

access

PERFORMANCE MONITORING COMMITTEE

REVISED

Monday, January 10, 2022

NEW TIME - 10:00 a.m. ~~11:00 a.m.~~

Webinar

Committee Members: L. Burner, Chair
A. Del Castillo
G. Gogreve

	<u>DISPOSITION</u>
1. CALL TO ORDER	ACTION
2. GENERAL PUBLIC COMMENT	INFORMATION
3. CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS - MAIL FULFILLMENT SERVICES CONTRACT (AS-4048) (page 5)	ACTION
4. CUSTOMER SERVICE UPDATE	PRESENTATION
5. KEY PERFORMANCE INDICATORS	PRESENTATION
6. PERFORMANCE UPDATE	PRESENTATION
7. CHIEF OPERATIONS OFFICER REPORT	PRESENTATION
8. ADJOURNMENT	ACTION

Access Services does not discriminate on the basis of disability. Accordingly, Access Services seeks to ensure that individuals with disabilities will have an equal opportunity to participate in the range of Access Services events and programs by providing appropriate auxiliary aids and services for communications. Primary consideration is given to the request of individuals with disabilities. However, the final decision belongs to Access Services. To help ensure the availability of any auxiliary aids and services you require, please make every effort to notify Access Services of your request at least three (3) business days (72 hours) prior to the meeting in which you wish to utilize those aids or services. You may do so by contacting (213) 270-6000.

Note: Access Services Board committee meetings are held pursuant to the Ralph M. Brown Act [Cal. Gov. Code §54950] and are open to the public. The public may view and obtain all written information supporting this agenda provided to the Board committee both initially and supplementally prior to the meeting at the agency's offices located at 3449 Santa Anita Avenue, El Monte, California and on its website at <http://accessla.org>. Documents, including Power Point handouts distributed to the Board committee members by staff or Board committee members at the meeting, will simultaneously be made available to the public. Three opportunities are available for the public to address the Board committee during a Board committee meeting: (1) before closed session regarding matters to be discussed in closed session, (2) before a specific agenda item is debated and voted upon regarding that item and (3) general public comment. The exercise of the right to address the Board committee is subject to restriction as to time and appropriate decorum. All persons wishing to make public comment must fill out a goldenrod Public Comment Form and submit it to the Secretary of the Board. Public comment is generally limited to three (3) minutes per speaker and the total time available for public comment may be limited at the discretion of the Chairperson. Persons whose speech is impaired such that they are unable to address the Board at a normal rate of speed may request an accommodation of a limited amount of additional time from the Chair but only by checking the appropriate box on the Public Comment Form. Granting such an accommodation is at the discretion of the Chair. The Board committee will not and cannot respond during the meeting to matters raised under general public comment. Pursuant to provisions of the Brown Act governing these proceedings, no discussion or action may be taken on these matters unless they are listed on the agenda, or unless certain emergency or special circumstances exist. However, the Board committee may direct staff to investigate and/or schedule certain matters for consideration at a future Board committee meeting and the staff may respond to all public comments in writing prior to the next Board committee meeting.

Commitment to Civility

To assure civility in its public meetings, staff and the public are also encouraged to engage in respectful dialog that supports freedom of speech and values diversity of opinion. To achieve compliance with these Rules, Directors, staff, and the public are encouraged to:

- Create an atmosphere of respect and civility where Directors, staff, and the public are free to express their ideas;
- Establish and maintain a cordial and respectful atmosphere during discussions;
- Foster meaningful dialogue free of personal attacks;
- Listen with an open mind to all information, including dissenting points of view, regarding issues presented to the Board;
- Recognize it is sometimes difficult to speak at Board meetings, and out of respect for each person's feelings, allow them to have their say without comment, including booing, whistling or clapping; and
- Adhere to speaking time limit.

Alternative accessible formats are available upon request.

*NOTE

NOTICE OF ALTERNATIVE PUBLIC COMMENT PROCEDURES

Pursuant to temporary revised Brown Act requirements, Board committee members will be participating via webinar. The public may submit written comments on any item on the agenda - 1) through email by addressing it to - board@accessla.org or 2) via US Postal mail by addressing it to - Access Services Board Comments, PO Box 5728, El Monte CA 91734. Please include your name, item number and comments in the correspondence. Comments must be submitted/received no later than 9:00 am on Monday, January, 2022 so they can be read into the record as appropriate.

The public may also participate via the Zoom webinar link, or by teleconference. Please review the procedures to do so as follows -

How to Provide Public Comment in a Board Meeting via Zoom

Online

1. Click the Zoom link for the meeting you wish to join. Meeting information can be found at: https://accessla.org/news_and_events/agendas.html. Make sure to use a current, up-to-date browser: Chrome 30+, Firefox 27+, Microsoft Edge 12+, or Safari 7+. Certain functionality may be disabled in older browsers including Internet Explorer. You may also use this direct link - <https://us06web.zoom.us/j/85881174972>
2. Enter an email address and your name. Your name will be visible online while you are speaking.
3. When the Committee Chair calls for the item on which you wish to speak, click on "raise hand." Speakers will be notified shortly before they are called to speak. Mute all other audio before speaking. Using multiple devices can cause audio feedback.
4. Please note that the "Chat" feature is an accessibility tool for comments on items by committee members and the general public attendees who need to use this tool. If you cannot use the "raise hand" feature, then please submit a written comment as outlined above.
5. When called, please limit your remarks to three minutes. An audio signal will sound at the three-minute mark and the Chair will have the discretion to mute you at any point after that. After the comment has been given, the microphone for the speaker's Zoom profile will be muted.

Note: Members of the public will not be shown on video.

By phone

1. Call the Zoom phone number and enter the webinar ID for the meeting you wish to join. Meeting information can be found at: https://accessla.org/news_and_events/agendas.html
2. You can also call in using the following information -
Dial (for higher quality, dial a number based on your current location):
US: +1 669 900 6833 or +1 253 215 8782 or +1 346 248 7799 or +1 301 715 8592 or +1 312 626 6799 or +1 929 205 6099 or 833 548 0276 (Toll Free) or 833 548 0282 (Toll Free) or 877 853 5247 (Toll Free) or 888 788 0099 (Toll Free)
Webinar ID: 858 8117 4972

3. When the Committee Chair calls for the item on which you wish to speak, press *9 to raise a hand. Speakers will be notified shortly before they are called to speak. Speakers will be called by the last four digits of their phone number. Please note that phone numbers in their entirety will be visible online while speakers are speaking.
4. If you cannot use the "raise hand" feature, the please submit a written comment as outlined above.
5. When called, please state your name and limit your remarks to three minutes. An audio signal will sound at the three-minute mark and the Chair will have the discretion to mute you at any point after that. After the comment has been given, the microphone for the speaker's Zoom profile will be muted.

JANUARY 3, 2022

TO: BOARD OF DIRECTORS

FROM: DAVID FOSTER, MANAGER OF ELIGIBILITY

RE: CONSIDERATION TO EXTEND TERM AND INCREASE FUNDS - MAIL FULFILLMENT SERVICES CONTRACT (AS-4048)

ISSUE:

Board approval is required to exercise the last two-year option term for mail and fulfillment services with The Data Center. The original contract terms included a three (3) year base term and two (2), two-year option terms.

RECOMMENDATION:

Authorize staff to execute the second option term with The Data Center effective July 1, 2022 through June 30, 2024 and add an additional \$300,000 in funds.

IMPACT ON BUDGET:

The costs associated with this contract will be appropriately budgeted for FY 2021/22 and the subsequent out years. The not to exceed contract total will increase from \$525,000 to \$825,000. Staff anticipates a higher two-year expenditure due to pandemic related issues. The printing and service rates will remain the same for the extension. Postage rates are passed through at cost. The funding for this service comes from Proposition C 40% Discretionary funds.

ALTERNATIVES CONSIDERED:

Should the Board not approve the option term, staff would release a RFP for fulfillment services for a July 1, 2022 start date. Bringing this function in-house would pose significant logistical challenges and require additional staffing.

EFFECT OF APPROVAL OF STAFF RECOMMENDATION:

If the Board approves this staff recommendation, staff would be authorized, but not required, to negotiate and enter into a written extension upon terms and conditions no less favorable to Access Services than those proposed above. Access Services would not be legally bound to the option year term herein proposed unless and until it is incorporated into a formal written agreement executed by all parties thereto and approved as form by this entity's legal counsel.

BACKGROUND:

Access communicates with applicants and eligible customers through materials that include eligibility applications, eligibility renewal forms, Rider Guides, renewal forms, no show notification letters, and other correspondence. Concurrent with the start of the current eligibility contractor in July 2017, The Data Center began fulfillment services for these items. Prior to July 2017 the previous eligibility contractor handled fulfillment of all eligibility notification correspondence, while all other materials and correspondence fulfillment was handled directly in house by Access staff.

The Data Center production facility has a total of 25,000 square feet in Salt Lake City, Utah, where they store Access materials and produce mailings. The contractor has satisfactorily met the terms of the contract.

