



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: SYLVIA DEPORTO, DEPUTY DIRECTOR
JOHN TSUTAKAWA, DIRECTOR OF CONTRACTS *J41*

DATE: AUGUST 19, 2016

SUBJECT: NEW CONTRACT: BINTI INC. (FOR-PROFIT) FOR PROVISION OF WEB-BASED RESOURCE FAMILY RECRUITMENT AND APPROVAL (RFA) TOOLS

CONTRACT TERM: 9/1/16-6/30/18

CONTRACT AMOUNT:	<u>New</u>	<u>Contingency</u>	<u>Total</u>
	\$85,000	\$8,500	\$93,500

ANNUAL AMOUNT:	FY 16/17	FY17/18
	\$25,000	\$60,000

Funding Source	<u>County</u>	<u>State/Fed</u>	<u>Contingency</u>	<u>Total</u>
FUNDING:		\$85,000	\$8,500	\$93,500
PERCENTAGE:		100%		

The Department of Human Services (DHS) requests authorization to enter into a new contract with the Binti Inc. for the period of September 1, 2016 to June 30, 2018, in an amount of \$85,000 plus a 10% contingency for a total amount not to exceed of \$93,500. The purpose of the contract is to provide web-based resource family recruitment and approval solution to the Department of Family and Children’s Services of the Human Services Agency (FCS).

Background

Continuum of Care Reform, mandated by AB 403, establishes a new process for approving all foster homes, called Resource Family Approval (RFA). San Francisco piloted the RFA process over the past two years, and all counties are beginning RFA in the current fiscal year. Under RFA, all relatives and non-relative caregivers (called resource families) complete the same set of activities in order to approve them to be foster or adoptive parents. RFA staff from FCS

work with resource families to complete training, obtain health exams, obtain criminal background clearances and ensure that their homes are safe and appropriate for permanent homes for children in care. This approval process is complex and involves tracking extensive data, and is conducive to online automation.

Continuum of Care Reform also mandates that children be served in a family setting whenever possible, and will necessitate improved recruitment strategies in order to meet the demand for resource families. A set of recruitment webpages will allow FCS to centralize recruitment activities for resource families, and collaborate with partners to ensure that adequate resource families are available.

In an effort to meet these two critical needs, FCS and Binti, Inc. (Binti) participated as partners in the Startup in Residency Program (STIR) sponsored by the Mayor's office. As part of STIR, Binti submitted a proposal in response to a Request for Proposals (RFP), and FCS selected Binti to begin work. The initial set of products were developed during July and August of 2016, as part of the initial STIR agreement. Additional refinements and additions to the tools will be developed as part of this contract.

Services to be Provided

Binti will create, supplement and support two related web-based tools as part of this contract:

1. The RFA Recruitment webpages will consist of an interactive set of webpages that provide information to prospective resource families and allow them to contact FCS and other partners. They also have the ability to collect data on prospective resource families in order to coordinate recruitment efforts, and link potential volunteers to partner agencies.
2. The RFA Portal is an interactive, mobile optimized, web-based tool that automates the RFA process by allowing resource families and/or FCS staff to enter data and upload and approve documents necessary to obtain approval to become a resource family that can care for foster children.

Selection

Contractor was selected through Request for Proposal for 2016 Start Up In Residence (STIR) Program, conducted by the Mayor's Office of Civic Innovation (MOCI) issued February 2016.

Funding

Funding for this Contract is provided by 100% State funds.

ATTACHMENTS

Appendix A – Services to be Provided

Appendix B – Calculation of Charges

Appendix A - Services to be Provided

Binti, Inc. – Resource Family Approval (RFA) Solution

Effective September 1, 2016 to June 30, 2018

I. Purpose of Contract

The purpose of the contract is to provide a web-based tool to assist Family and Children's Services (FCS) in recruiting and approving resource families to serve as foster parents.

II. Definitions

Resource Family: An adult or set of adults that serve as foster parents.

Resource Family Approval (RFA): The process for Resource Families to be approved to become a foster parent and/or an adoptive parent for a child in California. Relative and non-relative caregivers undergo the same application and approval process.

III. Target Population

The tool will assist FCS in recruiting and approving resource families to serve as foster parents for children and youth who are detained and placed in foster care due to allegations of maltreatment. The tool will be used by prospective foster parents, FCS staff, and key partners providing training and other services for resource families.

IV. Description of Services

FCS and contractor Binti, Inc. (hereafter, Binti) participated as partners in the Startup in Residency Program sponsored by the Mayor's office. As part of STIR, Binti submitted a proposal in response to an Request for Proposals (RFP), and FCS selected Binti to begin work. The initial set of products were developed during July and August of 2016. Additional refinements and additions to the tools will be developed as part of this agreement.

During the term of this contract, Binti will create and maintain two related web-based tools to assist in recruiting and approving resource families:

A. The RFA Recruitment Webpages:

The RFA Recruitment webpages will consist of an interactive set of webpages that provide information to prospective resource families and allow them to contact FCS and other partners. They also have the ability to collect data on prospective resource families in order to coordinate recruitment efforts.

As part of the Startup in Residency Program (STIR), Binti completed the following activities related to the Recruitment Webpages during July and August of 2016:

- Worked closely with FCS to understand the information needed to be conveyed on the Portal;
- Designed the recruitment webpages in collaboration with FCS staff, including selecting images, setting up layout of each webpage, and designing interactive features;

- Worked with agency team to select and purchase a domain name (sfcaresforkids.org);
- Developed a Spanish language version of entire website.

During the contract period, Binti will:

- Launch the webpages and host them on an ongoing basis;
- Conduct website maintenance, including upgrading software, renewing domain name, renewing SSL certificate and any other necessary activities;
- Update information, images, calendar of events and any other aspects of the site as needed on ongoing basis with input from FCS.

B. The RFA Portal

The RFA Portal is an interactive, mobile optimized, web-based tool that allows resource families and/or FCS staff to enter data and upload and approve documents necessary to obtain approval to become a resource family that can care for foster children.

Features for RFA applicants include, but are not limited to:

- Ability for resource families to create (and update, as necessary) a username and password that allows them to access the online RFA application process via a computer, tablet or mobile device.
- An unlimited number of applicant accounts for potential resource families
- The ability to track and save progress online for applicants, and generate FCS-approved forms based on the data provided online.
- Full digital signature capability for all forms.
- Conditional logic for applicant questions, allowing applicants to answer alternative questions based on their previous responses.
- Population of multiple forms based on information provided by the applicant.
- Ability to upload documents as attachments both via scanner or smartphone.
- Ability to send email to prospective references, and process references online, including providing email notifications and reminders to prospective references and providing email notifications to the applicant when their reference has completed the reference.
- Full encryption of all data entered in the Portal.
- Ability for multiple users to apply and provide online information for each home, so that co-applicants and other adults can provide information online.

Features for FCS staff include, but not limited to:

- Ability for FCS staff and selected partners to create (and update, as necessary) a username and password that allows them to access the Portal via a computer, tablet or mobile device.
- An unlimited number of administrative accounts, with multiple levels of access based on the level of the employee and the need for data. Levels of access for data will be determined by FCS.
- Ability for administrative users to track progress of the applicants assigned to them online, and to generate or download and print all documents necessary for the RFA process.

- Ability for admin users and supervisors to assign applications to caseworkers, sort the applications by caseworker, and monitor progress and completion by caseworker.
- Ability to admin users to customize email notifications and other content agreed to by FCS and Binti, including adding email notifications to other FCS staff.
- Ability for admin staff to grant access to specific partner agencies involved in the RFA approval process.
- Ability for staff designated by FCS to grant and limit access to other FCS staff and partners.
- Ability for caseworkers, supervisors and admin staff to track individual and aggregate progress of all resource family applications for each step of the process.
- Full digital signature capability for all forms.
- Ability to filter families by attributes or characteristics specified by FCS.
- Ability for staff selected by FCS to download .csv files for custom data analysis reports.
- Ability to generate ongoing reports and customized forms, with data agreed to by Binti and FCS.
- Ability for caseworker to record case notes for a given family, including note, date and type of case note.
- Ability to generate automated email notifications and reminders for FCS staff, resource families, and other related partners.
- Ability to record complaints, as well as record if and how they are resolved.
- Ability to manage reminders and processes for annual renewals for approved resource families, including training requirements.
- Ability for FCS staff to classify and sort applications by specific statuses determined by FCS and Binti.

As part of the Startup in Residency Program (STIR), Binti completed the following activities related to the Portal:

- Collaborated with FCS to develop the initial Portal, with key features that will allow for Resource Families and FCS to begin using the Portal upon completion of this agreement.

During the contract period, Binti will:

- Launch the Portal and host it on an ongoing basis;
- Conduct maintenance, including upgrading software, renewing domain name, renewing SSL certificate and any other necessary activities;
- Work with FCS staff to add features to the Portal. Binti will work with FCS to create a plan for inclusion of additional features, including a timeline, which will be approved by FCS. The plan will be revisited monthly to determine progress and identify any additional features to integrate.

V. Location and Time of Services

Technical work on the Recruitment Webpages and the Portal will occur offsite. Binti will meet with FCS staff and identified partners at the FCS offices at least monthly between 8:30 am and 5:30 pm Monday through Friday to assess progress and identify any proposed new features.

VI. Service Objectives

Binti will submit a detailed plan for updates to the Recruitment Webpages and RFA Portal, including timelines for completion. Upon approval of the plan by FCS, 80% of the updates will be completed within the specified timelines.

VII. Outcome Objectives

Binti will administer a user satisfaction survey for the RFA Portal for FCS staff and resource families. FCS will approve the final questions in the survey. At least 20 FCS staff and 20 Resource Families will respond to the survey. At least 75% of respondents will rate their overall experience as satisfied or very satisfied.

VIII. Reporting Requirements

- A. Contractor will provide Monthly Status Reports that detail the modifications and changes made to the two products, additional changes requested by FCS, and the estimated time of completion of any outstanding changes. If a requested change requires additional funding due to its scope or complexity, Binti will outline an estimated cost in a proposal to modify this agreement.
- B. Contractor will work frequently with Barrett Johnson, who will serve as the principal contact person between Contractor staff and San Francisco County. If at any time project deliverables appear to be at risk, Contractor will provide an urgent report to Barrett Johnson, barrett.johnson@sfgov.org and Sophia Isom, Sophia.isom@sfgov.org
- C. Contractor will provide Ad Hoc reports as required by the Department.
- D. For assistance with reporting requirements or submission of reports, contact:

Steve.Kim@sfgov.org
Contract Manager, Office of Contract Management

or

Barrett.Johnson@sfgov.org
Program Manager, Family and Children's Services

Appendix B – Calculation of Charges

Binti, Inc. – Resource Family Approval (RFA) Solution

September 1, 2016 to June 30, 2018

- I. Contractor shall be paid according to the following fee schedule. The monthly rate for FY16-17 will be \$2,500 per month. The monthly rate for FY17-18 will be \$5,000 per month.

Resource Family Approval (RFA)	# of Months	
September 1, 2016 – June 30, 2017	10	\$25,000
July 1, 2017 – June 30, 2018	12	\$60,000
Total		\$85,000

Total Contract	\$ 85,000
10% Contingency	\$ 8,500
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Total Not to Exceed	\$ 93,500

- II. Contractor shall submit invoices on a monthly basis, into CARBON.
- III. The total amount of this budget is **\$85,000**. Contingent amount up to \$8,500 may be available, at the City’s sole discretion.
- IV. The total amount of the contract shall not exceed **\$93,500**.