



Edwin M. Lee, Mayor

Department of Human Services  
Department of Aging and Adult Services

Trent Rhorer, Executive Director

**MEMORANDUM**

**TO:** HUMAN SERVICES COMMISSION

**THROUGH:** TRENT RHORER, EXECUTIVE DIRECTOR

**FROM:** NOELLE SIMMONS, DEPUTY DIRECTOR  
JOHN TSUTAKAWA, DIRECTOR OF CONTRACTS *JuJ*

**DATE:** MAY 19, 2017

**SUBJECT:** NEW CONTRACT: UNIVERSITY OF CALIFORNIA, DAVIS TO PROVIDE PROJECT 500 (P500) CASE MANAGEMENT TRAINING

**CONTRACT TERM:** 7/1/17-  
6/30/18

	<u>Amount</u>	<u>Contingency</u>	<u>Total</u>
<b>CONTRACT AMOUNT:</b>	\$63,750	\$6,375	\$70,125

**ANNUAL AMOUNT:** FY 17/18  
\$63,750

	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
<b>Funding Source</b>	\$47,813	\$7,650	\$8,287	\$6,375	\$70,125
<b>PERCENTAGE:</b>	75%	12%	13%		100%

The Department of Human Services (DHS) requests authorization to enter into a new contract with the University of California, Davis for the period of July 1, 2017 through June 30, 2018, in an amount of \$63,750 plus a 10% contingency for a total amount not to exceed \$70,125. The purpose of this contract is to provide training to City and community-based organization (CBO) case managers who will work with the P500 target population.

**Background**

Project 500 is a collaboration among the city’s main agencies serving low-income families: the San Francisco Human Services Agency (SF-HSA), the Department of Public Health (SF-DPH), and the Office of Child Support Services. Project 500 focuses intensive resources, wraparound services, and case management across City departments and non-profit providers for 500 of the

City's most at-risk families. The partners have developed a two-generation strategy: providing parents with employment support to improve household income and economic self-sufficiency, while also providing young children with the developmental support they need to arrive at school ready to succeed. The goal of Project 500 is to improve child and family outcomes by building better cross-system collaboration among service providers that are delivering a suite of stand-alone interventions in conjunction with one another.

### **Service Description**

Contractor will develop and implement a workforce training plan focusing on social work intervention skills and tools, theoretical knowledge and best practices for working with families living in scarcity. Training participants will include staff from across several departments within the City and County of San Francisco and CBOs who are implementing Project 500.

Training topics will include:

- Motivational Interviewing and Coaching
- Strength-based Assessment and Case Management
- Crisis Intervention and Trauma-informed Case Planning
- Reflective Supervision
- Professional Boundaries
- Vicarious Trauma and Self-care
- Executive Functioning
- Others TBD

Contractor will provide up to 15 on-site training days during the contract year, with each training session holding up to 30 participants. A minimum of 75 participants will receive training during the contract year.

### **Selection**

HSA issued Request for Proposals (RFP) #719 in December 2016 to seek a provider for this program, but no bids were submitted. Due to this outcome, the Department invoked Admin Code 21.6 which enables departments to, when receiving no bids for a solicitation, inspect the RFP document for unnecessary barriers to bid submission and—upon finding none—directly seek a contract with any provider. UC Davis' training services were solicited, and they accepted the department's request.

### **Funding**

Funding for this contract will be provided by a combination of County, State, and Federal dollars.

### **ATTACHMENTS**

Appendix A – Scope of Services

Appendix B – Calculation of Charges

**Appendix A: Scope of Services to be Provided**  
**University California at Davis**  
**Project 500 (P500) Case Management Training**  
**Term: 7/1/2017-6/30/2018**

**I. Purpose of Grant**

The purpose of the contract is to provide Social Work Specialist trainings for San Francisco Human Services Agency and Project 500 (P500) Partners, including the Human Services Agency, Department of Public Health, Department of Child Support Services and Office of Early Care and Education.

**II. Definitions**

DHS	San Francisco Department of Human Services, a division of HSA
HSA	San Francisco Human Services Agency
P500	Project 500, a collective impact initiative with the goal of interrupting the transmission of intergenerational poverty

**III. Target Population**

Family social worker and other direct services staff across multiple City and County Departments including the Human Services Agency, Department of Public Health, Department of Child Support Services and Office of Early Care and Education

**IV. Description of Services**

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

- A. Provide expert advice on the training program design and delivery for P500 team members, and potentially to members of the Agency's internal Learning & Development team (i.e., train the trainer).
  
- B. Work with the P500 management team to collaboratively develop the training design, curriculum content and training delivery method. In partnership with P500 partner agencies, assess staff training needs and develop training curriculum recommendations. Provide written documentation within 30 days or less of contract start date, summarizing recommendations for training modules, proposed training objectives, training schedule and duration.
  
- C. Deliver the training curriculum onsite in San Francisco to as many as 30 P500 partner agency staff at a time over the year. Training to start within 15 days or sooner after getting HSA approval of the training curriculum.

- D. Collaboratively determine outcome measures/metrics for the evaluation of the training curriculum, including short and long-term process and outcome measures for the case workers, and the impact of this training program on the overall service delivery system.
- E. Make modifications to the training curriculum as needed based on participant feedback and evaluation results.
- F. Modify existing curriculum modules and/or develop new modules to accomplish specific training objectives, as determined by the needs assessment and approved by HSA.
- G. Meet with HSA executive staff to receive feedback on the draft training plan and proposed curricula. Modify as needed based on feedback.
- H. Provide HSA with copies of all training materials, which the Agency may modify and use at its sole discretion both during and after the contract term.
- I. Immediately subsequent to delivery of each training session, Contractor will gather participant feedback from 90% of participants on training format, delivery and content. Contractor will gather additional participant feedback between 30 and 60 days following each training session from 75% of participants to assess the relevancy of training content to actual practice, and the extent to which training participants are using the skills acquired in training. Contractor will use and evaluation forms approved by HSA.

Training topics will include:

- Motivational Interviewing and Client Coaching
- Strength-based Assessment and Case Management
- Crisis Intervention and Trauma-informed Case Planning
- Reflective Supervision
- Professional Boundaries
- Vicarious Trauma and Self-care
- Effects of Toxic Stress on Executive Function
- Others TBD in conjunction with HSA

## V. HSA Responsibilities

- A. HSA will work with the Contractor to collaboratively develop the training design, curriculum content and training delivery method.

- B. HSA will establish training dates and times, and secure training sites in San Francisco for the Contractor.
- C. HSA will assess staff training needs, and refer training participants to the trainings in accordance with these identified needs for each participant.

**VI. Location and Time of Services**

Trainings will occur over the course of 12 months, on a schedule to be jointly determined by HSA and the vendor. The trainings will be delivered in whole or partial-day sessions in San Francisco, depending on the topics, at the Agency's facilities.

**VII. Service Objectives**

- A. Deliver a minimum of 15 training days onsite in San Francisco to as many as 30 staff persons per training.
- B. During the contract year, provide trainings to a minimum of 75 unduplicated training participants.

**VIII. Outcome Objectives**

- A. At least 85% of participants who complete the initial evaluation form will indicate that the training effectively provided helpful information and social work tools for working with the P500 population.
- B. At least 85% of participants who complete the secondary evaluation 30-60 days after the training will indicate that they are actively using the knowledge and tools acquired during the trainings in their ongoing work with the P500 population.

**IX. Reporting Requirements**

- A. Provide monthly progress reports to HSA during follow-up consulting, due no later than the tenth day of the following month.
- B. Provide written summaries of participant evaluations.

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

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Justin Chan GB23  
Office of Contract Management

[Terri.austin@sfgov.org](mailto:Terri.austin@sfgov.org)  
Terri Austin, AP00  
Project 500 Initiative Manager

**Appendix B – Calculation of Charges**  
**University of California, Davis**  
**P500 Case Management Training**  
**Term: 7/1/2017 - 6/30/2018**

**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 training days associated with the Services listed in Appendix A, times the unit rate as shown in the Fee Schedule listed below shall be reported on the invoice(s) each month.

**2. Fee Schedule and Final Invoice**

Fee Schedule is listed below:

- I. Full-day training rate: \$4,250
- II. Total number of training days: 15
- III. \$4,250 rate per training day x 15 days of training = \$63,750
- IV. **The total not to exceed amount for the period of July 1, 2017 to June 30, 2018 is \$70,125.**