



**SAN FRANCISCO
HUMAN SERVICES AGENCY**

MEMORANDUM

TO: DEPARTMENT OF DISABILITY AND AGING SERVICES
COMMISSION

THROUGH: KELLY DEARMAN, EXECUTIVE DIRECTOR

FROM: CINDY KAUFFMAN, DEPUTY DIRECTOR
JILL NIELSEN, DEPUTY DIRECTOR
ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS

DATE: WEDNESDAY, FEBRUARY 5, 2025

SUBJECT: CONTRACT MODIFICATION: **JUMP TECHNOLOGY SERVICES (FOR-PROFIT)** FOR PROVISION OF ADULT PROTECTIVE SERVICES AUTOMATED CLIENT TRACKING SYSTEM

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	<u>Current</u>	<u>Mod</u>	<u>Revised</u>	<u>Contingency</u>	<u>Total</u>
CONTRACT TERM:	1/1/21 - 6/30/25	7/1/25 - 6/30/28	1/1/21 - 6/30/28		
CONTRACT AMOUNT:	\$873,375	\$555,382	\$1,428,757	\$142,876	\$1,571,633
MODIFIED ANNUAL AMOUNT:	See Table below				
	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
FUNDING SOURCE:	\$1,071,568	\$171,451	\$185,738	\$142,876	\$1,571,633
PERCENTAGE:	75%	12%	13%		100%

The Department of Disability and Aging Services (DAS) requests authorization to extend the existing contract with Jump Technology Services for the period of July 1, 2025 to June 30, 2028, in the additional amount of \$555,382 plus a 10% contingency for a revised total amount not to exceed \$1,571,633. The purpose of this extension is to continue access to the automated data management and reporting system known as LEAPS for Adult Protective Services, In-Home Supportive Services, and Clinical Quality Improvement.



<u>Budget</u>	<u>FY 21</u>	<u>FY21/22</u>	<u>FY22/23</u>	<u>FY23/24</u>	<u>FY24/25</u>	<u>FY25/26</u>	<u>FY26/27</u>	<u>FY27/28</u>
APS	\$70,920	\$217,027	\$160,026	\$171,091	\$157,531	\$166,051	\$155,520	\$155,520
CQI	\$0	\$2,500	\$36,080	\$33,300	\$24,900	\$26,097	\$26,097	\$26,097
Total	\$70,920	\$219,527	\$196,106	\$204,391	\$182,431	\$192,148	\$181,617	\$181,617

<u>Budget</u>	<u>Total</u>	<u>Contingency</u>	<u>Not to Exceed</u>
APS	\$1,253,686	\$125,369	\$1,379,055
CQI	\$175,071	\$17,507	\$192,578
Total	\$1,428,757	\$142,876	\$1,571,633

Background

APS

The DAS program of Adult Protective Services (APS) is required to have a comprehensive, data management and reporting system to meet state mandates and support program operations. The system run by JUMP Technology Services, referred to as LEAPS, provides intake, case management, and data analysis tools tailored to APS’s unique needs. JUMP Technology has partnered with DAS since 2017, delivering secure, responsive, and user-friendly solutions. The system is used by over 50 counties in California.

JUMP Technology’s services include real-time data access, robust reporting, and compliance tracking to ensure adherence to state and federal requirements. Their solutions support APS in managing sensitive data and optimizing workflows for protective services workers, supervisors, and administrators.

CQI

The Clinical and Quality Improvement (CQI) Unit uses a modified version of LEAPS, named HEALS, to securely store client data, health information, and health assessments, which allow CQI to adhere to local, state, and federal client privacy regulations, including HIPPA. HEALS offers the use of evidence-based risk assessment tools allowing CQI to administer public health nursing services to vulnerable clients with complex medical and nursing needs and who are experiencing barriers accessing healthcare and social services.

Additionally, HEALS’s flexible design allows for CQI’s grievance management. Grievances are stored and managed in HEALS and will have their own set of tasks, deadlines, case findings, plan of action and recommendations. HEALS shall contain a feature that automatically generates grievance response letters following a template designed by CQI.

The system's reporting feature produces reports that can be analyzed for positive client outcomes and quality improvement purposes. The system allows for easy filtering of data between a client for nursing consultation and a client for grievance.

Services to be Provided

APS

Under this contract, JUMP Technology will:

- Provide license and hosting for 126 to 150 users of differing roles.
- Provide a reliable, user-friendly, web-based application that can be accessed from mobile platforms and 24-hour access.
- Capture a wide range of demographic data regarding Reporting Parties, APS clients, and Collateral Contacts. Among other demographic questions, the data tracking system shall include features to capture Sexual Orientation and Gender Identity (SOGI) data of APS clients, in alignment with statewide requirements.
- Provide efficient intake functionality that promotes a structured interview focused on determining a variable response time.
- Provide custom reporting services upon request by APS.

CQI

JUMP Technology Services will grant DAS access to the HEALS system for the use of managing cases, storing and organizing data, and producing reports. The system will be utilized by CQI Public Health Nurses to document client information, including protected health information. JUMP will also allow for the system to be used by CQI administrative team for grievances, allowing grievance cases to have their own separate tasks, deadlines, dashboard and reports. JUMP will also grant access to their support portal to allow CQI to report system outages, request training, and request ad hoc data extracts. JUMP will work with CQI to develop tools to improve CQI efficiency, including a secure online referral form with access restricted to authorized DAS employees.

Selection

The contractor was selected through Sole Source Waiver (OCAWVR0010973). LEAPS software is a proprietary product of JUMP Technology Services and is the only software that will meet the City's client tracking requirements.

Funding

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

ATTACHMENTS

Appendix A-3, Services to be Provided (APS)

Appendix A-4, Services to be Provided (CQI)

Appendix B-2, Budget

Sole Source

Appendix A-3 – Services to be Provided

JUMP Technologies
Data Management and Reporting System (LEAPS)
Adult Protective Services (APS)
January 1, 2021 – June 30, 2028
Effective February 1, 2025

I. Purpose of Contract

The Adult Protective Services (APS) program within the Department of Disability and Aging Services (DAS) of the San Francisco Human Services Agency (SFHSA) will contract with JUMP Technology for a comprehensive data management and reporting system that will include intake, case management, and data analysis tools (also known as LEAPS).

II. Definitions

APS	Adult Protective Services
CARBON	Contracts Administration, Reporting, and Billing Online (formerly called Contracts Management System)
Contractor	JUMP Technology
DAS	Department of Disability and Aging Services
EverSafe	Organization that developed the HelpVUL financial abuse reporting tool
HSA	Human Services Agency of City and County of San Francisco
Statio	Documentation tool for Home Safe program activities
HelpVUL	Reporting portal provided by EverSafe that is used by financial institutions to report instances of Financial Exploitation or Financial Self-Neglect, and permit document transfer and communication between APS staff and mandated reporters at the financial institutions
LEAPS	An APS Data Management and Reporting System

III. User Roles

APS Protective Services Worker (Worker Role) ; APS Protective Services Supervisor (Supervisor Role); Program Administrator Role; APS After Hours Worker; Centralized Intake Worker (Intake Worker Role); Centralized Intake Supervisor (Intake Supervisor Role); HSA IT, Clerical Role, Administrative View Role (view only)

IV. Description of Services

- A. Contractor shall provide a custom data management and reporting system for DAS that meets state of California's APS mandates and program guidelines. Contractor shall provide responsive, high quality, customer service and demonstrate the ability to respond to APS program growth, evolving program level needs, and the continued ability to meet new state and federal APS requirements in a timely fashion.
- B. Contractor shall provide license and hosting for 125 to 150 users of differing roles. Contractor shall provide a web-based application that can be accessed from mobile platforms and 24-hour access. Contractor shall work with APS to design a client tracking system that captures a wide range of demographic data regarding Reporting Parties, APS clients, and Collateral Contacts. Among other demographic questions, the data tracking system shall include features to capture gender identity and sexual orientation of APS clients, in alignment with citywide recommendations regarding these two data points.
- C. The data management and reporting system shall provide efficient intake functionality that promotes a structured interview focused on determining a variable response time. The system shall have a case management and case tracking system that includes diverse case and client level search features.
- D. The data management and reporting system shall contain a Risk Assessment feature and Needs Assessment feature that are based on sound social work practice or the Contractor shall work with APS to design such a feature. The system shall contain a service planning features that provides for detailed intervention tracking and reporting. The data management and reporting system will provide features to manage and track expenditures related to the APS Special Payment Fund.
- E. The data management and reporting system shall contain features to improve user level compliance with APS state requirements, including but not limited to a system to inform APS Protective Services Workers and APS Protective Services Supervisors about overdue casework, as well as user level features to provide for effective case assignment of new reports and cases.
- F. The Contractor shall work with APS to integrate an evidence-based Risk Assessment Tool as well as additional outcomes-based tools focused on improving APS casework as needed and as appropriate.

- G. The Contractor shall provide custom reporting services upon request by APS. The data management and reporting system shall contain a range of developed reports that allow for management tracking of compliance metrics on an individual, unit, and aggregate level basis; monitoring of APS client demographics; Caseload and reports monitoring; and Outcomes based reports.
- H. The data system shall include disaster preparedness features that will enable APS staff to access and prioritize client data in the event of an emergency.
- I. The contractor shall provide unique reporting features such as ability to combine client demographics with vulnerabilities to streamline client risk profiles.
- J. Contractor shall provide access to the HelpVUL platform that allows for reports submitted in the HelpVul portal to populate into the LEAPS Intake workflow. Jump shall maintain a reseller agreement with Eversafe during the contract term unless deemed ok to terminate feature by APS program.
- K. Contractor shall work and implement ISO Matrix Dashboards for APS with its current LEAPS system.
- L. Contractor shall maintain a method for collecting and reporting documentation requirements from the California Department of Social Services for the Home Safe program, until the San Francisco APS program reporting requirements have been met and Home Safe program is ended locally.

V. Licensing and Maintenance

Contractor will provide licensing, hosting, and maintenance of the APS data management and reporting system. Services shall include, but are not limited to platform licensing, data center operations, secure hosting of the data, all software and licenses required for hosting, maintenance of hardware, application monitoring, regular backups and recovery functionality, error correction, and browser compatibility testing. Contractor shall maintain current and up to date software and security on those systems. Contractor will accommodate unexpected and planned growth in licensure rates by APS.

VI. User Support

Contractor will provide online chat support for end user inquiries and issues as well as an online portal for submitting requests for support (M-F 8am to 5pm). HSA staff and vendors may submit an unlimited number of support requests. User support staff shall have a sufficient understanding of the APS data management and reporting system to be able to field support calls, assist users, and if necessary, guide them on how to use the system. Contractor will respond to requests within 1 business day. Contractor will provide two after-hours emergency phone numbers for system issues.

VII. Location and Time of Services

APS data management and reporting system shall be available as a secure internet-based web portal to any authorized user with access over the internet, accessible twenty four (24) hours per day, seven (7) days per week, with the exception of scheduled maintenance periods posted on the site at least three days in advance, and a total maximum of 24 hours of unscheduled unavailability per year. If the service becomes unavailable to users, other than for scheduled maintenance, Contractor shall notify the APS program contacts and HSA Contracts Staff regarding such unavailability within one hour of discovery of such unavailability, and include expected time the service will be available again.

VIII. Other License Restrictions

None.

IX. City's Right to Access to Source Code and Database

City does not have the right to access the application source code.

City owns and has secure access to data in the SQL Server database and in the Business Objects data warehouse. All data entered or uploaded by HSA or HSA's providers shall remain property of HSA. Contractor shall have no rights or privileges to database content, other than as required to implement contracted services and for the purpose of training, support and maintenance.

Contractor shall provide a copy of HSA's data upon request or termination of contract, through a mutually agreed upon secure electronic format, within one week of such notice. Contractor must provide to the City decryption keys to access City Data that Contractor has encrypted, or provide City Data in decrypted form.

X. Use of City Data.

Contractor agrees to hold City Data received from or created on behalf of the City in strictest confidence. Contractor shall not use or disclose City's Data except as permitted or required by the Agreement or as otherwise authorized in writing by the City. Access to City's Confidential Information must be strictly controlled and limited to Contractor's staff assigned to this project on a need-to-know basis only. Contractor is provided a limited non-exclusive license to use the City Data solely for performing its obligations under the Agreement and not for Contractor's own purposes or later use. Nothing herein shall be construed to confer any license or right to the City Data, including user tracking and exception City Data within the system, by implication, estoppel or otherwise, under copyright or other intellectual property rights, to any third-party. Unauthorized use of City Data by Contractor, subcontractors or other third-parties is prohibited. For purpose of this requirement, the phrase "unauthorized use" means the data mining or processing of data, stored or transmitted by the service, for unrelated commercial purposes, advertising or advertising-related purposes, or for any purpose other than security or service delivery analysis that is not explicitly authorized.

XI. Deliverables

- A. Contractor will respond to requests within 1 business day
- B. The contracted application will have no more than 24 hours of unscheduled unavailability per year.
- C. Contractor will maintain current and up to date software and security updates.
- D. Contractor will conduct post-training surveys and will show that a minimum 75% of respondents found the training satisfactory and adequate.
- E. Contractor will offer either direct training to new system users, or provide training for APS program internal staff that provides the direct training via a “train the trainer” model, where the APS program internal staff receive annual refreshers and updates for training of APS staff.
- F. Contractor will offer the ability for program to request system changes during the duration of the contract period, with the ability to charge for additional labor costs on a fixed rate basis.

XII. Reporting Requirements

- A. Contractor will provide Monthly Status Reports that detail the services provided, the staff providing the service, the number of hours provided, and the dates of service provided. The Monthly Status Reports are due 15 days after the end of the month and are required to accompany invoices for payment. Invoices are to be submitted in the CARBON database.
- B. Contractor will enter quarterly metrics in the CARBON database by the 15th of the following month. The reports shall state the following:
 - Progress of completing tasks / milestones
 - Any issues and challenges experienced
- C. For assistance with reporting requirements or submission of reports, contact:

Patrick Garcia
Contract Manager
Office of Contract Management
Patrick.Garcia@SFgov.org

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Program Director
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Appendix A-4 – Services to be Provided

JUMP Technology
 Data Management and Reporting System (LEAPS)
 Clinical and Quality Improvement (CQI)
 January 1, 2021 – June 30, 2028
 Effective February 1, 2025

I. Purpose of Contract

The Clinical and Quality Improvement (CQI) unit within the Department of Disability and Aging Services (DAS) of San Francisco Human Services Agency (HSA) will contract with JUMP Technology to utilize the LEAPS system to **a)** implement an electronic records system, called the Health Evaluation and Logging System (HEALS), to streamline the CQI on-line referral process and document nursing assessments and medical records; and **b)** provide an electronic records system that generates documentation that could be shared with DAS programs and DAS contracted Community-Based Organizations (CBOs) related to grievances, including grievance forms, grievance logs, program’s findings and recommendations, action plans, and response letters. HEALS will streamline the referral process while maintaining its robustness. In previous years, the CQI unit received approximately 70 referrals/DAS clients monthly.

Definitions

APS	Adult Protective Services
CARBON	Contracts Administration, Reporting, and Billing Online (formerly called Contracts Management System)
CBO	Community-Based Organization
Contractor	JUMP Technology
CQI	Clinical and Quality Improvement
DAS	Department of Disability and Aging Services
HEALS	Health Evaluation and Logging System
HSA	Human Services Agency of City and County of San Francisco
ICD-10	International Classification of Diseases, Tenth Revision, Clinical Modification
IHSS	In-Home Supportive Services
LEAPS	Propriety Software from JUMP

PC	Public Conservator
PG	Public Guardian
PHN	Public Health Nurse
PSW	Protective Social Worker
NOW	Nurse of the Week (NOW) is a function assigned to a CQI Public Health Nurse while on duty.
SOC 873	State of California (SOC) Form 873: In-Home Supportive Services (IHSS) Program Health Care Certification Form

II. User Roles

DAS staff including public health nurses (PHNs), social workers, clerks, analysts, program directors, students/interns, public service trainees, and HSA Planning unit employees.

III. Description of Services

- A. Contractor shall provide license and hosting for 6 to 10 users of differing roles.
- B. Contractor shall provide a reliable, user-friendly, web-based application that can be accessed from mobile platforms and 24-hour access.
- C. Contractor shall schedule regular meetings with CQI to provide updates on the progress of the new system development and project timelines. These meetings can be held either weekly or bi-weekly, depending on the availability and commitment of both parties, or as needed.
- D. HEALS shall provide efficient intake functionality that promotes streamlined communication with referents/consultees who are social workers from In-Home Supportive Services (IHSS), Protective Social Workers (PSW) from Adult Protective Services (APS), and other internal DAS employees.

PHN Nursing Consultations:

- A. JUMP will implement and customize the LEAPS platform to meet the needs of the department:
 - (a) streamline the referral process for CQI PHNs;
 - (b) clinically triage and/or prioritize the in-home visits of referred clients;
 - (c) allow for easy access to shared client files; and
 - (d) document clinical notes using evidence-based screening tools.The web-based software platform allows CQI PHNs to conduct documentation and charting on their tablets/phones during their home visits. The software allows access to the up-to-date ICD-10 system used by healthcare providers to “code” or

identify clients in need of immediate disease management. These functions have resulted in improved communication to address the immediate needs of the clients.

- B. HEALS shall have user-friendly search features to track a client’s records and consolidate nursing assessments and outcomes into a summary report, which can be easily shared with other internal DAS employees.
- C. HEALS related to CQI documentation shall contain a dashboard feature that showcases the status of active cases, case distributions among PHNs, the progress of each case, and alerts for inactive and outstanding cases.
- D. HEALS related to CQI PHN consultations shall contain a dashboard feature that will alert CQI team members of Nurse of the Week (NOW) rotation/schedule, active cases, anticipated closure dates, and scheduled home visits. Furthermore, HEALS shall contain a service planning feature that provides for detailed intervention tracking and reporting.

Grievance:

- A. Contractor shall work with CQI team to develop and implement a DAS grievance documentation and client tracking system that captures a wide range of data.
- B. The tracking system shall contain a reminder feature that ensures timeliness of responses at all levels of the grievance process.
- C. The tracking system shall contain a dashboard feature that indicates all active grievances regarding important deadlines, such as sending out acknowledgement letter, approaching 30-business days, following up with appropriate program staff, sending out closure letter, etc.
- D. The tracking system shall have a feature for data aggregation and analysis, which will be used for quality improvement purposes
- E. The tracking system shall have a feature to capture types of ADA accommodation.
- F. The tracking system shall have user-friendly search features to track a client’s grievance records, consolidate essential data, grievance checklist, plan of actions and recommendation into a summary report, which can be easily shared with other internal DAS employees and other city agencies.
- G. The tracking system shall contain important templates that allow the CQI team to generate the grievance response letters (acknowledgment, notice of extension, closure letter).
- H. The tracking system shall contain grievance checklist template that is offered by the CQI team.

IV. Custom Development and Reports

PHN Nursing Consultations:

- A. HEALS shall contain features to improve user-level compliance with CQI performance measures by showing the distribution of caseloads, dates of home visits, notification of completed assessment forms and deadlines, and closure of referred cases.
- B. Contractor shall work with CQI to add relevant nursing interventions when using evidence-based assessment tools.
- C. Contractor shall provide custom reporting services upon request by CQI.
- D. HEALS shall contain canned daily, weekly, and monthly reports with quality indicators that allow for
 - a) management tracking of compliance metrics on an individual, unit, and aggregate level;
 - b) monitoring of client demographics;
 - c) caseloads; and
 - d) outcomes.

Reports shall be generated at any time. All generated canned reports shall be stored on HEALS.

Grievance:

- A. Contractor shall work with CQI to add a new relevant feature that is used for continually improving the grievance review process for efficiency.
- B. Contractor shall provide custom reporting services upon request by CQI.
- C. The tracking system shall contain canned daily, weekly, monthly and annual reports, including the following items:
 - a) number of grievances received for each DAS program and CBOs;
 - b) grievance timelines, and dates
 - c) status of grievances;
 - d) reasons for grievances;
 - e) grievance levels;
 - f) description of grievances;
 - g) sources/reporters of grievances;
 - h) grievances reported to Office of Civil Rights for potential violation of client's rights;
 - i) ADA accommodation;
 - j) grievance resolutions, recommendations and continuous program improvements that resulted from the program's plan of action.

Reports shall be generated at any time and stored in the DAS grievance documentation and client tracking system

V. Licensing and Maintenance

Contractor will provide licensing, hosting, and maintenance of HEALS. Services shall include, but are not limited to platform licensing, data center operations, secure hosting of the data, all software and licenses required for hosting, maintenance of hardware, application monitoring, regular backups and recovery functionality, error correction, and browser compatibility testing. Contractor shall maintain current and up-to-date software and security on those systems. Contractor will accommodate unexpected and planned growth in licensure rates by CQI.

VI. User Support

Contractor will provide online chat support for end-user training issues as well as an online portal for submitting requests for support (M-F 8 am to 5 pm). HSA staff and vendors may submit an unlimited number of support requests. User support staff shall have a sufficient understanding of HEALS to be able to field support calls, assist users, and if necessary, guide them on how to use the system. Contractor will respond to requests within 1 business day. Contractor will provide two after-hours emergency phone numbers for system issues.

VII. Location and Time of Services

HEALS shall be available as a secure internet-based web portal to any authorized user with access over the internet, accessible twenty-four (24) hours per day, seven (7) days per week, with the exception of scheduled maintenance periods posted on the site at least three days in advance, and a total maximum of 24 hours of unscheduled unavailability per year. If the service becomes unavailable to users, other than for scheduled maintenance, Contractor shall notify the HSA IT department and System Administrator regarding such unavailability within one hour of discovery of such unavailability.

VIII. Other License Restrictions

None.

IX. City's Right to Access to Source Code and Database

- A. City does not have the right to access the application source code.
- B. City owns and has secure access to data in the SQL Server database and in the Business Objects data warehouse. All data entered or uploaded by HSA or HSA's providers shall remain the property of HSA. Contractor shall have no rights or privileges to database content, other than as required to implement contracted services and for the purpose of training, support and maintenance.

- C. Contractor shall provide a copy of HSA’s data upon request or termination of contract, through a mutually agreed upon secure electronic format, within one week of such notice.

X. Service Objectives

- A. Contractor will respond to requests within 1 business day.
- B. The contracted application will have no more than 24 hours of unscheduled unavailability per year.
- C. Contractor will maintain current and up-to-date software and security updates.
- D. Contractor will conduct post-training surveys and will show that a minimum of 75% of respondents found the training satisfactory and adequate.

XI. HSA Responsibilities

The City will designate at least one user as a HEALS System Administrator for the purposes of performing important functions that are specific to Customer’s daily operations and use of the system, such as user account creation and maintenance; resetting of passwords, setting user permissions, office settings, setting the appointment calendars, etc., HEALS System Administrator is responsible for enforcing the rule of least privileges whereby a user’s system permissions are set to be the minimal system permissions needed for the user to perform their job. Expertise in Information Technology is not required to be a HEALS System Administrator.

XII. Reporting Requirements

- A. Contractor will provide Monthly Status Reports that detail the services provided, the staff providing the service, the number of hours provided, and the dates of service provided. The Monthly Status Reports are due 15 days after the end of the month and are required to accompany invoices for payment. Invoices are to be submitted in the CARBON database.
- B. Contractor will enter quarterly metrics in the CARBON database by the 15th of the following month. The reports shall state the following:
 - Progress of completing tasks/milestones
 - Any issues and challenges experienced
- C. For assistance with reporting requirements or submission of reports, contact:

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Appendix B-2
 Calculation of Charges
 JUMP Technology Services
 Data Management and Reporting System (LEAPS)

APS					(Original)					(Modification)			(Total)
Item No	Description	Units	Price	Extended	FY 21	FY 21/22	FY 22/23	FY 23/24	FY 24/25	FY 25/26	FY 26/27	FY 27/28	FY 21 -25
1	LEAPS Hosting and Support: FY 21-25: 100 – 125 Users FY 25-28: 126 – 150 Users	4	FY 21-25: \$24,800/quarter FY 25-26: \$26,750/quarter FY 26-28: \$29,250/quarter	\$99,200	\$51,900	\$99,200	\$99,200	\$99,200	\$99,200	\$107,000	\$117,000	\$117,000	\$789,700
2	Upgrade and enhancement budget: 200 hours block time to be utilized at county request	200	FY 21-25: \$95/unit FY 25-28: \$108/unit	\$19,000	\$9,690	\$17,765	\$19,000	\$19,000	\$19,000	\$21,600	\$21,600	\$21,600	\$149,255
3	Weekly Database Backup via FTPS: SQL Server .bak	12	\$740/month	\$8,880	\$4,560	\$8,880	\$8,880	\$8,880	\$8,880	\$8,880	\$8,880	\$8,880	\$66,720
4	Web based new user training	15	\$477/unit	\$7,155	\$4,770	\$1,908	\$7,155	\$7,155	\$7,155	\$0	\$0	\$0	\$28,143
5	LEAPS On Site Training per day up to 30 users	1	\$2,332/unit	\$2,332	\$0	\$0	\$2,332	\$2,332	\$2,332	\$0	\$0	\$0	\$6,996
6	Travel reimbursement	4	\$106/unit	\$433	\$0	\$0	\$428	\$433	\$433	\$0	\$0	\$0	\$1,294
7	HelpVul License/Subscription	12	FY 21-25: \$1,130/month FY 25-28: \$420/month	\$13,560	\$0	\$13,560	\$0	\$13,560	\$0	\$5,040	\$5,040	\$5,040	\$42,240
8	ISO Dashboards One Time Implementation	1	\$56,050/unit	\$56,050	\$0	\$56,050	\$0	\$0	\$0	\$0	\$0	\$0	\$56,050
9	One Time Development of Interface for HelpVUL	1	\$7,345/unit	\$7,345	\$0	\$7,345	\$0	\$0	\$0	\$0	\$0	\$0	\$7,345
10	Leaps Monthly Interface hosting Support	12	FY 21-25: \$208.33/month FY 25-28: \$250/month	\$2,500	\$0	\$0	\$2,500	\$0	\$0	\$3,000	\$3,000	\$3,000	\$11,500
11	Home Safe Support Module	1	\$20,531/annually	\$20,531	\$0	\$12,319	\$20,531	\$20,531	\$20,531	\$20,531	\$0	\$0	\$94,443
	Total			\$236,986	\$70,920	\$217,027	\$160,026	\$171,091	\$157,531	\$166,051	\$155,520	\$155,520	\$1,253,686

Item No	Description	Units	Price	Extended	(Original)					(Modification)			(Total)	
					FY 21	FY 21/22	FY 22/23	FY 23/24	FY 24/25	FY 25/26	FY 26/27	FY 27/28	FY 21 -25	
1	Implementation - Project implementation services, cross walk	1	\$4,000/unit	\$4,000	\$0	\$0	\$4,000	\$0	\$0	\$0	\$0	\$0	\$0	\$4,000
2	System Mod - 200 hours for modifications to user interface and report development Phase One activities	1	\$5,000/unit	\$5,000	\$0	\$2,500	\$6,080	\$4,400	\$0	\$0	\$0	\$0	\$0	\$12,980
3	Custom Data Conversion - Convert data from DeVero	1	\$4,000/unit	\$4,000	\$0	\$0	\$0	\$4,000	\$0	\$0	\$0	\$0	\$0	\$4,000
4	LEAPS Hosting and Support FY 22-25: 6-10 users FY 25-28: 1-10 users	12	FY 22-25: \$1,250/month FY 25-28: \$1,364.75/month	\$15,000	\$0	\$0	\$17,000	\$15,900	\$15,900	\$16,377	\$16,377	\$16,377	\$16,377	\$97,931
5	System Enhancement and Improvements - As Needed*	90	FY 22-25: \$100/unit FY 25-28: \$108/unit	\$9,000	\$0	\$0	\$9,000	\$9,000	\$9,000	\$9,720	\$9,720	\$9,720	\$9,720	\$56,160
Total				\$37,000	\$0	\$2,500	\$36,080	\$33,300	\$24,900	\$26,097	\$26,097	\$26,097	\$26,097	\$175,071

Budget Summary	(Original)					(Modification)			(Total)		
	FY 21	FY 21/22	FY 22/23	FY 23/24	FY 24/25	FY 25/26	FY 26/27	FY 27/28	FY 21 - 28	Contingency	NTE
APS	\$70,920	\$217,027	\$160,026	\$171,091	\$157,531	\$166,051	\$155,520	\$155,520	\$1,253,686	\$125,369	\$1,379,055
CQI	\$0	\$2,500	\$36,080	\$33,300	\$24,900	\$26,097	\$26,097	\$26,097	\$175,071	\$17,507	\$192,578
Total	\$70,920	\$219,527	\$196,106	\$204,391	\$182,431	\$192,148	\$181,617	\$181,617	\$1,428,757	\$142,876	\$1,571,633

- I. HSA will reimburse the contractor for services provided based on the above schedule of rates.
- II. Contractor shall submit invoices on a monthly basis in CARBON (Contract Administration, Reporting, and Billing Online) for actual services provided. Invoices shall clearly state the Phase completion.
- III. Contractor shall submit Monthly Status Reports with their invoices. Verification and approval of the work detailed in the Monthly Status Reports and the invoices by Launchpad Project Manager and Contract Manager is required for payment.
- IV. The total amount of this budget for January 1, 2021 – June 30, 2028 is **\$1,428,757**
- V. At the City's sole discretion, contingency amount up to **\$142,876** may be available.
- VI. Total amount of the contract not to exceed is **\$1,571,633**



SAN FRANCISCO HUMAN SERVICES AGENCY

Department of Benefits and Family Support

Department of Disability and Aging Services

Office of Early Care and Education

P.O. Box 7988
San Francisco, CA
94120-7988
www.SFHSA.org



London Breed
Mayor

Trent Rhorer
Executive Director

Date: January 27, 2025
To: Dan Kaplan, Deputy Director, HSA
From: Patrick Garcia, Senior Contract manager, HSA
RE: Sole Source Waiver request – JUMP Technology to provide Adult Protective Services (APS) Automated Client Tracking System

LEAPS for Adult Protective Services is a Software as a Service (SaaS) offering exclusively available from JUMP Technology Services. The system serves 54 of California's 58 counties. Providing a comprehensive information management solution, LEAPS supports Adult Protective Services programs in California operating under California's Welfare and Institutions Code 15640 with compliant functionality:

- LEAPS automatically generates the SOC 341 for reports of abuse, neglect, and exploitation.
- LEAPS automatically generates the SOC 342 for financial exploitation reports
- LEAPS automatically generates the SOC 343 investigative report
- LEAPS automatically generates the SOC 242 monthly statistical reporting form.

LEAPS users are able to click to generate a cross report which appears in the receiving county's intake list for the counties that utilize LEAPS. The receiving county is able to view the name of the county who sent the report. This important feature saves time and increases the accuracy of the cross reported information.

LEAPS is proprietary software owned by JUMP Technology Services, LLC. Licensing and distribution exclusively available from JUMP Technology Services, LLC.

DAS is proposing the following:

Request: To modify the existing contract with JUMP Technology to provide access to LEAPS software for the period January 01, 2021 to June 30, 2028 in the additional amount of \$555,382 plus a 10% contingency for a revised total amount not to exceed \$1,571,633. This software can generate reports that involve intake, case management, and data analysis tools for Adult Protective Services (APS) cases and Clinical Quality Improvement (CQI) data.
Brief description of services: LEAPS is a proprietary software that utilizes the state database to generate reports, intake, case management and data analysis utilized by Human Services Agency (HSA). Specifically the Adult Protective Services (APS) department and the Clinical and Quality Improvement (CQI) team.
Duration: A contract term of Seven Years and Six Months
Justification for Sole Source: LEAPS is an exclusive proprietary software that can only be purchased, licensed, operated and maintained by JUMP Technology. This system is critical to our business function to serve our vulnerable clients.



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Reporting Requirements: HSA will require Monthly Status Reports that detail the services provided, the staff providing the service, the number of hours provided, and the dates of service provided.

Compliance: The contractor will meet the normal city requirements for contracting.

Approved Disapproved

DocuSigned by:

Daniel Kaplan

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Dan Kaplan, Deputy Director of Administration and Finance