



COUNTY OF SAN MATEO
Inter-Departmental Correspondence
Human Services Agency



Date: October 29, 2015
Board Meeting Date: December 15, 2015
Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors

From: Iliana Rodriguez, Director, Human Service Agency

Subject: Agreement with Howroyd-Wright Employment Agency, Inc., dba AppleOne Employment Agency, Inc.

RECOMMENDATION:

Adopt a resolution authorizing an agreement with Howroyd-Wright Employment Agency, Inc., to provide contingency staffing for the term of December 15, 2015 through December 14, 2018, in an amount not to exceed \$300,000.

BACKGROUND:

Human Services Agency (HSA) periodically has a shortage of financial and administrative support staff that occurs when employees are out of the office on medical or maternity leaves; vacations; or when staff transfers out of the Agency or leaves employment. Critical positions left unfilled until the hiring process is completed can cause a delay or backlog in payment processing and other tasks critical to daily operations of the Agency. HSA has analyzed the effectiveness of going through the hiring process vs. contingency staffing services for short term staffing needs during temporary leaves and for coverage of vacancies for critical positions until the hiring process is completed. With most of these short term leaves and vacancies, it has been more time efficient and cost effective to use contingency staffing services rather than to go through the full hiring process.

On August 21, 2015, HSA conducted a Request for Proposals (RFP) process. Howroyd-Wright Employment Agency, Inc., dba AppleOne Employment Agency, Inc., was chosen based on its long term experience in providing staffing solutions, its ability to provide a wide-variety of positions within a short turnaround time, and the fact that it has a division that specializes in financial and accounting positions.

DISCUSSION:

This agreement will provide staffing solutions for HSA on an as-needed basis. Most of the positions requested are positions within the Financial Services Unit (FSU) that

specialize in financial and accounting services. All requests for contingency staffing are evaluated by HSA's Human Resources Manager to ensure that all County hiring practices are met.

Your Board's approval of this agreement will allow HSA to temporarily fill specialized and critical positions within HSA that if otherwise left vacant for any period of time could create a delay and backlog in invoice and service payments, as well as other critical operational needs. Approval of this agreement will also reduce overtaxing of FSU and other staff affected by staff shortages.

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

The agreement contributes to the Shared Vision 2025 outcome of a Healthy Community by providing contingency staffing solutions to temporarily fill specialized positions on a short term basis. It is anticipated that the Contractor will respond to County requests for staffing within 30 minutes and fill requests within 24-48 hours, and that the County will rate the Contractor's performance at 90% or better.

PERFORMANCE MEASURE(S):

Measure	FY 2015-16 Projected	FY 2016-17 Projected
The percentage of responses to County staffing requests that are made by the contractor within 30 minutes.	95%	95%
The percentage of surveys completed by the County, that rate the contractor's performance as 'exceeds requirements'.	90%	90%

FISCAL IMPACT:

The term of this agreement is December 15, 2015 through December 14, 2018. The amount of this Agreement is \$300,000. Expenses incurred under this Agreement will be cost applied out to the Human Services Agency with funding estimated to be 70% state and federal, 30% net county cost. Budgetary appropriation for this agreement is included in the FY 2015-16 Adopted Budget and in the FY 2016-17 Tentative Budget. Funding for the agreement will be included in the FY 2017-18 Budget.