

The County of Yuba

Health and Human Services Department



TO: Human Services Committee

FROM: Jennifer Vasquez, Director
Alex Rodriguez, Program Manager
Health & Human Services Department

SUBJECT: Health and Human Services Department: Consider Agreement for Professional Services between the County of Yuba and Change and Innovation Agency, L.L.C. (ten minute estimate)

DATE: November 10, 2020

NUMBER: 550/2020

Recommendation

Consider Agreement for Professional Services between the County of Yuba and Change and Innovation Agency, L.L.C.

Background

HHSD has identified a need to re-evaluate business processes in preparation for the transition to a new computer system platform, which will be implemented next year. Successful re-engineering will support the Department's programs such as: CalFresh, Medi-Cal and CalWORKs to improve customer service delivery, increase staff capacity, reduce time needed to complete eligibility determinations, reduce errors in eligibility determinations and improve the overall service delivery to customers.

Discussion

Change and Innovation Agency (CIA) is the leader for Business Process Redesign (BPR) for human services, having partnered with numerous states and counties to design business processes and service delivery models, which help increase capacity and meet program requirements. CIA's expertise in the area of business process redesign is directly linked to the experience of their staff who possess procedural and programmatic knowledge of human services operations. CIA's proprietary workflow, workload, and workforce management software, allows tracking, collection, monitoring, report workloads, staff attendance, and utilization in real-time, allowing for immediate workload adjustments.

FISCAL IMPACT

General Fund -	None
Non-General Fund -	\$260,000.00
Source of Funds -	State and General Funds

Attachments

Item # 550/2020 Agreement for Professional Services with Change and Innovation Agency, L.L.C.