

City and County of San Francisco*London Breed, Mayor***Human Services Agency**
 Department of Human Services
 Department of Disability and Aging Services
 Office of Early Care and Education
*Trent Rhorer, Executive Director***MEMORANDUM**

TO: DISABILITY AND AGING SERVICES COMMISSION

THROUGH: SHIREEN McSPADDEN, EXECUTIVE DIRECTOR

FROM: JILL NIELSEN, DEPUTY DIRECTOR
ESPERANZA ZAPIEN, ACTING DIRECTOR OF CONTRACTS

DATE: DECEMBER 2, 2020

SUBJECT: NEW CONTRACT: **JUMP TECHNOLOGY SERVICES (FOR PROFIT) TO PROVIDE ACCESS TO LEAPS FOR ADULT PROTECTIVE SERVICES**

 DS
 JG

CONTRACT TERM: 1/1/2021-6/30/25

CONTRACT AMOUNT:	<u>New</u>	<u>Contingency</u>	<u>Total</u>
	\$616,500	\$61,650	\$678,150

ANNUAL AMOUNT	<u>FY 20/21</u>	<u>Annual Amount</u>	<u>FY(22-25) Total</u>	<u>Total</u>
	\$68,500	\$137,000	\$548,000	\$616,500

FUNDING SOURCE	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
FUNDING	\$462,375	\$73,980	\$80,145	\$61,650	\$678,150
PERCENTAGE:	75%	12%	13%		100%

The Department of Disability and Aging Services (DAS) requests authorization to enter into a new contract with JUMP Technology Services for the period beginning January 1, 2021 and ending June 30, 2025, in an amount of \$616,500 plus 10% contingency for a total amount not to exceed of \$678,150. The purpose of the contract is to access the automated data management and reporting system for Adult Protective Services and In-Home Supportive Services known as LEAPS.

Background

Jump Technology Services provides proprietary software and licensing for its data management and reporting system (Also known as LEAPS) in which HSA has used over the years. It allows counties to perform multi-county searches so that they may request and share documentation

worker to worker. This is a critical function for vulnerable adult investigations that is available only to Jump Technology Services users. Jump Technology Services includes San Francisco's Structured Decision Making Intake tool for appropriately screening and assigning response times for new reports of abuse and / or neglect. This tool is not available in other systems. It also includes t California's SOGI data requirements for sexual orientation, gender identity data fields.

Services to be Provided

JUMP Technology Services will grant DAS access to its proprietary product allowing for complete Adult Protective Services (APS) case management, tracking and reporting application, from initial intake through case closure. Over the contract term, JUMP Technology Services will provide staff training, system and product support. Additionally, the reporting system will continue to support our ability to review and analyze our historical and existing cases for quality assurance and program improvement purposes.

Selection

Contractor is a sole source contract. LEAPS software is proprietary product of JUMP Technology Services and is the only software that will meet the City's client tracking requirements.

Funding

The funding for this contract is a combination of County (75%), State (12%), and Federal funds (13%).

ATTACHMENTS

Appendix A, Services to Be Provided

Appendix B, Budget

Appendix A – Services to be Provided
JUMP
 APS Data Management and Reporting System
 January 1, 2021 – June 30, 2025

I. Purpose of Contract (JUMP Technology)

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
HSA	Human Services Agency of City and County of San Francisco
LEAPS	An APS Data Management and Reporting System

III. User Roles

APS Protective Services Worker; APS Protective Services Supervisor; APS Protective Services Program Director; APS After Hours Worker; Centralized Intake Worker; Centralized Intake Supervisor; HSA IT

IV. Description of Services (JUMP Technology)

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 100 to 125 users of differing roles. Contractor shall provide a reliable, user-friendly, 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 user-friendly 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.

Licensing and Maintenance (JUMP Technology)

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.

User Support (JUMP Technology)

Contractor will provide online chat support for end user training 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.

V. Location and Time of Services (JUMP Technology)

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 HSA Contracts Staff regarding such unavailability within one hour of discovery of such unavailability.

VI. Other License Restrictions (JUMP Technology)

None.

VII. 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.

VIII. Deliverables (JUMP Technology)

- 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.

IX. Reporting Requirements (JUMP Technology)

- 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:

Leslie.Lau1@sfgov.org
Contract Manager, Office of Contract Management
or
Akiles.Ceron@sfgov.org
DAS APS Director

	A	B	C	D	E	F	G
1	Appendix B, Page 1						
2							
3	HUMAN SERVICES AGENCY BUDGET SUMMARY						
4	BY PROGRAM						
5	Name		Term				
6	JUMP Technology		1/1/21-6/30/25				
7	(Check One) New <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Modification <input type="checkbox"/>						
8	If modification, Effective Date of Mod.		No. of Mod.				
9	Program: LEAPS Program						
10	Budget Reference Page No.(s)						1/1/21-6/30/25
11	Program Term	1/1/21-6/30/21	7/1/21-6/30/22	7/1/22-6/30/23	7/1/23 - 6/30/24	7/1/24 - 6/30/25	Total
12	Expenditures						
13	Salaries & Benefits	\$0	\$0	\$0	\$0	\$0	\$0
14	Operating Expenses	\$68,500	\$137,000	\$137,000	\$137,000	\$137,000	\$616,500
15	Subtotal	\$68,500	\$137,000	\$137,000	\$137,000	\$137,000	\$616,500
16	Indirect Percentage (%)						
17	Indirect Cost (Line 16 X Line 15)						
18	Subcontractor/Capital Expenditures						
19	Total Expenditures	\$68,500	\$137,000	\$137,000	\$137,000	\$137,000	\$616,500
20	HSA Revenues						
21	General Fund	\$68,500	\$137,000	\$137,000	\$137,000	\$137,000	\$616,500
22							
23							
24							
25							
26							
27							
28							
29	TOTAL HSA REVENUES	\$68,500	\$137,000	\$137,000	\$137,000	\$137,000	\$616,500
30	Other Revenues						
31							
32							
33							
34							
35							
36	Total Revenues	\$68,500	\$137,000	\$137,000	\$137,000	\$137,000	\$616,500
37	Full Time Equivalent (FTE)						
39	Prepared by:		Telephone No.:				
40	HSA-CO Review Signature: _____						
41	HSA #1						12/2/2020

	A	B	C	D	E	F	G	H	I	J	K
1	Appendix B, Page 2										
2											
3	JUMP Technology										
4	Program: LEAPS Program										
5											
6											
7	Salaries & Benefits Detail										
8											
9											
10											
11		Agency Totals		HSA Program		1/1/21-6/30/21	7/1/21-6/30/22	7/1/22-6/30/23	7/1/23 - 6/30/24	7/1/24 - 6/30/25	1/1/21-6/30/25
12	POSITION TITLE	Annual Full Time Salary for FTE	Total FTE	% FTE funded by HSA (Max 100%)	Adjusted FTE	DAS Budgeted Salary	DAS Budgeted Salary	DAS Budgeted Salary			TOTAL Budgeted Salary
13			1.00	10%	0.10						\$0
14			1.00	50%	0.50						\$0
15			0.50	100%	0.50						\$0
16											
17											
18											
19											
20											
21											
22											
23											
24											
25											
26											
27											
28											
29											
30	TOTALS		2.50	160%	1.10	\$0	\$0	\$0			\$0
31											
32	FRINGE BENEFIT RATE	20%									
33	EMPLOYEE FRINGE BENEFITS					\$0	\$0	\$0			\$0
34											
35											
36	TOTAL SALARIES & BENEFITS	\$0				\$0	\$0	\$0			\$0
37	HSA #2										12/2/2020

	A	D	E	F	G	H	I	J	K	L	M	N
1												
2												
3	JUMP Technology											
4	Program: LEAPS Program											
5												
6												
7												
8												
9												
10												
11												
12	Operating Expense Detail											
13	Expenditure Category	TERM	1/1/21-6/30/21	7/1/21-6/30/22	7/1/22-6/30/23	7/1/23 - 6/30/24	7/1/24 - 6/30/25					TOTAL
14	In Person Training On site training per day up to 30 users		\$0	\$2,332	\$2,332	\$2,332	\$2,332	\$2,332				\$9,328.00
15	LEAPS 101 - 125 Year 1 (2020-2021) Hosting and Support		\$49,600	\$99,200	\$99,200	\$99,200	\$99,200	\$99,200				\$446,400.00
16	System Enhancements Upgrade and enhancement Budget: 200 hours block time to be utilized at		\$9,690	\$19,000	\$19,000	\$19,000	\$19,000	\$19,000				\$85,690.00
17	Training - Web Based Web based new user training.		\$4,770	\$7,155	\$7,155	\$7,155	\$7,155	\$7,155				\$33,390.00
18	Travel Time and Expense Travel reimbursements		\$0	\$433	\$433	\$433	\$433	\$433				\$1,732.00
19	Weekly Database Backups via FTPS: SQL Server .bak		\$4,440	\$8,880	\$8,880	\$8,880	\$8,880	\$8,880				\$39,960.00
20												\$0.00
21												\$0.00
22												\$0.00
23	CONSULTANTS											\$0.00
24												\$0.00
25												\$0.00
26												\$0.00
27	OTHER											\$0.00
28												\$0.00
29												\$0.00
30												\$0.00
31	TOTAL OPERATING EXPENSE		\$68,500.00	\$137,000.00	\$137,000.00	\$137,000.00	\$137,000.00	\$137,000.00				\$616,500.00
32												
33	HSA #3											12/2/2020

	A	B	C	D	E	F
1						Appendix B, Page 4
2						
3	JUMP Technology					
4	Program: LEAPS Program					
5						
6						
7						
8	Subcontractor/Capital Expenditures					
9						
10	SUBCONTRACTORS		1/1/21-6/30/21	7/1/21-6/30/22	7/1/22-6/30/23	1/1/21-6/30/25
11	Subcontractor 1					
12	Subcontractor 2					
13						
14						
15						
16	TOTAL SUBCONTRACTOR COST		\$0	\$0	\$0	\$0
17						
18						
19	EQUIPMENT		1/1/21-6/30/21	7/1/21-6/30/22	7/1/22-6/30/23	1/1/21-6/30/25
	TERM					
20	Units	ITEM/DESCRIPTION				
21		Equipment A				
22						
23						
24						
25	TOTAL EQUIPMENT COST		\$0	\$0	\$0	\$0
26						
27	OTHER		1/1/21-6/30/21	7/1/21-6/30/22	7/1/22-6/30/23	1/1/21-6/30/25
28	Description:					
29	Remodel A					
30						
31						
32	TOTAL REMODELING COST		\$0	\$0	\$0	\$0
33						
34	TOTAL SUBCONTRACTOR/CAPITAL EXPENDITURE		\$0	\$0	\$0	\$0
35						
36	HSA #4					12/2/2020