



# County of San Mateo

## Inter-Departmental Correspondence

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**Department:** HUMAN SERVICES AGENCY

**File #:** 21-610

Board Meeting Date: 7/20/2021

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

**To:** Honorable Board of Supervisors  
**From:** Ken Cole, Director, Human Services Agency  
**Subject:** Agreement with Exemplar Human Services, LLC for Analytic Subscription Services

**RECOMMENDATION:**

Adopt a resolution authorizing an agreement with Exemplar Human Services, LLC for analytic reporting subscription services and performance management services for a total amount not to exceed \$648,000 for the term of July 1, 2021 through June 30, 2023.

**BACKGROUND:**

On February 5, 2021, the San Mateo County Human Services Agency (HSA) released a Request for Proposals (RFP) for performance management and analytic services for its Employment Services and Economic Self-Sufficiency branches in order to assist in managing workflow and ensure timely outcomes as mandated by state, federal and local requirements.

Exemplar Human Services, LLC (Exemplar) was selected as the vendor through this RFP process. Exemplar provides a deep understanding of services being requested and has knowledge of county data structures. They understand the CalWIN and CalSAWS data infrastructure, which will allow the ability to provide continuity of analytic services as our County prepares to integrate with CalSAWS.

**DISCUSSION:**

Exemplar currently 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. This agreement will allow for continuity of these analytic services through June 30, 2023. They will provide the ability to request modifications and customize reports, if needed.

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

**PERFORMANCE MEASURE:**

Measure	FY 2021-2022 Projected
Percentage of mandated participants with an active WTW Plan	85%
Percentage of public assistance applications processed within state standards for timeliness	85%

**FISCAL IMPACT:**

Of the total obligation amount of \$648,000, \$530,128 is estimated to be funded 100% by federal CalWORKs Employment Services Single Allocation, and \$117,872 is estimated to be funded with state and federal cost recovery of 82% with the balance of 18% in Net County Counts. Budgetary appropriation for this Agreement is included in the FY 2021-22 and FY 2022-23 Recommended Budgets.