



Agenda Date: 8/9/2005
Agenda Placement: 6D

NAPA COUNTY BOARD OF SUPERVISORS Board Agenda Letter

TO: Board of Supervisors
FROM: Shelli Brobst for Randolph F. Snowden - Director
Health & Human Services
REPORT BY: Shelli Brobst, Contracts Analyst, 253-4720
SUBJECT: Amendment to Agreement with Teletask, Inc.

RECOMMENDATION

Director of Health and Human Services requests approval of and authorization for the Chair to sign Amendment No. 1 to Agreement No. 4770 with Teletask, Inc., incorporating agency-wide changes to the General Terms and Conditions and increasing the amount by \$840 for a new maximum of \$2,935 for maintenance of a voice response and auto dialer system for the Maternal Child Health and the Women, Infants and Children programs.

EXECUTIVE SUMMARY

Teletask provides maintenance support for services of the voice response/autodialer system for both the Maternal Child Health (MCH) and the Women, Infants, and Children (WIC) programs.

FISCAL IMPACT

Is there a Fiscal Impact?	Yes
Is it currently budgeted?	Yes
Where is it budgeted?	Public Health
Is it Mandatory or Discretionary?	Discretionary
Discretionary Justification:	This agreement is fully funded by the Women, Infants and Children and Maternal Child Health allocations that HHSA receives from the State.
Is the general fund affected?	No
Future fiscal impact:	Although the agreement terminates June 30, 2006, the agreement contains an automatic renewal, which allows the County to continue these services into the next fiscal year.

Consequences if not approved: The program will not have system maintenance support.

Additional Information: None

ENVIRONMENTAL IMPACT

ENVIRONMENTAL DETERMINATION: The proposed action is not a project as defined by 14 California Code of Regulations 15378 (State CEQA Guidelines) and therefore CEQA is not applicable.

BACKGROUND AND DISCUSSION

Teletask is a voice response/auto dialer system that directs incoming calls to the MCH and WIC programs via prompts and provides client appointment reminders via the auto dialer. Teletask processes approximately 2,925 calls per month in each of these programs. This agreement is for maintenance of the system to keep it in good working order. The amendment increases the maximum dollar amount to incorporate increased costs for the WIC program.

The department has an executed Business Associate agreement on file with this provider.

SUPPORTING DOCUMENTS

None

CEO Recommendation: Approve

Reviewed By: Meegan Condon