

**COUNTY OF SAN LUIS OBISPO BOARD OF SUPERVISORS
AGENDA ITEM TRANSMITTAL**

(1) DEPARTMENT Social Services	(2) MEETING DATE 7/9/2013	(3) CONTACT/PHONE Trish Avery Caldwell (805) 781-1831	
(4) SUBJECT Request to approve the renewal service contract (Clerk's File) for mandatory California Work Opportunity and Responsibility to Kids (CalWORKs) Information Network (CalWIN) Client Correspondence Printing and Mailing services with Document Fulfillment Services (DFS) for Fiscal Years 2013-2014 and 2014-2015 in the total amount of \$274,000.			
(5) RECOMMENDED ACTION It is recommended that your Board approve, and direct the Chairperson to sign, a renewal contract with Document Fulfillment Services (DFS) for mandatory CalWIN Client Correspondence Printing and Mailing services for Fiscal Years 2013-2014 and 2014-2015 in the total amount of \$274,000.			
(6) FUNDING SOURCE(S) Fed (30%) State (65%) Co (5%)	(7) CURRENT YEAR FINANCIAL IMPACT FY 13-14 \$137,000 FY 14-15 \$137,000	(8) ANNUAL FINANCIAL IMPACT FY 13-14 \$137,000 FY 14-15 \$137,000	(9) BUDGETED? Yes
(10) AGENDA PLACEMENT <input checked="" type="checkbox"/> Consent <input type="checkbox"/> Presentation <input type="checkbox"/> Hearing (Time Est. ___) <input type="checkbox"/> Board Business (Time Est. ___)			
(11) EXECUTED DOCUMENTS <input type="checkbox"/> Resolutions <input checked="" type="checkbox"/> Contracts <input type="checkbox"/> Ordinances <input type="checkbox"/> N/A			
(12) OUTLINE AGREEMENT REQUISITION NUMBER (OAR) 19001266		(13) BUDGET ADJUSTMENT REQUIRED? BAR ID Number: <input type="checkbox"/> 4/5th's Vote Required <input checked="" type="checkbox"/> N/A	
(14) LOCATION MAP N/A	(15) BUSINESS IMPACT STATEMENT? No	(16) AGENDA ITEM HISTORY <input type="checkbox"/> N/A <u>Date: Board Approved 06-21-11</u>	
(17) ADMINISTRATIVE OFFICE REVIEW Emily Jackson			
(18) SUPERVISOR DISTRICT(S) All Districts -			

County of San Luis Obispo



TO: Board of Supervisors

FROM: Social Services/Trish Avery Caldwell
(805) 781-1831

DATE: 7/9/2013

SUBJECT: Request to approve the renewal service contract (Clerk's File) for mandatory California Work Opportunity and Responsibility to Kids (CalWORKs) Information Network (CalWIN) Client Correspondence Printing and Mailing services with Document Fulfillment Services (DFS) for Fiscal Years 2013-2014 and 2014-2015 in the total amount of \$274,000.

RECOMMENDATION

It is recommended that your Board approve, and direct the Chairperson to sign, a renewal contract with Document Fulfillment Services (DFS) for mandatory CalWIN Client Correspondence Printing and Mailing services for Fiscal Years 2013-2014 and 2014-2015 in the total amount of \$274,000.

DISCUSSION

The San Luis Obispo County Department of Social Services (DSS) implemented CalWIN, a primary business application for determining public assistance eligibility, in May 2006. CalWIN computes, issues and tracks benefits for CalWORKs, Medi-Cal, CalFresh, Cash Assistance Program for Immigrants (CAPI), General Assistance and Foster Care. The new system replaced the legacy Welfare Case Data System (WCDS) developed in 1968.

The program requirements for written, timely notice to participants regarding their eligibility to social services make printing a critical component of the case management process in CalWIN. Prior to CalWIN, eligibility staff ordered and extracted participant correspondence in WCDS through a local host computer. The correspondence were printed by the County Information Technology (IT) Department and returned to DSS to be manually folded, inserted, sorted and mailed. The Client Correspondence subsystem of CalWIN captures and links participant data to produce correspondence mandated to inform a participant regarding any action taken on his/her assistance case.

The CalWIN system allows the eligibility staff to spend more time conducting one-on-one, face-to-face interviews with families and to enter personal and financial data directly into the CalWIN system to determine eligibility for public assistance programs. The participant data is extracted from the Hewlett Packard Enterprise Services (HPES) [formerly Electronic Data Systems (EDS)] host computer in Folsom, CA and can be electronically accessed to produce accurate participant correspondence. The printing process includes customization of standard correspondence when necessary, high-resolution printing, as well as automation of the printing, mailing and tracking processes. To ensure services are cost effective and meet regulatory requirements in the CalWIN environment, the WCDS Consortium developed a standardized printing solution that maintains data integrity, and avoids duplication of effort.

DFS is located in Northern California and has been operating as an outsourcing printing and mailing service since 2002. Services include laser printing, inserting, tracking and mail distribution. In 2004 DFS was selected through the Request for Proposal (RFP) process and has provided printing and mailing services to the County since 2005. In June 2009 a new RFP process was conducted on behalf of the eighteen (18) consortium counties with Sacramento acting as the lead. Based on the new RFP DFS was again selected to provide CalWIN client

correspondence printing and mailing services. The majority of the eighteen (18) consortium California counties including San Luis Obispo are contracting with DFS for CalWIN printing and mailing services. Services and materials provided by DFS include paper, envelopes, printing, folding, inserting, presorting, and mailing within twenty-four (24) hours of receiving the client information outlining what to print and mail.

Approval of this renewal contract will ensure the necessary resources are available for staff to provide professional and timely notice of benefits to community members who are applying for assistance. These services support the Department and County goal of providing a healthy community that strives to ensure all people in our community enjoy healthy, successful and productive lives, and have access to the basic necessities.

OTHER AGENCY INVOLVEMENT/IMPACT

The contract was developed in partnership with DFS and County Counsel has reviewed and approved the contract as to legal form and effect.

FINANCIAL CONSIDERATIONS

The total cost of the contract is \$274,000. The contract has increased over FYS 2011-2012 and 2012-2013 by a total amount of \$7,200 (\$3,600 per year) due to an increase in postage costs. The annual cost for each fiscal year is determined on a cost-per-unit basis and is \$137,000. The contract expenditure for FY 2013-2014 is included in the department's adopted budget and will be included again in FY 2014-2015, with no additional impact on the General Fund and includes no increases attributable to a Consumer Price Index (CPI) or Cost of Living Adjustment (COLA).

Agency	Actual FY 11-12	Actual FY 12-13	Budgeted FY 13-14	Budgeted FY 14-15	Notes	Sharing Ratios		
						Fed	St	Co
Document Fulfillment Services (DFS)	\$133,400	\$133,400	\$137,000	\$137,000	Client Correspondence Printing & Mailing	30%	65%	5%

RESULTS

FY 11-12

DFS mailed all requested participant correspondence documents within 24 hours of receiving the electronic request which resulted in an average of 15,500 documents mailed per month, or approximately 186,000 per year.

FY 12-13

DFS mailed all requested participant correspondence documents within 24 hours of receiving the electronic request which resulted in an estimated average of 15,000 documents mailed per month, or approximately 180,000 per year.

FY 13-14

DFS will mail all worker requested client correspondence documents within 24 hours of receiving the electronic request.

FY 14-15

DFS will mail all worker requested client correspondence documents within 24 hours of receiving the electronic request.

ATTACHMENTS

1. DFS Clerk's File Statement