

66188

DATE: November 21, 2018

TO: Board of Acquisition & Contract

FROM: Mae Carpenter, Commissioner
Department of Senior Programs and Services

RE: Authority to amend a Resolution approved on June 14, 2018 which authorized the County, acting by and through its Department of Senior Programs & Services, to enter into an agreement with Lifeline Systems Company, Inc. ("Lifeline") for the provision of personal emergency response system services to frail, homebound seniors under the Expanded In-Home Services for the Elderly Program ("EISEP"), by approving Lifeline's use of certain subcontractors to perform portions of the work under the agreement.

By resolution approved on June 14, 2018 (the June 14th Resolution), your Honorable Board authorized the County of Westchester (the "County") , acting by and through its Department of Senior Programs & Services (the "Department") , to enter into an agreement (the "Agreement") with Lifeline for the purpose of providing personal emergency response system services to frail, homebound seniors under the EISEP program (the "Program") for an amount not-to-exceed \$40,609, payable at the rates set forth in Schedule "A", attached to the June 14th Resolution, for a term commencing on April 1, 2018 and terminating on March 31, 2019. The Agreement has not yet been executed.

Lifeline is now requesting permission for 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 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.

Accordingly, authority is respectfully requested to amend the June 14th Resolution which authorized the County to enter into an agreement with Lifeline for the provision of personal emergency response system services to frail, homebound seniors under the EISEP program for a total aggregate amount not to exceed \$40,609 for the program period April 1, 2018 to March 31, 2019, by approving 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.

Except as specifically amended hereby, all remaining terms and conditions set forth in the June 14th Resolution shall remain in full force and effect.

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 - 12/13/2018 - LISA MALISIAJ SECRETARY

RESOLUTION

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

RESOLVED, that the resolution approved on June 14, 2018 (the "June 14th Resolution") which authorized the County of Westchester, acting by and through its Department of Senior Programs & Services, to enter into an agreement (the "Agreement") with Lifeline Systems Company, Inc.(the "Lifeline") for the provision of personal emergency response system services to frail, homebound seniors under the In-Home Services for the Elderly Program for an amount not-to-exceed \$40,609, payable at approved rates, for the program period April 1, 2018 to March 31, 2019, is hereby amended by approving Lifeline's use of the following two (2) subcontractors for the stated purposes:

- 1) Teleperformance USA Corp, 176 N 2200th 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 except as specifically amended hereby, all remaining terms and conditions set forth in the June 14th Resolution shall remain in full force and effect 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
N/A					

Budget Funding Year(s) 2018 - 2019 Start Date 4/1/18 End Date 3/31/19
 (must match resolution)
 Funding Source

State Aid: \$40,609.00

\$40,609.00
 (must match resolution)