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SAN FRANCISCO
HUMAN SERVICES AGENCY

Memorandum

To:	Disability And Aging Services Commission
Through:	Kelly Dearman, Executive Director
From:	Megan Elliott, Deputy Director Esperanza Zapien, Director Of Office of Contract Management
Date:	July 1, 2026
Subject:	New Contract: **Professional Exchange Service Corporation** (For-Profit) For Provision Of After-Hours Hotline Answering Services for the Adult Protective Services, Family and Children Services, Public Conservator, and Public Guardian Hotlines

	Full Term	Contingency	Total
Contract Term:	7/1/26- 6/30/28		
Contract Amount:	$180,000	$18,000	$198,000

	FY 26-27	FY 27-28
Annual Amount:	$90,000	$90,000

	County	State	Federal	Contingency	Total
Funding Source:	$54,000		$126,000	$18,000	$198,000
Percentage:	30%		70%		100%

The Department of Disability and Aging Services (DAS) requests authorization to enter into a new contract agreement with **Professional Exchange Service Corporation** for the period of July 1, 2026, to June 30, 2028, in the amount of $180,000 plus a 10% contingency for a total amount not to exceed $198,000. The purpose of this contract is to provide 24-hour backup and some direct coverage for the Adult Protective Services

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(APS), Family and Children Services (FCS), Public Conservator (PC), and Public Guardian (PG) hotlines. These lines are used by the public to report suspected abuse, neglect, maltreatment, and/or exploitation of older adults, dependent adults, children as well as urgent issues with PC or PG conservatees.

Background

Per state regulation, the APS program is mandated to accept and respond to elder and dependent adult abuse reports on a 24-hour basis. Similarly, FCS is also required to maintain 24-hour reporting and response capability for child abuse reporting. Lastly, both PC and PG programs are legally responsible for individuals who are under a conservatorship, including health and urgent issues that occur during non-business hours. Through this contract, the Human Services Agency will continue to provide an efficient and reliable method for first responders, mandated reporters, and community members to make reports to APS, FCS, PC, and PG during designated hours.

Services to be Provided

Contractor will provide live coverage during weeknights, weekends, and holidays for the APS, FCS, PC, and PG Hotlines, as needed. The contractor will accurately collect information from callers and promptly forward it to the appropriate HSA staff, who will then return the call to the individual who reached out.

Additionally, the Contractor will provide as-needed back-up coverage for the APS, FCS, PC, and PG reporting lines in the event of a local system outages, last minute coverage needs, or local disaster. Contractor will provide regular and individualized reports to each program to support the ability of the program to track call volume.

Unlike FCS and APS, the Public Conservator and Public Guardian are not legally required to have 24-hour coverage. However, PC and PG are providing these services in order to ensure timely response to urgent needs of conservatees and also to promote consistent and effective communication with partners such as hospitals, licensed care facilities, and providers.

For more specific information regarding the services to be provided to the target population, please refer to the attached Appendix A.

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Selection

The contractor was selected through Informal Bid (IB) # 1229 issued on March 30, 2026.

Funding

Funding for this contract is provided through Federal (ALN # 95.558) and County General Funds.

Attachments

Appendix A, Scope of Services
Appendix B, Calculation of Charges

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Appendix A – Scope of Services

Professional Exchange Service Corporation
After-Hours Hotline Answering Services for the Adult Protective Services, Family and Children Services, Public Conservator, and Public Guardian Hotlines
Term: July 1, 2026 – June 30, 2028

I. Purpose of Contract

Provide live, high quality call answering services on weeknight, weekend, and holiday coverage on behalf of four (4) HSA phone lines:

- **A.** Family and Children Services' Child Abuse Hotline
- **B.** Adult Protective Services' Hotline
- **C.** Public Conservator Hotline
- **D.** Public Guardian Hotline

Additionally, as requested, provide backup coverage for HSA staff who typically answer Hotlines during designated business hours.

II. Definitions

CARBON	SFHSA's web-based Contracts Administration, Reporting, and Billing On-line System
City	City and County of San Francisco, a municipal corporation
Contractor	Professional Exchange Service Corporation (PESC)
SFHSA	San Francisco Human Services Agency
SOGI	Sexual Orientation and Gender Identity; *Ordinance No. 159-16* amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve *(Chapter 104, Sections 104.1 through 104.9).*
FCS	Family and Children's Services, a Division of HSA
APS	Adult Protective Services, a Program of DAS
DAS	San Francisco Department of Disability and Aging Services, a Department of the Human Services Agency
PC	Public Conservator
PG	Public Guardian

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III. Target Population

This program is designed to serve all people who can benefit from the services outlined in this Appendix, and particularly those demonstrating the greatest economic and social need. To ensure that the most vulnerable people are aware of and can benefit from this program, Contractor shall ensure that program services are accessible to:

This contract will serve both the public and Human Services Agency staff, as it responds to reports of abuse and neglect for the Agency's Adult Protective Services (APS) and Family and Children's Services (FCS) programs, as well as responding to urgent and emergency issues for conservatees of the Public Conservator (PC) and the Public Guardian(PG).

IV. Description of Services

Contractor shall provide the following services during the term of this contract:
APS, FCS, PC, & PG Hotline Coverage

1. Provide live weeknight, weekend, and holiday coverage on behalf of four (4) HSA phone lines:
    a. Family and Children Services' Child Abuse Hotline
    b. Adult Protective Services' Hotline
    c. Public Conservator Hotline
    d. Public Guardian Hotline
2. As requested, provide backup coverage for HSA staff who typically answer Hotlines during designated business hours.
3. Accurately collect information from callers and in the transfer of this information to APS/FCS/PC/PG on-call staff. Contractor will collect information, such as time of call, full name of caller, nature of call (for FCS Hotline calls), current phone number, and agency with which caller is associated (if applicable).
4. Provide high quality of service to callers and HSA on-call staff by answering all calls in a timely and courteous manner:
    a. All call information must be transferred/dispatched or attempted to transfer/dispatch to the HSA on-call staff person within fifteen (15) minutes of receipt of the message.
    b. If necessary to place a call on hold, hold times for inbound hotline callers and/or HSA on-call staff must be limited to sixty (60) seconds as a measure of customer service.

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5. Adhere to strict message transfer protocols for all programs, respectively, taking into account timeliness in attempting to contact the HSA on-call staff members and escalating up the chain of command in event of non-responsiveness.
6. Provide emergency coverage of HSA Hotlines when such coverage is requested by the HSA programs. Depending on the circumstances, the coverage may not be required for all four (4) hotlines.
7. See Attachments 2-5 for examples of individual HSA program protocols.

V. Location and Time of Services

Services are phone based. As such, when the service is initiated, the services will be provided from the call center operation centers run by the contractor in their offices in California.

VI. Service Objectives

On an annual basis, Contractor shall meet the following service objectives:

A. Answer 100% of calls for APS, PC, and PG Hotlines after-hours on weekdays Monday through Thursday from 5PM to 8AM the next morning; and on weekends starting Friday at 5PM continuously until the following Monday at 8AM.

B. Answer 100% of calls for the FCS hotline after hours on weekdays Monday through Thursday from 7PM to 8AM the next morning; and on weekends starting Friday at 7PM continuously until the following Monday at 8AM.

C. Provide 24-hour coverage of all HSA Hotlines on designated holidays.

D. Provide public access to callers in the following languages at minimum: Spanish, Cantonese, Vietnamese, and Russian; as well as access for the deaf and hearing impaired via a Telecommunications Device for the Deaf (TDD/TTY).

E. Provide access to HSA supervisors to see call information online during the hours of contracted services, as well as updating staff calendars.

F. Provide daily end-of-shift call reports to designated staff, sorted by hotline number

G. Provide monthly reports and data exports to HSA for internal agency purposes.

VII. Outcome Objectives

On an annual basis, Contractor will meet the following outcome objectives:

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A. Contractor will meet a call relay timeliness adherence to hotline-specific call relay timeline requirements of 95%
B. Call relayed to appropriate HSA staff person correctly 99% of the shifts when HSA-provided information is correct.
    a. Note: each hotline has one shift per night, so there are four (4) shifts per night
C. Provide high quality service to callers and HSA staff in answering all calls in timely manner. Ensure at least 90% service satisfaction rate with respect to timeliness in all programs.
    a. Measure: Annual contractor survey of staff working after-hours shifts

VIII. Data Collection and Reporting Requirements

A. **Daily reports** to include, but not limited to, number of Hotline calls managed each shift/24-hour period, delivered to appropriate staff of each program for each phone line

B. **Monthly Reports** to include, but not limited to, number and results of all FCS, APS, PC, and PG Hotline calls managed each calendar month.

C. In some instances, contacting our staff to discuss challenges can meet this requirement of steps taken to resolve.

D. Provide monthly reporting of all call data – including all billable staff time as well as time from incoming call to completion/delivery to HSA staff –in at least one of the following formats:

    a. A secure, documented API for data extraction

    b. Read-only database access or scheduled database exports

    c. Scheduled flat-file deliveries (CSV) with a consistent schema

        i. Highly desired: sharing of data dictionaries, schema documentation and security controls for data transfer and access.

E. Ad-hoc reports as requested

F. Provide monthly report on any service issues related to the Outcome Objectives (below) or other challenges in providing quality service for callers or HSA, with description of steps taken to resolve.

G. Ability to provide custom-built reports

H. During Emergency Operations, contractor will be required to complete and submit intake screening forms.

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I. Quarterly and Annual Reports will be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system.

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

Tara.alvarez@sfgov.org
Contract Manager, Office of Contract Management, SFHSA

or

Ben.Seisdedos@sfgov.org
Program Manager, Division of DAS, SFHSA

IX. Monitoring Activities

A. Program Monitoring will include review of client eligibility, and back-up documentation for reporting progress towards meeting service and outcome objectives.

B. Fiscal Compliance and Monitoring will include review of the Contractor'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.

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Appendix B – Calculation of Charges

Professional Exchange Service Corporation (PESC)
After-Hours Hotline Answering Services for Adult Protective Services (APS), Family and Children Services (FCS), Public Conservator (PC), and Public Guardian (PG)
July 1, 2026 – June 30, 2028

I. The City and County of San Francisco will reimburse the contractor for services provided based on the following schedule of rates.

Billable Service Unit	Description	Unit	Rate per Unit
Monthly Base Plan	Includes up to 1,000 answered inbound calls.	1,000 inbound calls	$3,450.00
Additional Inbound Calls	Billed for answered inbound calls that exceed the Base Plan.	Per Inbound Call	$5.00
Outbound Calls	Calls placed to HSA staff for notification and escalation.	Per Outbound Call	$1.50
Patched Calls	Calls connected between the caller and HSA staff.	Per Occurrence	$1.50
Translation Services	Bilingual/translation services. Rates vary by language and are billed at cost, passed through our vendor without markup, and subject to vendor price increases.	Per Minute	$0.89-$1.05
Customized Report Creation	Custom ad hoc report builds outside of our standard reports.	Per Hour	$150.00
Text Relay Service	Base rate charge for each program to use text alerts of callers waiting callback	Monthly, per program	$150

II. Contractor will invoice on a monthly basis for actual services provided, electronically via CARBON.

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III. Contract Amount

FY26-27 - $90,000
FY27-28 - $90,000
Contract Total - $180,000

The total Not to Exceed amount for the contract term, July 1, 2026 – June 30, 2028, is $**198,000**.

IV. Contractor understands that, of the maximum dollar obligation listed in Section 3.3 of this Agreement, One Hundred Ninety Eight Thousand Dollars ($198,000) is included as a contingency amount and is neither available to Contractor without a modification to this Agreement executed in the same manner as this Agreement or a revision to Appendix B, which has been approved by Contract Manager. 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.

V. A final closing invoice, clearly marked "FINAL," shall be submitted no later than forty-five (45) 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 not exceed the total amount authorized and certified for this Agreement.