



**Contra
Costa
County**

To: Board of Supervisors
From: Kathy Gallagher, Employment & Human Services Director
Date: May 26, 2020

Subject: Contract with Exemplar Human Services LLC for Performance Management Consulting and Analytic Services

RECOMMENDATION(S):

APPROVE and AUTHORIZE the Employment and Human Services Director, or designee, to execute a contract with Exemplar Human Services LLC, in an amount not to exceed \$972,000, to provide performance management consulting and analytic services, for the period June 1, 2020 through May 31, 2023.

FISCAL IMPACT:

This will increase department expenditures by \$972,000, funded by 5% County, 44% State, 51% Federal revenues as administrative overhead expense.

BACKGROUND:

The Employment and Human Services Department (EHSD) is working to better serve clients and constantly improve operations through improved monitoring of program operations and reporting of key performance activity and trends. Exemplar specializes in the development and delivery of operational analytics: select metrics culled from large complex data stores that provide critical performance information for line staff, supervisors, managers, and executives.

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY ADMINISTRATOR

☐ RECOMMENDATION OF BOARD COMMITTEE

Action of Board On: **05/26/2020** ☒ APPROVED AS RECOMMENDED ☐ OTHER

Clerks Notes:

VOTE OF SUPERVISORS

AYE: John Gioia, District I Supervisor
Candace Andersen, District II Supervisor
Diane Burgis, District III Supervisor
Karen Mitchoff, District IV Supervisor
Federal D. Glover, District V Supervisor

I hereby certify that this is a true and correct copy of an action taken and entered on the minutes of the Board of Supervisors on the date shown.

ATTESTED: May 26, 2020

David Twa, County Administrator and Clerk of the Board of Supervisors

By: Laura Cassell, Deputy

Contact: Gina Chenoweth
8-4961

cc:

Exemplar's Operational Alerts Analytic Service is a suite of analytic tools that can help EHSD managers target key challenge and opportunity

BACKGROUND: (CONT'D)

areas for enhancing overall performance. This is critical as EHSD strives to increase client engagement to meet the Work Participation Rate and other key performance outcomes, as mandated by the state. The analytic service also empowers front-line supervisors and workers to use data to enhance decision-making and service delivery to clients. The resulting reports will highlight any cases that require attention and alert the worker, enabling proactive and immediate action by staff assigned to cases, thereby ensuring better compliance with state and federal mandates. Without these tools, EHSD will be more likely to suffer sanctions by the state.

Exemplar's experience and understanding of program operation challenges, combined with expertise working with various data systems used across county government agencies (including CalWIN and C-IV), makes them uniquely qualified to assist Contra Costa County. Exemplar's Analytic Service is a subscription service that enables agencies to access and utilize key performance management outcome data related to their operations at all levels of the organization – from the agency director to the front-line worker.

CONSEQUENCE OF NEGATIVE ACTION:

EHSD may be at risk for not meeting state and federal mandates.