



**SAN FRANCISCO
HUMAN SERVICES AGENCY**

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
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London Breed
Mayor

Trent Rhorer
Executive Director

MEMORANDUM

TO: HUMAN SERVICES COMMISSION

THROUGH: TRENT RHORER, EXECUTIVE DIRECTOR

FROM: JOAN MILLER, DEPUTY DIRECTOR, FCS
ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS ^{DS} *EE*

DATE: FRIDAY, AUGUST 20, 2021

SUBJECT: NEW CONTRACT: EVIDENT CHANGE
(FORMERLY NATIONAL COUNCIL ON CRIME
AND DELINQUENCY) (NON-PROFIT) FOR
PROVISION OF CHILD WELFARE REPORTING
AND ANALYTICS

CONTRACT TERM: July 1, 2021 – June 30, 2024

CONTRACT AMOUNT:	<u>New</u>	<u>Contingency</u>	<u>Total</u>
	\$320,445	\$32,045	\$352,490

ANNUAL AMOUNT:	<u>FY21-22</u>	<u>FY22-23</u>	<u>FY23-24</u>
	\$106,815	\$106,815	\$106,815

FUNDING:	<u>County</u>	<u>State/Federal</u>	<u>Contingency</u>	<u>Total</u>
	\$176,245	\$144,200	\$32,045	\$352,490

PERCENTAGE: 55% 45%

The Department of Benefits and Family Support (BFS) requests authorization to enter into a contract with Evident Change for the period of July 1, 2021 to June 30, 2024, in an amount of \$320,445 plus a 10% contingency for a total amount not to exceed \$352,490. The purpose of the contract is to access SafeMeasures®, a web-based data system and to

obtain reporting services to meet county-specific data needs. The contract also provides for management information systems.

Background

Since 2004, Evident Change has provided the web based SafeMeasures and Structured Decision Making ® (SDM) system, along with ad-hoc analytics. SafeMeasures organizes case data according to performance requirements of the state legislature AB636. SafeMeasures allows staff to plan the Division 31 requirements and drilldown to individual, unit, and program performance.

SafeMeasures, provides a child welfare database that is capable of organizing cases for state-mandated reports. State legislature AB636 requires counties to be responsible for reporting on a series of measurements that provide key indicators of program outcomes, process and receipt of critical services. The California Department of Social Services (CDSS) uses SafeMeasures for its audits of county compliance. The Contractor is the only provider that has access to California's CWS/CMS raw data.

SDM gathers data from the CA WebSDM system, interprets that data, and structures it in a management report for HSA's Family and Children's Services (FCS).

Services to be Provided

The Contractor shall provide the following parallel services during the term of this contract: A) SafeMeasures; B) SDM Reporting and Ad Hoc Analytics; C) Structured Decision Making Training, coaching and system support to FCS staff, including supervisors and managers.

A. **SafeMeasures:** The California Department of Social Services provides Evident Change with bi-weekly extracts from the statewide child welfare database. Evident Change conducts an analysis to display the data in tables that are related to the Division 31 Requirements that regulate child welfare operations. Evident Change organizes the data into a user-friendly, point-and-click format that allows managers, supervisors, and child welfare workers to view data by program, by office site, by unit, and by individual.

B. SDM Reporting and Ad Hoc Analytics: Contractor will provide, as requested, ongoing reports related to various child welfare state and federal outcome measures i.e. AB636, Child and Family Services Review and the FCS System Improvement Plan.

The FCS program utilizes an actuarial-based assessment tool, Structured Decision-Making, to improve its understanding of child risk and to improve case decision-making. Evident Change manages the data generated by these assessments and produces an annual management report, which compiles information from child welfare assessments.

C. SDM systems support & training: Training will support use of SDM tools in day to day child welfare practices and inform assessment and case plan decision making.

Selection

Contractor is a sole source contract.

Funding

Funding for this contract is combination of Federal, State, and County General Funds.

ATTACHMENTS

Appendix A – Services to be Provided

Appendix B – Budget

**Appendix A – Services to be Provided
Evident Change
Child Welfare Reporting and Analytics
July 1, 2021- June 30, 2024**

I. Purpose:

The purpose of this contract is to allow the San Francisco Human Services Agency (HSA) access to SafeMeasures[®], a web-based data-mart, and implementation support for use and application of the Structured Decision Making (SDM) hotline, safety, risk, risk re-assessment and reunification assessment tools to inform case planning for families involved in San Francisco’s child welfare system. Training, technical assistance and coaching will support the utilization of the SDM system for Family & Children’s Services’ staff.

The contract also includes the development of ad hoc analytic management reports for continuous quality practice improvement and to enhance county-specific data needs that measure progress in achieving AB 636 Outcome Measures and the goals identified in our System Improvement Plan.

These services complement and accompany the propriety data systems and software developed by Evident Change.

II. Definitions

CARBON	Contracts Administration, Reporting, and Billing On Line System
Contractor	Evident Change
DV	Domestic Violence
HSA	San Francisco Human Services Agency
FCS	Family and Children’s Services
SOP	Safety Organized Practice
SDM	Structured Decision Making
SIP	System Improvement Plan

III. Target Audiences:

Case-carrying child protective services workers, supervisors, managers and directors.

IV. Description of Services:

The Contractor shall provide the following parallel services during the term of this contract: A) SafeMeasures; B) SDM Reporting and Ad Hoc Analytics; C) Structured Decision Making Training, coaching and system support to FCS staff, including supervisors and managers.

- A. **SafeMeasures:** The California Department of Social Services provides Evident Change with bi-weekly extracts from the statewide child welfare database. Evident Change conducts an analysis to display the data in tables that are related to the Division 31 Requirements that regulate child welfare operations. Evident Change organizes the data into a user-friendly, point-and-click format that allows managers, supervisors, and child welfare workers to view data by program, by office site, by unit, and by individual.
- B. **SDM Reporting and Ad Hoc Analytics:** Contractor will provide, as requested, ongoing reports related to various child welfare state and federal outcome measures i.e. AB636, Child and Family Services Review and the FCS System Improvement Plan.

The FCS program utilizes an actuarial-based assessment tool, Structured Decision-Making, to improve its understanding of child risk and to improve case decision-making. Evident Change manages the data generated by these assessments and produces an annual management report, which compiles information from child welfare assessments.

- C. **SDM systems support & training:** Training will support use of SDM tools in day to day child welfare practices and inform assessment and case plan decision making.

V. Location and Time of Services

Evident Change offices are located at 426 South Yellowstone Drive, Suite 250, Madison, Wisconsin, 53719. All data analysis and report development will occur at the Evident Change offices. Training and coaching of FCS staff will be held remotely or at the offices of the San Francisco Human Services Agency.

VI. Service Objectives

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

- A. Contractor shall provide **SF-HSA reliable access to the online SafeMeasures reporting system**, without any major outages.
- B. Contractor shall provide **training and ongoing support to SF-HSA staff for the use of SafeMeasures.**
- C. Contractor shall provide **SDM Reporting and Ad Hoc Analytics** on the agreed-upon dates, and will meet all agreed-upon deadlines related to ad hoc data requests. This includes customized extracts from SDM and complex customized ad hoc data reports.
- D. Contractor shall provide an **annual Structured Decision Making report** for child welfare assessments, tailored to the information requested by SF-HSA managers.

- E. Contractor shall provide virtual or on-site training and coaching to FCS staff, supervisors and managers to strengthen existing knowledge and practice in a variety of topics **related to the use of the SDM tools.**

This training and technical assistance will take place in a variety of settings, including case consults, in-person training, virtual coaching, etc.

- F. On a quarterly basis, Contractor shall provide a written summary of lessons learned and emerging themes from the training and coaching sessions conducted the previous quarter. These written summaries will be used to inform the timing, content, and audience of future training and coaching sessions, in a continuous cycle of feedback and improvement.

VII. Outcome Objectives

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

- A. 80% of FCS staff participating in training (ad hoc systems support) will identify increased knowledge and application as a result of training and technical assistance in identified practice areas, consistent with learning objectives and measured by pre and/or post-tests.
- B. 80% of FCS staff who participate in training (ad hoc systems support) and coaching will indicate satisfaction and usefulness of the information for day-to-day practice with families, consistent with learning objectives consistent with learning objectives and measured by pre and/or post-tests.

VIII. Reporting Requirements

- A. Contractor will provide a **quarterly** report of activities, referencing all tasks as described in Sections VI & VII, Service and Outcome Objectives. Contractor will provide year-to-date information for all objectives in each quarterly report. Contractor will also provide a brief description of opportunities and challenges experienced. Contractor will enter the quarterly reports in CARBON by the 15th of the month following the end of the quarter.
- B. Annual report
Contractor will provide an **annual** report of activities, referencing all tasks as described in Sections VI & VII, Service and Outcome Objectives. This report will also include accomplishments and challenges encountered by the contractor. Contractor will enter the annual report in CARBON by the 15th of the month following the end of the program year.
- C. Contractor will provide Ad Hoc reports as requested by the Department.

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

Annyse Acevedo
Principle Administrative Analyst
Human Services Agency
annyse.acevedo@sfgov.org

Casey Schutte
Program Support Analyst
Family & Children's Services
casey.schutte@sfgov.org

IX. Monitoring Requirements

A. Program Monitoring:

Program monitoring will consist of (1) quality assurance “spot” checks of data and data-smart quality, to ensure the information continues to meet the needs of FCS management and line staff; and (2) review of documentation to demonstrate completion of 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.

Appendix B – Calculation of Charges

**Evident Change
Child Welfare Reporting and Analytics**

July 1, 2021 – June 30, 2024

- I. HSA agrees to pay the contractor an annual reporting access fee of \$41,435 for FY 21/22, \$42,678 for FY 22/23, and \$43,958 for FY 23/24 per year for the term of the contract for SafeMeasures services described in Appendix A.
- II. HSA agrees to pay the contractor an annual SDM reporting and ad hoc analytics fee of \$39,120 for FY21/22, \$37,877 for FY22/23, and \$36,597 for FY23/24 per year for the term of the contract for SDM Reporting and Ad Hoc Analytics services described in Appendix A.
- III. HSA agrees to pay the contractor a fee of \$26,260 per year for the term of the contract for SDM Systems Support and Training services described in Appendix A.
- IV. **The term of the contract is July 1, 2021 through June 30, 2024. Annual amounts are as follows: \$106,815 per fiscal year, for a total contracted amount of \$320,445.**

	FY21-22	FY22-23	FY23-24	TOTAL
SafeMeasures	\$41,435	\$42,678	\$43,958	\$128,071
SDM Reporting and Ad Hoc Analytics	\$39,120	\$37,877	\$36,597	\$113,594
SDM Systems Support & Training	\$26,260	\$26,260	\$26,260	\$78,780
Total:	\$106,815	\$106,815	\$106,815	\$320,445

- V. 10% Contingent amount up to \$32,045 may be available, in the City’s sole discretion.
- VI. The total amount of the contract **shall not exceed \$352,490.**

Total Contract	\$ 320,445
10% Contingency	\$ 32,045
	=====
Total Not to Exceed	\$ 352,490