be completed by *July 31, 2019* or earlier.

Fiscal and Facilities Impacts:

Budgeted: Yes **Fiscal Analysis:**

There is no financial impact associated with the Second Amendment.

Key Contract Risks:

The risk assessment worksheet has been completed and found NEC to be a medium risk contractor. NEC has an ongoing relationship with the County. DSS is confident of NEC's abilities to provide the needed services.

Staffing Impacts:

Legal Positions:

0

FTEs:

0

Special Instructions:

Please scan, email and send one (1) duplicate original Second Amendment, and a copy of the minute order to:

DSS Contracts Unit
C/O Emma Duncan
2125 S. Centerpointe Parkway, 3rd Floor
Santa Maria, CA 93455
e.duncan@sbcsocialserv.org

Attachments:

1. Second Amendment to Agreement with NEC for Workforce Optimization and Verbal Attestation

Authored by:

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