



County of San Mateo

Inter-Departmental Correspondence

Department: HUMAN SERVICES AGENCY

File #: 20-232

Board Meeting Date: 4/21/2020

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors

From: Ken Cole, Director, Human Services Agency

Subject: Amendment to the Agreement with Howroyd-Wright Employment Agency, Inc., dba AppleOne Employment Services

RECOMMENDATION:

Adopt a resolution authorizing an amendment to the agreement with Howroyd-Wright Employment Agency, Inc., dba AppleOne Employment Services (AppleOne), to add funding in the amount of \$185,000 for a new total obligation not to exceed \$1,035,000 for the same term of December 15, 2015 to December 14, 2020.

BACKGROUND:

After obtaining your Board's approval on December 15, 2015, by Resolution No. 074277, the County entered into an agreement with AppleOne to provide staffing solutions for the Human Services Agency (HSA) on an as needed basis for an amount of \$300,000 for a term of December 15, 2015 through December 14, 2018. On October 18, 2016, after obtaining your Board's approval, by Resolution No. 074846, the agreement was amended to add \$300,000 in funding to provide the Business Systems Group (BSG) with specialized contingency staffing for a new total obligation amount of \$600,000. On December 4, 2018, after obtaining your Board's approval by Resolution No. 076308, the agreement was amended again to extend the term by two years and increase the funding by \$250,000 for a new total obligation amount of \$850,000.

AppleOne provides contingency staffing to HSA for specialized services to meet critical operational needs. All requests for contingency staffing are evaluated by HSA's Human Resources Manager to ensure that all County hiring practices are met.

DISCUSSION:

HSA requests to amend the agreement further to increase the amount of the agreement by \$185,000 for a new total obligation amount not to exceed \$1,035,000 for the same term of December 15, 2015 to December 14, 2020 to fund temporary finance and accounting staff on an as needed basis through the end of the term.

HSA periodically has a shortage of financial and administrative support staff that occurs when employees are out of the office on family or medical leaves, or vacations; or when staff transfers out of the Agency or leaves employment. Critical positions left unfilled until the recruitment and hiring process is completed cause a delay or backlog in payment processing and other tasks critical to daily operations of the Agency. AppleOne has been able to provide temporary staffing solutions, for a wide variety of positions, within a short turnaround time and have a division that specializes in financial and accounting positions for these short-term staffing needs.

From 2016 through 2018, the HSA Business Systems Group (BSG) utilized specialized contingency staffing through AppleOne for database conversions, application development projects, and development of specialized financial system projects. Without this additional staff, BSG would not have been able to complete these projects on time which would have adversely impacted HSA's general operations.

HSA uses AppleOne to provide additional temporary contingency staff for these key financial projects and functions because the recruitment process for agile or extra-help staff would cause delays and extreme backlogs in key financial sections of the organization.

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

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

PERFORMANCE MEASURE:

| Measure | FY 2018-19 Actuals | FY 2019-20 Anticipated | FY 2020-21 Target |
|--|-----------------------|---------------------------|----------------------|
| Percentage of staffing requests responded to within 30 minutes. | 95% | 97% | 97% |
| Percentage of staffing performance surveys rated good or better. | 90% | 97% | 97% |

FISCAL IMPACT:

The amendment adds \$185,000 for a new total obligation amount not to exceed \$1,035,000. Expenses incurred under this agreement will be Cost Applied out to HSA with funding estimated to be 70% state and federal and 30% Net County Cost. Budgetary appropriation for this agreement is included in FY 2019-20 Adopted Budget and will be included in the FY 2020-21 Preliminary Recommended Budget.