



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: HUMAN SERVICES COMMISSION

THROUGH: TRENT RHORER, EXECUTIVE DIRECTOR

FROM: NOELLE SIMMONS, DEPUTY DIRECTOR
 JOHN TSUTAKAWA, DIRECTOR OF CONTRACTS *JKT*

DATE: MARCH 22, 2019

SUBJECT: NEW CONTRACT: **THE REGENTS OF THE UNIVERSITY OF CALIFORNIA, DAVIS CAMPUS (UC DAVIS)** TO PROVIDE SOCIAL WORK AND RELATED SKILLS TRAINING AND WELFARE FRAUD DETECTION AND PREVENTION TRAINING

CONTRACT TERM: 7/1/2019 – 6/30/2022

CONTRACT AMOUNT:

| | <u>Contract</u> | <u>Contingency</u> | <u>Total</u> |
|--|-----------------|--------------------|--------------|
| | \$522,750 | \$52,275 | \$575,025 |

ANNUAL AMOUNT:

| | <u>FY19-20</u> | <u>FY20-21</u> | <u>FY21-22</u> |
|--|----------------|----------------|----------------|
| | \$174,250 | \$174,250 | \$174,250 |

Funding Source

| | <u>County</u> | <u>State</u> | <u>Federal</u> | <u>Contingency</u> | <u>Total</u> |
|--------------------|---------------|--------------|----------------|--------------------|--------------|
| FUNDING: | \$392,063 | \$62,730 | \$67,957 | \$52,275 | \$575,025 |
| PERCENTAGE: | 75% | 12% | 13% | | |

The Department of Human Services (DHS) requests authorization to enter into a new contract agreement with University of California, Davis for the period of July 1, 2019 to June 30, 2022, in an amount of \$522,750 plus a 10% contingency for a total amount not to exceed \$575,025. The purpose of the contract is for the provision of Social Work and Related Skills trainings to staff from across several departments within the City and County of San Francisco, and for provision of the Welfare Fraud Detection and Prevention trainings to San Francisco Human Services Agency staff.

Background

Project 500 is a collaboration among the city’s main agencies serving low-income families: the San Francisco Human Services Agency (SF-HSA), the Department of Public Health (SF-DPH), and the Office of Child Support Services. Project 500 focuses intensive resources, wraparound services, and case management across City departments and non-profit providers for 500 of the City’s most at-risk families. The goal of Project 500 is to improve child and family outcomes by building better cross-system collaboration among service providers that are delivering a suite of stand-alone interventions in conjunction with one another.

CalWORKs launched an initiative, known as CalWORKs 2.0, which shifts from compliance oriented, directive case management to customer-led case management focused on goals. This redesigned approach will help families set goals that are aligned with program aims while taking into account families' strengths and the obstacles they face as they engage in activities on the path to full employment.

The California Department of Social Services mandates that employees receive annual training in welfare fraud prevention and detection. UC Davis Center for Human Services utilizes curriculum approved by CDSS to provide HSA eligibility workers, non-eligibility staff, and investigators the trainings to protect the welfare system from fraud and abuse.

Services to be Provided

The Social Work and Related Skills trainings will focus on social work intervention skills and tools, theoretical knowledge and best practices for working with families living in scarcity. Participants will include staff from across several departments within the City and County of San Francisco and community based organizations. During the contract term, the Contractor will provide annually a minimum of 30 full day trainings on-site in San Francisco, with each training session holding up to 35 participants.

The Welfare Fraud trainings will present techniques that can help workers prevent fraud by educating clients, conducting thorough interviews, completing legal forms and following standard procedures. Participants will gain a greater understanding of the federal and state requirements that govern the CalWORKs, CalFresh and Medi-Cal programs to assist them in their role of ensuring correct and accurate benefits are issued to applicants and recipients of aid. During the contract term, the Contractor will provide trainings either via online modules or instructor-led (dependent on scheduling and resource availability) for 800 staff.

Location and Time of Services

The Social Work and Related Skills trainings will occur over the course of 12 months, on a schedule to be jointly determined by HSA and the Contractor. The trainings will be delivered in whole or partial-day sessions in San Francisco, depending on the topics, at the Agency's facilities.

The Welfare Fraud trainings will be delivered either via online module or instructor-led dependent on scheduling and resource availability.

Selection

Contractor was selected through Request for Proposals # 811 issued on January 2, 2019.

Funding

Funding for this contract is provided by a combination of General Fund, State, and Federal funds.

ATTACHMENTS

- Appendix A – Services to be Provided (Social Skills and Related Training)
- Appendix A-1 – Services to be Provided (Welfare Fraud Training)
- Appendix B – Budget (Social Skills and Related Training)
- Appendix B-1 – Budget (Welfare Fraud Training)

Appendix A: Scope of Services to be Provided
University California, Davis
Social Work and Related Skills Training
Term: 7/1/2019 – 6/30/2022

I. Purpose of Contract

The purpose of the contract is to provide Social Work and Related Skills trainings to staff from across several departments within the City and County of San Francisco including the Human Services Agency, Department of Public Health, Department of Child Support Services and Office of Early Care and Education.

II. Definitions

| | |
|----------|---|
| CalWORKs | California Work Opportunity & Responsibility to Kids, welfare-to-work program for families receiving Temporary Aid to Needy Families (TANF) cash aid. |
| DHS | San Francisco Department of Human Services, a division of HSA |
| HSA | San Francisco Human Services Agency |
| P500 | Project 500, a collective impact initiative with the goal of interrupting the transmission of intergenerational poverty. |

III. Target Population

Family social workers and other direct services staff across multiple City and County Departments including the Human Services Agency, Department of Public Health, Department of Child Support Services and Office of Early Care and Education.

IV. Description of Services

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

- A. Provide expert advice on the training program design and delivery to CalWORKs and P500 team members, and potentially to members of the Agency’s internal Learning & Development team (i.e., Train the Trainer).
- B. Work with the CalWORKs and P500 management teams to collaboratively develop the training design, curriculum content and training delivery method. In partnership with P500 partner agencies, assess staff training needs and develop training curriculum recommendations.
- C. Training to start within 15 days or sooner after getting HSA approval of the training curriculum.

- D. Make modifications to the training curriculum as needed based on participant feedback and evaluation results.
- E. Modify existing curriculum modules and/or develop new modules to accomplish specific training objectives, as determined by the needs assessment and approved by HSA.
- F. Provide HSA with copies of all training materials, which the Agency may modify and use at its sole discretion both during and after the contract term.
- G. Immediately subsequent to delivery of each training session, Contractor will gather participant feedback from 90% of participants on training format, delivery and content. Contractor will use and evaluation forms approved by HSA.
- H. Training topics will include:
 - Strength-Based Motivational Interviewing
 - Coaching Through Resistance/Crisis
 - Assessment and Case Management
 - Trauma-Informed Case Coordination
 - Reflective Supervision
 - Professional Boundaries
 - Vicarious Trauma and Self-care
 - Effects of Toxic Stress on Executive Function
 - Motivational Interviewing and Client Coaching-Goal Setting techniques
 - Supervision as an interactive, collaborative and supportive partnership with line staff
 - Service Excellence Culture; Internal and External Customers (focus on soft skills)
 - Effective WtW Case Management (incorporating CalWORKs 2.0 approach and materials)
 - Others TBD in conjunction with HSA

V. HSA Responsibilities

- A. HSA will work with the Contractor to collaboratively develop the training design, curriculum content and training delivery method.
- B. HSA and Contractor will collaboratively establish training dates and times. HSA will secure training sites in San Francisco for the Contractor.
- C. HSA will assess staff training needs, and refer training participants to the trainings in accordance with these identified needs for each participant.
- D. HSA staff trainer will participate with Contractor during trainings in order to integrate materials into ongoing induction and in-service trainings.

VI. Location and Time of Services

Trainings will occur on a schedule to be jointly determined by HSA and Contractor. The trainings will be delivered in whole or partial-day sessions in San Francisco, depending on the topics, at the Agency's facilities.

VII. Service Objectives

A. On an annual basis provide up to 30 training days onsite in San Francisco to as many as 35 staff persons per training session.

VIII. Outcome Objectives

A. At least 85% of participants who complete the initial evaluation form will indicate that the training effectively provided helpful information and social work tools for working with the CalWORKs and P500 populations.

IX. Reporting Requirements

A. Provide monthly evaluation reports to HSA during follow-up consulting, due no later than the tenth day of the following month.

B. Provide evaluation and attendance reports to HSA including written summaries of participant evaluations, due no later than the tenth day of the month following the date of the training.

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

Judy Ng
HSA Contract Manager, Office of Contract Management
Email: Judy.ng@sfgov.org

- or -

Eva Iraheta
Program Monitor, Welfare to Work Division
Email: Eva.Iraheta@sfgov.org

Appendix A-1: Scope of Services to be Provided
University California, Davis
Welfare Fraud Detection and Prevention Training
Term: 7/1/2019 – 6/30/2022

I. Purpose of Contract

The purpose of the contract is to provide Welfare Fraud Detection and Prevention Technique trainings for approximately 800 San Francisco Human Services Agency eligibility workers and non-eligibility staff/investigators across programs.

II. Definitions

SF-HSA – San Francisco Human Services Agency

III. Target Population

The target population is San Francisco Human Services Agency eligibility workers, non-eligibility staff, and investigators.

IV. Description of Services

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

Welfare Fraud Detection and Prevention Technique Trainings: Contractor will provide Welfare Fraud Detection and Prevention Technique trainings that can help workers prevent fraud by educating clients, conducting thorough interviews, completing legal forms, and following standard procedures.

Training topics will include:

- the worker's role in fraud prevention and detection
- interview techniques for thorough eligibility determination
- inconsistencies and other fraud indicators
- fraud detection resources

As a result of this training session, participants increase their ability to detect fraud and help clients avoid fraud.

Key Eligibility Factors for Welfare Fraud Investigators: Familiarity of key factors of eligibility is essential to the completion of a thorough and effective investigation of potential welfare fraud. The training session will review these factors.

Training Topics will include:

- household composition

- resources
- income
- verification
- reporting requirements

Participants of the training session will gain a greater understanding of federal and state requirements that govern the CalWORKs, CalFresh, and Medi-Cal programs to assist them in their role of ensuring correct and accurate benefits are being issued to applicants and recipients of aid.

V. Location and Time of Services

The training will be delivered either via online modules or via half-day workshops at the agency's facilities, as determined and agreed by HSA and UC Davis dependent on planning, scheduling, and resource availability.

Online modules will be conducted in a four-hour self-paced session through the UC Davis Learning Management System (LMS). Participants can access the training via their work computers.

Half-day workshop sessions will be hosted at the agency's facilities. Each workshop will allow up to 30-35 participants and will be hosted by the same instructor in two consecutive half-day session hours at 8:00 AM – 12:00 PM and 1:00PM – 5:00PM.

VI. Service Objectives

Contractor will provide welfare fraud trainings to 800 eligibility and non-eligibility staff/investigators.

VII. Outcome Objectives

An online post-training test will be administered at the end of trainings with a minimum of 80% of participants demonstrating a basic knowledge of welfare fraud and fraud detection.

VIII. Reporting Requirements

- A. Provide monthly evaluation reports to HSA during follow-up consulting, due no later than the tenth day of the following month.
- B. For assistance with reporting requirements or submission of reports, contact:

Judy Ng
HSA Contract Manager, Office of Contract Management

Email: judy.ng@sfgov.org

- or -

Katrina Williams
Learning & Organizational Development Manager
Email: katrina.williams@sfgov.org

Appendix B – Calculation of Charges
University of California, Davis
Social Work and Related Skills Training
Term: 7/1/2019 – 6/30/2022

I. Method of Payment

Contractor shall submit monthly invoices by the fifteenth (15th) working day of each month, based upon the number of units of service that were delivered in the immediately preceding month. All training days associated with the Services listed in Appendix A, times the unit rate as shown in the Fee Schedule listed below shall be reported on the invoice(s) each month.

II. Fee Schedule and Final Invoice

- a. Rate per training day: \$4,250
- b. Total number of training days per year: 30 full days
- c. \$4,250 rate per training day x 30 days of training = \$127,500 annually
- d. **The total contract amount for the period of July 1, 2019 to June 30, 2022 is \$382,500.**
- e. **The total not to exceed amount including contingency is \$420,750.**

Appendix B-1 – Calculation of Charges
University of California, Davis
Welfare Fraud Detection and Prevention Training
Term: 7/1/2019 – 6/30/2022

1. Method of Payment

Contractor shall submit monthly invoices by the fifteenth (15th) working day of each month, based upon the number of units of service that were delivered in the immediately preceding month. All training days associated with the Services listed in Appendix A, times the unit rate as shown in the Fee Schedule listed below shall be reported on the invoice(s) each month.

2. Fee Schedule

Online Module Pricing Structure

- a. 140 online users cost \$4,250 per one (1) full training unit (TU) (or 70 online users cost \$2,125 per half training unit).
- b. Total number of online users: 800 users
- c. Total number of training units needed for 800 users = 6 full training units (or 12 half training units).
- d. \$4,250 per TU x 6 full training units = \$25,500 annually for 800 online users.

– or –

Instructor-Led Workshop Pricing Structure

- a. Rate per half-day training session: \$2,125 (or \$4,250 per full day session)
- b. Total number of training days for 800 participants: 22 half-day sessions (or 11 full days)
- c. \$2,125 rate per half-day training x 22 half-day sessions = \$46,750 annually

3. Contract Total

- **The annual amount is \$46,750 per fiscal year. The total contract amount for the period of July 1, 2019 to June 30, 2022 is \$140,250.**
- **The total not to exceed amount including contingency is \$154,275.**