



**Contra
Costa
County**

To: Board of Supervisors

From: Kathy Gallagher, Employment & Human Services Director

Date: June 16, 2015

Subject: InTelegy Corporation

RECOMMENDATION(S):

APPROVE and AUTHORIZE the Employment and Human Services Director, or designee, to execute a contract with InTelegy Corporation in an amount not to exceed \$430,250, for the design and implementation of a workload distribution tool and an appointment scheduling tool, for the period July 1, 2015 through March 31, 2016.

FISCAL IMPACT:

\$430,250: 10% County, 45% State, 45% Federal, Administrative overhead.

BACKGROUND:

InTelegy Corporation has been instrumental in the development and procurement of two new systems that will greatly enhance the ability of the Employment and Human Services Department (EHSD) to serve its customers. The Workload Distribution Tool (WDT) will insure that work items are distributed to staff to allow completion more quickly and efficiently to determine eligibility for customer benefits. This contract will allow completion of the WDT project, testing and implementation Department wide. The Appointment Scheduling Tool (AST) will replace less effective appointment scheduling and allow staff and customers to make appointments at any EHSD location that

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY ADMINISTRATOR

☐ RECOMMENDATION OF BOARD COMMITTEE

Action of Board On: **06/16/2015** ☒ 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

ABSENT: 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: June 16, 2015

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

By: Chris Heck, Deputy

Contact: Michael Roetzer
313-1582

cc:

BACKGROUND: (CONT'D)

has an appointment available and can serve the customer. Having a Department wide appointment scheduling tool will enhance customer service and speed up benefits determinations. InTelegy Corporation will oversee the system(s) requirements identification, vendor selection, and project management for implementation. All activities for both system projects will be completed by March 2016.

CONSEQUENCE OF NEGATIVE ACTION:

Benefit determination and appointment scheduling service(s) to customers would not be enhanced.

CHILDREN'S IMPACT STATEMENT:

Not applicable.