

City and County of San Francisco



London Breed, Mayor

Human Services Agency

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: JOAN MILLER, DEPUTY DIRECTOR
JOHN TSUTAKAWA, DIRECTOR OF CONTRACTS *JTS*

DATE: AUGUST 16, 2019

SUBJECT: NEW CONTRACT: **ICF, INCORPORATED, L.L.C. (ICF)** (FOR-PROFIT) TO A PROVIDE CHILD WELFARE CASE REVIEW

CONTRACT TERM: 8/12/19-6/30/20

	Amount	Total
CONTRACT AMOUNT:	\$99,845	\$99,845
ANNUAL AMOUNT:	<u>FY 19/20</u> \$99,845	
Funding Source	<u>County</u>	<u>State</u>
FUNDING:	\$99,845	
PERCENTAGE:	100%	

	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
			\$99,845
			100%

The Human Services Agency (HSA) requests authorization to enter into a new contract with ICF Incorporated, L.L.C. (ICF) for the period of August 12, 2019 to June 30, 2020 in the amount of \$99,845. The purpose of the contract is to identify the strengths and areas of improvement for the current intake and investigation system of the San Francisco Child Welfare system.

Background

Family and Children's Services (FCS) operates the county child protective services to promote child safety, permanency, and wellbeing. County services include a 24-hour hotline, investigations, case management for families and children, and resource family recruitment and licensing.

Periodic case reviews are standard practice for Child Welfare and allows the Department to assess the application of various assessments to identify and document service gaps, produce targeted recommendations for policy and practice and improve Continuous Quality Improvement (CQI).

FCS sought an outside vendor for this review due to the required level of technical expertise in risk assessment and the ability to be objective, impartial and unbiased in reviewing county practice.

Services to be Provided

This case review will assess the usage and application of assessments, structured decision making tools (SDM), team decision making (TDM), safety organized practice (SOP), and other practices implemented by the county. The review will include the policy framework as well as supervisory and management oversight.

Specific services provided by the Contractor will include:

1. Plan and execute a kick off meeting with FCS Project team within first 30 days.
2. Deliver a project management plan with detailed description for all deliverables, key milestones and dates within 30 days of the kick off meeting.
3. Develop a standardized case review tool to be approved by FCS within first 60 days of contract.
4. Review approximately 250-300 referrals/cases, as identified by FCS.
5. Analyze process, utilization of required practices and tools, staff training and competency in the practices, practice fidelity, supervisory and management oversight.
6. Make recommendations regarding gaps and improvements to the current process.

For additional detail regarding specific services to be provided by the Contractor, please refer to Appendix A (attached).

Location and Time of Services

The Contractor will be on-site only for the case review at either the 170 Otis Street location or the 3801 3rd Street location. The remainder of the work will be done remotely from their offices in Virginia.

Selection

Contractor was selected through Informal Bid 849 (IB 849), which was competitively bid in June 2019

Funding

The funding to support the contract is provided by County funds.

ATTACHMENTS

Appendix A – Services to be Provided

Appendix B – Calculation of Charges

Appendix A – Services to be Provided
ICF
August 12, 2019 to June 30, 2020

I. Purpose of Service

Through a comprehensive review, to identify the strengths and areas of improvement for the current intake and investigation system of the San Francisco Child Welfare system

II. Definitions

CARBON	Contracts Administration, Billing and Reporting Online system
CPM	Core Practice Model
Contractor	ICF
FCS	Family and Children Services Division of HSA
HSA	San Francisco Human Services Agency
SOP	Safety Organized Practice
TDM	Team Decision Making

III. Services To Be Provided

The Contractor will:

- a. Plan and execute a kick off meeting with FCS Project team within first 30 days.
- b. Deliver a project management plan with detailed description for all deliverables, key milestones and dates within 30 days of the kick off meeting.
- c. Develop a standardized case review tool to be approved by FCS within first 60 days of contract.
- d. Review approximately 250-300 referrals/cases, as identified by FCS.
- e. Analyze process, utilization of required practices and tools, staff training and competency in the practices, practice fidelity, supervisory and management oversight.
- f. Make recommendations regarding gaps and improvements to the current process.

IV. Deliverables

- a. Monthly progress reports on work to date to share progress and emerging themes including the number of cases reviewed, barriers and challenges.
- b. Mid project meeting on progress early findings.
- c. Final written report

V. FCS Responsibilities

- a. FCS to provide existing procedures, training materials, fidelity tools, model descriptions, previous related studies and any reporting templates ICF is expected to follow.
- b. Respond to all requests for information in a timely manner, including written edits to all ICF written deliverables within five business days and 15 business days for final report.
- c. Provide randomly selected files for review
- d. Provide on-site space for three ICF team members to complete case review.

VI. Reporting Requirements

The Contractor will submit one final report summarizing the analysis, findings, and recommendations to San Francisco child welfare policy and practice

The Contractor will submit the report to

Joan Miller, Deputy Director
Family and Children's Services
Joan.Miller@sfgov.org

Casey Schutte, Program manager
Family and Children's Services
Casey.Schutte@sfgov.org

Appendix B - Calculation of Charges
ICF
August 12, 2019 to June 30, 2020

Budget Summary

- I.** The Contract term will begin effective August 12, 2019 and end no later than June 30, 2020.
- II.** The budget amount is **\$99,845** for the term of this agreement.
- III.** Contractor agrees to invoice according the following schedule:
 - 1. 30% of the total on September 30, 2019 for an amount not to exceed \$29,953.
 - 2. 30% of the total on November 30, 2019 for an amount not to exceed \$29,953.
 - 3. 20% of the total on January 30, 2020 for an amount not to exceed \$19,970.
 - 4. 20% of the total when the final report is accpeted for an amount not to exceed \$19,969.
- IV.** All travel expenses associated with the contract will follow General Services Administration per diem rates and shall be included in supporting documentation for the monthly invoices. These costs are included in the payment schedule above, Appendix B III.