

MEMORANDUM
PLACER COUNTY HEALTH AND HUMAN SERVICES
Human Services Division

TO: Honorable Board of Supervisors

FROM: Richard J. Burton, M.D., M.P.H.
Placer County Health Officer and Director of Health & Human Services
Cheryl S. Davis, Director, Human Services Division

DATE: December 14, 2010

SUBJECT: Business Process Redesign Services

ACTION REQUESTED:

Approve a contract with InTelegy Corporation from January 1, 2011 through June 30, 2012 in an amount not to exceed \$361,730 to implement a Service Center business model to deliver Human Services programs to Placer County residents, and authorize the Director of Health and Human Services to sign subsequent amendments not to exceed 10 percent of the total contract amount.

The contract is funded with 100 percent Federal and State funds. No County General Fund match is required.

BACKGROUND:

Over the past two years, Human Services has experienced a 200 percent increase in demand for various assistance programs by Placer County families affected by the economic recession. The demand is expected to grow as it appears Congress will not be extending unemployment benefits to laid-off workers. And with the passage of healthcare reform, it is expected that over the next two years twice as many individuals and families will be eligible for medical assistance offered by the Division. However, over the past two years staffing in Human Services has decreased by 20 percent.

In order to best help our residents in need, Human Services has implemented several technological advances to deliver services in the most efficient and effective means possible. This includes document imaging, 24/7 automated phone response and on-line applications and reporting. Modeling private sector businesses that have high client contact volume such as health care organizations, utility companies, insurance agencies, etc., Human Services desires to take the next step in modern business practices by implementing a Service Center business model to delivering our services.

Our current service delivery model is based on one staff person responsible for the full management of a client's case including all paperwork, phone calls and unexpected walk-ins, etc. This model worked when caseloads were one quarter of the current caseload size, however, it is an inefficient way to get all the work done under today's circumstances. The Service Center alternative service delivery model moves us to a task-based approach and away from "one client to one staff" approach which can lead to long lines in our lobbies, and extended wait time to be seen or receive a return call. Combined with our other technology improvements, the Service Center business process model will provide those in our community in need with increased access to Human Services by phone, internet, email, faxes, and of course, walk in. Implementing the Service Center approach will increase our capacity, improve our efficiency and provide management reporting on task completion, improve client access and satisfaction, and improve staff's sense of getting their job done. In the California counties that operate a Service Center, case management efficiency has increased significantly and client response time has decreased from over 24 hours to less than two minutes.

In accordance with Purchasing Policy Section 1.3(a), professional services such as this business process redesign may be exempt from the competitive solicitation process. InTelegy Corporation has over 14 years experience establishing private sector call centers and full service centers. Since 2006, they have helped 13 counties implement this business process approach.

FISCAL IMPACT:

The contract is funded with 100 percent Federal and State funds. No County General Funds are required.

This contract is on file with the Clerk of the Board for your review.

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