



**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



London Breed
Mayor

Trent Rhorer
Executive Director

MEMORANDUM

TO:	HUMAN SERVICES COMMISSION				
THROUGH:	TRENT RHORER, EXECUTIVE DIRECTOR				
FROM:	DANIEL KAPLAN, DEPUTY DIRECTOR ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS				
DATE:	APRIL 21, 2023				
SUBJECT:	NEW CONTRACT: FISCAL EXPERTS, INC. (FOR-PROFIT) TO PROVIDE TIME STUDY BUDDY SERVICES				
GRANT TERM:	7/1/2023-6/30/2027				
GRANT AMOUNT:	<u>New</u>	<u>Contingency</u>	<u>Total</u>		
	\$600,000	\$60,000	\$660,000		
ANNUAL AMOUNT:	<u>FY23-24</u>	<u>FY24-25</u>	<u>FY25-26</u>	<u>FY26-27</u>	
	\$150,000	\$150,000	\$150,000	\$150,000	
Funding Source	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
FUNDING:	\$450,000	\$78,000	\$72,000	\$60,000	\$660,000
PERCENTAGE:	75%	13%	12%		100%

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The Human Services Agency requests authorization to enter into a new contract with Fiscal Experts, Inc. for the period of July 1, 2023 through June 30, 2027, in an amount of \$600,000 plus a 10% contingency for a total amount not to exceed \$660,000. The purpose of the contract is to provide a web-based time study service to Human Services Agency (HSA) and Juvenile Probation Department (JPD) employees.



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Background

The purpose of this contract is to provide a web-based time study service for internal Human Services Agency employees that will assist the county with claiming employee time to a wide variety of programs and to all the agency's funders including but not limited to California Department of Social Services (CDSS) and California Department of Aging (CDA). The contract will also provide an additional web-based time study service for internal Juvenile Probation Department employees that will assist the county with claiming employee time to a variety of programs funded by CDSS.

Time studies are the single largest component of the quarterly County Expense Claim to CDSS, distributing costs among all the county's programs according to the hours reported. The claim is over \$100,000,000 each quarter and the time study program must accurately report the hours of the over 1,500 HSA staff and up to 50 JPD staff who are required to time study each quarter to maximize the amount of revenue returned.

The tool and its help desk funded through this contract will streamline time study reporting by internal staff and facilitate proper claiming of federal and state revenue.

Services to be Provided

Contractor will provide a web-based Time Study Buddy (TSB) system for use by HSA and JPD staff. The web-based time study tool will allow access from any computer at any time. Contractor will maintain the TSB system incorporating County Excess Claim (CEC) reporting standards, new codes, and code changes as released by California Department of Social Services (CDSS).

Contractor shall provide the following services, as outlined in Appendix A:

- Provide a web-based Time Study Buddy system for access to up to 1,750 HSA staff/users.
- Provide a web-based Time Study Buddy system for access to up to 50 user accounts for JPD department.
- Allow creation of new users/profiles and access levels based on worker type.
- Automate password reset for users.
- Allow for electronic signatures and time stamps for users submitting and approving.



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- Create an approval workflow chain for time study records, tracking, through final approval.
- Ability for communication and alerts to be sent to users via email.
- Ability for reminders to be setup for new quarter, new fiscal year, and holidays.
- Ability to manually and automatically verify time studies based on payroll data based on departmental needs and capabilities.
- Incorporate CEC reporting standards, new codes, and code changes as released by CDSS.
- Include comment log and ability to set flags to annotate the account for individual users.
- Allow to time study for both continuous and mid-month and have the ability to convert continuous time studies to quarterly claim.
- Ability to keep audit trail of time study records from entry through supervisor approval.
- Ability to run ad-hoc reports and CEC reports that meets CDSS CEC requirements.
- Provide user guides for differing user roles.
- Provide user trainings to Fiscal Administrators upon request.
- Provide technical support to Fiscal Administrators.

Selection

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

Funding

Funding will be provided through a combination of county, state, and federal funds and a work order from JPD.

ATTACHMENTS

Appendix A – Services to be Provided

Appendix B – Budget

**Appendix A – Services to be Provided Fiscal
Experts, Inc.
Time Study Buddy
July 1, 2023 – June 30, 2027**

I. Purpose of Contract

The purpose of this contract is for provision of a web-based time study service called Time Study Buddy. The proprietary software developed by Fiscal Experts, Inc. will help automate time studies required by Human Service Agency employees of up to 1,750 users per quarter and by Juvenile Probation Department employees of up to 50 users per quarter. The collected time studies data will be reported to the State that determines and helps to maximize state and federal claim reimbursements.

II. Definitions

Contractor	Fiscal Experts, Inc
DHS	Department of Human Services
HSA	Human Services Agency of the City and County of San Francisco
IT	Information Technology Division of Department of Human Services
JPD	San Francisco Juvenile Probation Department
CEC	County Excess Claim
CDSS	California Department of Social Services
CECRIS	County Expense Claim Reporting Information System
TSB	Time Study Buddy

III. Services to be Provided

a) Target Population

The target population is Human Services Agency (HSA) employees of up to 1,750 users per quarter plus fiscal administrators. The target population is also Juvenile Probation Department (JPD) employees of up to 50 user accounts plus fiscal administrators. These should be separate so that only HSA time studies are only accessible to HSA staff and administrators and JPD time studies are only accessible to JPD staff and administrators.

b) Scope of Services

The Department will use the proprietary time study tool, called Time Study Buddy, to automate time study data records. The process helps to expediently

collect staff time studies data (detailed reports of benefiting programs for correct claiming of State/Federal reimbursement) as required by the State.

This tool will be web-based allowing access from any computer anywhere at any time. The tool will be maintained by the vendor to incorporate CEC reporting standards and code changes as they are released by CDSS. It shall have the following functionalities:

User Set Up Functionality that includes:

- The ability to easily set up new users including worker type, supervisor, work schedule, time study codes, employee identifier, email address, have the option to hold or not hold emails, set up permissions, select time study type, unit, location, start date, end date, job title, and select whether they are full time or part time. Fiscal Administrator staff should be able to easily maintain and change data as necessary.
- Allowing for both continuous time studies and mid-month time studies and convert continuous time studies for the quarterly claim.
- The ability to exclude or sunset select staff in any given quarter and easily reinstate them should their circumstances change.
- The ability for Fiscal Administrator staff to reset a time study, and to either exclude or end a time study as appropriate.
- The ability of Fiscal Administrator staff to set up various types of permissions depending upon their use of the system.
- Automated password resets for users as well as the ability for Fiscal Administrator staff reset passwords as needed.
- A comment log and ability to set flags to annotate the account for individual users.

Administrator Services that includes:

- Reminders at the start of the calendar year to set up holidays.
- User guides and administrator guides easily accessible within the program.
- Automation of quarterly reminders/welcome emails to new quarter.
- Automatic set up of each quarter's new time study, complete with worker profiles and new time studies. Fiscal Administrator staff should also have the ability to request a change of the period used for the mid-month time studies.

- Fiscal Administrator staff will have the ability to easily create extraneous alpha numeric codes for any activities that are claimed outside of the CEC or for activities that are not covered by the existing set of codes.
- Fiscal Administrator user training upon request.
- Be responsive to Fiscal administrator and time study user feedback to help increase functionality.

Communication Functionality that includes:

- A robust email functionality to email to one, many or all employees' updates and necessary information.
- Automation of alerts of pending approvals to employees' supervisors.
- An email correspondence log easily accessible for Fiscal Administrator staff. This would be a record of all outbound emails from administrator staff to individual employees and a record of all inbound emails that are emailed to the time study system administrator email account.

Time Sheet Verification Functionality that includes:

- Have the ability to either manually or automatically verify time studies based on payroll data based upon departmental needs and capabilities.
- Automation of alerts of Fiscal Administrator updates to users indicating any changes made during the verification process.

User Interface Functionality that includes:

- Is accessible by all users from any computer with an internet connection.
- Time study code definitions which are readily and easily available to users.
- Allows time studying employees' supervisors and managers to easily navigate their chains of approvals of direct and indirect supervisees.
- The ability to easily filter and sort user lists to help track time study progress throughout the quarter.
- The ability to easily drill down on users to see both the details of employee time study as well as their user profile. Also the ability to see the progress of Fiscal Administrator staff verifications in a clear and concise manner.

Time Study Approval Functionality that includes:

- Electronic signatures that are both time and date stamped for both

submitters and approvers.

- Allows for higher level supervisors and/or managers to approve time for absent supervisors with a comment and allows a supervisor to sign a time study for an absent staff member also with the ability to comment.
- Allows Fiscal Administrator staff to automatically track approvals from quarter to quarter, including missed approvals from prior quarters to assist with Adjusted Quarterly CEC preparation.

Reporting Functionality that includes:

- Allowing for reporting of both converted and unconverted continuous time studies.
- Creating all CEC reports which meet the CDSS CEC requirements (including but not limited to CEC Input screen reports) within the tool in an easy to use manner allowing for report sets to be preserved and saved using only the data that was originally used with a time and date stamps. Also allows Fiscal Administrator staff the ability to create new batches of reports at any given time using updated data while preserving earlier batches of reports. All summary reports must have an audit trail report, as well as the ability to preserve and print hard copy time study forms for all, some or one employee.
- Allowing for ad hoc reporting using a variety of criteria, including selecting one, some or all staff based on unit, unit group, time study type and including by one, some or all time study codes. The reports must have the ability to include a variety of information related to the employees including but not limited to employee identifier, supervisor, unit and time study worker type to be able to capture time study time as well as show codes available to staff that are in their profile whether or not they are used by the staff members. These are to include but not be limited to:
 - The ability to include or exclude incomplete time studies for ad hoc reports, as well as inform the user of all incomplete time studies when preparing the CEC reports. Incomplete time studies must be excluded from the CEC reports in accordance with CDSS requirements.
 - A shift report that shows when workers are time studying to codes outside their worker type including extraneous codes.
 - A report that shows how many users are active on the system in order to verify quarterly billing.
- Ensuring that the supervisor time that is time studied to the “supervision” code distributed in proportion to how their staff time studied for the CEC

reports and ad hoc reports as well as have an audit trail and the ability to report supervision time undistributed.

IV. Deliverables

Service Objectives

- Maintain simultaneous user access of up to 1,750 user accounts for Human Service Agency employees
- Maintain simultaneous user access of up to 50 user accounts for Juvenile Probation Department (JPD)'s department.
- Add and update time study claiming codes into the TSB system within 30 days of new code and definition release.
- Generation of ad-hoc and CEC claim reports to be available at any time.
- Responds to fiscal administrator technical questions within 48 hours of inquiry.
- No more than 5% system downtime.

Outcome Objectives

- 100% accuracy of collection and incorporation of all time study related data into the CEC and Ad Hoc Reports.

V. Reporting Requirements

- 1) Contractor will provide an **annual** report summarizing the contract activities, referencing the tasks as described in Section IV - Deliverables. This report will also include accomplishments and challenges encountered by the Contractor. Contractor will enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year.
- 2) Contractor will provide Ad Hoc reports as required by the Department.
- 3) Contractor will work primarily with Rachel Brannon, Administrative Claims Supervisor, who will serve as the principal contact person between the Contractor and San Francisco County. If at any time project deliverables appear to be at risk, Contractor will provide an urgent report to contact person. For fiscal questions, please contact Tahir Shaikh, Contract Manager at tahir.shaikh@sfgov.org.

Appendix B – Calculation of Charges
Fiscal Experts, Inc.
Time Study Buddy
Term: 7/1/2023 – 6/30/2027

- I. Contractor shall submit **quarterly** invoices no later than the fifteenth (15th) working day of the month following the quarter. Each invoice is to include supporting documentation detailing the total number of users and a list of users (by user name) accessing the Time Study Buddy in the preceding quarter. A user is defined as anyone using/accessing Time Study Buddy to either prepare or review a time study (active users) or who has reports or administrative permissions. Verification and approval of the work detailed in the invoices will be approved by Human Services Agency (HSA)’s fiscal department and Juvenile Probation Department (JPD)’s fiscal department.
 - A. For HSA, contractor will be paid at the rate of \$35 per user per quarter for the first 500 users and at \$15 per user per quarter for every user thereafter. There will be an annual cap of \$145,000, which would only be reached if there are 1,750 users.
 - B. For JPD, contractor will be paid at the rate of \$25 per user per quarter. There will be an annual cap of \$5,000, which would only be reached if there are 50 users.

II. Fee Schedule and Final Invoice

- A. Fee Schedule is listed below:
 - Contract period from July 1, 2023 through June 30, 2027 for an annual amount of \$145,000 per year for Human Services Agency (HSA) plus \$5,000 per year for Juvenile Probation Department (JPD) for a total contract amount of \$600,000 for the term of the contract.
 - The total contract amount during this term is \$600,000.
 - The total contract amount plus a 10% contingency for a revised total not to exceed amount of \$660,000.

Total Contract	\$ 600,000
10% Contingency	\$ 60,000
	=====
Total Not to Exceed	\$660,000

- B. Contractor understands that, of the maximum dollar obligation listed in Section 4 of this Agreement, **\$60,000** is included as a contingency amount and is neither to be used in Calculation of Charges attached to this agreement, nor available to Contractor without a modification to this Agreement executed in the same manner as this Agreement or a revision to the Calculation of Charges

(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.

- C. A final closing invoice, clearly marked "FINAL," shall be submitted no later than sixty (60) 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 be adjusted to conform to actual units certified multiplied by the unit rates identified in the Calculation of Charges attached hereto, and shall not exceed the total amount authorized and certified for this Agreement.