



MEMORANDUM
HEALTH AND HUMAN SERVICES
HUMAN SERVICES DIVISION
County of Placer

TO: Honorable Board of Supervisors **DATE:** October 26, 2021
FROM: Robert Oldham, Director of Health and Human Services
BY: Nancy Baggett, Staff Services Manager
SUBJECT: SolutionsWest Agreement

ACTION REQUESTED

Approve a contract with SolutionsWest to develop curriculum and materials and train Human Services staff to become dual program workers for Medi-Cal and CalFresh in an amount not to exceed \$323,840 from November 1, 2021 through June 30, 2022, and authorize the Director of Health and Human Services to sign the agreement with Risk Management and County Counsel concurrence, and to sign subsequent amendments not to exceed \$32,384, consistent with the agreement's subject matter and scope of work with Risk Management and County Counsel concurrence.

BACKGROUND

Placer County Human Services is required by the State of California to provide an integrated service delivery model where eligibility case processing staff are dual trained in Medi-Cal and CalFresh. Once trained, staff will be able to process initial applications and renewals for either program area.

SolutionsWest will conduct remote live instruction led training for 80-100 Placer County Human Services Medi-Cal and CalFresh staff over a six-month period. Each course will be staffed by two qualified trainers and will contain no more than 25 staff. The training will be four hours. The CalFresh courses will last four weeks and the Medi-Cal will last six weeks.

SolutionsWest will work closely with Placer County Human Services to finalize training schedule, materials, and curriculum. They will facilitate shadowing and support cross-trained staff as they take on new cases. Much of the training and information will be presented using PowerPoint, written and electronic training material, job aids, and program specific guides. Each week there will some time dedicated to focusing on system learning and practice using a simulation environment. SolutionsWest trainers may need access to CalWIN.

This contract will utilize funds from the \$1,686,038.07 Navigator Grant to increase enrollment and retention of Medi-Cal customers. Having staff dual trained will benefit staff, provide better customer service, increase enrollment and retention, and meet state requirements.

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FISCAL IMPACT

These services are fully funded using the Navigator Grant which includes Federal and State funds and are included in the Department's FY 2021-22 Budget.

ATTACHMENTS

None

The contract is on file with the Clerk of the Board.