



**SAN FRANCISCO  
HUMAN SERVICES AGENCY**

**MEMORANDUM**

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](http://www.SFHSA.org)



**London Breed**  
Mayor

**Trent Rhorer**  
Executive Director

**TO:**

DISABILITY AND AGING SERVICES COMMISSION

**THROUGH:**

SHIREEN McSPADDEN, EXECUTIVE DIRECTOR

**FROM:**

CINDY KAUFFMAN, DEPUTY DIRECTOR  
ESPERANZA ZAPIEN, DIRECTOR OF GRANTS

DS  
EL

**DATE:**

MAY 5, 2021

**SUBJECT:**

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

**GRANT TERM:**

Current	Renewal	Contingency	Total
7/1/18- 6/30/21	7/1/21- 6/30/23		

**GRANT AMOUNT:**

\$60,000	\$40,000	\$4,000	\$44,000
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**ANNUAL AMOUNT:**

FY21/22 \$20,000	FY 22-23 \$20,000
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**Funding Source**

<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
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**FUNDING:**

\$30,000	\$4,800	\$5,200	\$4,000	\$44,000
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**PERCENTAGE:**

75%	12%	13%		100%
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The Department of Disability and Aging Services (DAS) requests authorization to renew the existing contract with Hansine Fisher and Associates for the period of July 1, 2021 to June 30, 2023, in the amount of \$40,000 plus a 10% contingency for a total amount not to exceed \$44,000. The purpose of this contract is to provide web-based time study services to Human Service Agency's Department of Disability and Aging Services (DAS) and San Francisco Department of Homelessness and Supportive Housing (SF-HSH) service providers.

### **Background**

Through the County Services Block Grant – Health Related (CSBG-HR) activities, DAS and SF-HSH are able to leverage federal funding from Title XIX of the Social Security Act to partially reimburse the costs of performing medically-related activities for adults who have Medi-Cal or who are eligible for it. To accomplish this task, the departments require a time study module capable of keeping accurate records of community based organization staff time dedicated to CSBG-HR activities. These time studies are used to track the amount of time an employee spends performing those activities. This data is used in preparing claims for DAS/SF-HSH reimbursement. In FY 19/20, the time study activities provided by the community based organizations drew in approximately \$1.3 million in revenue.

### **Services to be Provided**

Hansine Fisher and Associates will host, maintain, and manage a web-based time study module according to the specifications by DAS/SF-HSH. The contractor will be responsible for identifying time survey participants from DAS/SF-HSH, and coordinating with participants to collect time survey information. Training and technical support will be provided by the contractor throughout the time survey period to users. This online module will streamline time study reporting by DAS and SF-HSH service providers (approximately 200 users) and facilitate proper claiming of federal revenue.

### **Performance**

Contractor receives regular monitoring through review of invoices and supporting documentation. All reports are accurate and submitted in a timely manner.

Program managers from DAS and SF-HSH are regular users of the time study database and are in regular contact with Hansine Fisher and Associates staff. The contractor is responsive to any questions and requests.

There are no fiscal or performance concerns from department staff who utilize the database for reports.

### **Selection**

Contractor was selected through Request for Proposal #778 issued on February 23, 2018.

### **Funding**

Funding will be provided through a combination of county, state, and federal funds.

### **ATTACHMENTS**

Appendix A – Services to be Provided  
Appendix B – Program Budget

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

**HANSINE FISHER AND ASSOCIATES**

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

**Effective July 1, 2021 – June 30, 2023**

**I. Purpose of Contract**

The purpose of this contract is to assist the Human Services Agency’s Department of Disability and Aging Services (DAS) and the San Francisco Department of Homelessness and Supportive Housing (SF-HSH) in implementing its Title XIX County Services Block Grant-Health Related (CSBG-HR) activities according to State and Federal Regulations.

Through CSBG-HR, the departments are able to leverage federal funding from Title XIX of the Social Security Act to partially reimburse the costs of performing medically-related activities for adults who have Medicaid (Medi-Cal) or who are eligible for it. To accomplish this task, the departments require a time study module capable of keeping accurate records of community-based organization staff time dedicated to CSBG-HR activities. These time studies are used to track the amount of time an employee spends performing those activities. This data is used in preparing claims for DAS/SF-HSH reimbursement.

The tool and consulting services funded through this contract will streamline time study reporting by DAS and SF-HSH service providers and facilitate proper claiming of federal revenue.

**II. Definitions**

Contractor	Hansine Fisher and Associates
CSBG-HR	County Services Block Grant – Health Related
DAS	Department of Disability and Aging Services
HSA	Human Services Agency of the City and County of San Francisco
SF-HSH	San Francisco Department of Homelessness and Supportive Housing

### **III. Description of Services**

The tool and consulting services funded through this contract will streamline time study reporting by DAS and SF-HSH service providers (consisting of about 200 users) and facilitate proper claiming of federal revenue.

On an annual basis, Contractor will provide the following services to DAS/SFHSH:

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

### **IV. Deliverables**

The Contractor is expected to provide the following deliverables:

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

### **V. Reporting Requirements**

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

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

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

and

Reanna Albert  
Administrative Analyst  
Department of Disability and Aging Services (DAS) Office of Community  
Partnerships (OCP)  
[Reanna.Albert@sfgov.org](mailto:Reanna.Albert@sfgov.org)

and

Mili Choudhury  
Family Permanent Supportive Housing Manager  
San Francisco Department of Homelessness and Supportive Housing  
[Mili.Choudhury@sfgov.org](mailto:Mili.Choudhury@sfgov.org)

## **VI. Monitoring Activities**

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

**Appendix B - Calculation of Charges**  
**Hansine Fisher and Associates**  
**CSBG-HR Time Study Online Module and Related Consultation Services**  
 July 1, 2021 – June 30, 2023

- I.** The City and County of San Francisco agrees to pay the Contractor for the scope of work specified in Appendix A at the following rates for the July 1, 2021 – June 30, 2023 contract terms:

Service	Rate:	FY 21-23 Estimated Hours:	FY 21-23 Estimated Total:
Technical Svc/Project Support Mgr.	\$90.00	90	\$8,100
Programmer/Development	\$110.00	90	\$9,900
Systems/Software maintenance (infrastructure, back-up, security, etc.)			\$22,000
Total			\$40,000

- II.** The contract amount shall not exceed \$40,000 (CFDA#93.778).
- III.** The contractor will submit a quarterly invoice detailing hours of service, tasks completed, and amount charged by week. Invoices will be accompanied with receipts for all expenses incurred and detailed summary of activities performed. The contractor will maintain a record describing hours and activities provided.
- IV.** Contractor understands that, of the maximum dollar obligation listed in Section 5 of this Agreement, **\$4,000** is included as a contingency amount and is neither to be used in Program Budgets attached to this Appendix, or available to Contractor without a modification to this Agreement executed in the same manner as this Agreement or a revision to the Program Budgets of Appendix B, which has been approved by Contract Administrator. Contractor further understands that no payment of any portion of this contingency amount will be made unless and until such modification or budget revision has been fully approved and executed in accordance with applicable City and Department of Public Health laws, regulations and policies/procedures and certification as to the availability of funds by Controller. Contractor agrees to fully comply with these laws, regulations, and policies/procedures.