



# County of San Mateo

## Inter-Departmental Correspondence

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**Department:** HUMAN SERVICES AGENCY

**File #:** 21-826

Board Meeting Date: 10/19/2021

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

**To:** Honorable Board of Supervisors

**From:** Ken Cole, Director, Human Services Agency

**Subject:** Amendment to the Agreement with Document Fulfillment Services, Inc.

**RECOMMENDATION:**

Adopt a resolution authorizing an amendment to the agreement with Document Fulfillment Services, Inc., to extend the term by 24 months for a new term of September 1, 2020 through June 30, 2024 and increase the total obligation amount by \$450,000 for a new total obligation amount not to exceed \$1,350,000.

**BACKGROUND:**

San Mateo County is one of 18 counties that make up the Welfare Client Data System (WCDS) Consortium, which shares an automated eligibility system called CalWIN. CalWIN is an integrated on-line, real-time, automated system, with 26 subsystems, that supports eligibility and benefits determination, case management for public assistance, client correspondence and reports.

The client correspondence subsystem of CalWIN produces Notices of Action (NOAs), and other correspondence, in English and twelve other languages necessary for benefit calculations and issuance, employment services, childcare and reporting for CalWORKs, Medi-Cal, CalFresh, Foster Care, and Cash Assistance Program for Immigrants. After obtaining Board approval on September 15, 2020, by Resolution No. 077717, the County entered into an agreement with Document Fulfillment Services, Inc (DFS) for the term of September 1, 2020 to June 30, 2022 and a total obligation amount not to exceed \$900,000 to provide CalWIN client correspondence and distribution services.

In order for the State to continue receiving Federal Financial Participation (federal sponsorship) for the State Automated Welfare System (SAWS), the Centers for Medicare and Medicaid Services (CMS) and the Food and Nutrition Service (FNS) are requiring California to implement a single statewide system called CalSAWS by the end of 2023. All CalWIN data and users will be converted and migrated to CalSAWS in six waves over a 13-month timeframe from October 2022 to October 2023. San Mateo County is part of wave four and anticipates migration to be completed by July 2023.

**DISCUSSION:**

This amendment will allow DFS to continue to provide services relating to the generation, handling, printing, and sending of client correspondence from CalWIN until the County migrates to CalSAWS. DFS will continue to provide all materials, equipment, and labor to process and mail client correspondence on a cost-effective and timely basis. HSA is requesting the amendment term extend beyond the anticipated July 2023 migration date to cover any unanticipated delays during migration and to allow DFS to continue distributing client correspondence until CalSAWS is fully operational.

Effective July 1, 2022, the following rates will increase.

Line item	Original rate	Rate effective 7/1/2022
Price per image for PCL5 file	0.03195	0.0337
Price per image for PDF files	0.03195	0.0337
In line variable full color printing per image	0.03960	0.0412

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.

It is anticipated for the term of this agreement, 95% of correspondence electronically transmitted will be printed, folded, sorted and delivered to the United States Postal Services in time for next day delivery to client addresses.

**PERFORMANCE MEASURE:**

Measure	FY 2021-22 Projected	FY 2022-23 Anticipated	FY 2023-24 Anticipated
Percentage of correspondence electronically transmitted data that is printed, folded, sorted, and delivered to United States Postal Services in time for next day delivery to client addresses.	95%	95%	95%

**FISCAL IMPACT:**

This amendment increases the term by 24 months for a new term of September 1, 2020 through June 30, 2024. This is to help ensure a seamless transition to the new correspondence vendor. The amendment adds \$450,000 in funding for a new total obligation amount not to exceed \$1,350,000. The amendment is fully funded through the CalWIN allocation. All postage and mailing expenses are funded 82% by State and Federal Welfare Administration Sources, and 18% Net County Costs. Appropriations were included in the FY 2021-22 Adopted Budget and will be included in future Recommended Budgets.