



County of Santa Cruz

HUMAN RESOURCES AGENCY

CECILIA ESPINOLA, ADMINISTRATOR

1000 EMELINE ST., SANTA CRUZ, CA 95060

(408) 454-4130 OR 454-4045 FAX: (408) 454-4642

May 30, 2000

Agenda: June 13, 2000

BOARD OF SUPERVISORS
County of Santa Cruz
701 Ocean Street
Santa Cruz, CA 95060

AMENDMENT TO CONTRACT WITH SOLUTIONSWEST

Dear Members of the Board:

On June 8, 1999, your Board approved a contract with SolutionsWEST for \$140,000 to provide high level technical assistance to HRA during FY 99/00. As you may recall, effective July 1, 1999, CalWORKs, Job Training Partnership Act (JTPA), and Child Care programs were consolidated under a new Employment and Training Division which retained the name CareerWorks. The primary goal of the contract with SolutionsWEST has been to facilitate the integration of services provided by these programs. Funding for this contract is included in HRA's FY 99/00 budget, and is fully supported by state and federal revenues. The purpose of this letter is to amend the existing contract with SolutionsWEST by extending the term to January 1, 2001 and by modifying the scope of services. This amendment represents no additional county costs.

To date, SolutionsWEST has successfully completed three of four scope of work phases. Accomplishments include the development of division mission and values statements, clear management team responsibilities, and a detailed service redesign model including protocols for assessment and case management. In addition, the contractor has analyzed the impact of all proposed service changes on existing fiscal and technology systems. Through each phase, SolutionsWEST has successfully included all levels of staff in clarifying issues and creating solutions. Their recommendations for service model design and implementation have been instrumental in moving the CareerWorks division forward.

BOARD OF SUPERVISORS

Agenda: June 13, 2000

Amendment to Contract with SolutionsWEST

To ensure consistency and integration across all HRA divisions who provide service to CalWORKs families, it is recommended that phase four of the existing scope of services be modified by assisting Child Welfare Services (CWS) in a thorough analysis of all management and supervisor roles and service protocols as they relate to families that are involved in both the Child Welfare System and the Welfare to Work system. SolutionsWEST will modify the same analysis used to examine the roles and responsibilities of CareerWorks staff to ensure the consistency of outcomes across the agency. This work phase will be completed by January 1, 2001.

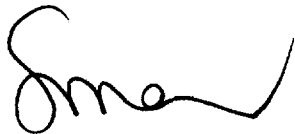
IT IS THEREFORE RECOMMENDED that your Board approve the amendment to contract number 9 1874 with SolutionsWEST and authorize the Human Resources Agency Administrator to execute the contract amendment.

Very truly yours,



Cecilia Espinola
Administrator

RECOMMENDED:



Susan A. Mauriello
County Administrative Officer

Attachments

cc: Auditor-Controller
County Counsel
Contractor

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COUNTY OF SANTA CRUZ
REQUEST FOR APPROVAL OF AGREEMENT

0419

TO: Board of Supervisors
County Administrative Officer
County Counsel
Auditor-Controller

FROM: Human Resources Agency

Ellen Timberlake (Signature) 5/30/00 (Date)

The Board of Supervisors is hereby requested to approve the attached agreement and authorize the execution of the same.

- Said agreement is between the County of Santa Cruz Human Resources Agency (Agency) and, Solutions West 7750 College Town Drive, Suite 102, Sacramento, CA 95826 (Name & Address)
- The agreement will provide comprehensive project management and consultation to assist in the implementation of the redesigned service delivery system for the CareerWORKs Division, to include a Child Welfare Services linkage.
- The agreement is needed, to amend the contract term and scope of services
- Period of the agreement is from 7/1/99 to 1/1/01
- Anticipated cost is \$ 140,000 (no change) (Fixed amount; Monthly rate; Not to exceed)
- Remarks: Contract Term: 7/1/99 - 1/1/01 Contact: Ellen Timberlake x 4084
- Appropriations are budgeted in 392100 (Index#) 3665 (Subject)

NOTE: IF APPROPRIATIONS ARE INSUFFICIENT, ATTACH COMPLETED FORM AUD-74

Appropriations are available and have been encumbered. Contract No. 91874 Date 5/31/00

N/A TERM EXTENTION ONLY

GARY A. KNUTSON, Auditor - Controller
By *Russell J. Silver* Deputy.

Proposal reviewed and approved. It is recommended that the Board of Supervisors approve the agreement and authorize the HRA Administrator _____ to execute the same on behalf of the Human Resources Agency..

(Agency) County Administrative Officer

Remarks: *ES*
(Analyst)

B Date *6/1/00*

Agreement approved as to form. Date _____

Distribution:
Bd. of Supv. • White
Auditor-Controller • Blue
County Counsel • Green •
Co. Admin. Officer • Canary
Auditor-Controller • Pink
Originating Dept. • Goldenrod

'To Orig. Dept. if rejected.

State of California)
County of Santa Cruz) ss
I _____ ex-officio Clerk of the Board of Supervisors of the County of Santa Cruz,
State of California, do hereby certify that the foregoing request for approval of agreement was approved by
said Board of Supervisors as recommended by the County Administrative Officer by an order duly entered
in the minutes of said Board on _____ County Administrative Officer
_____ 1 9 - - By _____ Deputy Clerk

36

AMENDMENT #1 TO INDEPENDENT CONTRACTOR AGREEMENT #91874
SOLUTIONSWEST

0420

The County of Santa Cruz, by and through the Human Resources Agency, hereinafter referred to as "COUNTY" and SolutionsWEST, hereinafter referred to as "CONTRACTOR" hereby amend contract number 9 1874 which originally provided services from July 1, 1999 through June 30, 2000. The purpose of this amendment is to extend the Agreement for an additional term of six months to provide services through January 1, 2001, to amend the quarterly reporting dates, and to amend the scope of services. All other provisions of said contract shall remain the same.

(A) Paragraph 2 is amended to read:

2. COMPENSATION

In compensation for CONTRACTOR accomplishing said result, COUNTY agrees to pay CONTRACTOR as follows:

Total cost of \$140,000 to be in monthly installments. Quarterly progress reports shall be submitted on these dates (September 30, 1999; December 31, 1999; March 31, 2000; June 30, 2000, September 30, 2000; and December 31, 2000) to the HRA Assistant Administrator

(B) Paragraph 3 is amended to read:

3. TERM OF AGREEMENT: The term of this contract shall be July 1, 1999 through January 1, 2001.

(C) Exhibit A - Scope of Services is amended to replace Phase 4 - Implement New Model with the following section:

Phase 4 - Ensure Consistency of Management Roles & Responsibilities

Purpose

To ensure consistency across divisions who provide service to CalWORKs families, SOLUTIONS *West* will provide consulting services to the Santa Cruz County Human Resources Agency (HRA) to meet the following primary objective:

Assist Child Welfare Services (CWS) in the development of accurate, specific and functional job descriptions for the positions of division director, assistant division director, program manager, analyst and supervisor.

Benefits

The benefits from performing this process for the Division are expected to be:

1. A thorough analysis of current tasks and processes for each job classification within the current and anticipated environments and in light of recent legislative and procedural changes to Children's Services. Analysis will result in role clarification between CWS and CareerWorks for all crossover cases involving CalWORKs participants.
2. An examination of job functions within the broader context of the stated mission and goals of the Division and within the context of recently developed vision for CWS.

Initials: RC
CONTRACTOR/COUNTY

3. The opportunity for input and feedback from those in studied positions through a combination of self-examination, individual interviews, and focus groups.
4. Alignment and prioritization of the competing demands placed on studied positions by state and county mandates and the expectations of the community's stakeholders; agency subordinates and superiors; and from colleagues serving in the same position.
5. The development of accurate, specific and functional job descriptions that are a viable instrument in the support and assessment of organizational outcomes; that clarify roles and responsibilities as they relate to CalWORKs crossover cases; that provide clear and succinct guidance in the delivery of described duties; that support a systematic and fair evaluation process of those duties; and that are designed to be regularly updated and revisited.

Approach

SOLUTIONS*West* will utilize a variety of approaches to gather the required input, data and feedback necessary to successful completion of phase 4. In conjunction with HRA, SOLUTIONS*WEST* will develop a **timeline** for the completion of phase 4 activities

Task Overview

- A. Review all existing job descriptions, pertinent state and local mandates, Child Welfare League of America (CWLA) recommendations, organizational charts, reporting/supervisory relationships, personnel-related materials and other related materials.
- B. Identify stakeholders connected with each position to be studied. These stakeholders may include those responsible for supervising and/or overseeing the position's work; those supervised by the position; affected community agency and other county departments; and clients.
- C. Design assessment, survey, and interview tools for data and input gathering.
- D. Administer individual assessment instrument for creation of a matrix of individuals' perspectives, duties and division of tasks for their current jobs. Perform individual follow-up interviews as required.
- E. Conduct a series of focus groups administered along horizontal and vertical organizational axes that includes superiors and subordinates of the affected positions.
- F. Identify and agree upon with HRA administration the methodologies to include stakeholders from outside the organization who may require input into the assessment process.
- G. Prepare an initial draft for each position of a general description of the position, areas of responsibility, description of functions, decision-making authority, supervisory relationships and identification of organizations, other positions and oversight bodies with which the position must coordinate.

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 CONTRACTOR/COUNTY **3 6**

H. Ensure that job descriptions meet CWLA accreditation standards.

I. Review the draft for each position with appropriate HRA staff. Revise, as needed.

SIGNATURES

COUNTY OF SANTA CRUZ

DATED: _____

By: _____
Human Resources Agency Administrator

CONTRACTOR

DATED: 5.19.00

By: *Rene Carter*
SolutionsWEST
Rene Carter, President

Address:
57750 College Town Drive, Suite 102
Sacramento, CA 95826

Telephone: (916) 388-2089
Tax ID #: 94-3282484

APPROVED AS TO FORM:

Joe M. Scott
County Counsel

Distribution: Human Resources Agency
County Administrative Office
County Counsel
Auditor-Controller
Contractor