



RESOLUTION / ORDINANCE EXECUTIVE SUMMARY ADDENDUM

Title

AUTHORIZING A CONTRACT FOR CLOUD BASED COMMUNITY COMMUNICATION CENTER -TTEC DIGITAL SERVICES

Committee Flow:

Public Health Committee, Finance and Budget Committee, Executive Committee, County Board

Contact:

Michael Isaacson

Budget Information:

Was this item budgeted? Yes	Appropriation Amount: \$41,800.00
If not budgeted, explain funding source: N/A	

Summary:

One of the essential public health functions is to communicate effectively to inform and educate about health and safety, factors that influence it, and how to improve it. The pandemic exposed the critical need for Kane County Health Department to better coordinate information flow in times of crisis resulting from a health hazard or outbreak of a communicable disease. Transition to a cloud-based community communication center will promptly respond to county residents to provide pertinent information to them and address their immediate needs. The Kane County Health Department's call center will address the critical need to promptly increase resources to handle both ongoing communication needs and a surge in calls due to a crisis.