



County of San Mateo

Inter-Departmental Correspondence

Department: HUMAN SERVICES AGENCY

File #: 19-463

Board Meeting Date: 6/4/2019

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors
From: Nicole Pollack, Director, Human Services Agency
Subject: Amendments and agreement with Core Service Agencies to provide safety net services

RECOMMENDATION:

Adopt a resolution authorizing:

- A) Amendments to the agreements with seven Core Service Agencies for safety net services, extending the term to June 30, 2021, and increasing the total obligation for each contract to the following amounts (1) YMCA of San Francisco, \$801,099; (2) City of Daly City - Daly City Community Service Center, \$780,432; (3) City of Redwood City - Fair Oaks Community Center, \$1,059,001; (4) Samaritan House, \$1,657,285; (5) Coastside Hope, \$861,544; (6) Pacifica Resource Center, \$667,878; and (7) Puente de la Costa Sur, \$421,820; and
- B) An agreement with the Samaritan House to provide safety net services in East Palo Alto and Menlo Park in the amount of \$474,786 for the term of July 1, 2019 through June 30, 2021; and
- C) The Director of Human Services Agency or designee to execute said amendments with the following three Core Service Agencies: (1) YMCA of San Francisco; (2) City of Daly City - Daly City Community Service Center; and (3) City of Redwood City - Fair Oaks Community Service Center.

BACKGROUND:

The Core Service Agency Network was established by the Board of Supervisors to provide critical safety net services to vulnerable, low-income San Mateo County residents that include: emergency food, shelter, clothing, transportation, and assistance with utilities and housing. Demand for safety net services continues, particularly from residents who are facing significant challenges due to extremely high housing costs.

The eight current Core Service Agency agreements expire on June 30, 2019.

DISCUSSION:

The Human Services Agency (HSA) is requesting approval of these amendments and an agreement to continue the Core Service Agency safety net services through June 30, 2021, as there is an ongoing demand for services related to food, homeless prevention, utility assistance, and referrals for homeless services.

Due to a need to identify a new service provider for the County's southern region, comprised of East Palo Alto and Menlo Park, a one-year interim agreement with Samaritan House was put into place in June 2018. HSA conducted a Request for Proposals for a Core Service Agency to serve East Palo Alto and Menlo Park and based on that RFP process, Samaritan House was selected to provide these services. A new agreement has been developed for services in this region for the term of July 1, 2019 through June 30, 2021.

HSA is requesting that the Board of Supervisors authorize the HSA Director or designee to execute agreements with YMCA of San Francisco, City of Daly City - Daly City Community Service Center, and City of Redwood City - Fair Oaks Community Center, as these three agencies have a lengthy process to execute agreements. The current agreements will expire before HSA can bring them before the Board for execution.

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

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

These agreements contribute to the Shared Vision 2025 outcome of a Prosperous Community by providing 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 that 99% of all individuals who request food assistance through Core Service Agencies will receive food assistance and that 80% clients responding to customer satisfaction surveys will rate services received as good or better.

PERFORMANCE MEASURES:

Measure	FY 2019-20 Projected	FY 2020-21 Projected
Percent of individuals requesting food assistance who receive food, food program enrollment, or referral for food.	100%	100%
Percentage of customer/client satisfaction surveys rating services as good or better.	80%	80%

FISCAL IMPACT:

The term of these Core Service Agency agreements is from July 1, 2019 through June 30, 2021. These agreements are funded using General Fund Net County Cost. Budgetary appropriation for these agreements is included in the FY 2018-19 Adopted Budget and will be included in the FY 2019-20 Recommended Budget.