

# *The Board of Supervisors of Contra Costa County, California*

In the matter of:

**Resolution No. 2015/6**

**Contra Costa County Covered California Call Center (7Cs Center)**

WHEREAS, the establishment of the Contra Costa County Covered California Call Center was a true example of interdepartmental coordination and cooperation; and

WHEREAS, County staff from many Departments worked on this project along with the owner's representatives and contractors; and

WHEREAS, this cooperation brought this project to a successful conclusion on time and on budget to meet the soft launch deadline of August of 2013; and,

WHEREAS, the following Contra Costa County staff and individuals were instrumental in taking on the challenge to plan, build-out, and initiate Contra Costa County's Covered California Call Center -- the only County-operated Covered California Call Center in the State; and,

<u>Name</u>	<u>Title</u>	<u>County Department or Affiliation</u>
Jess Adame	Facilities Project Manager	Public Works Department
Dick Awenius	Leasing Agent	Public Works Department
Elaine Burres	Contracts Administrator	Employment & Human Services Department
Angela Bullock-Hayes	Call Center Site Director, Workforce Services	Employment & Human Services Department
Ro Calmerin	Telecommunications Technician	Department of Information Technology
Rebecca Darnell	Deputy Director, Workforce Services Bureau	Employment & Human Services Department
Jachyn Davis	Deputy County Counsel	County Counsel
Patricia Ding	Network Administrator	Department of Information Technology
Gerald Dunbar	Consultant, Workforce Services	Employment & Human Services Department
Chris Gallagher	Division Manager, Workforce Services	Employment & Human Services Department
Lisa Gonzales	Administrative Services Assistant III	Employment & Human Services Department
Leslie Gutierrez	Administrative Services Assistant III	Employment & Human Services Department
Bob Hammons	Owner's Representative	Garaventa Enterprises
Brian Harrison	Telecommunications Technician	Department of Information Technology
Roni Itagaki	Department PC Coordinator	Employment & Human Services Department
Tony Jacobson	Telecommunications Technician	Department of Information Technology
Ralph Montgomery	Telecommunications Technician	Department of Information Technology
Bill Perry	Telecommunications Technician	Department of Information Technology
Sam Ramirez	Telecommunications Technician	Department of Information Technology
Michael Roetzer	Director, Administrative Services	Employment & Human Services Department
Dorothy Sansoe	Senior Deputy County Administrator	County Administrator's Office
Dave Silva	Senior Real Estate Property Agent	Public Works Department
Wendy Therrian	Director, Workforce Services Bureau	Employment & Human Services Department
Wayne Tilley	Telecommunications Manager	Department of Information Technology
Ed Woo	Chief Information Officer	Department of Information Technology
Connie Wright	Telecommunication Technician	Department of Information Technology
Ramesh Kanzaria	Interim Division Manager of Capital Projects	Public Works Department

WHEREAS, these efforts were successfully undertaken within very tight time frames, under challenging conditions, and in addition to the scope of these individuals' normal work duties and responsibilities; and,

WHEREAS, it is recognized the County's 7Cs Call Center staff under the guidance of Covered California have played a pivotal role in the successful implementation of Health Care Reform being the first Call Center to launch in California and in enrolling approximately 1.2 million residents across the state into affordable health care coverage; and,

WHEREAS, the 7Cs Call Center Customer Service Agents, Supervisors, and Managers have taken approximately 435,273 calls and served over 250,000 customers during the initial Health Care Reform Open Enrollment period (from October 1, 2013 through March 31, 2014) and continue to serve statewide customers during this current second Open Enrollment period; and,

WHEREAS, the 7Cs Call Center staff have been recognized by Covered California Executive Director Peter Lee for their dedicated service and exemplary performance in providing services to callers in obtaining critical information, answering questions, and enrolling individuals into health care coverage plans; and,

WHEREAS, the 7Cs Call Center staff continue to successfully provide necessary health care assistance to those in need of affordable medical coverage;

NOW, THEREFORE, BE IT RESOLVED that the Contra Costa County Board of Supervisors recognizes the difficult and very important role these County staff and others have played in the successful implementation of HCR in the State and extends its utmost appreciation and gratitude to those identified individuals for their outstanding contributions to the launch and operation of the 7Cs Call Center, and in serving an unprecedented number of people requiring health care insurance.

**KAREN MITCHOFF**  
Chair,  
District IV Supervisor

**JOHN GIOIA**  
District I Supervisor

**CANDACE ANDERSEN**  
District II Supervisor

**MARY N. PIEPHO**  
District III Supervisor

**FEDERAL D. GLOVER**  
District V Supervisor

I hereby certify that this is a true and correct copy of an action taken and entered on the minutes of the Board of Supervisors on the date shown.

ATTESTED: January 6, 2015

David J. Twa,

By: \_\_\_\_\_, Deputy