



# County of San Mateo

## Inter-Departmental Correspondence

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**Department:** HUMAN SERVICES AGENCY

**File #:** 19-100

Board Meeting Date: 1/29/2019

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**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 Samaritan House for Core Agency Services

**RECOMMENDATION:**

Adopt a resolution authorizing an amendment to the agreement with Samaritan House to provide core agency services, increasing the total obligation amount to \$368,224, with the term remaining June 19, 2018 through June 30, 2019.

**BACKGROUND:**

The Core Service Agency Network was established by the Board of Supervisors to provide critical safety-net services to low-income residents in San Mateo County. The Core Service Agencies provide, or refer, residents to emergency food, shelter, clothing, utility assistance, transportation assistance, and homeless prevention services. In addition, these agencies are entry points for the Coordinated Entry System for homeless services. Demand for safety-net services continues to rise, particularly from residents who are facing additional challenges due to increasing housing costs. Each region of San Mateo County is served by one of the eight Core Service Agencies.

Due to unforeseen circumstances, the Human Services Agency (HSA) recently ended its agreement with the Core Service Agency provider that served the East Palo Alto and Menlo Park areas (southern region) of San Mateo County. In order to ensure the continuation of critical safety-net services, HSA had to quickly identify a provider that could immediately take over the provision of core services in the southern region. Samaritan House agreed to expand its current central region core services to include the southern region. On June 19, 2018 HSA entered into an agreement with Samaritan House for the initial start-up amount of \$100,000, for the term of June 19, 2018 through June 30, 2019.

**DISCUSSION:**

This amendment increases the amount by \$268,224 to cover the full cost to operate the interim core agency. In addition, this amendment allows Samaritan House to continue to provide uninterrupted safety-net services to the southern region through the end of June, while HSA evaluates services and conducts a Request for Proposals to identify a new provider beginning July 1, 2019.

HSA is requesting that the Board waive the RFP for the temporary award of core services for the southern region to Samaritan due to the emergency need to continue providing safety net services without interruption.

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

County Counsel has reviewed and approved the amendment and resolution as to form.

This agreement contributes to the Shared Vision 2025 outcome of a Prosperous Community by providing uninterrupted safety-net services to vulnerable residents of San Mateo County, improving their quality of life, and assisting them in achieving self-sufficiency. It is anticipated for FY 2018-19 that 99% of all individuals who request food assistance will receive food, food program enrollment, or referral for food. It is also anticipated that 80% of clients/customers responding to a customer satisfaction survey will rate services received as good or better.

**PERFORMANCE MEASURE:**

Measure	FY 2018-19 Target
Percentage of individuals requesting food assistance who receive food, food program enrollment, or referral for food.	99%
Percentage of client/customer satisfaction surveys will rate services as good or better.	80%

**FISCAL IMPACT:**

This amendment increases the total obligation amount by \$268,224 for an amount not to exceed \$368,224. Of the total agreement amount, \$208,996 is funded through HSA's fund balance, and \$159,228 is funded by Net County Cost. Budgetary appropriation for this agreement is included in the FY 2018-19 Adopted Budget.