



Edwin M. Lee, Mayor

Department of Human Services  
Department of Aging and Adult Services

Trent Rhorer, Executive Director

MEMORANDUM

TO: HUMAN SERVICES COMMISSION

THROUGH: TRENT RHORER, EXECUTIVE DIRECTOR

FROM: SYLVIA DEPORTO, DEPUTY DIRECTOR  
JOHN TSUTAKAWA, DIRECTOR OF CONTRACTS *Ju*

DATE: AUGUST 18, 2017

SUBJECT: **NEW GRANT: SENECA FAMILY OF AGENCIES (NON-PROFIT) TO PROVIDE VISITATION AND TRANSPORTATION SERVICES**

GRANT TERM: Current      Contingency      Total  
7/1/17-  
6/30/20

GRANT AMOUNT: \$1,040,010      \$104,001      \$1,144,011

ANNUAL AMOUNT: FY17/18      FY18/19      FY19/20  
\$346,670      \$346,670      \$346,670

Funding Source	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
FUNDING:	\$166,401	\$395,204	\$478,405	\$104,001	\$1,144,011
PERCENTAGE:	16%	38%	46%		100%

The Department of Human Services (DHS) requests authorization to enter into a new grant with Seneca Family of Agencies for the grant period of July 1, 2017 through June 30, 2020, in an amount of \$1,040,010 plus a 10% contingency for a total amount not to exceed \$1,144,011. The purpose of the grant is to help families follow court orders for visitation by providing transportation to and supervision during visitation meetings.

**Background**

The First Stop Visit Center is a community-based visitation program that is a critical component of HSA's visitation services, supporting reunification services and permanency plans for children in out-of-home placement in the child welfare system. First Stop was established in 2009 through a contract with Seneca Center. The center facilitates court-mandated visits that must occur within the

first five calendar days that a child is separated from their family. First Stop also offers direct visitation, supervision, and also provides a centralized referral system for scheduling ongoing visits for families receiving reunification services to the Family Resource Centers (FRC). This grant expands the triage to include additional visitation locations, including out-of-county sites as identified by HSA.

### **Services to be Provided**

Grantee shall provide the following services during the term of this agreement:

- a. **First Stop Visitation Services:** First Stop is a community-based visitation program that is a critical component of HSA's visitation services, supporting reunification services and permanency plans for children in out-of-home placement. Grantee will offer direct visitation supervision and provide a centralized referral system for triaging families to ongoing visitation services with a FRC or other visitation services as appropriate. Seneca First Stop's Visitation Coordinator and Program Supervisor will communicate regularly with the HSA scheduler to ensure that counselors are assigned to support clients on a consistent basis. CWWs will be made aware of any concerns that occur, and Grantee will provide support as soon as possible. Grantee will stay informed of current car seat safety laws and will abide by those laws.
- b. **First Stop Visitation Counselors** provide direct supervision of a family during a visit to maintain child safety, offer support to the child and parent, and promote the parent's ability to interact safely and appropriately with their child. Seneca's First Stop visitation program conforms with visitation practices outlined in the FRC Visitation Guidebook or otherwise agreed upon with HSA, including but not limited to: documentation of visitation (including pre and post visit information as well as documentation on collateral contacts), communication with the family and child welfare staff as appropriate, and compliance with all court orders including restraining orders.
- c. **Weekend and weekday transportation and supervision for court-ordered visitation for San Francisco dependents.**
- d. **Weekday transportation and supervision for school, or other services for San Francisco dependents.**

### **Location and Time of Services**

The transportation services program will involve transporting children for visits between foster placements, homes, visiting sites and other locations as arranged or approved by the CWW. Seneca will seek to provide staff on Saturdays and Sundays at the hours needed, and during the week if needed and agreed upon by the Grantee.

First Stop location: 3119 Mission St.  
San Francisco, CA 94110  
Phone: (415) 632-5490  
Fax: (415) 520-0735  
Email: [firststopvisit@senecacenter.org](mailto:firststopvisit@senecacenter.org)

Visiting Hours: Monday through Friday - 10am to 6pm  
Saturday - by appointment only

**Selection**

Grantee was selected through Request for Proposals (RFP) #735, which was competitively bid in February 2017.

**Funding**

Funding for this grant is provided by a combination of State and Federal funds.

**ATTACHMENTS**

Appendix A – Services to be Provided

Appendix B – Program Budget

**Appendix A – Services to be Provided**  
**Seneca Family of Agencies - Visitation and Transportation Services**  
**Effective July 1, 2017 – June 30, 2020**

**I. Purpose of Grant**

The Visitation and Transportation Services Program is a partnership between the San Francisco Human Services Agency (HSA) and Seneca Family of Agencies. The program is designed to support HSA in providing visitation supervision and triage for families' weekend transportation and supervision for court ordered visitation or other services (e.g. therapy) for San Francisco dependents, and weekday transportation for San Francisco County dependents for visitation, school, or other services. The purpose of the grant is to support HSA in meeting court orders for visitation and other services and promote reunification and permanency outcomes for children and families.

**II. Definitions**

CWW	Child Welfare Worker
FRC	Family Resource Center
Grantee	Seneca Family of Agencies: San Francisco Connections Program
HSA	Human Services Agency of the City and County of San Francisco
First Stop Visit Center	The First Stop Visit Center is a dedicated visitation site for court-mandated visits that must occur within the first 5 calendar days that a child is separated from their family.

**III. Target Population**

The Transportation Services Program serves all families referred through HSA including dependents ages 0 to 21 and their families. Visitation may involve siblings, parents, or both.

**IV. Description of Services**

Grantee shall provide the following services during the term of this agreement:

- a. **First Stop Visitation Services:** First Stop is a community-based visitation program that is a critical component of HSA's visitation services, supporting reunification services and permanency plans for children in out-of-home placement. Grantee will offer direct visitation supervision and provide a centralized referral system for triaging families to ongoing visitation services with a FRC or other visitation services as appropriate. Seneca First Stop's Visitation Coordinator and Program Supervisor will communicate regularly with the HSA scheduler to ensure that counselors are assigned to support clients on a consistent basis. CWWs will be made aware of any concerns that occur, and Grantee will provide support as soon as possible. Grantee will stay informed of current car seat safety laws and will abide by those laws.
- b. **First Stop Visitation Counselors** provide direct supervision of a family during a visit to maintain child safety, offer support to the child and parent, and promote the parent's ability to interact safely and appropriately with their child. Seneca's First Stop visitation program conforms with visitation practices outlined in the FRC Visitation Guidebook or otherwise agreed upon with HSA, including but not limited to: documentation of visitation (including pre and post visit information as well as documentation on collateral contacts), communication with the family and child welfare staff as appropriate, and compliance with all court orders including restraining orders.
- c. **Weekend and weekday transportation and supervision for court-ordered visitation for San Francisco dependents.**
- d. **Weekday transportation and supervision for school, or other services for San Francisco dependents.**

## V. Location and Time of Services

The transportation services program will involve transporting children for visits between foster placements, homes, visiting sites and other locations as arranged or approved by the CWW. Seneca will seek to provide staff on Saturdays and Sundays at the hours needed, and during the week if needed and agreed upon by the Grantee.

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Saturday - by appointment only

## VI. Grantee Responsibilities

- a. Staff employed by Seneca San Francisco Connections are required to meet the following criteria to be utilized to provide supervision, monitoring or transportation for a visit:
  - California Department of Justice (DOJ) and Child Abuse Central Index (CACI) check
  - Have the ability to intervene as needed to keep the child safe
  - Provide the parent with the skills and opportunity to develop and demonstrate their ability to safely parent
  - Have the ability to enforce visit rules, court orders, limitations and activities
  - Keep all information confidential
  - Reports timely observations to the CWW regarding family interactions, progress and concerns
  - If transporting, have a valid driver's license. Vehicle used in transport must be licensed and insured and equipped with approved child safety equipment and restraints (e.g., car seat)
  - Always comply with court orders including restraining orders
  - Participate in training as scheduled and required including, but not limited to, training on the county visitation models, safety-organized practice (SOP) and visitation, and developing behaviorally-based visitation plans and visitation notes
- b. Employees are a mandated reporter for child abuse. Should a case require a referral back to Child Protective Services (CPS), the grantee will contact FCS.
- c. Report all incidents of suspected child abuse and neglect as required by law.

## VII. Service Objectives

On an annual basis, Grantee will meet the following Service Objectives:

- a. Grantee will provide transportation for at least 35 families annually.
- b. Grantee will provide visitation for approximately 15-25 families monthly, providing approximately 3-6 visitation hours per family per week.
- c. Grantee will triage approximately 20-30 families per month to other community visitation sites including FRCs.

## VIII. Outcome Objectives

On an annual basis, Grantee will meet the following Outcome Objectives:

- a. Within the capacity of the grant agreement, Grantee will successfully transport 90% of the children referred for weekend visits, not including visits cancelled for reasons outside Grantee's control.

- b. Within the capacity of the grant agreement, Grantee will offer visitation to 95% of families referred to First Stop who meet appropriate visitation criteria;
- c. Within the capacity of the grant agreement, Grantee will successfully triage 90% of referrals to other visitation sites.

## IX. Reporting Requirements

- a. Monthly Reports: Grantee will report **monthly** on activities, referencing the tasks as described in Section IV, VII & VIII- Service and Outcome Objectives.

- i. Monthly report to be provided in excel will contain two tabs

- 1. Tab one will report on family visitation and list the parents and children served in the visitation program, the name of their child welfare worker, and the number of visits and hours the families received visitation. The report will also include the names of families triaged to other sites, and the names of those sites.

In addition, it will indicate:

- a. Unduplicated number of families that received visitation during the month
- b. Year-to-date unduplicated number of families that have received visitation since the beginning of the fiscal year
- c. Unduplicated number of families triaged during the month
- d. Year-to-date unduplicated number of families triaged since the beginning of the fiscal year

- 2. Tab two will report on transportation provided and list the dates of transport, name of families transported and time of transport, and if the transport was cancelled.

In addition, the monthly report shall indicate:

- a. Unduplicated number of families transported during the month
- b. Year-to-date unduplicated number of families transported since the beginning of the fiscal year

- 3. Monthly report in Excel must be submitted to Liz Crudo - Program Manager, Maggie Donahue - Senior Program Manager, Arata Goto - Program Analyst, and David Valdeolivar and Tom Heath - Tech Supervisors.

- ii. In addition to the monthly report, grantee will enter the monthly metrics in the Contracts Administration, Reporting & Billing Online (CARBON) database by the 15<sup>th</sup> of the following month.

- 1. Unduplicated number of families transported during the month
- 2. Unduplicated number of families receiving visitation during the month
- 3. Unduplicated number of families triaged during the month

- b. Annual Reports: Grantee will provide an **annual** report summarizing the contract activities, referencing the tasks as described in Section IV, VII & VIII- Service and Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee as well as case examples. Grantee will submit annual report in the CARBON database and email to Liz Crudo, Maggie Donahue and Arata Goto.

Additionally, grantee will enter the annual metrics in the CARBON database by the 15<sup>th</sup> of the month following the end of the program year.

- c. Grantee will provide Ad Hoc reports as required by the Department.

**X. Monitoring Activities**

- a. Program Monitoring: 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 Contract Monitoring: Fiscal monitoring will include review of the Grantee'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.

	A	B	C	D	E
1	Appendix B, Page 1				
2	Document Date: 6/30/17				
3	<b>HUMAN SERVICES AGENCY CONTRACT BUDGET SUMMARY</b>				
4	<b>BY PROGRAM</b>				
5	Contractor's Name			Contract Term	
6	Seneca Family of Agencies			2017-2020	
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: Visitation and Transportation Services				
10	Budget Reference Page No.(s)				
11	Program Term	FY 17/18	FY 18/19	FY 19/20	Total
12	<b>Expenditures</b>				
13	Salaries & Benefits	\$275,285	\$275,285	\$275,285	\$825,854
14	Operating Expense	\$31,500	\$31,500	\$31,500	\$94,500
15	<b>Subtotal</b>	<b>\$306,785</b>	<b>\$306,785</b>	<b>\$306,785</b>	<b>\$920,354</b>
16	Indirect Percentage (%)	13%	13%	13%	
17	Indirect Cost (Line 16 X Line 15)	\$39,885	\$39,885	\$39,885	\$119,655
18	Capital Expenditure	\$0	\$0	\$0	\$0
19	<b>Total Expenditures</b>	<b>\$346,670</b>	<b>\$346,670</b>	<b>\$346,670</b>	<b>\$1,040,010</b>
20	<b>HSA Revenues</b>				
21	General Fund	\$55,467	\$55,467	\$55,467	\$166,401
22	State	\$131,735	\$131,735	\$131,735	\$395,205
23	Federal	\$159,468	\$159,468	\$159,468	\$478,404
24					
25					
26					
27					
28					
29	<b>TOTAL HSA REVENUES</b>	<b>\$346,670</b>	<b>\$346,670</b>	<b>\$346,670</b>	<b>\$1,040,010</b>
30	<b>Other Revenues</b>				
31					
32					
33					
34					
35					
36	<b>Total Revenues</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
37					
39	Prepared by: Janet Briggs, CFO		Telephone No.: 510-300-6325		Date 6/30/17
40	HSA-CO Review Signature: _____				
41	HSA #1				11/15/2007

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	A	B	C	D	E	F	G	H	I
1									
2									
3									
4	Program Name: Visitation and Transportation Services								
5	(Same as Line 9 on HSA #1)								
6									
7	<b>Salaries &amp; Benefits Detail</b>								
8									
9									
10						7/1/2017-6/30/2018	7/1/2018-6/30/2019	7/1/2019-6/30/2020	
11		Agency Totals		For HSA Program		For DHS Program	For DHS Program	For DHS Program	TOTAL
12	POSITION TITLE	Annual Full Time Salary for FTE	Total % FTE	% FTE	Adjusted FTE	Budgeted Salary	Budgeted Salary	Budgeted Salary	7/1/2017 to 6/30/2020
13	Program Director	\$90,000	100%	5%	5%	\$4,500	\$4,500	\$4,500	\$13,500
14	Program Supervisor	\$65,000	100%	50%	50%	\$32,500	\$32,500	\$32,500	\$97,500
15	Visitation Coordinator	\$49,920	100%	50%	50%	\$24,960	\$24,960	\$24,960	\$74,880
16	Visitation Counselor	\$44,720	100%	100%	100%	\$44,720	\$44,720	\$44,720	\$134,160
17	Visitation Counselor	\$44,720	100%	100%	100%	\$44,720	\$44,720	\$44,720	\$134,160
18	Transportation Counselor	\$44,720	100%	50%	50%	\$22,360	\$22,360	\$22,360	\$67,080
19	Program Assistant	\$44,720	100%	100%	100%	\$44,720	\$44,720	\$44,720	\$134,160
20									\$0
21									\$0
22									\$0
23									\$0
24									\$0
25									\$0
26									\$0
27									\$0
28									\$0
29	TOTALS		7.00	4.55	4.55	\$218,480	\$218,480	\$218,480	\$655,440
30									
31	FRINGE BENEFIT RATE	26%							
32	EMPLOYEE FRINGE BENEFITS					\$56,805	\$56,805	\$56,805	\$170,414
33									
34									
35	TOTAL SALARIES & BENEFITS	\$0				\$275,285	\$275,285	\$275,285	\$825,854
36	HSA #2								11/15/2007

	A	B	C	D	E	F	G	H	I	J	K
1											Appendix B, Page 3
2											Document Date: 6/30/17
3											
4	Program Name: Visitation a										
5	(Same as Line 9 on HSA #1)										
6											
7	<b>Operating Expense Detail</b>										
8											
9											
10											
11											TOTAL
12	Expenditure Category	TERM 7/1/2017-6/30/2018			7/1/2018-6/30/2019			7/1/2019-6/30/2020			\$ -
13	Rental of Property	County-Owned			County-Owned			County-Owned			\$ -
14	Utilities(Elec, Water, Gas, Phone, Scavenger)	\$0			\$0			\$0			\$ -
15	Office Supplies, Postage	\$1,650			\$1,650			\$1,650			\$ 4,950.00
16	Building Maintenance Supplies and Repair	\$1,800			\$1,800			\$1,800			\$ 5,400.00
17	Printing and Reproduction	\$0			\$0			\$0			\$ -
18	Insurance	\$0			\$0			\$0			\$ -
19	Staff Training	\$1,365			\$1,365			\$1,365			\$ 4,095.00
20	Staff Travel-(Local & Out of Town)	\$8,190			\$8,190			\$8,190			\$ 24,570.00
21	Rental of Equipment										\$ -
22	CONSULTANT/SUBCONTRACTOR DESCRIPTIVE TITLE										
23											\$ -
24											\$ -
25											\$ -
26											\$ -
27											\$ -
28	OTHER										
29	Communication	\$4,095			\$4,095			\$4,095			\$ 12,285.00
30	Child and Family Engagement Supplies	\$2,400			\$2,400			\$2,400			\$ 7,200.00
31	Vehicle Operating	\$12,000			\$12,000			\$12,000			\$ 36,000.00
32	Expendable Equipment (Small Furniture Items)	\$0			\$0			\$0			\$ -
33											
34	TOTAL OPERATING EXPENSE	\$31,500			\$31,500			\$31,500			\$ 94,500.00
35											
36	HSA #3										11/15/2007