

**RESOLUTION NO. \_\_\_\_\_**

**BOARD OF SUPERVISORS, COUNTY OF SAN MATEO, STATE OF CALIFORNIA**

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**RESOLUTION AUTHORIZING AN AGREEMENT WITH ANSWERNET, INC. TO  
PROVIDE 24-HOUR PHONE ANSWERING SERVICES FOR AGING AND ADULT  
SERVICES, FOR THE TERM OF JANUARY 1, 2022 THROUGH DECEMBER 31,  
2024, IN AN AMOUNT NOT TO EXCEED \$400,000**

**RESOLVED**, by the Board of Supervisors of the County of San Mateo, State of  
California, that

**WHEREAS**, Aging and Adult Services (AAS) operates the Adult Protective  
Services (APS) program to help elders and dependent adults when they are unable to  
meet their own needs, or are victims of abuse, neglect, or exploitation by investigating  
reports of abuse of elders and dependent adults who are residing in private homes,  
apartments, hotel, and hospitals; and

**WHEREAS**, the California Department of Social Services requires that every  
APS agency provide free public telephone access to a 24-hour hotline system to  
receive reports of known or suspected abuse or neglect of elders and dependent  
adults; and

**WHEREAS**, San Mateo County's 24-hour phone answering service also serves  
clients from other AAS programs, including the Public Guardian, Public Authority, and  
In-Home Supportive Services; and

**WHEREAS**, in October 2021, AAS released a Request for Proposals and  
selected AnswerNet, Inc. to provide 24-hour phone answering services for the term of  
January 1, 2022 through December 31, 2024; and

**WHEREAS**, there has been presented to this Board for its consideration and  
acceptance an agreement between the County of San Mateo and AnswerNet, Inc.,  
reference to which is hereby made for further particulars; and

**WHEREAS**, said parties now wish to enter into said agreement with a maximum fiscal obligation of \$400,000 for the term of January 1, 2022, through December 31, 2024.

**NOW THEREFORE, IT IS HEREBY DETERMINED AND ORDERED** that the Chief of San Mateo County Health or the Chief's designee be authorized to prepare and execute contract amendments that modify the funding amount by no more than \$25,000 (in aggregate), and/or modify the contract term and/or services so long as the modified term or services is/are within the current or revised fiscal provisions; and

**BE IT FURTHER RESOLVED** that the President of this Board of Supervisors be and is hereby authorized and directed to execute said agreement for and on behalf of the County of San Mateo, and the Clerk of the Board shall attest the President's signature thereto.

**BE IT FURTHER RESOLVED** that the Chief of San Mateo County Health or the Chief's designee is hereby authorized to modify the performance measures to implement changes in the reporting requirements as may be appropriate to help the County more effectively communicate information about said program.

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