



SAN FRANCISCO HUMAN SERVICES AGENCY

Memorandum

To: Human Services Commission

Through: Trent Rhorer, Executive Director

From: Joan Miller, Deputy Director
Esperanza Zapien, Director of Office of Contract Management

Date: July 17, 2026

Subject: New Contract: **Edgewood Center for Children & Families** (Nonprofit) For Provision Of Kinship Services (Supportive Services for Relative Caregivers of Youth in the Child Welfare Systems)

	<u>Full Term</u>	<u>Contingency</u>	<u>Total</u>	
Contract Term:	7/1/26- 6/30/30			
Contract Amount:	\$2,584,524	\$258,452	\$2,842,976	
Annual Amount:	<u>FY 26-27</u> \$646,131	<u>FY 27-28</u> \$646,131	<u>FY 28-29</u> \$646,131	<u>FY 29-30</u> \$646,131
Funding Source:	<u>County</u> \$2,584,524	<u>State</u>	<u>Federal</u>	<u>Contingency</u> \$258,452
Percentage:	100%			100%

DS
EE

The Human Services Agency (SFHSA) requests authorization to enter into a new contract agreement with Edgewood Center for Children & Families for the period of July 1, 2026, to June 30, 2030, in the amount of \$2,584,524 plus a 10% contingency for a total amount not to exceed \$2,842,976. The purpose of this contract is to provide supportive services for relative caregiver families of children and youth who have been in the San Francisco Child Welfare Dependency System.



Background

State law mandates Family and Children's Services (FCS) ensure that children involved with Child Protective Services are placed in the least restrictive and most appropriate setting. Placement with relative caregivers is widely recognized as the least restrictive option and frequently leads to stable, permanent legal guardianship. FCS launched Kinship Support Services Program (KSSP) in 1998 to provide community-based services to legal guardians—both related and nonrelated—who care for children formerly involved in the dependency system. The focus is on enhancing family stability by delivering supportive services, structured activities, and intensive case management to eligible kinship caregivers and the children or youth in their care.

These services aim to strengthen family capacity through effective parenting practices that address the developmental, behavioral, and emotional needs of children and youth. Additionally, assist caregiver families in navigating short term crises, resource or income challenges, housing instability, and stressors commonly associated with assuming a caregiving role.

Edgewood has been a longstanding provider of kinship services for FCS since 2011. Over this time, they have developed a comprehensive supportive program that strengthens kinship families and increases permanency outcomes for children. The services delivered by Edgewood provide caregivers with essential resources and help mitigate the effects of trauma experienced by children and youth.

Services to be Provided

Edgewood will provide a comprehensive program of supportive services for caregivers, particularly those who have taken guardianship of youth or children formerly involved in the dependency system. These services include information and referral, assessment, case management or individualized planning, respite care, support groups, short-term crisis case management, peer counseling, parent education workshops, social and recreational activities, Independent Living Skills, mental health services, access to food pantry and basic needs and age-specific programs for children.

Location

Services will be offered at various community-based locations to enable broad participation, community inclusion to service San Francisco, Solano, Contra Costa, San Mateo, Alameda and Marin Counties.

Selection

The contractor was selected through RFP # 1203 issued on March 23, 2026.

Funding

Funding for this contract is provided through County General Funds.

Attachments

Appendix A, Scope of Services

Appendix B, Budget

Appendix A – Scope of Services

Edgewood Center for Children and Families

Kinship Services

(Supportive Services for Relative Caregivers of Youth in the Child Welfare System)

Term: July 1, 2026 to June 30, 2030

I. Purpose of Contract

Provide supportive services, activities and intensive case management to eligible kinship caregivers and their children/youth to strengthen family capacity through effective parenting practices that address the behavioral and developmental needs of children and youth.

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	Edgewood
FCS	Family and Children's Services Division of the Human Services Agency
Kin-GAP	Kinship Guardianship Assistance Payment program
PACP	Permanency Assessment and Care Plan
PSW	Protective Services Worker
RFA	Resource Family Approval Program
SFHSA	San Francisco Human Services Agency

III. Target Population

The primary target population for this service is legal guardians—both related and non-related—who are caring for at least one child formally or currently involved in the child welfare system under the jurisdiction of San Francisco County.

IV. Eligibility

The program may provide services on a limited and case-by-case basis:

- A. Active San Francisco County Resource Family Approval (RFA) families caring for kin and

- B.** Adoptive caregivers who adopted youth from San Francisco's child welfare system and
- C.** At least one of the children in the home must be under the age of 21 and have previously been a San Francisco dependent.

V. Description of Services

Contractor shall provide the following services during the term of this contract:

- A.** Services to be provided in San Francisco, Solano, Contra Costa, San Mateo, Alameda and Marin Counties.
- B.** Outreach:
 - 1. Contractor will accept referrals from Family Children Services (FCS) and other service agencies.
 - 2. Give highest priority to cases referred by FCS Protective Service Worker (PSW).
 - 3. Attempt to contact all new families referred by FCS within two (2) working days of referral.
 - 4. Obtain confirmation from a PSW or an FCS designee regarding the eligibility of referred cases.
 - 5. If adequate referrals are not received, conduct a community outreach campaign to educate consumers about the availability of the Contractor's services. This campaign may include leveraging social media platforms, distributing informational materials through community organizations, engaging local media outlets, hosting informational sessions, and utilizing email or newsletter communications to reach a broader audience.
 - 6. Work collaboratively to ensure eligible kinship families have access to kinship services.
 - 7. Conduct extensive outreach to child welfare workers, families, community-based organizations, faith-based organizations, elder programs and youth programs. The contractor will utilize this outreach to identify new service recipients.
- C.** Assessment and Individualized Planning:
 - 1. Contractor will conduct a comprehensive assessment for each caregiver family to develop an individualized plan that identifies the family's needs and outlines how services will be delivered.
 - 2. The assessment process must be repeated and the plan revised at least twice per year to ensure services remain responsive and effective.
- D.** Services offered through Individualized Plans

Services may be provided directly by the Contractor or through partnerships with public and non-governmental agencies. These include:

 - 1. Intensive, home-based, case management and resource support – including crisis intervention, information and referral, weekly home visiting and

individualized educational programming; and referrals to mental health and substance treatment services.

2. Respite care and youth enrichment activities.
3. Support groups tailored to the needs of the target population.
4. Emergency funds to assist with critical unmet needs which are not available through other programs, coordinated with other HSA programs options to maximize funding.
5. Resource navigation support to assist caregivers in accessing services and navigating systems.

E. Community Engagement:

1. The Contractor will organize four community social and recreational events annually for kinship families residing in the following counties: San Francisco, Solano, San Mateo, Contra Costa, Alameda and Marin.

F. Online Platform:

1. Contractor shall staff, maintain and manage iKinship, a comprehensive support and resource online website community for kinship youth and kinship resource families.
2. iKinship membership will be available internationally to all relative care providers who are responsible for current or former San Francisco dependents.
3. Local caregivers will be trained in person on how to use the system. Other caregivers may watch video tutorials to learn how to use the system. iKinship will include:
 - a. Maps and a searchable database showing community resources that are helpful to relative caregivers and to biological parents
 - b. Secure monthly events calendar access to enroll in the events
 - c. Training information, including videos
 - d. Secure link for asking questions to the Kinship Resource Coordinator. Questions will be answered within 48 hours.
 - e. Direct email links to all San Francisco Protective Service Workers

VI. Location and Time of Services

Home visiting will occur when most convenient for caregivers, including evenings and weekends as needed. All services will be available in the six following Counties: San Francisco, Solano, San Mateo, Contra Costa, Alameda and Marin.

VII. Service Objectives

Contractor shall meet the following service objectives:

- A. Enroll **80 unduplicated kinship households** serving a total of **125 unduplicated kinship youth** who have been involved in the child welfare system under the jurisdiction of San Francisco County.**

- B.** Provide services to a **minimum of 70 unduplicated caregivers**, including those receiving intensive services and basic needs support.
- C.** Provide information and referral support to a minimum of **300 contacts** (includes drop-ins, emails, phone calls). In addition, conduct one-on-one informational sessions with **60 unduplicated caregivers**.
- D.** Provide **30 Kinship support group sessions** to a minimum of **35 unduplicated caregivers**. Of all caregivers who initially agree to services, **at least 60% will actively participate** in monthly support groups and/or caregiver workshops, health workshops, or caregiver trainings.
- E.** Contractor will enable children and youth to participate in **400 hours** of subsidized respite and youth enrichment activities (as needed in the case plans).
- F.** Provide **250** occurrences of Consumable Supplies distribution (Food Bank, Food Distribution In-Kind Donations, Children's Holiday Shoppe).

VIII. Outcome Objectives

Contractor will meet the following outcome objectives:

Contractor will use an evidence-based assessment tool for caregivers engaged in intensive services at intake and will continue to re-assess at least quarterly to evaluate their progress in supporting and stabilizing the family and/or addressing identified needs. Appropriate tools may include the Permanency Assessment and Care Plan (PACP).

- A.** Assessment outcomes of clients in intensive services will experience measurable improvement in the following target outcome areas, as measured in PACP:
 - 1. **At least 80%** of participants will report that they feel the program has provided them with the resources they needed to care for themselves and their kin child(ren) in the long term.
 - 2. **At least 80%** of participants will report improvements in their knowledge of social resources that support and facilitate caregiving.
 - 3. **At least 80%** of participants will report that they have experienced a decrease in the number of times their health and well-being have interfered with their caregiving responsibilities.
 - 4. **At least 80%** of caregivers will report feeling confident that they have increased knowledge to parent their kin child(ren) and know where to access community resources.
- B.** Contractor satisfaction survey outcomes. A satisfaction survey will be conducted when caregivers complete one year of service and upon exit from the program. All

clients served must complete surveys. Contractor's Consumer Satisfaction Survey outcome is set at 85% satisfaction in the following areas:

1. Participants will report feeling very satisfied with the services they receive through the Edgewood Kinship Program.
2. Feeling that case management services helped them improve areas of family functioning that were targeted on their case plan.
3. Overall satisfaction with the support groups.
4. Overall satisfaction with workshops/trainings.
5. Decreased feelings of social isolation as a result of attending the caregivers' support group.

IX. Contractor Responsibilities:

- A.** As a mandated reporter, report incidents of child abuse, domestic violence, and elder abuse.
- B.** Ensure all employees of this grant are TB tested annually.
- C.** Conduct criminal background checks on all employees and arrange to receive subsequent criminal notifications if an employee is convicted of a crime during the time of his or her employment.
- D.** Shall maintain ongoing communication and consultation with assigned PSW, including updates on services provided, activity participation, case plan progress, and any general issues / concerns that arise.
- E.** Shall maintain a data tracking system that is secure, electronic, and allows for reporting of services objectives and outcomes of the contract.
- F.** Be familiar with FCS practices and policies such as the California Integrated Core Practice model (ICPM). Information on the CPM can be found here: **The Integrated Core Practice Model (<https://www.cdss.ca.gov/inforesources/the-integrated-core-practice-model>)**
- G.** Contractor shall maintain a data tracking system that is secure, electronic, and allows for reporting of services objectives and outcomes of the contract.

X. Data Collection and Reporting Requirements

- A. Monthly Reports:** Contractor will provide a monthly report of activities, referencing the tasks as described in Section VII & VIII – Service and Outcome Objectives. Contractor will enter the monthly metrics in the CARBON database by the 20th of the following month.
- B. Quarterly Reports:** Contractor will provide an quarterly report summarizing the contract activities, referencing the tasks described in Section VI & VII – Service and Outcome Objectives.
 1. Provide a cumulative quarterly report of activities, referencing the tasks as described in the scope of work, the Service and Outcome Objectives.

2. Provide highlights of accomplishments including client vignettes and success stories.
 3. Provide an overview of service delivery and program opportunities and challenges as appropriate.
 4. Maintain a Master Client list of all unduplicated clients served during the specified reporting period.
- C. Annual Reports:** Contractor will provide an annual report summarizing the period beginning July 1 and ending June 30 of the contract activities, referencing the tasks described in Section VI & VII – Service and Outcome Objectives. This report will also include accomplishments and challenges encountered by the Contractor. Contractor will enter the annual metrics in the CARBON database by the 20th of the month following the end of the program year.
1. Provide highlights of accomplishments (including client vignettes and success stories), as well as an overview of service delivery and program opportunities and challenges. The final quarterly report may also serve as the annual report, provided it includes cumulative information for the entire fiscal year, with deduplication of certain metrics as necessary.
- D.** Contractor will provide Ad Hoc reports as required by the Department.
- E.** 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:

Margarita Gatam
Administrative Analyst
Office of Contract Management
Human Services Agency
Margarita.Gatam@sfgov.org

Vladlena Gulchin
Acting Program Manager
Family & Children's Services
Human Services Agency
Vladlena.Gulchin@sfgov.org

Elena Wong
Acting Program Support Analyst
Family & Children's Services
Human Services Agency
Elena.Wong@sfgov.org

XI. 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.

HUMAN SERVICES AGENCY BUDGET SUMMARY BY PROGRAM

Grantee/Contractor: Edgewood Center for Children and Families				Full Term:	7/1/26 - 6/30/30
Program: Kinship Services				Effective Date:	7/1/2026
New ☒ Modification ☐ Revision ☐ Check One)				Modification #	
				FSP ID#	
	7/1/26 - 6/30/27	7/1/27 - 6/30/28	7/1/28 - 6/30/29	7/1/29 - 6/30/30	7/1/26 - 6/30/30
Expenses	Original	Original	Original	Original	Total
Salaries & Benefits	\$481,973	\$481,973	\$481,973	\$481,973	\$1,927,892
Operating-Direct	\$79,880	\$79,880	\$79,880	\$79,880	\$319,520
Subtotal	\$561,853	\$561,853	\$561,853	\$561,853	\$2,247,412
Indirect Percentage (%)	15%	15%	15%	15%	15%
Indirect Costs (Line 13 X Line 14)	\$84,278	\$84,278	\$84,278	\$84,278	\$337,112
Consultant/Subcontractor (\$50,000+)					
Direct Client Pass-Through					
Capital Expenses					
Total Expenses	\$646,131	\$646,131	\$646,131	\$646,131	\$2,584,524
HSA / DAS Revenues					
Local Funding	\$646,131	\$646,131	\$646,131	\$646,131	\$2,584,524
Total HSA / DAS Revenues	\$646,131	\$646,131	\$646,131	\$646,131	\$2,584,524
Grantee/Contractor Revenues (incl. In-Kind)					
Peninsula Healthcare District	\$35,000	\$35,000	\$35,000	\$35,000	\$140,000
Sutter Foundation	\$50,000	\$50,000	\$50,000	\$50,000	\$200,000
Campini Foundation	\$20,000	\$20,000	\$20,000	\$20,000	\$80,000
Ticket To A Dream	\$25,000	\$25,000	\$25,000	\$25,000	\$100,000
Total Grantee/Contractor Revenues	\$130,000	\$130,000	\$130,000	\$130,000	\$520,000
Total Revenues	\$776,131	\$776,131	\$776,131	\$776,131	\$3,104,524
Prepared by and Date: Cynthia Green 4/23/26					
Telephone No. & Email: Cynthiag@edgewood.org 415-683-8315				HSA Budget Form (3/24)	

Grantee/Contractor: Edgewood Center for Children and Families																					Appendix B, Page 2
Program: Kinship Services																					
Salaries & Benefits Detail																					
POSITION TITLE	Agency Totals		HSA Program		7/1/26 - 6/30/27	Agency Totals		HSA Program		7/1/27 - 6/30/28	Agency Totals		HSA Program		7/1/28 - 6/30/29	Agency Totals		HSA Program		7/1/29 - 6/30/30	7/1/26 - 6/30/30
	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Original	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Original	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Original	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	Original	Total
Kinship Resource Coordinators	\$122,055	2.00	38%	0.75	\$91,541	\$122,055	2.00	38%	0.75	\$91,541	\$122,055	2.00	38%	0.75	\$91,541	\$122,055	2.00	38%	0.75	\$91,541	\$366,164
Sr. Kinshp Resource Coordinators	\$128,232	2.00	38%	0.76	\$97,456	\$128,232	2.00	38%	0.76	\$97,456	\$128,232	2.00	38%	0.76	\$97,456	\$128,232	2.00	38%	0.76	\$97,456	\$389,824
Administrative Assisstant	\$60,500	1.00	40%	0.40	\$24,200	\$60,500	1.00	40%	0.40	\$24,200	\$60,500	1.00	40%	0.40	\$24,200	\$60,500	1.00	40%	0.40	\$24,200	\$96,800
Director of Family Support	\$132,060	1.00	32%	0.32	\$42,259	\$132,060	1.00	32%	0.32	\$42,259	\$132,060	1.00	32%	0.32	\$42,259	\$132,060	1.00	32%	0.32	\$42,259	\$169,036
Associate Kinship Director	\$88,019	1.00	40%	0.40	\$35,208	\$88,019	1.00	40%	0.40	\$35,208	\$88,019	1.00	40%	0.40	\$35,208	\$88,019	1.00	40%	0.40	\$35,208	\$140,832
Lead Support Group Facilitator	\$57,845	0.50	50%	0.25	\$14,461	\$57,845	0.50	50%	0.25	\$14,461	\$57,845	0.50	50%	0.25	\$14,461	\$57,845	0.50	50%	0.25	\$14,461	\$57,844
Support Group Facilitator	\$112,445	0.50	60%	0.30	\$33,734	\$112,445	0.50	60%	0.30	\$33,734	\$112,445	0.50	60%	0.30	\$33,734	\$112,445	0.50	60%	0.30	\$33,734	\$134,936
Youth Activities Coordinator	\$56,638	1.00	50%	0.50	\$28,319	\$56,638	1.00	50%	0.50	\$28,319	\$56,638	1.00	50%	0.50	\$28,319	\$56,638	1.00	50%	0.50	\$28,319	\$113,276
Community Nurse	\$92,000	0.80	25%	0.20	\$18,400	\$92,000	0.80	25%	0.20	\$18,400	\$92,000	0.80	25%	0.20	\$18,400	\$92,000	0.80	25%	0.20	\$18,400	\$73,600
				-					-					-					-		
TOTALS	\$849,794	9.80	3.73	3.88	\$385,578	\$849,794	9.80	373%	3.88	\$385,578	\$849,794	9.80	373%	3.88	\$385,578	\$849,794	9.80	373%	3.88	\$385,578	\$1,542,312
FRINGE BENEFIT RATE	25%				25%				25%				25%								
EMPLOYEE FRINGE BENEFITS					\$96,395					\$96,395					\$96,395					\$96,395	\$385,580
TOTAL SALARIES & BENEFITS					\$481,973					\$481,973					\$481,973					\$481,973	\$1,927,892
HSA Budget Form (3/24)																					

Grantee/Contractor: Edgewood Center for Children and Families
Program: Kinship Services

Appendix B, Page 3

Operating Expenses Detail

	7/1/26 - 6/30/27 Original	7/1/27 - 6/30/28 Original	7/1/28 - 6/30/29 Original	7/1/29 - 6/30/30 Original	7/1/26 - 6/30/30 Total
<u>Expenditure Category</u>					
Rental of Property	\$44,000	\$44,000	\$44,000	\$44,000	\$176,000
Utilities(Elec, Water, Gas, Phone, Garbage)	\$3,600	\$3,600	\$3,600	\$3,600	\$14,400
Office Supplies, Postage	\$3,180	\$3,180	\$3,180	\$3,180	\$12,720
Building Maintenance Supplies and Repair					
Printing and Reproduction					
Insurance	\$3,000	\$3,000	\$3,000	\$3,000	\$12,000
Staff Training	\$1,200	\$1,200	\$1,200	\$1,200	\$4,800
Staff Travel-(Local & Out of Town)	\$5,000	\$5,000	\$5,000	\$5,000	\$20,000
Rental of Equipment					
<u>Consulting/Professional Services</u>					
<u>Other</u>					
Community Celebrations	\$7,000	\$7,000	\$7,000	\$7,000	\$28,000
Support Group food and material.	\$900	\$900	\$900	\$900	\$3,600
Respite Activities	\$12,000	\$12,000	\$12,000	\$12,000	\$48,000
<u>Total Operating Expense</u>	\$79,880	\$79,880	\$79,880	\$79,880	\$319,520

HSA Budget Form (3/24)