



**Contra
Costa
County**

To: Board of Supervisors
From: FAMILY & HUMAN SERVICES COMMITTEE
Date: July 18, 2017

Subject: Closure of the EHSD CA Covered California Call Center - Final Report

RECOMMENDATION(S):

1. Accept the final report from the Employment and Human Services Department on the Contra Costa County Covered California Call Center; and
2. Terminate Family & Human Services Referral No. 108 Call Center Oversight and Health Care Reform due to the Call Center closure.

FISCAL IMPACT:

There is no fiscal impact; the report is informational only.

BACKGROUND:

On March 13, 2013, the Board of Supervisors authorized the Employment and Human Services Department (EHSD) to execute a contract with Covered California's Health Benefits Exchange for call center services through January 31, 2015, which was later extended through June 30, 2017.

On April 16, 2013 the Board of Supervisors referred oversight and receipt of updates on the establishment of the Contra Costa County Covered California Call Center (7Cs) to the Family and Human Services Committee (F&HS). The Department has also reported on the

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY

☐ RECOMMENDATION OF BOARD

ADMINISTRATOR

COMMITTEE

Action of Board On: **07/18/2017** ☒ APPROVED AS RECOMMENDED ☐ OTHER

Clerks Notes:

VOTE OF SUPERVISORS

AYE: John Gioia, District I Supervisor

Candace Andersen, District II
Supervisor

Diane Burgis, 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: July 18, 2017

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

By: June McHuen, Deputy

Contact: Enid Mendoza, (925)
335-1039

cc:

Affordable

BACKGROUND: (CONT'D)

Care Act (ACA).

On July 29, 2016, EHSD received notification from Covered California that the contract budget amount would be reduced by 72% for FY 16-17, which resulted in the call center closure effective December 31, 2016, as agreed by both parties. The Board approved this action on August 16, 2016.

On January 17, 2017, the Board approved the recommendation of the 2016 F&HS to reduce the frequency of this referral from biannual to annual and eliminate the referral after June 30, 2017 due to the closure of the call center.

On April 24, 2017, the Family and Human Services Committee received the final report from the Employment and Human Services Department, which provided an update on call center activities, performance data, and final close out information. That report is attached.

CONSEQUENCE OF NEGATIVE ACTION:

Family and Human Services Committee Referral No. 108 will not be terminated.

ATTACHMENTS

Contra Costa County Covered California Call Center Closeout Report