



COUNTY OF SAN MATEO
Inter-Departmental Correspondence
Human Services Agency



Date: May 10, 2016
Board Meeting Date: June 21, 2016
Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors

From: Iliana Rodriguez, Director, Human Services Agency

Subject: Amendment to agreement with Exemplar Human Services, LLC

RECOMMENDATION:

Adopt a resolution authorizing an amendment to the agreement with Exemplar Human Services, LLC to provide analytic subscription services to enable staff to access and utilize key performance management outcome data, extending the term by one year to June 30, 2017, and increasing the amount by \$174,000, to an amount not to exceed \$439,000.

BACKGROUND:

On August 5, 2014, your Board approved an agreement with Exemplar Human Services, LLC to provide analytic subscription services for the term of August 5, 2014 through June 30, 2016. Exemplar has extensive experience working with county government agencies and CalWIN, and is the benefits analysis software used by San Mateo County Human Services Agency (HSA). Exemplar enables HSA to utilize key performance management outcome data related to agency operations at all levels of the organization, from the agency director to the front-line worker. The case management reporting tool is utilized by case managers and provides high level caseload status information for supervisors and management.

DISCUSSION:

Exemplar provides an efficient method for tracking the status of client cases and identifies clients that are currently unengaged and not receiving the many services that the CalWORKS Employment Services program offers. Exemplar's case management reporting tools are an important component of HSA's ability to monitor the status of its Welfare-to-Work cases. As such, HSA is requesting approval of an amendment that will extend the term through June 30, 2017, and increase the current agreement by \$174,000 for a new amount not to exceed \$439,000.

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

The amendment contributes to the Shared Vision 2025 outcome of a Prosperous Community by increasing CalWORKs family engagement through opportunities highlighted in reports generated by the case management tool. It is anticipated that 60% of mandatory Welfare-to-Work individuals will participate in approved activities.

PERFORMANCE MEASURE(S):

Measure	FY 2014-15 Actual	FY 2015-16 Estimated	FY 2016-17 Projected
Percentage of mandatory Welfare-to-Work individuals participating in approved activities.	53%	56%	60%

FISCAL IMPACT:

This amendment extends the term of this contract through June 30, 2017. The amount of this amendment is \$174,000, for a total maximum obligation of \$439,000. Funding for this amendment has been included in the FY 2016-17 Recommended Budget, and is 100% funded through CalWORKs. There is no net county cost.