



# County of San Mateo

## Inter-Departmental Correspondence

---

**Department:** HUMAN SERVICES AGENCY

**File #:** 21-543

Board Meeting Date: 6/29/2021

---

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

**To:** Honorable Board of Supervisors  
**From:** Ken Cole, Director, Human Services Agency  
**Subject:** Agreements with the Core Service Agencies

**RECOMMENDATION:**

Adopt a resolution waiving the Request for Proposals process and authorizing the Director of the Human Services Agency, or designee, to execute agreements with the Core Service Agencies to provide safety net services for the term of July 1, 2021 through June 30, 2022, for the following total obligation amounts of: (1) Coastside Hope, \$203,496; (2) Pacifica Resource Center, \$203,641; (3) Puente de la Costa Sur, \$121,165; (4) Samaritan House, \$695,719; (5) Samaritan House South, \$257,393; (6) Young Men's Christian Association of San Francisco (YMCA), \$313,502; (7) City of Daly City - Community Service Center, \$349,695; (8) City of Redwood City - Fair Oaks Community Center, \$330,793.

**BACKGROUND:**

The Human Services Agency ("HSA") contracts with community-based organizations to operate the eight Core Service Agencies (collectively, the "Cores") located throughout the county to ensure residents throughout the County have access to safety net services. Safety net services provided by the Cores include emergency food and referrals to food, emergency rental assistance, financial assistance for utilities, and transportation assistance. The Cores also serve as the entry point for the homeless Coordinated Entry System ("CES"), which assesses, prioritizes and connects residents to homeless services.

As a result of the COVID-19 pandemic, the Cores have been providing additional vital services to an influx of residents in need of assistance. The Cores have been operating additional emergency programs including but not limited to providing emergency rental assistance to households impacted by COVID-19, working with tenants and landlords during the eviction moratorium, and providing emergency assistance of food to households in isolation.

**DISCUSSION:**

The current agreements between the County and the Cores have reached a 5-year maximum term limit and are set to expire on June 30, 2021. This one-year agreement would allow the Cores to continue to provide safety net and transportation services without a gap in service to residents in San

Mateo County. The total amount allocated for Core Program (safety net) Services is \$2,343,904, and the total amount allocated for Lifeline Transportation Services is \$131,500, for a total of \$2,475,404.

The Cores will continue to provide safety net services to vulnerable community members such as emergency rental assistance, food assistance and referrals to homeless services through the CES to help households meet their basic needs. Transportation services include the provision of SamTrans bus tickets, and Clipper Cards for eligible low-income San Mateo County residents who are participating in self-sufficiency activities and/or participating in family stability activities.

It is in the best interest of the County to waive the RFP process because conducting an RFP during Fiscal Year 2020-21 would have been disruptive to the additional intensive services that the Core Service Agencies implemented in response to the COVID-19 pandemic and have continued throughout the pandemic to provide critical support to vulnerable community members, including rent assistance services. HSA needs time to conduct an RFP which is anticipated to be completed in FY 2021-22. For these reasons, HSA is recommending the Board waive the RFP process.

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

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

In Fiscal Year 2019-20, the Cores served 17,441 households, comprised of 43,352 individuals in Fiscal Year 2019-20. For FY 2021-22 this agreement expects to provide Core Program Services to 17,441 households and 100% of individuals who request food, will receive food either directly or through a referral to, or enrollment in, a food program.

**PERFORMANCE MEASURE:**

Measures	FY 2021-22 Target
Number of households that will receive Core Program Services.	17,441
Percent of individuals who request food request food, will receive food either directly or through a referral to, or enrollment in, a food program.	100%

**FISCAL IMPACT:**

The term of the eight (8) Agreements is July 1, 2021, through June 30, 2022. The total obligation amount for all agreements combined is \$2,475,404.

The total amount allocated for Core Program (safety-net) Services is \$2,343,904 and is 100% funded by Net County Cost. Budgetary appropriation for this agreement is included in the FY 2021-22 Recommended Budget.

The total amount allocated for Lifeline Transportation Services is \$131,500 and funded through a Memorandum of Understanding between SamTrans and the County of San Mateo funded by a grant awarded to SamTrans by the Metropolitan Transportation Commission. Grant funding provides cost recovery at 80%, or \$105,200, with the balance of \$26,300 funded by Net County Cost. Budgetary appropriation for this agreement is included in the FY 2021-22 Recommended Budget.