



BOARD OF SUPERVISORS
AGENDA LETTER

Agenda Number:

Clerk of the Board of Supervisors
105 E. Anapamu Street, Suite 407
Santa Barbara, CA 93101
(805) 568-2240

Department Name:
Department No.: 044
For Agenda Of: 1/23/2007
Placement: Administrative
Estimate Time:
Continued Item: NO
If Yes, date from:
Vote Required: Majority

TO: Board of Supervisors
FROM: Department Director(s) Kathy Gallagher x4451
Contact Info:

SUBJECT: **Amendment to Contract with Document Fulfillment Services for CalWIN Client Correspondence Printing and Mailing**

County Counsel Concurrence:

As to form: Yes No N/A

Auditor-Controller Concurrence:

As to form: Yes No N/A

Other Concurrence: Risk Management

As to form: Yes No N/A

Recommended Action(s):

Approve and authorize the Chair to execute Amendment No 1 with Document Fulfillment Services (DFS), not a local vendor, for the purpose of printing and mailing client correspondence from the CalWIN System to adjust the compensation by an additional \$50,000 for the period 3/1/06 through 2/28/07 for a total contract in the amount of \$200,000.

Summary:

On 1/12/06 your Board approved a (1) year contract with Document Fulfillment Services to provide printing and mailing services for CalWIN Client Correspondence for Santa Barbara County Department of Social Services. Since this time we have exceeded our contract amount due to postage exceeding our original estimates. A further analysis of our printing and postages charges for the last seven (7) months reveal that postage costs have greatly exceeded our original estimates. Originally, we estimated a monthly postage cost of \$4,550; however actual average monthly postage costs are approximately \$8,700. Given that this contract is for mailing client correspondence under a new eligibility system, we used projections from other counties and estimates brought forward by a CalWIN consultant secured by the consortium to determine our printing and postage needs. The original postage cost estimates were underestimated because there was limited experience in the use of the CalWIN Client Correspondence module and what system activities might trigger correspondence to be automatically sent to clients. We learned that activities in the CalWIN application triggered erroneous client correspondence to be mailed out by our vendor. The CalWIN Consortium has become aware of these problems and is working to resolve them. Additionally, we approved and included additional inserts for our clients explaining some actions in multiple languages as well as an insert to all clients about Drug and Alcohol use. We

Amendment to Contract with Document Fulfillment Services for CalWIN Client Correspondence Printing and Mailing

1/23/2007

Page 2 of 3

are working with DFS and CalWIN project staff to better understand the complexities of client correspondence in the future as well as plan and budget for special inserts as needed for our operations. Failure to authorize this amendment will result in the vendor not being reimbursed for postage and services that he has already paid for. The vendor, based on contractual stipulations could terminate services upon non receipt of payment thus leaving the department without a vendor to deliver time sensitive correspondence to our clients on public assistance programs. All Client correspondence is required by regulation and failure to produce these documents could result in sanctions to our County.

Background:

On November 23, 1999, the Department of Social Services received your Board’s approval of the CalWIN Technology Agreement with Electronic Data Systems (EDS). The Santa Barbara County Department of Social Services implemented a new primary business application called the Cal WORKS Information Network (CalWIN), for determining public assistance eligibility, computing and issuing benefits, and tracking the provision of social services in March 2006. CalWIN meets federal requirements for a Statewide Automated Welfare System and replaced an antiquated system, Welfare Case Data System (WCDS), which no longer meets the functional requirements and technical standards of the current public assistance environment. Santa Barbara County was one of eighteen other consortium counties that went live this year.

Fiscal and Facilities Impacts:

Budgeted: Yes No

Fiscal Analysis:

<u>Funding Sources</u>	<u>Amendment Cost:</u>	<u>Total Contract Cost:</u>
General Fund	\$ 2,450.00	\$ 9,800.00
Federal/State	\$ 47,550.00	\$ 190,200.00
Total	\$ 50,000.00	\$ 200,000.00

Narrative:

Approval and execution of this contract amendment will result in direct contract expenditures of \$50,000. Funding will come primarily from a mixture of Federal and State Funds. There is a 4.9% County Share. Appropriations for this amendment are included in our FY 2006/07 approved budget.

Staffing Impact(s):

Legal Positions:

0

FTEs:

0

Special Instructions:

After execution by the Chair, please return one (1) originally signed agreement for the contractor, the Department copies of the agreement and one (1) copy of the minute order, attention: Paula Haines.

Attachments:

**Amendment to Contract with Document Fulfillment Services for CalWIN Client Correspondence
Printing and Mailing**

1/23/2007

Page 3 of 3

Amendment to Agreement for Independent Contractor

Authored by:

Terrie Concellos

cc: