



# County of San Mateo

## Inter-Departmental Correspondence

**Department:** HUMAN SERVICES AGENCY

**File #:** 21-973

Board Meeting Date: 12/7/2021

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

**To:** Honorable Board of Supervisors  
**From:** Ken Cole, Director, Human Services Agency  
**Subject:** Agreement with 22<sup>nd</sup> Century Technologies

### **RECOMMENDATION:**

Adopt a resolution authorizing the execution of an agreement with 22nd Century Technologies, Inc. to provide contingency staffing on an as needed basis for the term of December 1, 2021 to November 30, 2024 for a total obligation amount not to exceed \$750,000.

### **BACKGROUND:**

On July 26, 2021, the Human Services Agency (HSA) conducted a Request for Proposals to identify a provider of contingency staffing services on an as needed basis and selected 22nd Century Technologies, Inc., because of its organizational capacity experience, its proposed method, approach, and the cost to provide this service.

HSA may need to utilize contingency staffing when employees are out of the office on medical or maternity leaves, on vacations, or when staff transfer out of the Agency or leave employment. Critical positions left unfilled until the hiring process is completed can cause a delay or backlog in payment processing and other tasks that are critical to daily operations.

### **DISCUSSION:**

HSA requests to enter into an agreement with 22nd Century Technologies, Inc., to provide temporary staffing solutions on an as needed basis to fill financial and administrative positions critical to HSA operations. HSA has analyzed the effectiveness of going through the hiring process vs. contingency staffing services for short-term staffing needs during temporary leaves and for coverage of vacancies for critical positions until the hiring process is completed. With most of these short-term leaves and vacancies, it has been more time-efficient and cost-effective to use contingency staffing services. Most of the positions requested are within the Financial Services Unit.

All requests for contingency staffing are evaluated by HSA's Human Resources Manager to ensure that all County hiring practices are met.

County Counsel has reviewed and approved the resolution and the agreement 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).

It is anticipated that for the term of this agreement that 95% of Customer Satisfaction Surveys will be rated at the highest value (Very Satisfied) based on the Contractor Evaluation Questionnaire and that 100% of all Customer Service, Billing, Human Resources issues resolved within 3-days of notification receipt.

**PERFORMANCE MEASURE:**

| Measure   | FY 2021-22<br>Anticipated | FY 2022-23<br>Projected | FY 2023-24<br>Projected |
|---|---------------------------|-------------------------|-------------------------|
| Percent of Customer Satisfaction Surveys rated at the highest value (Very Satisfied) based on the Contractor Evaluation Questionnaire | 95%                       | 95%                     | 95%                     |
| Percent of Customer Service, Billing, Human Resources issues resolved within 3-days of notification receipt                           | 100%                      | 100%                    | 100%                    |

**FISCAL IMPACT:**

This agreement is for the term of December 1, 2021 to November 30, 2024 for a total obligation amount not to exceed \$750,000. 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 the FY 2020-21 Adopted Budget and will be included in future budgets.