



County of Fresno

INTERNAL SERVICES DEPARTMENT
ROBERT BASH, DIRECTOR - CIO

Facility Services • Fleet Services • Graphics
Information Technology • Purchasing
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December 16, 2015

LETTER OF INTEREST NUMBER 918-5409 CONSULTANT SERVICES AND TRAINING

The County of Fresno will be issuing a Request for Proposal (RFP) for Consultant Services and Training for Services Center/Client-needs based service delivery model. To contain reproduction and mailing costs, we will mail the RFP only to those organizations that request them.

This interest form must be received by email or mail at Fresno County Purchasing by **January 14, 2016 at 2:00 P.M.**

If your organization is interested in receiving a RFP for the above service please return this completed form to:

Letter of Interest Number 918-5409
County of Fresno Purchasing, Carolyn Flores
4525 E. Hamilton Avenue, 2nd Floor
Fresno, CA 93702
Phone: (559) 600-7110
countypurchasing@co.fresno.ca.us

If you have any questions, please contact Carolyn Flores, Purchasing Analyst III, Purchasing Division at (559) 600-7112.

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Organization

Individual/Contact Person

Title

Street Address/P.O. Box

City

State

Zip Code

Telephone

Fax Number

E-Mail Address

4525 E. Hamilton Avenue / Fresno, California 93702-4599 / (559) 600-7110

OVERVIEW / SCOPE OF WORK

General Summary:

The County of Fresno Department of Social Services (DSS), through the CalFresh, Medi-Cal and CalWORKs programs, provides eligibility services to clients (eligibility determination, benefit issuance) throughout Fresno County. The County of Fresno entered into a contract in April 2012 for consulting services to expand and improve customer service by developing a Client Needs-Based Service Delivery Model (Service Center) for local DSS offices. The County of Fresno has approximately 188,841 active cases receiving Medi-Cal, CalFresh, and CalWORKs benefits through the Service Center model. With the implementation of the Service Center model, case management for eligibility cases are now handled through task management and a centralized Call Center in a consistent and uniform process. The DSS Call Center and Metro and Regional lobbies have been remodeled and enhanced to improve customer experience. In order to ensure continued Service Center support and assistance with future projects, the County of Fresno is accepting responses to provide consultation and training services for FY 2015-2016 and FY 2016-2017.

Services Requested (Scope of Work):

DSS requests that interested organizations be able to fulfill the services requested as outlined by the Scope of Work.

1. Service Center Ongoing Operations/Project Management:
 - Participation in monthly meetings: Oversee ongoing committee meetings as well as work with committee leads to prepare meeting agendas. Facilitate project plan creation, management, and adherence to Service Center best practices.
 - Service Center Assessment: Provide continued project management support and guidance to ensure planned objectives are accomplished.
2. Data Management Support:
 - Data Reporting and Analysis: Work with DSS Operations Research and Reporting in the development of data reports as well as review and analyze current management reports.
 - Provide training and support to DSS supervisors and managers to better facilitate decision making. Provide group and one-on-one coaching on use of reports including: Call Center Combined Report, Task Management Combined Report, Lobby Traffic System Analysis, Intake Application Processing Report, etc.
3. Service Center Continuous Evaluation:
 - Review and evaluation of CalFresh, Medi-Cal, and CalWORKs Service Center operations post Service Center launch.
 - Identify gaps in business processes, differences in business practices among offices, and areas in need of improvement. Facilitate standardization of business processes and use of best practice.

4. Program Assessment & Improvement:

- Welfare-to-Work: Assessment of current operations, identify gaps in business processes, identify areas of improvement such as participation rates and client access.
- WTW meeting structure: Assist with incorporating WTW within existing Service Center meeting structure and/or establish WTW-specific committees based on assessment of needs.
- WTW Data Management support: Work with DSS Operations Research and Reporting in the development of data reports as well as review and analyze current WTW management reports.
- Staff Development: Collaborate with DSS staff to develop post Service Center launch training programs including customer service training.
- Deliver Service Center training plan and develop a transition plan for DSS Staff Development.