

**68744**

**DATE:** April 2, 2019  
**TO:** Board of Acquisition & Contract  
**FROM:** Mae Carpenter, Commissioner  
Department of Senior Programs and Services  
**RE:** Request for authority for the County of Westchester to:

- a) enter into an agreement with Lifeline Systems Company, Inc. for the purpose of providing personal emergency response system services to frail, homebound seniors under the Expanded In-Home Services for the Elderly Program ("EISEP") in an amount not to exceed \$40,609 for the program period April 1, 2019 to March 31, 2020; and
- b) for permission for Lifeline to subcontract with two (2) agencies: Teleperformance USA Corp, 176 N 2200th W, Salt Lake City, Utah 84116 ("Teleperformance") and Progressive Healthcare Solutions, Inc., 300 Mulberry Street Suite 602, Macon, GA 02180 ("PHS"), to perform portions of the work under the Agreement. Specifically, Teleperformance will provide response center services and customer service activities, while PHS will provide employee installer services.

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The County of Westchester (the "County"), acting by and through its Department of Senior Programs & Services (the "Department"), seeks the authority of your Honorable Board to enter into an agreement (the "Agreement") with Lifeline Systems Company, Inc. ("Lifeline") for the purpose of providing personal emergency response system services ("PERS") to frail, homebound seniors under the Expanded In-Home Services for the Elderly Program ("EISEP") (the "Program"). State funding for the program period April 1, 2019 through March 31, 2020, will be in an amount not-to-exceed \$40,609, payable pursuant to the rates set forth in the attached Schedule "A". Lifeline is required to contribute an amount not to exceed \$13,536 in matching funds to the Program.

Additionally, Lifeline has requested permission to subcontract with two agencies: 1) Teleperformance USA Corp, 176 N 2200th W, Salt Lake City, Utah 84116 ("Teleperformance") and 2) Progressive Healthcare Solutions, Inc., 300 Mulberry Street Suite 602, Macon, GA 02180 ("PHS"), to act as subcontractors to perform portions of the work under the Agreement. Specifically, Teleperformance will provide response center services and customer service activities, while PHS will provide employee installer services. Therefore, the County seeks further approval of Lifeline's use of Teleperformance as a subcontractor to provide response center services and customer service activities, and with PHS as a subcontractor for the provision of employee installer services.

PERS is a home device that connects older adults to a 24-hour call center with the push of a button. The transmitter is typically worn on a neck pendant or wristband, and it sends a signal to a receiver that's connected to the home telephone line. When the older adult pushes the button, the staff at the call center evaluates the situation, deciding whether to call an ambulance or a designated friend or family member.

The public purpose of the Program is to provide services that enable seniors to remain at home and prevent their premature institutionalization that leads to greater expense and in a less desired environment, as most seniors prefer to remain at home and receive services there.

The goals and objectives of the Program are to provide eligible seniors with PERS services to enable them to call for help in emergency situations.

The goals and objectives of the Program are in the best interests of Westchester County in terms of fiscal responsibility because use of PERS helps seniors to remain at home thus preventing costly institutionalization.

The goals and objectives of the Program will be tracked and monitored by case managers through bi-monthly calls to seniors and their caregivers as to the quality of the PERS services they are receiving and their satisfaction with the services. In addition, staff monitors review case managers' client case records and records of service at the agencies providing these services, using forms approved by the State Office for the Aging. Review of the program is done annually by a County monitor, as well as a monitor from the New York State Office for the Aging.

The Agreement with Lifeline is exempt from the Westchester County Procurement Policy pursuant to Section 3(a) xix thereof.

Accordingly, an appropriate resolution is herewith attached for your Honorable Board's consideration.

MC/SJ

APPROVED BOARD OF ACQUISITION CONTRACT # 2009-09 - LISIURIJAJ, SECRETARY

## RESOLUTION

UPON A COMMUNICATION FROM THE COMMISSIONER OF THE WESTCHESTER COUNTY DEPARTMENT OF SENIOR PROGRAMS AND SERVICES, be it hereby:

**RESOLVED,** that the County of Westchester (the "County") is hereby authorized to enter into an agreement (the "Agreement") with Lifeline Systems Company, Inc. (Lifeline) for the purpose of providing personal emergency response system services ("PERS") to frail, homebound seniors under the In-Home Services for the Elderly ("EISEP") Program. State funding for the program period April 1, 2019 to March 31, 2020, shall be in an amount not-to-exceed \$40,609, payable pursuant to the rates set forth in the attached Schedule "A"; and be it further

**RESOLVED,** that Lifeline is required to contribute an amount not to exceed \$13,536 in matching funds to the Program; and be it further

**RESOLVED,** that Lifeline is authorized to use the following two (2) subcontractors for the stated purposes:

1) Teleperformance USA Corp, 176 N 2200<sup>th</sup> W, Salt Lake City, Utah 84116 (response center services and customer service activities); and

2) Progressive Healthcare Solutions, Inc., 300 Mulberry Street, Suite 602, Macon, GA 02180, (Employee installer services); and be it further

**RESOLVED,** that the Agreement with Lifeline is subject to County appropriations; and be it further

**RESOLVED,** that the Agreement with Lifeline is also subject to the further financial analysis of the impact of any New York State Budget (the "State Budget") proposed and adopted during the term of this Agreement. The County shall retain the right, upon the occurrence of any release by the Governor of a proposed State Budget and/or the adoption of a State Budget or any amendments thereto, and for a reasonable period of time after such release(s) or adoption(s), to conduct an analysis of the impacts of any such State Budget on County finances. After such analysis, the County shall retain the right to either terminate the Agreement with Lifeline, or to renegotiate the amounts and rates approved therein. If the County subsequently offers to pay a reduced amount to Lifeline, then Lifeline shall have the right to terminate the Agreement upon reasonable prior written notice; and be it further

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

Account to be  
Charged/Credited

Fund	Dept	Major Program, Program & Phase Or Unit	Object/ Sub-Object	Trust Account	Dollars
263	85	048U	4380	T048	\$40,609.00

Budget Funding Year(s) 2019 - 2020 Start Date 4/1/19 End Date 3/31/20  
(must match resolution)  
Funding Source

State Aid: \$40,609.00

\$40,609.00  
(must match resolution)

APPROVED BOARD OF ACQUISITION & CONTRACT - 04/25/2019 - LIS/MR/KU, SECRETARY

**Schedule "A"**

**PERSONAL EMERGENCY RESPONSE SYSTEMS (PERS)**

Lifeline Systems Company

Installation:

Monthly Service/Monitoring Fee:

FEEs FOR PERS:

Up to \$40.00 one time fee

Up to \$25.00 per month

APPROVED BOARD OF ACQUISITION & CONTRACT - 04/25/2019 - J. P. MARIJAJ, SECRETARY