



**Health & Human Services  
Agency  
COUNTY OF TULARE  
AGENDA ITEM**

**BOARD OF SUPERVISORS**

ALLEN ISHIDA  
District One  
PETE VANDER POEL  
District Two  
PHILLIP A. COX  
District Three  
J. STEVEN WORTHLEY  
District Four  
MIKE ENNIS  
District Five

**AGENDA DATE:** December 13, 2011

Public Hearing Required	Yes <input type="checkbox"/>	N/A <input checked="" type="checkbox"/>
Scheduled Public Hearing w/Clerk	Yes <input type="checkbox"/>	N/A <input checked="" type="checkbox"/>
Published Notice Required	Yes <input type="checkbox"/>	N/A <input checked="" type="checkbox"/>
Advertised Published Notice	Yes <input type="checkbox"/>	N/A <input checked="" type="checkbox"/>
Meet & Confer Required	Yes <input type="checkbox"/>	N/A <input checked="" type="checkbox"/>
Electronic file(s) has been sent	Yes <input checked="" type="checkbox"/>	N/A <input type="checkbox"/>
Budget Transfer (Aud 308) attached	Yes <input type="checkbox"/>	N/A <input checked="" type="checkbox"/>
Personnel Resolution attached	Yes <input type="checkbox"/>	N/A <input checked="" type="checkbox"/>
Agreements are attached and signature line for Chairman is marked with tab(s)/flag(s)	Yes <input checked="" type="checkbox"/>	N/A <input type="checkbox"/>
CONTACT PERSON: Donna Ortiz		PHONE: 624-8000

**SUBJECT:** Approval of amendment to Agreement No. 24666 with Intelegy, Inc.

**REQUEST(S):**

That the Board of Supervisors:

1. Approve an amendment to Agreement No. 24666 with Intelegy, Inc., in an amount not to exceed \$504,306 for the provision of consulting services for a full Centralized Client Contact model; and
2. Authorize the Chairman of the Board to sign three (3) copies of the amendment.

**SUMMARY:**

As part of a continued effort to improve the services to our clients, Tulare County Health & Human Services Agency (HHSA), TulareWORKS Division implemented an integrated service call center and file imaging unit to support the Medi-Cal and Food Stamp continuing cases. Tulare County Health & Human Services Agency (HHSA), Department of Human Services contracted with Intelegy, Inc. for the provision of consulting services designed to develop and implement a Centralized Client Contact model for the service center. TulareWORKS is interested in continuing the success of the service center model by expanding the model to include other programs and improve the client experience at Intake. Through the approval of this amendment with Intelegy, TulareWORKS will be able to fully implement and integrate the model.

The purpose of this Amendment is to update the Scope of Work, listed as Exhibit A, and extend the term of the contract to June 30, 2013.

**SUBJECT:** Approval of amendment to Agreement No. 24666 with Intelegy, Inc.  
**DATE:** December 13, 2011

We would like to bring to the Board's attention that this agreement is a three year agreement with a termination date of June 30, 2013

**FISCAL IMPACT/FINANCING:**

The maximum reimbursement for this three year agreement is \$504,306. \$267,600 will be included in the Fiscal Year 2010/2011 budget; \$100,800 will be included in the Fiscal Year 2011/2012 budget; and \$135,906 will be included in the Fiscal Year 2012/2013 proposed budget. No Net County Cost.

**LINKAGE TO THE COUNTY OF TULARE STRATEGIC BUSINESS PLAN:**

The County's five-year strategic plan includes the Quality of Life Initiative that encourages innovative provision of quality supportive services for at-risk adults, youth and children in state and federally mandated programs. This agreement increases the ability to fulfill that obligation.

**ADMINISTRATIVE SIGN-OFF:**

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Jason T. Britt  
Director of Human Services

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

Attachment(s) Amendment

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

IN THE MATER OF Approval of )  
amendment )  
to Agreement No. 24666 with Intelegy, Inc. ) 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: JEAN M. ROUSSEAU  
COUNTY ADMINISTRATIVE OFFICER/  
CLERK, BOARD OF SUPERVISORS

BY: \_\_\_\_\_  
Deputy Clerk

\* \* \* \* \*

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2. Authorized the Chairman of the Board to sign three (3) copies of the amendment.