

THE BOARD OF SUPERVISORS OF THE COUNTY OF STANISLAUS  
ACTION AGENDA SUMMARY

DEPT: Community Services Agency

BOARD AGENDA # \*B-4

*CSA*

Urgent

Routine

AGENDA DATE September 20, 2011

CEO Concurs with Recommendation YES  NO   
(Information Attached)

4/5 Vote Required YES  NO

SUBJECT:

Approval for the Community Services Agency (CSA) to Terminate the Lease with the United Samaritans Foundation for the CSA Outstation located at 275 3<sup>rd</sup> Street in Turlock Effective 120 Days after Notification

STAFF RECOMMENDATIONS:

Authorize the Community Services Agency (CSA) to work with the General Services Agency (GSA) to terminate the lease with the United Samaritans Foundation for the CSA Outstation located at 275 3<sup>rd</sup> Street effective 120 days after written notification.

FISCAL IMPACT:

The Agency requests Board of Supervisors approval to terminate the lease for the CSA Outstation located at 275 3<sup>rd</sup> Street in Turlock to be effective 120 days after notification to the Lessor. The lease contains a provision to terminate the lease if County owned space becomes available. Current County owned space is available at the Community Services Facility (CSF) eliminating the need for the 3<sup>rd</sup> Street site. Tenant improvements were made and the Lessor has been fully reimbursed for those improvements.

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BOARD ACTION AS FOLLOWS:

No. 2011-546

On motion of Supervisor Chiesa, Seconded by Supervisor DeMartini

and approved by the following vote,

Ayes: Supervisors: O'Brien, Chiesa, Withrow, DeMartini, and Chairman Monteith

Noes: Supervisors: None

Excused or Absent: Supervisors: None

Abstaining: Supervisor: None

1) X Approved as recommended

2) \_\_\_\_\_ Denied

3) \_\_\_\_\_ Approved as amended

4) \_\_\_\_\_ Other:

MOTION:

*Christine Ferraro*

ATTEST:

CHRISTINE FERRARO TALLMAN, Clerk

File No.

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**FISCAL IMPACT: Continued**

Annual savings of approximately \$161,739 are anticipated with the termination of this lease.

CSA will continue to provide services in the City of Turlock at the original Turlock Outstation located at 101 Lander Ave. In addition to the main office on Hackett Rd in Modesto, StanWORKs program services are offered in the following locations: West Side Service Center located in Patterson; East County Service Center located in Oakdale; Hughson Family Resource Center; the Health Services Agency and Paradise Medical Office located in Modesto.

Upon Board of Supervisors approval, CSA staff will coordinate with the General Services Agency to close-out the Turlock site and terminate the lease by early January 2012.

**DISCUSSION:**

On March 21, 2006 the Board of Supervisors approved a lease with the United Samaritans Foundation for space at 275 3<sup>rd</sup> Street in Turlock to expand community services in Turlock to better serve the Turlock community. At that time, the first Turlock location at 101 Lander Avenue was at full capacity. Informational input regarding services was requested from Turlock residents, community and internal partners and staff. The service model need at the time included a one-stop design in which all CalWORKs, Medi-Cal and CalFresh (formerly Food Stamp) intake, continuing and Welfare-to-Work (WtW) services could be accessed in one place. CSA moved approximately 24 staff from the first Turlock location and co-located with Department of Child Support Services and Health Care Options in this new location.

Currently 1 in 3 County residents is in receipt of CSA services. Service demand within CalWORKs, Medi-Cal and CalFresh programs has necessitated a new service delivery model for StanWORKs programs using Call/Contact Center technology which provides centralized support for continuing cases at the Community Services Facility (CSF). Centralized continuing case services offered through the Call/Contact Center decreases the need for customers to come into the facility as Medi-Cal and CalFresh cases are managed through automated efficiencies by phone, online and mail. As a result the Turlock location at Lander Avenue can adequately address the intake and CalWORKs WtW customer needs of the residents.

Upon Board of Supervisors approval, the Community Services Agency (CSA) will coordinate with the General Services Agency (GSA) to cancel the lease for the CSA Outstation

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located at 275 3<sup>rd</sup> Street effective 120 days after written notification to the Lessor, StanWORKs staff will be redirected to meet current customer needs for the intake case function along with the only current partner agency, Health Care Options, to the alternate Turlock Outstation at 101 Lander Avenue. The staff administering the continuing case function at the Lander Avenue site have relocated to CSF, County owned space, at 251 Hackett Road in Modesto. The new service model maintains Intake functions for all programs, along with WtW services at sites located throughout the County.

CSA staff will coordinate with the General Services Agency to close-out the Turlock site and terminate the lease by early January 2012.

**POLICY ISSUES:**

Approval for the Community Services Agency (CSA) to Terminate the Lease with the United Samaritans Foundation for the CSA Outstation located at 275 3<sup>rd</sup> Street in Turlock effective 120 days after notification supports the Board's priorities of A Healthy Community and Efficient Delivery of Public Services by addressing the current community needs for a new service delivery model for StanWORKs programs using Call/Contact Center technology which provides centralized support for continuing County Services.

**STAFFING ISSUES:**

Existing Community Services Agency (CSA) staff are available to support the services at the Community Services Facility and the CSA Outstations throughout Stanislaus County.

**CONTACT PERSON:**

Christine C. Applegate, Director 558-2500