



Health & Human Services Agency COUNTY OF TULARE AGENDA ITEM

BOARD OF SUPERVISORS

ALLEN ISHIDA
District One

CONNIE CONWAY
District Two

PHILLIP A. COX
District Three

J. STEVEN WORTHLEY
District Four

MIKE ENNIS
District Five

AGENDA DATE: February 27, 2007 **REVISED**

Public Hearing Required	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	N/A <input type="checkbox"/>
Scheduled Public Hearing w/Clerk	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	N/A <input type="checkbox"/>
Published Notice Required	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	N/A <input type="checkbox"/>
Advertised Published Notice	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	N/A <input type="checkbox"/>
Meet & Confer Required	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	N/A <input type="checkbox"/>
Electronic file(s) has been sent	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	N/A <input type="checkbox"/>
Budget Transfer (Aud 308) attached	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	N/A <input type="checkbox"/>
Personnel Resolution attached	Yes <input type="checkbox"/>	No <input type="checkbox"/>	N/A <input checked="" type="checkbox"/>
Resolution, Ordinance or Agreements are attached and signature line for Chairman is marked with tab(s)/flag(s) Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>			

CONTACT PERSON: Christina Jones PHONE: 737-4660 x2156

SUBJECT:

Approve an agreement between TulareWORKs Division and inTelegy Corporation for consultation services for the development of the service center and imaging processes.

REQUEST(S):

That the Board of Supervisors:

1. Approve agreement between TulareWORKs Division and inTelegy Corporation for consultation services for the development of the service center and imaging processes retroactive to January 1, 2007.
2. Authorize the Chairman of the Board to sign three (3) copies of the agreement.

SUMMARY:

As part of a continued effort to improve the services we provide to our clients, TulareWORKs is creating an integrated service call center and file imaging unit. There is a need to create the work plan for implementation, business processes and rules for this unit. Combining the development of the service center processes with the development of imaging processes may leverage Tulare County time and resources.

We would like to use the consulting services of inTelegy Corporation which has built a reputation for effective establishment of similar call centers in other CalWIN counties. To date, they have helped to establish 7 call centers and 2 imaging processes.

Retroactive Agreement: This is a retroactive agreement to January 1, 2007. The agreement was not ready to be presented to the Board until today, due to the time needed to process, prepare, have the

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DATE: February 27, 2007

signed agreement returned by the Contractor and then prepare the agenda item for submission.

FISCAL IMPACT/FINANCING:

This is included in the FY 2006/2007 budget. There is no net county cost.

LINKAGE TO THE COUNTY OF TULARE STRATEGIC BUSINESS PLAN:

Quality of Life

ALTERNATIVES:

Not approve the agreement and seek out other consultants and/or contract personnel.

INVOLVEMENT OF OTHER DEPARTMENTS OR AGENCIES:

This agreement has been approved as to form by County Counsel and no changes have been made since this approval.

ADMINISTRATIVE SIGN-OFF:



John M. Davis - Agency Director

Cc: Auditor/Controller
County Counsel
County Administrative Office (2)

Attachment(s):

**BEFORE THE BOARD OF SUPERVISORS
COUNTY OF TULARE, STATE OF CALIFORNIA**

IN THE MATTER OF

Approve an agreement between TulareWORKs Division
and inTelegy Corporation for consultation services for
the development of the service center and imaging
processes.

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RESOLUTION NO. _____

AGREEMENT NO. _____

UPON MOTION OF SUPERVISOR _____, SECONDED BY
SUPERVISOR _____, THE FOLLOWING WAS ADOPTED BY THE
BOARD OF SUPERVISORS, AT AN OFFICIAL MEETING HELD _____
_____, BY THE FOLLOWING VOTE:

AYES:
NOES:
ABSTAIN:
ABSENT:

ATTEST: C. BRIAN HADDIX
COUNTY ADMINISTRATIVE OFFICER
CLERK, BOARD OF SUPERVISORS

BY: _____
Deputy Clerk

* * * * *

1. Approved agreement between TulareWORKs Division and inTelegy Corporation for consultation services for the development of the service center and imaging processes.
2. Authorized the Chairman of the Board to sign three (3) copies of the agreement.