



County of San Mateo

Inter-Departmental Correspondence

Department: HEALTH

File #: 21-1010

Board Meeting Date: 12/14/2021

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors

From: Louise F. Rogers, Chief, San Mateo County Health
Lisa Mancini, Director, Aging and Adult Services

Subject: Agreement with Answernet, Inc. for 24-Hour Phone Answering Services for Aging and Adult Services

RECOMMENDATION:

Adopt a 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.

BACKGROUND:

Aging and Adult Services (AAS) operates the Adult Protective Services (APS) program to help elders (the definition of which will change from 65 years and older to 60 years and older, starting January 1, 2022) and dependent adults (age 18-64 years who have a combination of a disability and the inability to protect their own interest, or who have an inability to carry out normal activities to protect their rights) when they are unable to meet their own needs, or are victims of abuse, neglect, or exploitation. APS investigates reports of abuse of elders and dependent adults who reside in private homes, apartments, hotels, or hospitals.

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. 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.

During the COVID-19 pandemic, demand for the 24-hour phone answering service has increased, with the hotline receiving an average of 2,569 incoming calls per month.

DISCUSSION:

AAS has contracted with Answernet, Inc. since 2015 to provide 24-hour phone answering services

for APS. Their performance has been satisfactory to the County with no major concerns or issues and they respond to APS needs in a timely fashion. In October 2021, AAS conducted a Request for Proposals (RFP) and received seven responses. AAS selected Answernet, Inc. to continue providing 24-hour phone answering services for APS.

The agreement and resolution have been reviewed and approved by County Counsel as to form.

The resolution contains the County's standard provisions allowing amendment of the County's fiscal obligations by a maximum of \$25,000 (in aggregate).

It is anticipated that 100% of calls to the APS hotline will be received and documented.

PERFORMANCE MEASURE:

Measure	FY 2021-22 Estimated	FY 2022-23 Projected
Percentage of calls to the APS hotline that are received and documented	100%	100%

FISCAL IMPACT:

The term of the agreement is January 1, 2022 through December 31, 2024. The amount of the agreement is not to exceed \$400,000 in aggregate for the three-year term. Payments will be made 70% (\$280,000) from State and 30% (\$120,000) from Net County Cost. Funds for these services are included in the AAS FY 2021-22 Recommended Budget. Similar arrangements will be made for future impacted budgets.

ATTACHMENT:

RFP Matrix