

**SUBMITTAL TO THE BOARD OF SUPERVISORS  
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**

955



**FROM:** DEPARTMENT OF PUBLIC SOCIAL SERVICES

**SUBMITTAL DATE:**  
December 6, 2012

**SUBJECT:** Agreement with Solutions West Inc. Consulting for Case Processing Services, without seeking competitive bids

**RECOMMENDED MOTION:** That the Board of Supervisors:

1. Approve and authorize the Director of the Department of Public Social Services (DPSS) to enter into agreement with Solutions West Inc. Consulting for the period of 01/2013 through 03/2013 for an amount not to exceed \$ 175,000.00, without seeking competitive bids.
2. Authorize the Assistant CEO/HR Director to administer the contract.

*Susan Loew*

Susan Loew, Director

<b>FINANCIAL DATA</b>	Current F.Y. Total Cost:	\$ 0	In Current Year Budget:	Yes
	Current F.Y. Net County Cost:	\$	Budget Adjustment:	No
	Annual Net County Cost:	\$	For Fiscal Year:	FY 12/13

<b>SOURCE OF FUNDS:</b>			<b>Positions To Be Deleted Per A-30</b>	<input type="checkbox"/>
Federal Funding:	0%	State Funding: 0%; County Funding: 0%; Realignment Funding: 0%; Other Funding: 0%	<b>Requires 4/5 Vote</b>	<input type="checkbox"/>

**C.E.O. RECOMMENDATION:** That DPSS coordinate with Human Resources to execute an agreement similar to others administered by Human Resources for temporary staff.

APPROVE

BY: *Debra Cournoyer*  
Debra Cournoyer

**County Executive Office Signature**

- Policy
- Consent
- Policy
- Consent

Dep't Recomm.:  
Per Exec. Ofc.:

**Prev. Agn. Ref.:** **District:** ALL **Agenda Number:**

ATTACHMENTS FILED  
WITH THE CLERK OF THE BOARD

3.46

Purchasing: *Mark Seiler*  
 Mark Seiler, Assistant Director  
 Departmental Concurrence

RE: Agreement with Solutions West Inc. Consulting for Case Processing Services, without seeking competitive bids

Date January 8, 2013

Page 2

**BACKGROUND (Continued):**

The C-IV system is one of three unique statewide mandated social services case management systems, and is currently utilized by 39 California counties. The C-IV System is a user-friendly, customer-based, on-line and fully integrated information system designed to determine eligibility and manage the data for the following social service programs:

- California Work Opportunity and Responsibility to Kids (CalWORKs)
- Food Stamps
- Medi-Cal
- Adoption Assistance Program (AAP)
- Cash Assistance Program for immigrants (CAPI)
- Child Care Program
- Emergency Assistance (EA)
- Employment Services (WtW, FSET)
- Kinship Guardianship Assistance Program (KinGAP)
- Refugee Assistance Program

Solutions West is a consulting agency that provides social service staff that are trained for the above programs, have current C-IV experience, and is a contractor for the State of California.

When C-IV was implemented in each of the counties, Solutions West was a contracted vendor that provided on-site training and implementation support.

DPSS is preparing to implement newly developed call center functionality that is integrated into C-IV. This will enable DPSS to streamline our current operations and improve the timeliness of service to customers. In addition, it will add new self-service features for our customers. These changes will go into effect in mid-January.

To ensure a smooth transition between systems and to minimize the impact to customers, DPSS is requesting approval to contract with Solutions West for temporary staff to assist with case processing.

Our original implementation plan did not anticipate having temporary staff assistance; however, since this project started, the State approved the CalWORKs redesign and the shift of Healthy Families to Medi-Cal which are to be implemented in January. In addition, our caseloads are still growing, especially in CalFresh. We are in the process of hiring additional staff, but they will be in training through February.

The temporary support from Solutions West will help ensure that we continue to process cases timely as staff adjusts to the new systems and the newly hired staff complete training. We are requesting sole source approval in light of the unique skills required and the immediate need for the services. In addition, there are no other known agencies who can supply this specific level of service.

**Price Reasonableness:**

The cost for Solutions West Inc. to process over 1,500 case renewals and restorations will be \$175,000, which is a standard rate in the specialized staffing industry. Solutions West Inc. will provide services for sixty (60) days and will provide six (6) full-time temporary staff.

The cost is standard for other Southern California counties.

**ATTACHMENT(S)**

Sole Source Justification

SL:cg

Date: December 18, 2012  
From: Susan Loew, Director of the Department of Public Social Services  
To: Board of Supervisors/Purchasing Agent  
Via: Purchasing Agent  
Subject: Request for a Sole Source Procurement for Case Management Services

The below information is provided in support of the Department of Public Social Services requesting approval for a sole source. Outside of a duly declared emergency, the time to develop a statement of work or specifications is not in itself justification for a sole source.

1. **Supply/Service being requested:** Case Management Services
2. **Supplier being requested:** SolutionsWest
3. **Alternative suppliers that can or might be able to provide supply/service:**  
There are no other suppliers that can provide these services. Solutions West Inc. is the only agency that has C-IV and social service program experience, and is a contractor for the State of California, Department of Social Services (CDSS).
4. **Extent of market search conducted:**  
The Department of Public Social Services has done a thorough internet search and cannot locate another agency who can provide this service. Additionally, Solutions West Inc. is the only agency contracted by CDSS to assist with the training, implementation and administration of the C-IV system.
5. **Unique features of the supply/service being requested from this supplier, which no alternative supplier can provide:**  
SolutionsWest can provide temporary staff with prior C-IV experience and training in the programs below to process case management services:
  - California Work Opportunity and Responsibility to Kids (CalWORKs)
  - Food Stamps
  - Medi-Cal
  - Adoption Assistance Program (AAP)
  - Cash Assistance Program for immigrants (CAPI)
  - Child Care Program
  - Emergency Assistance (EA)
  - Employment Services (WtW, FSET)
  - Kinship Guardianship Assistance Program (KinGAP)
  - Refugee Assistance Program

SolutionsWest provided C-IV support services to DPSS from October 1, 2004 – April 30, 2005. They were essential during the implementation of C-IV and continued to provide ongoing assistance during the transition to a statewide automated welfare system.
6. **Reasons why the Department of Public Social Services requires these unique features and what benefit will accrue to the county:**  
DPSS is preparing to implement a newly developed call center that is integrated into C-IV. This will enable DPSS to streamline current operations, improve the timeliness of services to customers and provide customers with a self-service feature. Since starting this project, CDSS approved a redesign of CalWORKs and shifting Healthy Families to Medi-Cal. Additionally, caseloads are increasing, especially in CalFresh. Although DPSS has hired additional staff to assist with the increasing caseloads, staff will not complete training until February. Solutions West Inc. can provide immediate

temporary staff with previous C-IV and social service eligibility experience to assist during this transition. DPSS may face financial sanctions from the California Department of Health Care Services if Medi-Cal eligible cases are not opened within the required time limitations. Solutions West Inc. will ensure that DPSS can manage Medi-Cal case requirements.

7. **Price Reasonableness:**

The cost for Solutions West to process over 1,500 case renewals and restorations will be \$175,000, which is a standard rate in the specialized staffing industry. Solutions West Inc. will provide services for sixty (60) days and will provide six (6) full-time temporary staff.

8. **Does moving forward on this product or service further obligate the county to future similar contractual arrangements?**

No.

9. **Period of Performance:**

01/2013 through 03/2013

*Susan Joew*

12/10/12

Department Head Signature

Date

Purchasing Department Comments:

Approve

Approve with Condition/s

Disapprove

Not to exceed: \$ 175,000

One time

Annual Amount through 3-31-13

*Mal R. Hill*

12-10-12

13-257

Purchasing Agent

Date

Approval Number  
(Reference on Purchasing Documents)