



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: JOAN MILLER, DEPUTY DIRECTOR
JOHN TSUTAKAWA, DIRECTOR OF CONTRACTS *JM*

DATE: SEPTEMBER 20, 2019

SUBJECT: CONTRACT MODIFICATION: NATIONAL COUNCIL ON CRIME AND DELINQUENCY (NON-PROFIT) FOR PROVISION OF CHILD WELFARE REPORTING AND ANALYSIS

	<u>Current</u>	<u>Modification</u>	<u>Revised</u>	<u>Contingency</u>	<u>Total</u>
CONTRACT TERM:	7/1/16 – 6/30/21	7/1/19 – 6/30/20			
CONTRACT AMOUNT:	\$611,590	\$68,870	\$680,460	\$68,046	\$748,506
ANNUAL AMOUNT:	<u>FY 16/17</u> \$106,815	<u>FY 17/18</u> \$147,715	<u>FY 18/19</u> \$143,430	<u>FY 19/20</u> \$175,685	<u>FY 20/21</u> \$106,815
Funding Source	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
MODIFICATION FUNDING:	\$34,435		\$34,435	\$6,887	\$75,757
PERCENTAGE:	50%		50%		100%

The Department of Human Services (DHS) requests authorization to modify the existing contract with National Council on Crime and Delinquency (NCCD) for the period of July 1, 2019 to June 30, 2020, in the additional amount of \$68,870 plus a 10% contingency for a revised total contract amount not to exceed \$748,506. The purpose of this modification is to expand on-site training and coaching of safety-organized practice (SOP) to include a domestic violence component to Family & Children Services (FCS) staff, supervisors and managers. Recent critical incidents involving domestic violence have increased the need for skill building to improve child welfare practice in the area of assessment, case and safety planning.

Intimate partner violence is a commonly occurring problem for the families that Family & Children Services (FCS) works with and the traditional approaches to helping families address this problem have not been very successful. This often results in a cycle of violence for families and repeat referrals and system entries for children. As a system, FCS has been challenged to engage with families and develop real, lasting safety when a pattern of intimate partner violence is involved and FCS has experienced a couple of high profile situations with tragic outcomes for families.

To address this issue, all case carrying protective services workers, supervisors, managers and directors will participate in mandatory trainings offered by NCCD. Training learning objectives include knowledge acquisition safety based principles and specialized approaches designed to support survivors and engage perpetrators involved in intimate partner violence.

Background

Core services of this contract provide San Francisco Human Services Agency access to SafeMeasures®, a web-based data-mart, and to obtain reporting services to meet county-specific data needs. It will also provide for management information reports, technical assistance, and training to support the City's utilization of Structured Decision Making (SDM) system for Family & Children's Services' child welfare program.

Contractor will provide access to case and assessment information for child welfare managers and to the agency's planning and evaluation team. The online data-mart and reports will improve the agency's quality of decision-making and planning, ultimately improving the outcomes for children and families who become involved in the child welfare system.

Services to be Provided

Under this modification, the contractor shall provide the following additional service during year four (7/1/2019 – 6/30/2020) of the term of this contract, as outlined in Section VI(D) of Appendix A-5:

NCCD will provide an **on-site training and coaching to FCS staff, supervisors and managers to strengthen existing knowledge and practice in the following area:**

- i. Safety Organized Practice (SOP) Approach to Domestic Violence (DV)
- ii. Coaching for Protective Services Workers (PSWs), Coaches and Protective Service Supervisors (PSS)
- iii. Leadership Development and Implementation

Performance Monitoring Rating for FY18-19: Contractor met objectives.

Selection

NCCD is the sole source developer and trademark owner of the "SDM Assessment" system. NCCD's Safe Measure is the only system to provide a child welfare data portal that meets the Division 31 Requirements and organizes the data into a user-friendly, point-and-click format that allows managers, supervisors, and child welfare workers to view data by program, by office site, by unit, and by individual.

Funding

Funding for this contract is provided through a combination of General Fund, State, and Federal funds.

ATTACHMENTS

Appendix A-5 – Services to be Provided

Appendix B-5 – Calculation of Charges

Appendix A-5 – Services to be Provided
National Council on Crime and Delinquency (NCCD)
Child Welfare Reporting and Analysis
July 1, 2016 - June 30, 2021

***Includes Modification: FY 19/20 Additional SOP / Case Consultation Training*

I. Purpose:

The purpose of this contract is to allow the San Francisco Human Services Agency access to SafeMeasures®, a web-based data-mart, plus regular ad hoc reporting services to meet county-specific data needs to measure progress in achieving AB 636 Outcome Measures and the goals identified in our System Improvement Plan, as well as management information reports, technical assistance and training to support the City’s utilization of the Structured Decision Making (SDM) system for Family & Children’s Services child welfare program.

II. Definitions

Contractor	National Council on Crime and Delinquency (NCCD)
CRC	Children’s Research Center, a division of NCCD
HSA	Human Services Agency of the City & County of San Francisco
FCS	Family and Children’s Services
SDM	Structured Decision Making
SIP	System Improvement Plan
SQL	Sequence Query Language
TA	Technical Assistance

III. Target Audiences:

This contract will provide access to case and assessment information for child welfare managers and to the agency’s planning and evaluation team. The on-line data mart and reports will improve the agency’s quality of decision-making and planning, ultimately improving the outcomes for children and families who become involved in the child welfare system.

IV. Description of Services:

The Contractor shall provide the following parallel services during the term of this contract: A) SafeMeasures; B) Ad Hoc Analytics; C) Structured Decision Making; and D) On-Site training and coaching to FCS staff, supervisors and managers.

- A. **Safe Measures:** The California Department of Social Services provides the National Council on Crime and Delinquency (NCCD) with bi-weekly extracts from the statewide child welfare database. NCCD conducts an analysis to display the data in tables that are related to the Division 31 Requirements that regulate child welfare operations. NCCD organizes the data into a user-

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friendly, point-and-click format that allows managers, supervisors, and child welfare workers to view data by program, by office site, by unit, and by individual.

- B. **Ad Hoc Analytics:** Using data extracts from the California Department of Social Services, NCCD will provide, on a monthly basis or as requested, ongoing reports related to various outcome measures as identified in the F&CS System Improvement Plan, including disproportionality, differential response, standardized assessments, and permanency. NCCD will also provide comprehensive quarterly reports that include information related to foster care placement patterns, with particular focus on racial disproportion, distance of placement from home, adolescents in placement and length of time in care, children in institutional care, and placement moves.
- C. **Structured Decision-Making:** The FCS program utilizes an actuarial-based assessment tool, Structured Decision-Making assessments to improve its understanding of child risk and to improve case decision-making. NCCD manages the data generated by these assessments and produces an annual management report, which compiles information from child welfare assessments.
- D. **On-Site training and coaching to FCS staff, supervisors and managers:** NCCD will provide Safety Organized Practice (SOP) to Domestic Violence (DV) training and coaching for Protective Services Workers (PSWs), coaches and Protective Service Supervisors. NCCD will also provide management training for leadership development and implementation.

V. **Location and Time of Services**

National Council on Crime and Delinquency offices are located at 426 South Yellowstone Drive, Suite 250, Madison, Wisconsin, 53719. All data analysis and report development will occur at the NCCD offices. The training for Safe Measures will be held at the offices of the San Francisco Human Services Agency at 170 Otis Street.

VI. **Service Objectives**

On an annual basis, the Contractor will meet the following Service Objectives:

- A. NCCD will provide SF-HSA **reliable access to the on-line Safe Measures reporting system**, without any major outages.

NCCD will provide an **on-site “How to Use Safe Measures” training for San Francisco trainers**, accrediting them to train others – train the trainer model on how to use Safe Measures

- B. NCCD will provide an **annual Structured Decision Making report** for child welfare assessments, tailored to the information requested by SF-HSA managers.
- C. NCCD will provide **Ad Hoc Analytics** all reports on the agreed-upon dates, and will meet all agreed-upon deadlines related to ad hoc data requests.

- i. **SDM Customized Extracts**

- ii. **Provide up to four (4) complex customized Ad Hoc Analysis / data reports** (includes complex data merges, identification of individual roles on referrals, inquiries and responses to questions about the data structure)

D. NCCD will provide an **on-site training and coaching to FCS staff, supervisors and managers to strengthen existing knowledge and practice in the following area:**

- i. Safety Organized Practice (SOP) to Domestic Violence (DV)
- ii. Coaching for Protective Services Workers (PSWs), Coaches and Protective Service Supervisors (PSS)
- iii. Leadership Development and Implementation

Training Dates Completed:

- SOP/DV Training Part I (ERU)
July 22-25, 2019
- SOP/DV Training Part II (ERU, CDU)
August 19-20, 2019
- SOP/DV Training Part I (ERU, CDU)
September 5-6, 2019
- SOP/DV Training Part II (ERU, CDU)
September 5-6, 2019

Planned Training Dates and Units:

- SOP/DV Coaching (CDU)
October 1-3, 2019
- SOP/DV Coaching (CDU)
October 1-3, 2019
- SOP/DV Training Part I (FSU)
October 21-22, 2019
- SOP/DV Training Part II (FSU)
October 24-25, 2019
- SOP/DV Coaching (FSU)
October 23, 2019
- SOP/DV Training/Coaching (FSU)
October 21-25, 2019

Management Training:

- Leadership Onsite Training
Dates TBD
- Leadership Onsite Training
Dates TBD

E. NCCD will provide **technical assistance on a high fidelity implementation of Safety-Organized Practice (SOP)**. This technical assistance will consist of two parts:

- i. **Web and phone consultation:** NCCD staff will provide up to **four (4)** one-hour web/phone consultations. These include planning sessions for the onsite visit, web-based demonstrations, and web-based coaching.

VII. Outcome Objectives

On an annual basis, the Contractor will meet the following Outcome Objectives:

- A. Provide a total of on-site training for HSA staff to provide training on the most current version of Safe Measures to all FCS staff.
- B. The Contractor will provide development support to create new reports in Safe Measures and answer data queries timely.
- C. The Contractor will conduct pre and/or post-tests to measure knowledge acquisition for SOP/DV Training and Coaching
- D. The contractor will survey SOP/DV Training and Coaching FCS staff participants to determine satisfaction and usefulness of information for day-to-day practice with families.

VIII. Reporting Requirements

- A. Contractor will provide a report each month of activities referencing TA consultation, Ad Hoc reports and other requests that took place during the month. These reports will be entered in Contracts Administration, Reporting & Billing Online (CARBON) by the 15th of the following month.
- B. Quarterly reports referencing all tasks as described in Section VI & VII, Service and Outcome Objectives. Contractor will enter the quarterly reports in CARBON by the 15th of the month following the end of the quarter

The reports will provide analysis of FCS outcomes and percentage change since the previous year. The report will compare outcomes in the following areas; referrals and placements, cases & adoptions, SDM risk referral outcomes and case service by case status.
- C. Contractor will provide Ad Hoc reports as requested by the Department.
- D. For assistance with reporting requirements or submission of reports, contact:

Annyse Acevedo
Contracts Manager
Human Services Agency
annyse.acevedo@sfgov.org

Irina Kadantseva
Senior Administrative Analyst
Family & Children's Services
irina.kadantseva@sfgov.org

IX. Monitoring Requirements

- A. Program Monitoring:

Program monitoring will consist of (1) quality assurance "spot" checks of data and data-smart quality, to ensure the information continues to meet the needs of FCS management and line staff; and (2) review of documentation to demonstrate completion of service and outcome objectives.

- 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.

Appendix B-5 – Calculation of Charges

**National Council on Crime and Delinquency (NCCD)
Child Welfare Reporting and Analysis**

July 1, 2016 – June 30, 2021

- I. DHS agrees to pay the contractor an annual reporting access fee of \$41,435 per year for the term of the contract for SafeMeasures services described in Appendix A-5.
- II. DHS agrees to pay the contractor an annual reporting fee of \$39,120 per year for the term of the contract for Ad Hoc Analytics services described in Appendix A-5.
- III. DHS agrees to pay the contractor an annual reporting fee of \$26,260 per year for the term of the contract for Structured Decision Making reports and training services described in Appendix A-5.
- IV. DHS agrees to pay the contractor an annual consultant service fee of \$31,100 on the second year (Year 2: 7/1/2017 – 6/30/2018) of the contract term for consultant time as described in Appendix A-5.
- V. DHS agrees to pay the contractor an annual travel cost of \$9,800 on the second year (Year 2: 7/1/2017 – 6/30/2018) of the contract term related to consultant services as described in Appendix A-5.
- VI. DHS agrees to pay the contractor \$68,870 for additional trainings and coaching in the fourth year (Year 4: 7/1/19 – 6/30/20) of the contract term related to consultant services as described in Appendix A-5.
- VII. **The term of the contract is July 1, 2016 through June 30, 2021. Annual amounts are as follows: Year 1: \$106,815; Year 2: \$147,715; Year 3: \$143,430; Year 4: \$175,685; Year 5: \$106,815. For a total contracted amount of \$680,460.**
- VIII. The total amount of this budget is \$680,460. Contingent amount up to \$68,046 may be available, in the City’s sole discretion.
- IX. The total amount of the contract **shall not exceed \$748,506.**

Total Contract	\$ 680,460
10% Contingency	\$ 68,046
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Total Not to Exceed	\$ 748,506

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