



Edwin M. Lee, Mayor

Trent Rhorer, Executive Director

MEMORANDUM

TO: AGING & ADULT SERVICES COMMISSION

THROUGH: SHIREEN MCSPADDEN, EXECUTIVE DIRECTOR

FROM: JILL NIELSEN, DEPUTY DIRECTOR
JOHN TSUTAKAWA, DIRECTOR OF CONTRACTS *JCT*

DATE: MAY 31, 2017

SUBJECT: CONTRACT RENEWAL: CAREACCESS SILICON VALLEY (NON-PROFIT) TO PROVIDE REGISTRATION ENROLLMENT VIDEO APPOINTMENT (REVA) SYSTEM

CONTRACT TERM: 7/1/17 - 6/30/20

CONTRACT AMOUNT: \$35,400

ANNUAL AMOUNT:	<u>FY 17/18</u>	<u>FY 18/19</u>	<u>FY 19/17</u>	
	\$11,800	\$11,800	\$11,800	

<u>FUNDING SOURCE:</u>	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Total</u>
FUNDING:	\$35,400	\$0	\$0	\$35,400
PERCENTAGE:	100%	0%	0%	100%

The Department of Aging & Adult Services requests authorization to renew the contract with CareAccess Silicon Valley for the period of July 1, 2017 to June 30, 2020, in the amount not to exceed \$35,400. The purpose of this contract is to continue using the REVA system that simplifies and streamlines the enrollment and processing of new In-Home Support Services (IHSS) Independent Providers (IP)s.

Background

State law mandates the In-Home Supportive Services (IHSS) Program to require all Individual Providers (IPs) to complete an enrollment process. Prior to utilizing REVA, the HSA enrollment process was entirely completed in person and usually required one to two hours of HSA staff time. This process required advanced coordination of staff and other resources, and was labor intensive. Furthermore, it was not optimally user-friendly for IP enrollees.

IHSS Staff desired an improved solution suited for the entire IHSS IP enrollment process, with enhanced benefits for both the IPs and HSA staff while still conforming to State law. IHSS has been using REVA to enroll new IPs since May 2012.

Target Population

CareAccess Silicon Valley will serve new IPs of the IHSS division, as well as IHSS staff.

Services to be Provided

CareAccess Silicon Valley will continue to provide and maintain the REVA system, which provides new IPs with an easy way to securely enroll online, provides a staff workflow system, converts HSA’s existing database of IP enrollments and imports them into REVA, trains and supports staff in using REVA, and provides continuing updates, improvements, and maintenance in conformance to updated State laws. For additional detail, please refer to Appendix A attached to this report.

Selection

CareAccess Silicon Valley’s REVA is currently the only type of service built solely for the IP enrollment process, is the only service that will meet the City’s requirements, and has been reviewed by the State. REVA is currently used by Santa Clara, Marin, and Solano Counties. Accordingly, no competitive solicitation was conducted.

Funding

Funding for this service will be provided entirely through County General Funds.

Attachments

Appendix A - Services to be Provided

Appendix B - Budget

**Appendix A – Services to be Provided
CareAccess Silicon Valley
REVA
July 1, 2017 to June 30, 2020**

I. Purpose of Contract

Contractor will provide a system to simplify and streamline the enrollment and processing of new In-Home Support Services (IHSS) Independent Providers (IP) using the Registration Enrollment Video Appointment (REVA) system. HSA will utilize REVA for all IP enrollments.

II. Definitions

Contractor	CareAccess Silicon Valley
HSA	Human Services Agency of the City and County of San Francisco
IHSS	In-Home Support Services
IP	In-Home Support Services Independent Providers
PA	Public Authority
REVA	Registration Enrollment Video Appointment
SaaS	Software-as-a-Service

III. Description of Services

Contractor shall provide the following services during the term of this contract with the following components:

- A. Contractor will provide SaaS technology to support REVA.
 - 1. All hardware and software required for hosting functionality
 - 2. Hosting of secure web-based services
 - 3. All maintenance of hardware for web-based services
 - 4. Backup and recovery functionality for data and programming files

- B. Contractor will provide new IPs with an easy way to securely enroll online through REVA.
 - 1. Fill out an online Provider Information form to generate the SOC 426 Enrollment Form, SOC 846 Provider Agreement, and the Live Scan Application for fingerprinting
 - 2. Watch the state-mandated orientation video
 - 3. Schedule an appointment to sign the required documents
 - 4. Provide IP with access to draft documents
 - 5. Multiple language support (including at a minimum: Spanish)
 - 6. State-mandated Orientation Videos can be viewed in English, Spanish, Chinese, or Armenian
 - 7. Automatic ‘forgot password’ link

C. Contractor will provide a staff workflow system through REVA, which will:

1. Manage appointments
2. Capture electronic signatures for the State of California (SOC) 426 and 846
3. Scan the IP's social security card and identification card into the system as images
4. Produce a printable packet of all required handouts along with copies of the signed documents
5. Enter and track the Live Scan application status
6. Generate a summary of IP information for entry into Case Management, Information and Pay-rolling System (CMIPS)
7. Scan additional documents as part of the IP's record
8. Generate reports to assist in managing and tracking the progress of enrollments

D. Training and Support of HSA Staff

1. Train staff in the areas of deploying REVA; communicating to the IPs, processing the IP on the IHSS/PA side or REVA, and running reports in REVA
2. Train staff on the technical side of REVA so that staff can field support calls on the product if necessary
3. Maintain a comprehensive and updated training manual

E. Ongoing Maintenance of REVA

1. When there are changes to the IHSS IP program, as mandated by the State of California, Contractor will update REVA to reflect these changes
2. Contractor shall maintain compliance with state requirements to provide this IP enrollment system
3. Contractor shall maintain current and up-to-date software and security

F. Contractor will update system as soon as regulatory changes occur at the State level.

G. Contractor will guarantee multiple language support.

IV. Location and Time of Services

A. REVA shall be available as a secure internet-based web portal to anyone with access over the Internet.

B. REVA shall be accessible to Internet Users twenty four (24) hours per day, seven (7) days per week, with the exception of scheduled maintenance periods, and a maximum of 2 hours of unscheduled unavailability per year which is not caused by technology, information or equipment provided by Customer.

C. If the server becomes unavailable to Users, other than for scheduled maintenance, CareAccess shall have qualified personnel respond in the form of a service call in person to the server location within 1 hour of notification of such unavailability and shall, to the extent reasonably practical, remedy such unavailability at such time.

E. Technical support services shall be offered Monday through Friday, from 8:00 am to 5:00 pm, (excluding holidays).

V. HSA Responsibilities

- A. Enter data into REVA for IPs unable to use REVA
- B. Scan social security cards
- C. Scan identification cards
- D. Obtain electronic signatures
- E. Provide document imaging
- F. Field basic support calls from IPs
- G. Ensure security of logins and passwords assigned to staff
- H. Acquire and maintain appropriate equipment and software/security (Adobe Acrobat Reader, Javascript on each computer etc. per the System Administrator user guide) to work with REVA, including:
 - 1. Computer
 - 2. Internet access
 - 3. Electronic signature pad
 - 4. Scanner
 - 5. Printer
 - 6. Photo ID/badge printer
 - 7. Camera

VI. Other Requirements

- A. Contractor and HSA shall each designate a principal contact person who shall act as a liaison between Contractor and HSA and who shall have sufficient authority to grant or communicate the granting of all necessary approvals. Current designations are John Leonard for Contractor and Roderick Finetti or Hugh Wang for HSA regarding REVA services and Terrance Thibodeaux for HSA regarding contractual issues.
- B. All data entered or uploaded by HSA or IPs shall remain property of HSA. Contractor shall have no rights or privileges to database content, other than as required to implement contracted services and for the purpose of training, support and maintenance.
- C. Any domain name purchased specifically for SFHSA IP enrollments shall become property of SFHSA.
- D. Contractor shall provide a copy of customer data upon request or termination of contract, either through a secure electronic format (Secure File Transfer Protocol) or hard media. Customer will get one FREE request per month. Each additional request will incur a fee. Urgent requests will be charged a RUSH fee. Current fee schedule available upon request.
- E. Service Credit: shall mean an amount equal to the pro-rata recurring charges for one monthly billing statement for Services for one (1) day of Service. In the event Customer experiences Downtime, Customer shall be eligible to receive from CareAccess a Service Credit for each Downtime period with a maximum aggregate Service Credit of one-month's billing charges for all Downtime for incidents occurring during such month. Time related to Service Credit requests (including Downtime) will be measured from the issuance of a trouble ticket to trouble resolution. Trouble tickets will be issued upon

Customer's call to CareAccess to report Downtime. In order to receive any of the Service Credits described in this Section, Customer must notify CareAccess within five (5) business days from the time Customer becomes eligible to receive a Service Credit. Failure to comply with this requirement will forfeit Customer's right to receive a Service Credit.

VII. Service Objectives

A. Contractor will respond to system maintenance requests within one business day after the request has been submitted.

B. Contractor will guarantee system availability seven days a week, 24 hours a day.

VIII. Outcome Objectives

A. REVA system will allow for quick processing of IPs so that no longer than 30 minutes of HSA staff time will be required to enroll a single IP.

B. D. Contractor warrants 99.9% platform availability on a monthly basis. (Our service level is 99.9% - in the current contract as such)

IX. Reporting Requirements

A. Grantee will provide a monthly report of activities, referencing the tasks as described in Section VII & VIII- Service and Outcome Objectives. Grantee will enter the monthly metrics in the CARBON database by the 15th of the following month.

i. Contractor will submit monthly reports of IP enrollment, as well as all scanned and signed IP documents.

B. For assistance with reporting requirements or submission of reports, contact:

Terrance Thibodeaux
Terrance.Thibodeaux@sfgov.org
Contract Manager, Office of Contract Management

or

Roderick Finetti
Roderick.Finetti@sfgov.org
Program Manager, IHSS Division

X. Monitoring

A. Program Monitoring: Program monitoring will include ongoing review of IP enrollment figures and documentation.

B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

	A	B	C	D	E
1	Appendix B, Page 1				
2					
3	HUMAN SERVICES AGENCY BUDGET SUMMARY				
4	BY PROGRAM				
5	Name			Term	
6	CARE ACCESS			Fiscal Years 17-20	
7	(Check One) New <input type="checkbox"/> Renewal <input checked="" type="checkbox"/> Modification <input type="checkbox"/>				
8	If modification, Effective Date of Mod.		No. of Mod.		
9	Program: REVA				
10	Budget Reference Page No.(s)				
11	Program Term		7/1/17-6/30/18	7/1/18-6/30/19	7/1/19-6/30/20
12	Expenditures				
13	Salaries & Benefits		\$0	\$0	\$0
14	Operating Expense		\$11,800	\$11,800	\$11,800
15	Subtotal		\$11,800	\$11,800	\$11,800
16	Indirect Percentage (%)				\$0
17	Indirect Cost (Line 16 X Line 15)		\$0	\$0	\$0
18	Capital Expenditure		\$0	\$0	\$0
19	Total Expenditures		\$11,800	\$11,800	\$11,800
20	HSA Revenues				
21	General Fund		\$11,800	\$11,800	\$11,800
22					
23					
24					
25					
26					
27					
28					
29	TOTAL HSA REVENUES		\$11,800	\$11,800	\$11,800
30	Other Revenues				
31					
32					
33					
34					
35					
36	Total Revenues		\$0		\$0
37	Full Time Equivalent (FTE)				
39	Prepared by: Edith Gong, Director		Telephone No.: 408-350-3296		Date: 5/30/17
40	HSA-CO Review Signature: _____				
41	HSA #1 10/25/2016				

	A	B	C	D	E	F	G	H	I	J	K
1	Appendix B, Page 3										
2											
3											
4	Program Name:										
5	REVA										
6											
7	Operating Expense Detail										
8											
9											
10											
11											
12	<u>Expenditure Category</u>			TERM	<u>7/1/17-6/30/18</u>	<u>7/1/18-6/30/19</u>	<u>7/1/19-6/30/20</u>				TOTAL
13	Rental of Property										\$ -
14	Utilities(Elec, Water, Gas, Phone, Scavenger)										\$ -
15	Office Supplies, Postage										\$ -
16	Building Maintenance Supplies and Repair										\$ -
17	Printing and Reproduction										\$ -
18	Insurance										\$ -
19	Staff Training										\$ -
20	Staff Travel-(Local & Out of Town)										\$ -
21	Rental of Equipment										\$ -
22	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE										
23											\$ -
24											\$ -
25											\$ -
26											\$ -
27											\$ -
28	OTHER										
29											
30	Software licensing and IP Enrollment Fees				\$11,800	\$11,800	\$11,800				\$ 35,400.00
31											\$ -
32											\$ -
33											\$ -
34											
35	TOTAL OPERATING EXPENSE				\$11,800	\$11,800	\$11,800				\$35,400
36											
37	HSA #3										10/25/2016