



Robert P. Astorino
County Executive

Department of Social Services

Kevin M. McGuire
Commissioner

17962

Date: March 23, 2011

To: Board of Acquisition and Contract

From: Kevin McGuire, Commissioner
Department of Social Services

Re: Authority for the County of Westchester to amend an agreement with Community Housing Innovations, Inc. for the purpose of providing a customer service training program to eligible Temporary Assistance customers in order to train them to become call center representatives to outreach Medicaid only, Family Health Plus and other Social Service customers whose cases come due for renewal, for the period June 1, 2008 to April 30, 2011 for a not to exceed amount of \$546,815, by extending the end date from April 30, 2011 to June 30, 2011 at no additional cost

By Resolution approved on June 19, 2008, your Honorable Board authorized the County of Westchester (the "County"), acting by and through the Department of Social Services, to enter into an agreement with Community Housing Innovations, Inc. ("CHI") for the purpose of providing an employer-based Apprenticeship Program and Community Work Experience ("CWE") training program for the period June 1, 2008 through May 31, 2009 in an amount not-to-exceed \$144,000. The agreement was subsequently executed.

Through a resolution approved on April 9, 2009, your Honorable Board authorized the County of Westchester to amend the aforesaid agreement for the limited purpose of extending the term thereof by six additional months to end on November 30, 2009 and also by modifying the scope of services to include the provision of an Energy Efficiency Training Program at no additional cost to the County ("First Amendment"). The First Amendment was subsequently executed.

Through a resolution approved on November 24, 2009, your Honorable Board authorized the County of Westchester to amend the aforesaid agreement for the limited purpose of extending the term thereof by five additional months to end on April 30, 2010 and also by modifying the scope of services to eliminate the provision of job readiness services at an additional cost of \$60,000, increasing the not-to-exceed amount to \$204,000 ("Second Amendment"). The Second Amendment was subsequently executed.

Through a resolution approved on May 6, 2010, your Honorable Board authorized the County of Westchester to further amend the aforesaid agreement for the limited purpose by: 1) extending the end date from April 30, 2010 to April 30, 2011; 2) increasing the not-to-exceed amount by an additional \$342,815 from an amount not to exceed \$204,000 to a new total not to exceed \$546,815; and 3) modifying the scope of services to discontinue the Community Work Experience (“CWEP”) training program and the energy efficiency program, and to include a customer service training program enhancing the call center services for the provision of contacting Medicaid Only, Family Health Plus recipients, and other Social Services customers whose cases come due for renewal (“Third Amendment”). The Third Amendment was subsequently executed.

Authority is now requested to further amend the above said agreement by extending the end date from April 30, 2011 to end on June 30, 2011 at no additional cost. The additional period will allow for the continuation of outreach services to Medicaid customers until the Medicaid case renewal process is transitioned over to New York State.

The Public Purpose of the program is to train and hire Temporary Assistance (“TA”) customers to contact Medicaid recipients to remind them to complete and return Medicaid Renewal Packets with substantiated documentation in order to ensure continued Medicaid coverage for eligible households in Westchester County.

The Goals and Objectives of this program are to provide valuable job experience and well paid employment to TA recipients and provide assistance to Medicaid recipients.

The Goals and Objectives Are in the Best Interest of the County In Terms of Fiscal Responsibility in that it helps TA recipients achieve self sufficiency and decrease wasted administrative activities of Medicaid closings such as Failure to Recertify and/or submit required documentation.

The Performance Measurement Indicators Will Be Tracked through the submission of monthly statistics and quarterly reports, as well as through direct contact with the Department’s Program Office.

Based on the Performance Measurement Indicators, CHI Call Center staff made over 31,784 outreach calls to Medicaid customers for the period July 2010 to February, 2011. Additionally, to date a total of 5 Temporary Assistance customers have been hired to deliver these services.

Except as specifically amended hereby, all other terms and conditions of the Original agreement as amended shall remain the same.

Accordingly, authority is requested to amend the aforesaid agreement with Community Housing Innovations, Inc. for the reasons stated above.

An appropriate resolution is attached herewith for your Honorable Board’s approval.

RESOLUTION

Upon a communication from the Commissioner, Department of Social Services, be it hereby

RESOLVED, that the County of Westchester is hereby authorized to further amend an agreement with Community Housing Innovations, Inc. ,for the purpose of providing a customer service training program to eligible Temporary Assistance customers in order to train them to become call center representatives to outreach Medicaid Only, Family Health Plus and other Social Service customers whose cases come due for renewal for the period June 1, 2008 to April 30, 2011 for an amount not to exceed \$546,815 by extending the end date from April 30, 2011 to June 30, 2011 at no additional cost; and be it further

RESOLVED, that except as specifically amended hereby, all other terms and conditions of the original agreement as amended shall remain in full force and effect; and be it further

RESOLVED, that the County Executive, or his duly authorized designee is hereby authorized to take such action and execute such documents as may be necessary and appropriate to effectuate the purposes hereof.

Original Contract Amount: \$144,000
First Amendment: -0-
Second Amendment: \$ 60,000
Third Amendment: \$342,815
This Amendment: -0-
Total \$546,815

Account to be Charged/Credited

Fund	Dept	Major Program, Program & Phase Or Unit	Object/ Sub-Object	Trust Account	Dollars
N/A	N/A	N/A	N/A	N/A	N/A

Budget Funding Year(s) 2008-2011 **Start Date:** N/A **End Date:** 6/30/11
(must match resolution)

Funding Source N/A **Tax Dollars:** N/A
N/A **State Aid:** N/A
Federal Aid: N/A

(must match resolution)

Other:

APPROVED BOARD OF ACQUISITION & CONTRACT - 4-15-2011 - JOMARY VIEIRA, SECRETARY