



23-1840

**DATE:** February 6, 2024 (Item No. {{item.number}})

**TO:** Board of Supervisors

**FROM:** Daniel Little

**SUBJECT:** Exemplar Human Services, LLC - Reporting Tools & Services

### **RECOMMENDED ACTION**

Approve Agreement with Exemplar Human Services, LLC, relating to providing reporting tools and services in an amount not to exceed \$595,000 for period February 6, 2024 through June 30, 2025, that has been reviewed and approved by County Counsel as to form and legality. A sole source exception to competitive procurement has been approved by the Office of Countywide Contracting Management pursuant to Board of Supervisors Policy 5.6.5.1(D)(2)(a). (LA-1)

### **FISCAL IMPLICATIONS**

There is no negative impact to the County General Fund as a result of the Recommended Action.

The cost of \$595,000 for the Agreement with Exemplar Human Services LLC, for the period of February 6, 2024, through June 30, 2025, is included in the Agency's Fiscal Year 2023-2024 Adopted Budget. No additional appropriation is needed.

### **REASONS FOR RECOMMENDATION AND BACKGROUND**

The mission of the Social Services Agency is to provide resources and opportunities in a culturally responsive manner to enhance the quality of life in our community by protecting, educating, and empowering individuals and families. In alignment with this mission, services related to Reporting Tools and Services by Exemplar Human Services, LLC will provide staff in the Department of Employment and Benefit Services (DEBS) with a portfolio of reporting tools to assist staff in meeting CalSAWS service and performance outcomes.

Reason(s) for approval:

In accordance with the Board's Chapter 5 Policy, section 5.3.5.1, the Board is the only body that has authority to enter into contracts and issue solicitations on behalf of the County, unless contracting authority has been specifically delegated to someone other than the Board pursuant to state law, County Ordinance Code, resolution, or express action of the Board.

The California Statewide Automated Welfare System (CalSAWS) is the automated welfare business process in California that was to be implemented by all 58 counties in 2023. The

implementation of CalSAWS will merge California's most recent three county-level consortia welfare systems and will support six core programs: California Work Opportunity and Responsibility to Kids (CalWORKs), Supplemental Nutritional Assistance Program (SNAP) known as CalFresh in California, Medi-Cal, Foster Care, Refugee Assistance, and County Medical Services. It encompasses the following functions: eligibility determination, benefit computation, benefit delivery, case management and information management.

With the transition to CalSAWS, DEBS requires productivity reports to assist staff and management in maximizing daily operations and processing of tasks. Exemplar creates reports customized for each individual staff member assisting in managing and maintaining productivity to meet state mandates.

### **CHILD IMPACT**

The recommended action will have no/neutral impact on children and youth.

### **SENIOR IMPACT**

The recommended action will have no/neutral impact on seniors.

### **SUSTAINABILITY IMPLICATIONS**

The recommended action will have no/neutral sustainability implications.

### **CONSEQUENCES OF NEGATIVE ACTION**

The contract with Exemplar Human Services, LLC for Reporting Tools and Services will not be executed, which would result in DEBS not being able to obtain reports needed to maximize CalSAWS daily operations.

### **STEPS FOLLOWING APPROVAL**

Upon approval, the Clerk of the Board is requested to notify Jorge Montes, Alana Rainville, Chad Keele, and Jennifer Nhem from the SSA.

### **ATTACHMENTS:**

- FY24 Orig Exemplar Contract Packet
- SOL-SSA-2023-1017-ExemplarHumanServicesLLC