



County of San Mateo

Inter-Departmental Correspondence

Department: HUMAN SERVICES AGENCY

File #: 16-149

Board Meeting Date: 5/16/2017

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors
From: Iliana Rodriguez, Director, Human Services Agency
Subject: Agreement with Exemplar Human Services, LLC

RECOMMENDATION:

Adopt a resolution authorizing an agreement with Exemplar Human Services, LLC to provide analytic subscription services to enable staff to access and utilize key performance management outcome data, for the term of July 1, 2017 through June 30, 2020, in an amount not to exceed \$522,000.

BACKGROUND:

Exemplar Human Services, LLC (Exemplar) has extensive experience working with county government agencies and CalWIN, and provides 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. These services are crucial in allowing HSA staff to monitor key performance activity and trends so they can serve clients well and constantly improve operations.

DISCUSSION:

Exemplar will provide an efficient method for tracking the status of client cases and will identify clients who 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 Welfare-to-Work (WTW) cases. This agreement will provide these analytic services from July 1, 2017 through June 30, 2020 for an amount not to exceed \$522,000.

HSA requests the Board of Supervisors waive the Request for Proposals (RFP) process because Exemplar is a social services consulting and analytic services company specializing in providing analytical services to public assistance, WTW, and human services agencies nationwide to monitor and analyze key elements of client engagement and performance. Exemplar's automated web-based Engagement Matrix Trigger report services receive, extract, and process data from county welfare systems to generate regular reports useful for managing client engagement, work participation

activities and daily caseload activities. Exemplar is the only vendor currently providing these services in California and should be considered a sole source provider.

The resolution contains the County's standard provisions allowing amendments of the County's fiscal obligations by a maximum of \$25,000 (in aggregate).

The agreement and resolution have been received and approved by County Counsel as to form.

Approval of this agreement 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 WTW individuals will participate in approved activities. Additionally, it is anticipated that 35% of WTW individuals will meet Federal Work Participation Rate requirements.

PERFORMANCE MEASURES:

Measure	FY 2016-17 Projected	FY 2017-18 Projected
Percentage of mandatory WTW individuals participating in approved activities.	59%	63%
Percentage of WTW individuals that meet Federal Work Participation Rate requirements.	30%	35%

FISCAL IMPACT:

This agreement is 100% funded by the CalWORKs Single Allocation. There is no Net County Cost. Appropriation for this agreement was included in the FY 2017-19 Recommended Budget and will be included in the FY 2019-20 Recommended Budget.