



MEMORANDUM

TO: HUMAN SERVICES COMMISSION

THROUGH: TRENT RHORER, EXECUTIVE DIRECTOR

FROM: DANIEL KAPLAN, DEPUTY DIRECTOR
JOHN TSUTAKAWA, DIRECTOR OF CONTRACTS JKJ

DATE: SEPTEMBER 23, 2016

SUBJECT: NEW CONTRACT: UNIVERSITY CALIFORNIA, DAVIS (NON-PROFIT) FOR PROVISION OF WELFARE FRAUD TRAINING FOR HSA STAFF

CONTRACT TERM: 7/1/16-6/30/17

	<u>New</u>		<u>Contingency</u>		<u>Total</u>
CONTRACT AMOUNT:	\$28,440		\$2,844		\$31,284

ANNUAL AMOUNT: FY 16/17
\$28,440

	<u>County</u>	<u>State/Fed</u>	<u>Contingency</u>	<u>Total</u>
FUNDING:	\$15,642	\$6,399	\$6,399	\$31,284
PERCENTAGE:	55%	22.5%	22.5%	100%

The Department of Human Services (DHS) requests authorization to enter into a contract with University of California, Davis for the period of July 1, 2016 to June 30, 2017, in an amount of \$28,440 plus a 10% contingency for a total amount not to exceed \$31,284. The purpose of the contract is to provide welfare fraud training for Human Services Agency staff.

Background

The California Department of Social Services recommends that employees receive initial training in welfare fraud prevention and detection. UC Davis Center for Human Services utilizes curriculum approved by CDSS to introduce eligibility workers or fraud investigators to the challenge of protecting the welfare system from fraud and abuse.



Services to be Provided

Fraud Detection and Prevention Technique Trainings: This workshop presents techniques that can help workers prevent fraud by educating clients, conducting thorough interviews, completing legal forms and following standard procedures.

Key Eligibility Factors for Welfare Fraud Investigators Training: Familiarity of key factors of eligibility is essential to the completion of a thorough and effective investigation of potential fraud. This workshop will review these factors.

Eight Division 20 training sessions will be provided to 700 San Francisco Human Services Agency staff at the agency's facilities. Workshop participants will gain a greater understanding of the federal and state requirements that govern the CalWORKs, CalFresh and Medi-Cal programs to assist them in their role of ensuring correct and accurate benefits are issued to applicants and recipients of aid.

Location and Time of Services

The trainings will be delivered in half-day sessions at the agency's facilities. Half-day session hours will be 8:00 AM – 12:00 PM and 1:00 PM -5:00 PM conducted consecutively and by the same instructor.

Selection

The Contractor is a sole source selection since University of California, Davis offers the course recommended by California Department of Social Services and no other entity was identified to provide these services.

Funding

Funding for this contract is provided by Federal, State and City and County General Fund.

ATTACHMENTS

- Appendix A – Services to be Provided
- Appendix A-1 – Scope of Services
- Appendix B – Calculation of Charges
- Appendix B-1 – Fee Schedule

Appendix A
Services to be provided by Contractor
Term: 7/1/2016 – 6/30/2017

1. Terms

A. Contract Administrator:

In performing the Services hereunder, Contractor shall report to Program Person, Contract Administrator for the City, or his / her designee, and City will contact UC Principal Investigator or other appropriate UC staff person, Contractor's principal investigator for this Agreement, or his / her designee.

B. Reports:

Contractor shall submit written reports as reasonably requested by the City. The format for the content of such reports shall be determined by the City in advance. The timely submission of all reports is a necessary and material term and condition of this Agreement. All reports, including any copies, shall be submitted on recycled paper and printed on double-sided pages to the maximum extent possible.

C. Evaluation:

Contractor shall participate as requested with the City, State, and/or Federal government in evaluative studies designed to show the effectiveness of Contractor's Services. Contractor agrees to make reasonable efforts to meet the requirements of and participate in the evaluation program and management information systems of the City. The City agrees that any final written reports generated through the evaluation program shall be made available to Contractor within thirty (30) working days. Contractor may submit a written response within thirty working days of receipt of any evaluation report and such response will become part of the official report.

D. Possession of Licenses/Permits:

Contractor represents the possession of all licenses and/or permits required by the laws and regulations of the United States, the State of California, and the City to provide the Services. Failure to maintain these licenses and permits shall constitute a material breach of this Agreement.

E. Adequate Resources:

Contractor agrees that it has secured or shall secure at its own expense all persons, employees and equipment required to perform the Services required under this Agreement, and that all such Services shall be performed by Contractor, or under Contractor's supervision, by persons authorized by law to perform such Services.

F. Acknowledgment of Funding:

Contractor agrees to acknowledge the San Francisco Human Services Agency in any printed material or public announcement describing the San Francisco Human Services Agency-funded Services. Such documents or announcements shall contain a credit substantially

as follows: "This program/service/activity/research project was funded through the Human Services Agency, City and County of San Francisco."

G. Research Study Records:

To facilitate the exchange of research study records, should this Appendix A include the use of human study subjects, Contractor will include the City in all study subject consent forms reviewed and approved by Contractor's IRB.

2. Description of Services

Detailed description of services are listed below and are attached hereto

Appendix A-1 Scope of Services

Appendix A-1: Scope of Services to be Provided
University California at Davis
Term: 7/1/2016-6/30/2017

I. Purpose of Grant

The purpose of the contract is to provide Division 20 trainings for approximately 600 San Francisco Human Services Agency eligibility workers and training across programs for 100 non-eligibility staff/investigators.

II. Definitions

SFHSA – San Francisco Human Services Agency

III. Target Population

The target population is San Francisco Human Services Agency eligibility workers, non-eligibility staff and investigators.

IV. Description of Services

Grantee shall provide the following services during the term of this grant:

Fraud Detection and Prevention Technique Trainings: This workshop presents techniques that can help workers prevent fraud by educating clients, conducting thorough interviews, completing legal forms and following standard procedures.

Training topics will include:

- the worker's role in fraud prevention and detection
- interview techniques for thorough eligibility determination
- inconsistencies and other fraud indicators
- fraud detection resources

As a result of this workshop participants increase their ability to detect fraud and help clients avoid fraud.

Key Eligibility Factors for Welfare Fraud Investigators: Familiarity of key factors of eligibility is essential to the completion of a thorough and effective investigation of potential fraud. This workshop will review these factors.

Training Topics will include:

- household composition
- resources

- income
- verification
- reporting requirements

Participants of this workshop will gain a greater understanding of federal and state requirements that govern the CalWORKs, CalFresh and Medi-Cal programs to assist them in their role of ensuring correct and accurate benefits are issued to applicants and recipients of aid.

V. Location and Time of Services

The training will be delivered in half-day sessions at the agency's facilities. Half-day session hours will be 8:00 AM – 12:00 PM and 1:00 PM -5:00 PM conducted consecutively and by the same instructor.

VI. Service Objectives

Contractor will provide Division 20 trainings for 700 SFHSA Staff.

VII. Outcome Objectives

A post-test will be administered at the end of trainings with a minimum of 80% of participants demonstrating a basic knowledge of welfare fraud and fraud detection.

VIII. 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.
- B. Grantee will provide a quarterly report of activities, referencing the tasks as described in Section VII & VIII- Service and Outcome Objectives. Grantee will enter the quarterly metrics in the CARBON database by the 15th of the month following the end of the quarter.
- C. Grantee will provide an **annual** report summarizing the contract activities, referencing the tasks as described in Section VII & VIII- Service and Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics

in the CARBON database by the 15th of the month following the end of the program year.

- D. Grantee will provide Ad Hoc reports as required by the Department.
- E. For assistance with reporting requirements or submission of reports, contact:

Drake.Herrador@sfgov.org

Contract Manager, Office of Contract Management

**Appendix B
Calculation of Charges**

1. Method of Payment

A. Contractor shall submit monthly invoices by the fifteenth (15th) working day of each month, based upon the number of units of service that were delivered in the immediately preceding month. All deliverables associated with the Services listed in Appendix A-1, times the unit rate as shown in the Program Budgets listed in Section 2 of Appendix B-1 shall be reported on the invoice(s) each month.

2. Program Budgets and Final Invoice

A. Program Budgets are listed below and are attached hereto.

Appendix B-1 Welfare Fraud Training Budget

B. Contractor understands that, of the maximum dollar obligation listed in Section 5 of this Agreement, **\$2,844** is included as a contingency amount and is neither to be used in Program Budgets attached to this Appendix, or available to Contractor without a modification to this Agreement executed in the same manner as this Agreement or a revision to the Program Budgets of Appendix B & B-1, which has been approved by Contract Administrator. Contractor further understands that no payment of any portion of this contingency amount will be made unless and until such modification or budget revision has been fully approved and executed in accordance with applicable City and Human Services Agency laws, regulations and policies/procedures and certification as to the availability of funds by Controller. Contractor agrees to fully comply with these laws, regulations, and policies/procedures.

C. A final closing invoice, clearly marked "FINAL," shall be submitted no later than sixty (60) calendar days following the closing date of the Agreement, and shall include only those Services rendered during the referenced period of performance. If Services are not invoiced during this period, all unexpended funding set aside for this Agreement will revert to City. City's final reimbursement to the Contractor at the close of the Agreement period shall be adjusted to conform to actual units certified multiplied by the unit rates identified in the Program Budgets attached hereto, and shall not exceed the total amount authorized and certified for this Agreement.

**Appendix B-1 Fee Schedule
University California, Davis
Welfare Fraud Training
Term: 7/1/2016-6/30/2017**

Rate Breakdown

I. Rate per training: \$3,555

II. Total number of trainings: 8

III. \$3,555 rate per training x 8 days of training = \$28,440

IV. **The total not to exceed amount for the period of July 1, 2016 to June 30, 2017 is \$28,440.**