



**SAN FRANCISCO  
HUMAN SERVICES AGENCY**

Department of Benefits  
and Family Support

Department of Disability  
and Aging Services

P.O. Box 7988  
San Francisco, CA  
94120-7988  
[www.SFHSA.org](http://www.SFHSA.org)

**MEMORANDUM**

**TO:** DISABILITY AND AGING SERVICES COMMISSION

**THROUGH:** KELLY DEARMAN, EXECUTIVE DIRECTOR

**FROM:** CINDY KAUFFMAN, DEPUTY DIRECTOR  
ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS

**DATE:** MAY 3, 2023

**SUBJECT:** NEW CONTRACT: **HANSINE FISHER & ASSOCIATES (FOR-PROFIT)** TO PROVIDE TIME STUDY ONLINE MODULE AND RELATED CONSULTATION SERVICES

DS  
EB

**GRANT TERM:** 7/1/2023-6/30/2027

<b>GRANT AMOUNT:</b>	New	Contingency	Total
	\$80,000	\$8,000	\$88,000

<b>ANNUAL AMOUNT</b>	<u>FY23/24</u>	<u>FY24/25</u>	<u>FY25/26</u>	<u>FY26/27</u>
	\$20,000	\$20,000	\$20,000	\$20,000



**London Breed**  
Mayor

**Trent Rhorer**  
Executive Director

<b>Funding Source</b>	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
<b>FUNDING:</b>	\$60,000	\$10,400	\$9,600	\$8,000	\$88,000
<b>PERCENTAGE:</b>	75%	13%	12%		100%

The Department of Disability and Aging Services (DAS) requests authorization to enter into a new contract with Hansine Fisher & Associates for the time period of July 1, 2023 through June 30, 2027, in an amount of \$80,000, plus a 10% contingency for a total amount not to exceed \$88,000. The purpose of this contract is to assist the Human Services Agency's Department of Disability and Aging Services (DAS) in tracking and claiming revenue for its Title XIX County Services Block Grant-Health Related (CSBG-HR) activities according to State and Federal Regulations.



**SAN FRANCISCO  
HUMAN SERVICES AGENCY**

P.O. Box 7988  
San Francisco, CA  
94120-7988  
[www.SFHSA.org](http://www.SFHSA.org)

**Background**

Through Title XIX of the Social Security Act and its County Services Block Grant – Health Related (CSBG-HR), DAS leverages federal funding to partially reimburse the costs of performing medically-related activities for adults who have Medi-Cal or are Medi-Cal eligible.

DAS utilizes this funding to support a portion of the total budget for its Community Services, Case Management, and Aging and Disability Resource Center (ADRC) programs.

Documentation required to access this funding includes tracking of individual staff time working on CSBG-HR eligible activities. DAS generates this documentation through an online time study tracking tool, completed by the individual community-based contractor staff.

Community based contractor staff in these program areas complete a time study in one month of each quarter per year, i.e. four times per year.

**Services to be Provided**

Contractor Hansine Fisher and Associates will host and maintain a web-based time study module which meets claiming requirements for CSBG-HR funding.

Contractor will assist in account set up and deliver training resources for time study participants. Time study module also includes features which allow for compilation of time study entries into reports used by City fiscal staff handling the funding claims process. This online time study module will be utilized by approximately 200 community based contractor staff.

Please refer to attached Appendices A and B for more detailed information regarding services and budget.

**Selection**

Contractor was selected through Request for Proposals #1047, which was competitively bid on January 5, 2023.

**Funding**

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

**ATTACHMENTS**

- Appendix A – Services to be Provided
- Appendix B – Calculation of Charges

**APPENDIX A- SERVICES TO BE PROVIDED BY CONTRACTOR**

**HANSINE FISHER AND ASSOCIATES**

**CSBG-HR TIME STUDY ONLINE MODULE AND RELATED CONSULTATION SERVICES**

**Effective July 1, 2023 – June 30, 2027**

**I. Purpose of Contract**

The purpose of this contract is to assist the Human Services Agency’s Department of Disability and Aging Services (DAS) in tracking and claiming revenue for its Title XIX County Services Block Grant-Health Related (CSBG-HR) activities according to State and Federal Regulations.

This will be accomplished through access to an online tool and ongoing support and consulting services.

**II. Definitions**

Contractor	Hansine Fisher and Associates
CSBG-HR	County Services Block Grant – Health Related; funding made available through Title XIX of the Social Security Act
DAS	Department of Disability and Aging Services
HSA	Human Services Agency of the City and County of San Francisco

**III. Description of Services**

The tool and consulting services funded through this contract are intended to centralize and streamline time study data reporting by the staff of select DAS funded contractors. The size of this staffing group is approximately 200 individuals.

In support of this purpose and description, Contractor will provide the following services

- Maintain a web-based time-study module according to the specifications provided by DAS and make necessary changes as requested by DAS, within the limitations of the contract amount.
- Host the website and servers in a secure environment.
- Manage website content.
- Provide access to DAS staff to upload identifying information of time study participants into the web-based system.
- Send test e-mails to participants prior to the start of the time study month, launch a web-based time study, and provide technical support during the time study period.
- Make necessary and requested updates to day-log system within the limitation of the contract budget, including new labels on time study fields to align with DAS time study.
- Update time study with basic data, vendors, activity codes, etc.
- Prepare and send a "welcome" email to new and reactivated participants, prepare instructions for completing the time study and login information to go with the email.

#### **IV. Deliverables**

The Contractor is expected to provide the following deliverables:

- On a quarterly basis, provide an output file of time study results by participant, job class, activity code in an exportable .csv format for use with Excel.
- Record and post online a customized video tutorial on how to complete the time study.
- Record and post online a customized quick video tutorial for supervisors on how to approve time study data entered by their staff.

#### **V. Reporting Requirements**

A. Contractor will provide Ad Hoc reports as required by the Department.

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

Tahir Shaikh  
Contract Manager, Office of Contract Management  
Human Services Agency  
[Tahir.Shaikh@sfgov.org](mailto:Tahir.Shaikh@sfgov.org)

and

Michael Zaugg  
Program Director, Office of Community Partnerships  
Department of Disability and Aging Services  
[michael.zaugg@sfgov.org](mailto:michael.zaugg@sfgov.org)

**VI. Monitoring Activities**

- A. Program Monitoring: Annual program monitoring is not conducted for this contract due to contractor's for-profit status. Program managers from DAS and HSA are regular users of the time study database and are in regular contact with Hansine Fisher and Associates staff.
  
- B. Fiscal Compliance and Contract Monitoring: Fiscal compliance and contract monitoring is not conducted for this contract due to contractor's for-profit status.

**Appendix B - Calculation of Charges**  
**Hansine Fisher and Associates**  
**CSBG-HR Time Study Online Module and Related Consultation Services**  
 July 1, 2023 – June 30, 2027

- I.** The City and County of San Francisco agrees to pay the Contractor for the scope of work specified in Appendix A at the following rates for the July 1, 2023 – June 30, 2027 contract terms:

Service	Rate:	FY 23-27 Estimated Hours:	FY 23-27 Estimated Total:
Technical Svc/Project Support Mgr.	\$90.00	66.67	\$6,000
Programmer/Development	\$110.00	54.55	\$6,000
Systems/Software maintenance (infrastructure, back-up, security, etc.)			\$68,000
<b>Total</b>			<b>\$80,000</b>

- II.** The contract amount is \$80,000 plus a 10% contingency for a total not exceed amount of \$88,000.

Total Contract	\$80,000
10% Contingency	\$8,000
Total Not to Exceed	\$88,000

- III.** The contractor will submit a quarterly invoice detailing hours of service, tasks completed, and amount charged by week. Invoices will be accompanied with receipts for all expenses incurred and detailed summary of activities performed. The contractor will maintain a record describing hours and activities provided.
- IV.** Contractor understands that, of the maximum dollar obligation listed in Section 5 of this Agreement, **\$8,000** 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, 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 Department of Public Health 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.