



**Contra
Costa
County**

To: Board of Supervisors

From: Kathy Gallagher, Employment & Human Services Director

Date: January 21, 2014

Subject: InTelegy Corporation Amendment

RECOMMENDATION(S):

APPROVE and AUTHORIZE the Employment and Human Services Director, or designee, to execute a contract amendment with InTelegy Corporation, effective November 1, 2013, to increase the contract amount by \$123,480 from \$661,912 to a total contract amount of \$735,392 for integrated customer service model(s) development and implementation from July 1 2013 through June 30, 2014.

FISCAL IMPACT:

\$785,392: 10% County, 45% State, 45% Federal

BACKGROUND:

The Employment and Human Services Department (EHSD or Department) has been tasked with the critical challenges of implementing two significant aspects of the Affordable Care Act. County was awarded the contract to establish a health benefit exchange call center in partnership with Covered California. At the same time, the Department is required to plan, develop, and implement a new system and set of business processes for the Medi-Cal Expansion component under health care reform. The Department does not have sufficient staff resources to provide the quality and quantity of project management oversight required

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY ADMINISTRATOR

☐ RECOMMENDATION OF BOARD COMMITTEE

Action of Board On: **01/21/2014** ☒ APPROVED AS RECOMMENDED ☐ OTHER

Clerks Notes:

VOTE OF SUPERVISORS

AYE: John Gioia, District I Supervisor
Candace Andersen, District II Supervisor
Mary N. Piepho, District III Supervisor
Karen Mitchoff, District IV 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 21, 2014

David Twa, County Administrator and Clerk of the Board of Supervisors

By: Chris Heck, Deputy

Contact: Elaine Burres,
313-1717

cc:

to ensure the successful design and implementation

BACKGROUND: (CONT'D)

of these multiple and complex aspects of health care reform.

To meet these challenges, the Department is in the ongoing process of re-engineering the client service-delivery systems with InTelegy Corporation providing established expertise in the management of multiple projects. EHSD has had a positive contractual relationship with InTelegy Corporation as they have provided high-quality goal -oriented services to the Department.

This amendment will increase the total hours necessary for project management services and process development.

CONSEQUENCE OF NEGATIVE ACTION:

Without increased funding, the Employment and Human Services Department will not complete Service Center design and implementation & maintain the services of project management experts.

CHILDREN'S IMPACT STATEMENT:

Not applicable.