



# County of San Mateo

## Inter-Departmental Correspondence

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**Department:** HUMAN SERVICES AGENCY

**File #:** 16-690

Board Meeting Date: 10/31/2017

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**Special Notice / Hearing:** None  
**Vote Required:** Majority

**To:** Honorable Board of Supervisors  
**From:** Iliana Rodriguez, Director, Human Services Agency  
**Subject:** Agreement with University of California, Davis Extension

**RECOMMENDATION:**

Adopt a resolution authorizing an agreement with the University of California, Davis Extension to provide training services for the Human Services Agency from October 17, 2017 through June 30, 2018 in an amount not to exceed \$130,050.

**BACKGROUND:**

Human Services Agency's (HSA) 2020 strategic plan ensures that all of its staff have the required knowledge, skills, and resources to deliver high quality services to the community. HSA has an annual benchmark requiring that 90% of HSA staff or higher will meet 20 hours or more of training. HSA continues to develop the skills of its trainers and collaborate with external training partners to provide relevant training for staff.

The California Department of Social Services (DSS) and the California Department of Health Care Services (DHCS) issue several mandates throughout the year to county welfare departments. Often these mandates require training in order to fully implement operational changes which contributes to HSA's 20 hour or more training requirement for staff. Staff in Economic Self Sufficiency, Employment Services, and Staff Development are required to either deliver the training or attend the training sessions. The training services provided by the University of California, Davis Extension (UC Davis) meet the requirements set forth by DSS and DHCS.

**DISCUSSION:**

UC Davis closely tracks federal and state regulations and tailors training sessions to meet requirements set forth by DSS and DHCS in addition to other federal and state mandates. HSA has researched other educational institutions and has been unable to find another provider that is highly knowledgeable of federal/state regulations and their impact on social services operations. This is especially true for the Economic Self Sufficiency and Employment Services branches. For these reasons, HSA is asking your Board to waive the Request for Proposals process. HSA is collaborating with UC Davis to provide training courses that will strengthen the quality of our services and ensure

regulatory compliance.

UC Davis will provide training for three branches: Staff Development (trainers, program policy analysts, and Quality Assurance staff), Employment Services and Economic Self Sufficiency. Each branch has developed a training plan unique to its staff for the upcoming year. Additionally, these mandated trainings through UC Davis contribute to the fulfillment of HSA's annual 20 hour education requirement of all staff.

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 reviewed and approved by County Counsel as to form.

Approval of this agreement contributes to the Shared Vision 2025 outcome of a Prosperous Community by ensuring HSA staff have the required knowledge, skills, and resources to deliver high quality services to the residents of San Mateo County. It is anticipated that 90% of staff in Employment Services, Economic Self Sufficiency and Staff Development served under this agreement will meet the 20 hour training requirement and receive training/instruction relevant to their job function. These performance targets reflect continuous improvement from the previous years.

**PERFORMANCE MEASURE:**

Measure	FY 2016-17 Actual	FY 2017-18 Projected
Percentage of staff in Economic Self Sufficiency meeting 20-hour training requirement	91%	93%
Percentage of staff in Staff Development meeting 20-hour training requirement	80%	85%

**FISCAL IMPACT:**

The amount of this Agreement is \$130,000 for the term of October 17, 2017 through June 30, 2018. Funding is estimated to be 82% State and Federal sources (\$106,641) and 18% Net County Cost (\$23,409). Appropriation for this agreement is included in FY 2017-18 Adopted Budget.