

**REPORT/RECOMMENDATION TO THE BOARD OF SUPERVISORS
OF THE COUNTY OF SAN BERNARDINO
AND RECORD OF ACTION**

June 11, 2024

FROM

SHARON NEVINS, Director, Department of Aging and Adult Services

SUBJECT

Amendment to Contract with Council on Aging – Southern California to Provide Health Insurance Counseling and Advocacy Program Services

RECOMMENDATION(S)

Approve **Amendment No. 1 to Contract No. 21-407** with Council on Aging – Southern California to provide Health Insurance Counseling and Advocacy Program services, increasing the contract amount by \$635,000, from \$1,665,000 to a total not to exceed \$2,300,000, and extending the contract term by 10 months, for a total period of July 1, 2021 through August 31, 2025.

(Presenter: Sharon Nevins, Director, 891-3917)

COUNTY AND CHIEF EXECUTIVE OFFICER GOALS & OBJECTIVES

Provide for the Safety, Health and Social Service Needs of County Residents.

Pursue County Goals and Objectives by Working with Other Agencies and Stakeholders.

FINANCIAL IMPACT

This item does not impact Discretionary General Funding (Net County Cost). The funds in the amount of \$635,000, for the Health Insurance Counseling and Advocacy Program (HICAP) services, are 100% funded by Federal and State revenue from the California Department of Aging (CDA). Adequate appropriation and revenue have been included in the Department of Aging and Adult Services' (DAAS) 2024-25 recommended budget and will be included in future recommended budgets.

BACKGROUND INFORMATION

HICAP is a service program that provides free, confidential one-on-one counseling, education, and assistance to eligible individuals (persons 65 years of age or older, or persons of any age with a disability who are eligible for Medicare) and their families. Services include community education regarding Medicare Parts A and B, Medicare Part D Prescription Drug Plans, Medicare Advantage Plans, Medicare Supplemental Insurance and long-term care insurance; individual health insurance counseling that provides objective and accurate comparisons of choices; informal advocacy services regarding enrollment, disenrollment, claims, appeals, prescription drug exceptions and other urgent Part D Plan coverage issues; and legal referrals and, in some cases, legal assistance for filing grievances and appeals on Medicare, Long-Term Care insurance and other health insurance related issues.

DAAS has been designated as the local Area Agency on Aging to administer HICAP services. DAAS has been providing HICAP services throughout the county at a variety of locations,

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including senior and community centers through a contracted agency staffed with trained and supervised HICAP counselors since 1998.

On April 12, 2024, DAAS received notice from CDA of the additional allocation in the amount of \$635,000 for 2024-25. The funds are to be spent by August 31, 2025. The recommended amendment to Contract No. 21-407 (Contract) with the Council on Aging-Southern California will allow the vendor to contact and provide HICAP services to approximately 2,348 additional eligible seniors and Medicare recipients countywide.

On June 8, 2021 (Item No. 8), as a result of a competitive procurement, the Board of Supervisors approved the Contract with Council on Aging-Southern California, in the amount of \$1,665,000, for the contract term of July 1, 2021, through October 31, 2024.

Contractor performance will continue to be measured by reviewing the required monthly reports and annual site visits by County staff to monitor compliance with the administrative, fiscal, and program elements of the Contract. The Contract may be terminated by the County immediately in the event that funds are not available to the County or without cause by the County by serving a written notice to the contractor 30 days in advance of termination.

PROCUREMENT

Not applicable.

REVIEW BY OTHERS

This item has been reviewed by Human Services Contracts (Patty Steven, Contracts Manager, 388-0241) on February 29, 2024; County Counsel (Jacqueline Carey-Wilson, Deputy County Counsel, 387-5455) on April 13, 2024; Finance (John Hallen, Administrative Analyst, 388-0208), on May 21, 2024; and County Finance and Administration (Cheryl Adams, Deputy Executive Officer, 388-0238) on May 23, 2024.

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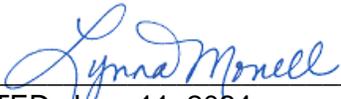
Record of Action of the Board of Supervisors
San Bernardino County

APPROVED (CONSENT CALENDAR)

Moved: Joe Baca, Jr. Seconded: Curt Hagman

Ayes: Col. Paul Cook (Ret.), Jesse Armendarez, Dawn Rowe, Curt Hagman, Joe Baca, Jr.

Lynna Monell, CLERK OF THE BOARD

BY 
DATED: June 11, 2024



cc: DAAS - Ettari w/agree
Contractor - c/o DAAS w/agree
File - w/agree

CCM 06/13/2024