

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

June 8, 2021

FROM

SHARON NEVINS, Director, Department of Aging and Adult Services

SUBJECT

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

RECOMMENDATION(S)

Approve **Contract No. 21-407** with Council on Aging – Southern California to provide Health Insurance Counseling and Advocacy Program services, in the amount of \$1,665,000, for the period of July 1, 2021 through October 31, 2024.

(Presenter: Glenda Jackson, Deputy Director – Chief Public Guardian, 891-3917)

COUNTY AND CHIEF EXECUTIVE OFFICER GOALS & OBJECTIVES

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

FINANCIAL IMPACT

This item does not impact Discretionary General funding (Net County Cost). The contract amount of \$1,665,000 is funded with (\$666,000) Federal, and (\$999,000) State revenues. Adequate appropriation and revenue have been included in the Department of Aging and Adult Services' (DAAS) 2021-22 recommended budget and will be included in future recommended budgets.

BACKGROUND INFORMATION

DAAS has been designated as the local Area Agency on Aging to administer Health Insurance Counseling and Advocacy Program (HICAP). DAAS has been providing HICAP services through a contracted agency since 1998. Under the terms of the recommended contract, Council on Aging-Southern California will provide HICAP services to seniors and Medicare recipients countywide.

HICAP is a service program offered throughout San Bernardino County at a variety of locations, including senior and community centers. Services include, but are not limited to, counseling on Medicare, long-term care, health insurance, and managed care through the use of trained and supervised HICAP counselors, including the support of a strong contingent of volunteer counselors. Other services include reviewing health maintenance organizations (HMOs) and managed care options, comparing Medicare plans, and challenging denials or preparing appeals.

**Contract with Council on Aging - Southern California to provide Health Insurance Counseling and Advocacy Program Services
June 8, 2021**

PROCUREMENT

On February 8, 2021, the Chief Executive Officer approved the release of Request for Proposal (RFP) to solicit proposals from qualified agencies to provide HICAP services. The RFP was posted on the County of San Bernardino Electronic Procurement Network. DAAS received one application from proposer Council on Aging - Southern California.

The proposal was evaluated based on the following criteria: program description, relevant experience, cost, and administrative and fiscal capability. Based on these criteria, Council on Aging – Southern California’s proposal met the County’s needs and therefore is being recommended for contract award.

DAAS is recommending a contract award to Council on Aging – Southern California in the amount of \$1,665,000, for the period of July 1, 2021 through October 31, 2024 to provide HICAP services to approximately 11,326 eligible clients per year at an approximate cost of \$40 per client based on the needs of the client and the service(s) provided. 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 thirty days in advance of termination.

Contractor performance will 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.

REVIEW BY OTHERS

This item has been reviewed by Human Services Contracts (Jennifer Mulhall-Daudel, Contracts Manager, 388-0241) on May 12, 2021; County Counsel (Jacqueline Carey-Wilson, Deputy County Counsel, 387-5455) on May 20, 2021; Purchasing (Bruce Cole, Buyer III, 387-2148) on May 24, 2021; Finance (Christopher Lange, Administrative Analyst, 386-8393), on May 21, 2021; and County Finance and Administration (Tanya Bratton, Deputy Executive Officer, 388-0332) on May 21, 2021.

**Contract with Council on Aging - Southern California to provide Health Insurance Counseling and Advocacy Program Services
June 8, 2021**

Record of Action of the Board of Supervisors
County of San Bernardino

APPROVED (CONSENT CALENDAR)

Moved: Janice Rutherford Seconded: Joe Baca, Jr.
Ayes: Col. Paul Cook (Ret.), Janice Rutherford, Dawn Rowe, Curt Hagman, Joe Baca, Jr.

Lynna Monell, CLERK OF THE BOARD

BY 
DATED: June 8, 2021



cc: DAAS - Steven w/agree
Contractor - C/O DAAS w/agree
File - w/agree
CCM 06/11/2021