



London Breed, Mayor

Department of Human Services
 Department of Aging and Adult Services
 Office of Early Care and Education

Trent Rhorer, Executive Director

MEMORANDUM

TO: AGING & ADULT SERVICES COMMISSION

THROUGH: SHIREEN MCSPADDEN, EXECUTIVE DIRECTOR

FROM: JILL NIELSEN, DEPUTY DIRECTOR *JN*
 JOHN TSUTAKAWA, DIRECTOR OF CONTRACTS

DATE: AUGUST 7, 2019

SUBJECT: CONTRACT MODIFICATION: **CENTRAL COMMUNICATIONS, INC. (FOR-PROFIT)** FOR PROVISION OF HOTLINE ANSWERING SERVICES FOR ADULT PROTECTIVE SERVICES (APS), FAMILY AND CHILDREN'S SERVICES (FCS), PUBLIC CONSERVATOR (PC), AND PUBLIC GUARDIAN (PG)

GRANT TERM:	<u>Current</u> 9/1/17-8/31/19	<u>Modification</u> 9/1/17-8/31/21	<u>Contingency</u>	<u>Total</u>	
GRANT AMOUNT:	\$50,000	\$50,000	\$10,000	\$110,000	
ANNUAL AMOUNT:	<u>FY 18/19</u> \$25,000	<u>FY 19/20</u> \$25,000			
FUNDING SOURCE:	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
MODIFICATION FUNDING:	\$75,000	\$12,000	\$13,000	\$10,000	\$110,000
PERCENTAGE:	75%	12%	13%		100%

The Department of Aging and Adult Services requests authorization to modify the contract with Central Communications, Inc for the period of September 1, 2017 through August 31, 2021 for the additional amount of \$50,000 plus a 10% contingency of \$10,000 for a total contract amount not to exceed amount of \$110,000. The purpose of the contract is to provide 24-hour backup and some direct coverage for the Adult Protective Services (APS), Family and Children Services (FCS), Public Conservator (PC), and Public Guardian (PG) Hotlines. These lines are used by the public to report suspected abuse, neglect, maltreatment, and/or exploitation of seniors, dependent adults, and/or children as well urgent issues with PC or PG conservatees.

Background

Per state regulation, the APS program is mandated to accept and respond to elder and dependent adult abuse reports on a 24-hour basis. Similarly, FCS is also required to maintain 24-hour reporting and response capability for child abuse reporting. Lastly, both PC and PG programs are legally responsible for individuals who are under a conservatorship, including health and urgent issues that occur during non-business hours. Through this contract, the Human Services Agency will continue to provide an efficient and reliable method for first responders, mandated reporters, and community members to make reports to APS, FCS, PC, and PG during designated hours.

Services to be Provided

Contractor will provide live weekday, weeknight, weekend, and holiday coverage for both the APS, FCS, PC, and PG Hotlines, as needed. Contractor will ensure that information is accurately accepted from callers and subsequently transferred to designated APS/FCS/PC/PG staff.

The Contractor will provide as needed back-up coverage for the APS, FCS, PC, and PG reporting lines in the event of a local disaster, if HSA staff or functioning phone lines are not available to take reports. Contractor will provide regular and individualized reports to APS, FCS, PC, and PG programs to facilitate the ability of the program to track call volume.

It is the Department's intention to broaden these services to both the Public Conservator and Public Guardian hotlines and to begin to pilot these services in the fall of 2019. During the pilot phase for both PC and PG, hotline calls will directly be diverted from APS staff. Contractor protocols will not change during pilot phase. After pilot phase ends, Contractor will be notified and collaborate on launch plan for the new hotline numbers. Performance goals are identical for all programs.

For more specific information regarding the services to be provided to the target population, please refer to the attached Appendix A.

Selection

Contractor was selected through Request-for-Proposals (RFP) #764, which was issued in April 2017.

Funding

This contract will be supported 75% through County General funds and 25% through State and Federal Funds.

Attachments

Appendix A-1 – Services to be Provided

Appendix B-1 – Calculation of Charges

APPENDIX A-1 - SERVICES TO BE PROVIDED
Central Communications Inc.
24-Hour APS/FCS/PC/PG Hotline Answering Service
September 1, 2017 – August 31, 2021
Updated July 1, 2019

I. Purpose

The purpose of this contract is to provide 24-hour back up and some direct coverage for the following four (4) hotlines:

- The Child Abuse Hotline, the phone number that the public uses to report suspected child maltreatment, and
- The Adult Protective Services Hotline, the phone number that the public uses to report suspected elder or dependent adult abuse, neglect, and/or exploitation.
- The Public Guardian Hotline, the phone number that the public uses for urgent or emergency situations for conservatees of the Public Guardian.
- The Public Conservator Hotline, the phone number that the public uses for urgent or emergency situations for conservatees of the Public Conservator.

II. Definitions

Contractor	Central Communications Inc.
FCS	Family and Children's Services, a Division of DHS
APS	Adult Protective Services, a Program of DAAS
DHS	San Francisco Department of Human Services, a Department of the Human Services Agency
DAAS	San Francisco Department of Aging and Adult Services, a Department of the Human Services Agency
HSA or Agency	San Francisco Human Services Agency
DHS FCS Liaison	FCS Program Director
DAAS APS Liaison	APS Program Director
DAAS PC/PG Liaison	Public Conservator/Public Guardian Director

Hotlines	Child Abuse (FCS) Hotline, phone numbers are: 415-558-2650 or 800-856-5553
	Adult Protective Services (APS) Hotline, phone numbers are: 415-355-6700 or 800-814-0009
	Public Conservator (PC) Hotline, phone numbers are: TBD. Note: PC Hotline number will be created after pilot phase.
	Public Guardian (PG) Hotline, phone numbers are: TBD. Note: PG Hotline number will be created after pilot phase.
PC	Public Conservator
PG	Public Guardian

III. Target Population

This contract will serve both the public and Human Services Agency staff, as it responds to reports of abuse and neglect for the Agency's Adult Protective Services (APS) and Family and Children's Services (FCS) programs, as well as responding to urgent and emergency issues for conservatees of the Public Conservator (PC) and the Public Guardian(PG).

IV. Description of Services

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

A. Family and Children's Services (FCS) Hotline Calls

1. Weeknight Coverage - Contractor will provide back-up and direct coverage for the FCS Hotline as needed, during the hours of 9.30PM to 8:00AM Monday through Thursday. During these hours, FCS child welfare staff are accessible by cell phone or at their home telephone number, but do not answer the FCS Hotline directly themselves. When calls come in, Contractor will contact FCS staff, and FCS staff will provide appropriate follow-up at that time. FCS will provide an on-call staffing schedule that will include names and contact numbers.
2. Weekend After Hours Coverage - Contractor will provide direct coverage for the FCS Hotline from 9.30PM Friday night to 8:00AM Monday morning, i.e., weekend coverage. During these hours, FCS child welfare staff are accessible by cell phone or at their home telephone number, but

do not answer the FCS Hotline directly themselves. When calls come in, Contractor will contact FCS staff and FCS staff will provide appropriate follow-up at that time.

3. Weekday Back-Up Coverage - Contractor will provide back-up for the FCS Hotline, as needed, during the hours of 8:00AM to 5:00PM, Monday through Friday. During these hours, FCS child welfare personnel typically answers the FCS Hotline themselves; however, when FCS staff is in a meeting or away from the FCS Hotline for other reasons, Contractor will be notified, and will answer the FCS Hotline until Contractor is notified that FCS staff has returned and can resume coverage.
4. Holiday Coverage - Contractor will provide 24-hour coverage of the FCS Hotline on designated holidays. During these hours, FCS child welfare staff are accessible by cell phone, or at their home telephone number, but do not answer the FCS Hotline directly themselves. When calls come in, Contractor will contact FCS staff, and FCS staff will provide appropriate follow-up at that time.
5. Emergency Coverage – Contractor will provide emergency back-up coverage for the FCS Hotline at any time (24 hours a day) in the event that an emergency arises and FCS staff is not able to retrieve calls from and/or respond to the FCS Hotline. If an emergency arises, Contractor will be notified and will answer FCS Hotline calls and submit required reports until Contractor is notified that FCS staff can resume coverage.
6. Cell Phone protocols are established by FCS (Family & Children’s Services). Please refer to Attachment A-1-FCS for regular protocol. FCS schedules are updated monthly and are adjusted as necessary on a weekly or daily basis. Contractor shall issue and staff a FCS backline, where Contractor shall receive changes to the FCS schedule during non-business hours.
7. As necessary, Contractor will participate in all training organized by HSA, so that Contractor's staff will learn to answer the FCS Hotline appropriately, and interact with HSA staff in an effective manner.
8. As necessary, Contractor may be required to meet by phone/web conferences with appropriate HSA staff to review Contractor's performance one month after the beginning of the contract term. Subsequent meetings will then be held on a quarterly basis or as necessary to ensure that the FCS Hotline management is working effectively.
9. Contractor is required to have a live person answer the calls. Contractor may not have calls picked up by an answering machine. Contractor may not place callers or FCS staff on hold for more than a thirty (30) second

period. Exceptions to this threshold may be acceptable for situations that require patching or translation services.

10. Contractor is required to employ staff who are able to obtain from the caller and communicate to FCS staff the following information:
 - a) the time of the call,
 - b) the nature of the call, which refers to a caller's intention* to either:
 - 1) consult with a social worker,
 - 2) make a report of child abuse/neglect, or
 - 3) make some other inquiry.

**If caller's intention cannot be determined, Contractor will indicate "other inquiry" as the nature of the call.*
 - c) the full name of the caller,
 - d) the current phone number of the caller, and
 - e) if applicable, the agency with which the caller is associated.

In addition, Contractor should relay a message with a call back number to the FCS staff rather than keeping the caller on the phone line, and immediately connecting them to the worker. This policy should be followed unless the caller cannot provide a call-back number, and if hanging up would greatly reduce the chances of re-contacting them.

B. Adult Protective Services (APS) Hotline calls

1. Emergency Coverage – Contractor will provide emergency back-up coverage for the APS Hotline at any time (24 hours a day) in the event that an emergency arises and APS representatives are not able to retrieve calls from and/or respond to the APS Hotline. If an emergency arises, Contractor will be notified and will answer APS Hotline calls and submit required reports until Contractor is notified that APS /Intake staff can resume coverage.
2. Weeknight Coverage – Contractor will provide direct coverage for the APS Hotline during the hours of 5 PM to 8 AM, Monday through Thursday. During these hours, APS staff is accessible by cell phone or at their home telephone number, but do not answer the APS Hotline directly themselves. When calls come in, Contractor will call APS staff and APS staff will provide appropriate follow-up at that time.
3. Weekend and Holiday Coverage – Contractor will provide direct 24-hour coverage for the APS Hotline from 5 PM Friday night to 8 AM Monday morning and on holidays. During these hours, APS staff is accessible by cell phone or at their home telephone number, but do not answer the APS Hotline directly themselves. When calls come in, Contractor will call APS staff and APS staff will provide appropriate follow-up at that time.

4. Contractor is required to employ staff who are able to obtain from the caller and communicate to APS staff following information:
 - a) time of the call,
 - b) the full name of the caller,
 - c) the current phone number of the caller, and
 - d) if applicable, the agency with which the caller is associated.

In addition, Contractor should relay a message with a call back number to the APS staff rather than keeping the caller on the phone line, and immediately connecting them to the worker. This policy should be followed unless the caller cannot provide a call-back number, and if hanging up would greatly reduce the chances of re-contacting them.

5. Contractor is required to have a live person answer the calls. Contractor may not have calls picked up by an answering machine. Contractor may not place callers or APS staff on hold for more than a thirty (30) second period. Exceptions to this threshold may be acceptable for situations that require patching or translation services.
6. Cell Phone protocols are established by APS (Adult Protective Services). Please refer to Attachment A-1(a) -APS for regular protocol. APS schedules are updated quarterly and are adjusted as necessary. Contractor shall issue and staff an APS backline, where Contractor shall receive changes to the APS schedule during non-business hours.
7. As necessary, Contractor may be required to meet by phone/web conferences with APS Liaison and/or other appropriate HSA staff to discuss performance or any aspect of service to facilitate smoother and more effective operations.
8. Comply with State Manual of Policies and Procedures Sec. 33-501 in providing access to a 24 hour APS Hotline, except as modified by APS. <http://www.dss.cahwnet.gov/ord/entres/getinfo/pdf/apsman.pdf>

C. Public Conservator (PC) Hotline calls

1. PC Hotline Pilot: During the pilot phase, PC hotline calls will be screened through the APS worker. A separate hotline number will not be used during the pilot phase. PC Director will notify Contractor when pilot phase has ended and start transition using the Attachment A-1-PC for PC Transfer Protocol.
2. Emergency Coverage – Contractor will provide emergency back-up coverage for the PC Hotline at any time (24 hours a day) in the event that an emergency arises and PC representatives are not able to retrieve calls from and/or respond to the PC Hotline. If an emergency arises, Contractor will be notified and will answer PC Hotline calls and submit required

reports until Contractor is notified that PC staff can resume coverage.

3. Weeknight Coverage – Contractor will provide direct coverage for the PC Hotline during the hours of 5 PM to 8 AM, Monday through Thursday. During these hours, PC staff is accessible by cell phone, but do not answer the PC Hotline directly themselves. When calls come in, Contractor will call PC staff and PC staff will provide appropriate follow-up at that time.
4. Weekend and Holiday Coverage – Contractor will provide direct 24-hour coverage for the PC Hotline from 5 PM Friday night to 8 AM Monday morning and on holidays. During these hours, PC staff is accessible by cell phone, but do not answer the PC Hotline directly themselves. When calls come in, Contractor will call PC staff and PC staff will provide appropriate follow-up at that time.
5. Contractor is required to employ staff who are able to obtain from the caller and communicate to PC staff following information:
 - e) time of the call,
 - f) the full name of the caller,
 - g) the current phone number of the caller, and
 - h) if applicable, the agency with which the caller is associated.

In addition, Contractor should relay a message with a call back number to the PC staff rather than keeping the caller on the phone line, and immediately connecting them to the worker. This policy should be followed unless the caller cannot provide a call-back number, and if hanging up would greatly reduce the chances of re-contacting them.

6. Contractor is required to have a live person answer the calls. Contractor may not have calls picked up by an answering machine. Contractor may not place callers or PC staff on hold for more than a thirty (30) second period. Exceptions to this threshold may be acceptable for situations that require patching or translation services.
7. Cell Phone protocols are established by PC (Public Conservator). Please refer to Attachment A-1-PC for regular protocol. PC schedules are updated quarterly and are adjusted as necessary. Contractor shall issue and man a PC backline, where Contractor shall receive changes to the PC schedule during non-business hours.
8. As necessary, Contractor may be required to meet by phone/web conferences with PC Liaison and/or other appropriate HSA staff to discuss performance or any aspect of service to facilitate smoother and more effective operations.

D. Public Guardian (PG) Hotline calls

1. PG Hotline Pilot: During the pilot phase, PG hotline calls will be screened through the APS worker. A separate hotline number will not be used during the pilot phase. PG Director will notify Contractor when pilot phase has ended and start transition using the Attachment A-1-PG for PG Transfer Protocol.
1. Emergency Coverage – Contractor will provide emergency back-up coverage for the PG Hotline at any time (24 hours a day) in the event that an emergency arises and PG representatives are not able to retrieve calls from and/or respond to the PG Hotline. If an emergency arises, Contractor will be notified and will answer PG Hotline calls and submit required reports until Contractor is notified that PG staff can resume coverage.
2. Weeknight Coverage – Contractor will provide direct coverage for the PG Hotline during the hours of 5 PM to 8 AM, Monday through Thursday. During these hours, PG staff is accessible by cell phone, but do not answer the PG Hotline directly themselves. When calls come in, Contractor will call PG staff and PG staff will provide appropriate follow-up at that time.
3. Weekend and Holiday Coverage – Contractor will provide direct 24-hour coverage for the PG Hotline from 5 PM Friday night to 8 AM Monday morning and on holidays. During these hours, PG staff is accessible by cell phone, but do not answer the PG Hotline directly themselves. When calls come in, Contractor will call PG staff and PG staff will provide appropriate follow-up at that time.
4. Contractor is required to employ staff who are able to obtain from the caller and communicate to PG staff following information:
 - i) time of the call,
 - j) the full name of the caller,
 - k) the current phone number of the caller, and
 - l) if applicable, the agency with which the caller is associated.

In addition, Contractor should relay a message with a call back number to the PG staff rather than keeping the caller on the phone line, and immediately connecting them to the worker. This policy should be followed unless the caller cannot provide a call-back number, and if hanging up would greatly reduce the chances of re-contacting them.

5. Contractor is required to have a live person answer the calls. Contractor may not have calls picked up by an answering machine. Contractor may not place callers or PG staff on hold for more than a thirty (30) second period. Exceptions to this threshold may be acceptable for situations that require patching or translation services.

6. Cell Phone protocols are established by PG (Public Guardian). Please refer to Attachment A-1-PG for regular protocol. PG schedules are updated quarterly and are adjusted as necessary. Contractor shall issue and man an PG backline, where Contractor shall receive changes to the PG schedule during non-business hours.
7. As necessary, Contractor may be required to meet by phone/web conferences with PG Liaison and/or other appropriate HSA staff to discuss performance or any aspect of service to facilitate smoother and more effective operations.

V. Service Objectives

- A. Answer 100% of calls for APS, FCS, PC, and PG Hotlines after hours on weekdays Monday through Thursday from 5PM to 8AM, and on weekends from Friday 5PM to Monday at 8AM.
- B. Provide emergency coverage of APS, FCS, PC, and PG Hotlines when such coverage is requested by APS/FCS.
- C. Provide 24-hour coverage of APS, FCS, PC, and PG Hotlines on designated holidays.
- D. Provide emergency, holiday, and after hours coverage (weekdays Monday through Thursday from 5PM to 8AM; and on weekends from Friday 5PM to Monday at 8AM) of APS, FCS, PC, and PG backlines.
- E. Provide public access to callers, in the following languages at minimum: Spanish, Cantonese, Vietnamese, and Russian; as well as access for the deaf and hearing impaired via a Telecommunications Device for the Deaf (TDD/TTY.)

VI. Outcome Objectives

- A. Provide high quality of service to callers and APS/FCS/PC/PG staff in answering of all calls in timely and courteous manner. Ensure at least 90% service satisfaction rate with respect to timeliness in APS/FCS/PC/PG-approved survey of APS/FCS/PC/PG staff experience with Contractor. If necessary, a sample of additional QA calls will show at least 90% timeliness.
- B. Provide high accuracy in collecting information from callers and in transferring this information to APS/FCS/PC/PG on-call staff. Ensure at least 90% satisfaction rate with respect to accuracy in APS/FCS/PC/PG-approved survey of APS/FCS/PC/PG staff experience with Contractor. If necessary, an additional QA review of a randomized sample of recorded calls will show at least 90% accuracy.

VII. Reporting Requirements

- A. Contractor will provide a **daily** report of activities, referencing the tasks as described in Section V& VI - Service and Outcome Objectives.

Daily Reports to include, but not limited to number of Hotline calls managed each 24 hour period. Child Abuse Hotline reports, Adult Protective Services Hotline reports, Public Conservator Hotline reports, and Public Guardian Hotline reports shall be submitted daily to appropriate HSA staff.

- B. Contractor will provide a **monthly** report summarizing the contract activities, referencing the tasks as described in Section V& VI - Service and Outcome Objectives. Contractor will enter the monthly metrics in the CARBON (Contracts, Administration, Reporting, and Billing Online) database by the 15th of the following month.

Monthly Reports to include, but not limited to number and result of all FCS, APS, PC, and PG Hotline calls managed each calendar month.

- C. Contractor will provide Ad Hoc reports as required by the Department.
- D. For assistance with reporting requirements or submission of reports, contact:

Johanna Gendelman, Contracts Manager
1650 Mission Street, 3rd Floor
San Francisco, CA 94103
E-mail: Johanna.Gendelman@sfgov.org

DHS FCS Liaison
Rhonda Johnson, FCS Program Manager
Rhonda.Johnson@sfgov.org

DAAS APS Liaison
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DAAS PC/PG Liaison
Carrie Wong, PC/PG Program Director
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APPENDIX B-1 – CALCULATION OF CHARGES
Central Communications Inc.
24-Hour APS/FCS Hotline Answering Service
September 1, 2017 through August 31, 2021
Updated 7/1/19

- I. The City and County will reimburse the contractor for services provided based on the following schedule of rates:

Annual Fee Schedule

Description	Unit	Rate	Quantity	Annual Total
Monthly Base Rate (Includes 60 minutes per hotline)	Monthly	\$140.00	12	\$1,680
Excess Call Fee (Calls in excess of 60 minute hotline allotment)	Per minute	\$.70	29,656 minutes* (*Estimate)	\$20,760
Reporting Fee (monthly statistics)	Monthly	\$130.00	12	\$1,560
Total Annual Fees				\$24,000

One-Time Expenses (for Staff Orientation/Training)

Description	Estimated Costs
Airfare (CT to CA, roundtrip)	\$500
Hotel	\$400
Travel	\$100
Total Expense Budget	\$1,000

II. Total Contract Amount

- A. For Fiscal Year 2017-2018, the contract amount will not exceed \$25,000.
- B. For Fiscal Year 2018-2019, the contract amount will not exceed \$25,000.
- C. For Fiscal Year 2019-2020, the contract amount will not exceed \$25,000.
- D. For Fiscal Year 2020-2021, the contract amount will not exceed \$25,000.

With inclusion of 10% contingency, total contract amount is not to exceed \$110,000.

- III. Contractor will invoice the City and County on a monthly basis for actual services provided.**