

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

(1) DEPARTMENT Social Services	(2) MEETING DATE 6/16/2015	(3) CONTACT/PHONE Trish Avery Caldwell (805) 788-2601	
(4) SUBJECT Request to approve a FY 2015-16 through FY 2016-17 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) in the total amount of \$420,000. All Districts.			
(5) RECOMMENDED ACTION It is recommended that the 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 2015-16 through 2016-17 in the total amount of \$420,000.			
(6) FUNDING SOURCE(S) Federal (37%) State (57%) County (6%)	(7) CURRENT YEAR FINANCIAL IMPACT \$0	(8) ANNUAL FINANCIAL IMPACT \$420,000	(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) 19001518		(13) BUDGET ADJUSTMENT REQUIRED? BAR ID Number: <input type="checkbox"/> 4/5 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    Date: <u>July 9, 2013</u>	
(17) ADMINISTRATIVE OFFICE REVIEW Morgan Torell			
(18) SUPERVISOR DISTRICT(S) All Districts			

# County of San Luis Obispo



TO: Board of Supervisors

FROM: Social Services/Trish Avery Caldwell  
(805) 788-2601

DATE: 6/16/2015

SUBJECT: Request to approve a FY 2015-16 through FY 2016-17 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) in the total amount of \$420,000. All Districts.

## **RECOMMENDATION**

It is recommended that the 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 2015-16 through 2016-17 in the total amount of \$420,000.

## **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 for the Foster Care program. The CalWIN 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 Department (ITD) and returned to DSS to be manually sorted, folded, inserted, 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.

Document Fulfillment Services (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. San Luis Obispo County is one of the eighteen consortium counties. Based on the new RFP, DFS was selected to provide CalWIN client correspondence printing and mailing services for another five (5) year

term. 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 from HPES outlining what to print and mail.

While DFS has done an exceptional job at providing CalWIN client correspondence mailing services for contracting counties, the Federal and State regulations require an opportunity for all businesses to compete for government funded services through the RFP process. Currently Sacramento is acting as the lead in preparing a RFP that can be used by all contracting counties. It is anticipated that the RFP process will be lengthy as each of the counties will need to review the specifications and evaluation criteria before the RFP can be posted. Based on this, counties have extended contract services with DFS for a maximum period of two (2) years to ensure the RFP is open long enough for other potential bidders to submit a proposal. Once posted electronically there will most likely be an increased number of bidders which will require additional time to screen. This contract will ensure there is no interruption in services pending the outcome of the CalWIN Client Correspondence RFP process.

Approval of this renewal contract will secure the necessary resources 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**

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

**FINANCIAL CONSIDERATIONS**

On July 9, 2013, Board Item No. 28, the Board approved the original 2-year DFS contract in the amount of \$274,000. However, due to increased volume in CalWIN correspondence being mailed and an increase in postage cost, the contract was increased by \$48,000 in Fiscal Year (FY) 2014-15 using the County General Services Purchasing (GSP) approval process. Based on the \$48,000 increase, the total approved contract amount was \$322,000.

The total cost of the FYs 2015-16 and 2016-17 contract is \$420,000. The contract has increased over the prior approved amount by a total of \$98,000, due to the increase in printing and postage costs associated with DFS mailing packets for annual redeterminations which DFS did not handle in the past. The annual cost for each fiscal year is determined on a cost-per-unit basis and shall not exceed \$200,000 in FY 2015-16 and \$220,000 in FY 2016-17.

The contract expenditure for FY 2015-16 is included in the department’s adopted budget and will be included again in FY 2016-17, 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 13-14	Actual FY 14-15	Budgeted FY 15-16	Budgeted FY 16-17	Notes	Sharing Ratios		
						Federal	State	County
DFS	\$137,000	\$185,000	\$200,000	\$220,000	Client Correspondence Printing & Mailing	37%	57%	6%

**RESULTS**

**FY 13-14**

DFS mailed all requested participant correspondence documents within 24 hours of receiving the electronic request which resulted in an average of 14,500 documents mailed per month, or approximately 174,000 per year.

**FY 14-15**

DFS mailed all requested participant correspondence documents within 24 hours of receiving the electronic request which resulted in an *estimated* average of 19,300 documents mailed per month, or approximately 231,600 per year.

**FY 15-16**

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

**FY 16-17**

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

**ATTACHMENTS**

1. DFS Client Correspondence Clerk's File Statement