



## MEMORANDUM

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**MEETING TYPE:** Board of County Commissioners

**MEETING DATE:** November 14, 2023

**ITEM NAME:** Powers County Hotline County Connection Center Agreement

**SUBMITTED BY:** Dreama Ortivez

**SUMMARY:** This is a memorandum of understanding between Huerfano County and Prowers County for Prowers' Hotline County Connection Center to answer and process Child Welfare and Adult Protective Services Calls. The agreement is effective from January 1, 2024 to December 31, 2024 and the estimated total cost is \$2,256

**RECOMMENDATION:** Motion to approve the MOU with Prowers County for services from the Hotline County Connection Center.

**BACKGROUND:** As of right now when a hotline call comes in on the hotline a worker has to stop what they are doing to take the call and then the call needs to be typed into the system. These screens can be very time consuming and usually take anywhere from 45 minutes to 1 hour depending on the situation. When workers are out in the field someone has to log into the hotline to take calls. However, this can be a barrier to ensuring that the worker is able to completely focus and engage with the situation at hand.

There are many times we are getting multiple calls at the same time and with the HCCC taking our calls they will put everything into the system for us. We will then get an email stating that we have a new referral, which at that point our unit will handle it from there.

**BOARD ACTION TAKEN:**

APPROVED

DENIED

OTHER

SIGNATURE OF THE CHAIR: \_\_\_\_\_

NOTES: