



A Tradition of Stewardship
A Commitment to Service

Agenda Date: 1/7/2014

Agenda Placement: 7H

NAPA COUNTY BOARD OF SUPERVISORS Board Agenda Letter

TO: Board of Supervisors

FROM: Shelli Brobst for Alice Hughey - Acting Director
Health & Human Services Administration

REPORT BY: Shelli Brobst, Contracts Analyst - 253-4720

SUBJECT: Purchase of fixed assets for the Self-Sufficiency Division (Kiosk)

RECOMMENDATION

Acting Director of Health and Human Services requests approval of Budget Transfer No. HHS004 transferring appropriations of \$19,078 in the Self-Sufficiency Services Division budget from Special Departmental Expense to Equipment and establishment of a fixed asset in the amount of \$19,078 for the purchase of a Document Upload Kiosk for the Self-Sufficiency reception area.

(4/5 vote required)

EXECUTIVE SUMMARY

Approval of this action will authorize the County to purchase a Document Upload Kiosk for the Self-Sufficiency Division's reception area to assist with the additional Medi-Cal applications the Agency will be receiving due to Health Care Reform.

FISCAL IMPACT

Is there a Fiscal Impact?	Yes
Is it currently budgeted?	Yes
Where is it budgeted?	Health & Human Services Self Sufficiency Services
Is it Mandatory or Discretionary?	Discretionary
Discretionary Justification:	As a result of Health Care Reform (HCR) Napa County is expecting to see nearly 3,000 additional Medi-Cal customers. To quickly move people out of

lobbies and allow them to self-serve when turning in forms, the Document Upload Kiosk will help provide more efficient and effective lobby management. To maintain compliance with mandated application processing timelines and maximize eligibility and clerical worker efficiency, these additional resources are essential.

Is the general fund affected? No

Future fiscal impact: None. This is a one-time expenditure.

Consequences if not approved: The Self-Sufficiency Division will not have sufficient resources to maintain compliance with mandated application processing timelines.

Additional Information:

ENVIRONMENTAL IMPACT

There is no Environmental Impact for this item.

BACKGROUND AND DISCUSSION

Napa County is expecting to see nearly 3,000 additional Medi-Cal customers as a result of Health Care Reform (HCR). About 2,000 will be newly eligible and about 1,000 will be people who were previously eligible for other medical benefits. Counties will see increased traffic on-line, by telephone and in offices as a result of HCR. To quickly move people out of lobbies and allow them to self-serve when turning in forms and allow the county staff to "work the line" with handheld scanners to accept forms, the Document Upload Kiosk (DUK) will help provide more efficient and effective lobby management.

To maintain compliance with mandated application processing timelines and maximize eligibility and clerical worker efficiency, these additional resources are essential. Allowing customers to self-serve when turning in forms and enabling county staff to accept forms via the handheld scanner will minimize the amount of time documents need to change hands and improve customer service.

The DUK has been piloted in San Bernardino County and has been successful in reducing the visit time of customers needing to provide documents. The system will mark documents with tracking barcodes as received and upload their documents into the Consortium-IV (C-IV) Imaging System. C-IV worked with San Bernardino to design a standup kiosk, which resulted in a significant reduction for lines in the lobby.

SUPPORTING DOCUMENTS

None

CEO Recommendation: Approve

Reviewed By: Karen Collins