



County of San Mateo

Inter-Departmental Correspondence

Department: HUMAN SERVICES AGENCY

File #: 18-1148

Board Meeting Date: 12/11/2018

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors
From: Nicole Pollack, Director, Human Services Agency
Subject: Amendment to the Agreement with Exemplar Human Services, LLC

RECOMMENDATION:

Adopt a resolution authorizing an amendment to the agreement with Exemplar Human Services, LLC to expand analytic reporting subscription services and provide online training subscription services, increasing the total obligation amount by \$176,000 for a new total obligation amount not to exceed \$698,000, and maintaining the same term of July 1, 2017 through June 30, 2020.

BACKGROUND:

Exemplar Human Services, LLC (Exemplar) has extensive experience working with county government agencies and CalWIN and provides the benefits analysis software currently used by San Mateo County Human Services Agency (HSA).

On May 16, 2017, by resolution 075195, the Board of Supervisors waived the Request for Proposals process and entered into an agreement with Exemplar for the term of July 1, 2017 through June 30, 2020, in the amount of \$522,000, to provide HSA's Employment Services (ES) branch with an analytic subscription service and performance management reporting tool. This service provides HSA with a method of tracking the status of client cases and their level of engagement or participation in the CalWORKs program. Exemplar receives, extracts, and processes data from county welfare systems to generate key performance reports useful to HSA for managing client engagement, work participation activities, and daily caseload activities.

Recently the California Department of Social Service awarded San Mateo County CalFresh Employment and Training (CFET) with expansion bonus funding. CFET is a free training program provided to CalFresh recipients, who are not eligible for CalWORKS assistance, and helps participants gain skills, tools, and training to find living wage employment. HSA will expand San Mateo County's CFET program to include a long distance learning component that will provide recipients with the opportunity to increase their employability via online Education and Vocational skills training.

DISCUSSION:

This amendment increases the total obligation amount by \$176,000 and would expand Exemplar's services to 1) provide customized reports to the Economic Self-Sufficiency (ESS) branch to manage Medi-Cal, CalFresh, and CalWORKs eligibility cases; 2) provide customized reports to ES to track CFET client participation in distance learning; and 3) provide enrollment and access to the online/distance Educational and Vocational skills training (ULearn) program to a minimum of 87 CFET participants.

CFET curriculum will be identified by HSA and will be relevant to the local labor market. Exemplar is uniquely qualified to provide the online training services for CFET participants, because they can provide customized reporting services using data from the online training environment and CalWIN. The CFET distance learning reporting services will be delivered daily to HSA and is critical for the effectiveness of participant monitoring and engagement.

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

Approval of this amended agreement contributes to the Shared Vision 2025 outcome of a Prosperous Community by promoting self-sufficiency. The reports generated by the case management tool will highlight opportunities for increasing client engagement and benefits enrollment. It is anticipated that in fiscal year 2018-19, 65% of mandatory Welfare to Work (WTW) individuals will participate in approved activities and that 37% will meet Federal work participation rate requirements. These percentages are projected to increase to 67% and 39% respectively for FY 2019-20. For FY 2018-19, a minimum of 85% of CFET clients will be contacted by Exemplar within 24 hours of being referred to schedule their training orientation. This measure is projected to increase to 90% for FY 2019-20. In addition, 80% of CalFresh, Medi-Cal, and CalWORKs applications will be processed timely. This measure is projected to increase to 85% for FY 2019-20.

PERFORMANCE MEASURES:

Measure	FY 2017-18 Actuals	FY 2018-19 Anticipated	FY 2019-20 Projected
Percentage of mandatory WTW individuals participating in approved activities.	63%	65%	67%
Percentage of WTW individuals that meet Federal work Participation Rate requirements.	35%	37%	39%
Percentage of CFET participants contacted by Exemplar within 24 hours of being referred to schedule their training orientation.	N/A*	85%	90%
Percentage of CalFresh, Medi-Cal and CalWORKs applications will be processed timely (based on State/Federal processing timeline regulations).	N/A*	80%	85%

*These are new measures that will be tracked beginning December of FY 2018-19.

FISCAL IMPACT:

This amendment increases funding by \$176,000 for a new total obligation amount not to exceed \$698,000. Of the amended amount, \$112,500 will support the expansion of services in ES and \$63,500 will support ESS services. Of the \$112,500 increase, \$75,000 is funded by the State Employment and Training Expansion Bonus funds, and \$37,500 will be federally funded. Of the \$63,500, \$52,070 will be state and federally funded, and \$11,430 will be funded by Net County Cost. Appropriation for this agreement was included in the FY 2017-18 and FY 2018-19 Adopted Budgets and will be included in the FY 2019-20 Recommended Budget.