

# COMMUNITY ACTION COMMISSION STAFF REPORT

**AGENDA ITEM #:**

**DATE:** 7/21/22

**SUBJECT:** ServTraq Service Agreement MT#18155

**RECOMMENDATION:** Ratify and Approve

**BACKGROUND:** The State of California's Department of Community Services and Development (CSD) sponsors the Low-Income Home Energy Assistance Program (LIHEAP) grant program. This program provides local agencies with the financial resources to assist their low-income clients with utility costs.

The County of Riverside's Community Action Partnership (CAP) serves as the Project Sponsor for Riverside County. CAP has administered the LIHEAP program for many years. As Project Sponsor, CAP coordinates and approves utility assistance payments to low-income County of Riverside residents from this fund; however, the payments are made directly from CSD to the various utility companies. CAP does not have access to this portion of the grant.

There are only two companies in California that provide the utility tracking software that is required by CAP to perform this work and only the computer program owned by SERVTRAQ captures and displays the necessary data that CAP needs to compute the changing rates and issue accurate payments to its clients. This unique ServTraq software is an application specifically designed for California Local Energy Service Providers. It is a task centric data management tool preferred by Local Energy Service Providers to administer the LIHEAP, and other Dept of Energy (DOE) programs.

**CONTRACTING AND PRICE REASONABLENESS:** N/A

**COMMUNITY IMPACT/ALIGNMENT WITH COMMUNITY ACTION PLAN:** The ServTraq Software is an ongoing endeavor of Community Actin Partnership of Riverside County. This contract provides the software needed to assist qualified low-income residents with utility assistance.

**IMPACT ON CURRENT CAP OPERATIONS:** Software is needed to process UA and WX applications for all customers.

<p>PE&amp;F COMMITTEE REVIEW: Date: Approval: Yes/No</p> <p>EXECUTIVE COMMITTEE REVIEW: Date: Approval: Yes/No</p>	<p>BOARD OF SUPERVISORS CONCURRENCE</p> <p>Required: Yes/No</p>
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