



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 *JCT*

DATE: MAY 19, 2017

SUBJECT: CONTRACT RENEWAL: **MAXIMUS HUMAN SERVICES, INC.**
(FOR-PROFIT) TO PROVIDE SUPPLEMENTAL SECURITY INCOME
(SSI) SCREENING, APPLICATION ASSISTANCE, SSI BENEFIT
MAINTENANCE/RETENTION and SSI DATA MANAGEMENT

CONTRACT TERM:	<u>Current</u> 2/1/14- 6/30/17	<u>Renewal</u> 7/1/17- 6/30/19	<u>Contingency</u>	<u>Total</u>
CONTRACT AMOUNT:	\$519,428	\$312,613	\$31,261	\$343,874
TOTAL ANNUAL AMOUNT:	<u>FY 17/18</u> \$154,858	<u>FY 18/19</u> \$157,755		

<u>Funding Source</u>	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
TOTAL FUNDING PERCENTAGE:	\$212,577 68%	\$46,892 15%	\$53,144 17%	\$31,261	\$343,874 100%

The Human Services Agency (HSA) requests authorization to renew the contract agreement with Maximus Human Services, Inc. (Maximus) for the period of July 1, 2017 to June 30, 2019 in the amount of \$312,613 plus a 10% contingency for a total contract amount not to exceed \$343,874. The purpose of the contract is to provide screening, tracking, processing and completion of applications and periodic reassessment or re-determination required for benefits including Supplemental Security Income (SSI), Social Security Administration/Retirement, Survivor, & Disability (SSA/RSDI), and Veterans benefits.

Background

In November of 2007, AB 1331 was signed into law that mandates that counties provide screening, application and reassessments to all children in foster care aged 16.5 and older. San Francisco Family and Children's Services Division is committed to ensuring that all foster children and youth in its custody are screened for and receive all Federal or State benefits that they are entitled to, including: Supplemental Security Income (SSI), Social Security Administration/Retirement, Survivor, & Disability

Insurance (RSDI), and Veterans Benefits. Currently there are 869 children and youth in foster care in the City/County of San Francisco.

Services to be Provided

Services provided by the Contractor will include:

1. Implementing and operating a benefit screening process for SSI/SSA, RSDI & VA benefits and prioritize fast track cases including youth 16.5 and older
2. Implementing and operating a benefit referral and review process for SSI/SSA, RSDI & VA benefits and prioritize fast track cases
3. Completing the required decision making process and evaluating federal foster care cases for financial developments
4. Coordinating assessment requirements with County staff
5. Coordinating activities with impacted county departments such as CAAP
6. Case documentation and tracking services:
 - a) Tracking SSI/SSA, RSDI & VA application
 - b) Tracking all appeals and reconsiderations
 - c) Tracking SSI benefits annual re-screenings
7. Reviewing denied cases and pursue appropriate appeals
8. Providing subject matter expertise and support
9. Monitoring all emerging Social Security and Veteran’s benefit regulations and policies and advising County of changes that impact the current caseload.

It is estimated that the contractor will handle 500 cases annually.

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

Location and Time of Services

Contractor will be available Monday through Friday between the hours of 8am and 5pm PST to provide consultation or confirmation related to HSA’s SSI screening, application, benefit maintenance/retention, or SSI data management program.

Contractor will have staff located at 170 Otis Street, San Francisco (HSA’s main office) a minimum of two days a week, 8 hours per day. During this time period, these staff may be required to visit other HSA offices within the city limits to screen cases, obtain documentation, train, and attend meetings. Other HSA addresses include:

- 3801 3rd Street
- 3120 Mission Street
- 25 Van Ness Avenue
- 225 Valencia Street

Contractor will be available, as necessary, to meet care provider or non-minor dependent (NMD), at his/her place of residence within San Francisco city limits, at the Contractor’s agency office site, or at an agreed upon community site when one-on-one assistance is required to complete any forms or portions of the SSI application process.

Selection

Contractor was selected through Request for Proposals (RFP 574), which was competitively bid in October 2013.

Funding

The funding to support the contract is provided by County, State and Federal funds.

ATTACHMENTS

Appendix A – Services to be Provided

Appendix B – Calculation of Charges

Appendix A – Services to be Provided
Maximus Human Services, Inc.
SSI Screening, Application Assistance, SSI Benefit Maintenance/Retention,
and SSI Data Management
July 1, 2017 – June 30, 2019

I. Purpose of Contract

The purpose of this contract is to provide screening for potential SSA/SSI eligibility, assist in obtaining information necessary and completing SSA/SSI applications, application tracking and appeals, coordination with SSA, data reporting, benefit maintenance/retention assistance, training, and the similar support in the management of SSA/SSI on behalf of children, youth, and non-minor dependents or wards in foster care.

San Francisco Family and Children’s Services Division is committed to ensuring that all children, youth, and non-minor dependents or wards in foster care under court jurisdiction by the City/County of San Francisco are screened for and receive all Federal or State benefits that they are entitled to. In addition, upon exiting care, it is the intention of the agency to ensure that children, youth, or non-minor dependents or wards maintain a connection and continuation of those benefits.

II. Definitions

Contractor	Maximus Human Services, Inc
HSA	Human Services Agency of the City and County of San Francisco
SSI	Social Security Income
SSA	Social Security Administration
RSDI	Retirement and Survivors Disability Insurance
NMD	Non-Minor Dependents
CAAP	County Adult Assistance Program
FCE	Family and Children’s Services Foster Care Eligibility Unit
IT	Information Technology
FC	Foster Care
SCP	Substitute Care Provider

III. Target Population

Children, youth, and non-minor dependents or wards in foster care placements under the City/County of San Francisco’s juvenile court jurisdiction.

IV. Description of Services

There are approximately 869 children, youth, and non-minor dependents and wards in foster care placements under the City/County of San Francisco juvenile court jurisdiction. The contractor will be working with a combination of child welfare dependents and probation wards and be involved with a universe of current, pending, and newly eligible SSA/SSI recipients and cases.

Under this Agreement, the Contractor will:

1. Create and maintain several options for referrals, including internet-based, with the capacity to provide reports and tracking of applications, approvals, appeals, denials, and reassessments for eligibility.
2. Provide on-site staff weekly to review and screen children, youth, and non-minor dependents or wards hard copy and electronic files and reports, drawn from their child welfare or juvenile probation case files, to identify those that may be eligible to receive SSA/SSI benefits.
3. Work with the County to design, implement, train, coordinate, prioritize and maintain a system of application reviews.
4. Collect and copy information and documentation needed to support SSA/SSI applications and reassessments. Coordinate data collection with care providers, Protective Services Workers, and Probation Officers, as necessary.
5. Provide support options to facilitate completion of SSA/SSI applications with input from the care provider or NMD in instances where the substitute care provider or NMD is unable to complete forms or portions of the applications him or herself. Assistance shall include in-person, electronic, and telephone assistance options.
6. Track medical appointments related to the SSA/SSI application and call clients to remind them of appointments. If necessary, the Contractor will assist the care provider or NMD to help ensure that appointments are rescheduled timely and within SSA regulations.
7. Coordinate and complete the application process on behalf of children, youth, and non-minor dependents and wards deemed potentially eligible based upon the screening process for SSA/SSI benefits.
8. Create and maintain a system in conjunction with the County to monitor youth turning 18 who will be entering SSA's adult system or non-minor dependents already over the age of 18. Contractor will screen for SSA adult benefit eligibility, process, and complete applications on behalf of this population.
9. Create and maintain a system in conjunction with the County to screen all youth in care at age 16.5 for SSA/SSI eligibility per state mandates under assembly bill 1331. Contractor will process and complete applications on behalf of this population.
10. Create and maintain a system in conjunction with the County to annually rescreen eligibility for SSI.
11. Process all payee changes in a timely manner.

12. Create and maintain a system in conjunction with the County to manage eligibility to SSI benefits during periods of SSA suspense until court dismissal.
13. Review list of prior unmanaged SSI suspensions that resulted in SSI discontinuances and reapply for SSI, as deemed appropriate in conjunction with County review.
14. Provide IT tools and/or data maintenance techniques and solutions to assist in the continual improvement in identifying, maintaining and monitoring SSA/SSI benefits.
15. Document processes and assist with the development and maintenance of written guidelines and HSA policies/procedures.
16. Based on information received during reviews and screening, evaluate foster care cases for financial implications to the county related to foster care funding and SSA rules. Provide County with Social Security funding documentation on a case by case basis. Create regular reports detailing Social Security funding and coordinate with the County financial implications of applying for Social Security benefits.
17. With the assistance of the Department, provide a clear accounting of net benefits of SSA/SSI awards and applications. This includes providing a financial impact report based on availability of SSA/SSI and foster care funding on a monthly basis and by case.
18. In conjunction with the County, ensure its activities integrate with County financial and social services programs. This includes orientation and/or training of staff to identify potential recipients and availability to consult and problem-solve with agency staff on Social Security related matters. This may include site visits and collaborative meetings with Social Security. Consult and problem-solving may include RSDI and SSI benefits.
19. Maintain records on each child, youth, and non-minor dependent referred relative to the application, benefit maintenance, and/or appeals process for SSA/SSI benefits and make these files fully available to County staff upon request. Contractor shall not have any proprietary interest in the records maintained and, upon County's request; all records maintained by the Contractor shall be turned over to the County upon completion or termination of services. Contractor must maintain strict confidentiality of client-level information in accordance with applicable Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules and Child Welfare Services (CWS) regulations.
20. Monitor SSA dedicated and maintenance accounts for all children, youth, and NMD receiving SSI or in suspense and assist the County, care providers, and NMD with tracking and notifications to identify eligible SSA items to expend funds on ensuring that balances remain below SSA requirements.
21. Provide recommendations to County on all cases requiring additional examination and testing. Contractor will gather all additional medical or other information requested by the Social Security Administration. County shall be responsible for payment of exams and testing, and retains final spending authority for each case by providing approval of exams.
22. Review all denied cases, in conjunction with the County, and pursue all appropriate appeals, including preparing and filing required information and presenting materials to Social Security. Provide to the Social Security Administration information and documentation for all

reconsideration meetings and attend all reconsideration meetings and hearings, whether formal or informal.

23. Monitor and research emerging Social Security benefit and related Child Welfare regulations, policies, and procedures, best practices and advising County of any change that impacts the current caseload. Contractor shall be available to consult with County on cases and activities related to the Social Security Administration regional or district offices, or on general Social Security issues.
24. Provide limited consultation to San Francisco County's CAAP (County Adult Assistance Program) and CalWORKs programs on SSI advocacy, as requested.
25. Enter SSI data directly into CWS/CMS.
26. In conjunction with the County, ensure its activities and county policies/practices align and enhance fiscal processes and policies related to the tracking and maintenance of interest-bearing dedicated accounts, interest-bearing maintenance accounts, and/or personal needs allowance (P&I) accounts based upon SSA rules.
27. Conduct a full system review once per year to ensure optimal alignment, accuracy, and efficiency and provide a written report and analysis detailing strengths and weaknesses and making recommendations for improvements. In addition, periodically perform ad hoc system reviews to ensure the County is maintaining high quality standards and make procedural or policy recommendations to enhance outcomes.
28. Facilitate and attend (as required) regular meetings with the County to validate progress, communication, reconcile SSA/SSI application filings and approvals, discuss and plan for emerging SSA/SSI changes and County needs. Coordinate, facilitate and take minutes for project meetings a minimum of once per month. This includes creation and distribution of agenda for monthly meetings.
29. Provide direction and pursue appropriate appeals and/submit necessary documentation on SSI overpayments.
30. Research and problem-solve, including through direct contact with Social Security, to resolve underpayment or overpayments of SSA benefits. Coordinate with Foster Care Eligibility and HSA Accounting in recommending appropriate actions to ensure accurate benefits.
31. Design, coordinate, and deliver training. Produce training and informational materials including brochures, flyers, handouts, articles, and others deemed appropriate.
32. Provide dedicated and semi-dedicated staff to meet County contract expectations and outcomes. Contractor will also ensure clear communication and collaboration with HSA by providing timely notices and updates on all matters including any administrative and personnel changes.

V. Location and Time of Services

Contractor will be available Monday through Friday between the hours of 8am and 5pm PST to provide consultation or confirmation related to HSA's SSI screening, application, benefit maintenance/retention, or SSI data management program.

Maximus Human Services, Inc.
SSI Screening, Application Assistance,
SSI Benefit Maintenance/Retention, and SSI Data Management
Appendix A

Contractor will have staff located at 170 Otis Street, San Francisco (HSA's main office) a minimum of two days a week, 8 hours per day. During this time period, these staff may be required to visit other HSA offices within the city limits to screen cases, obtain documentation, train, and attend meetings. Other HSA addresses include:

3801 3rd Street
3120 Mission Street
25 Van Ness Avenue
225 Valencia Street

Contractor will be available, as necessary, to meet care providers or NMD, at his/her place of residence within San Francisco city limits, at the Contractor's agency office site, or at an agreed upon community site when one-on-one assistance is required to complete any forms or portions of the SSI application process.

VI. Service Objectives

Under this Agreement, the Contractor will meet the following service objectives:

- 100% of cases will be screened for potential eligibility within 30 days of referral.
- 75% of potentially eligible cases will have applications completed and submitted to SSA within 90 days of the referral date. The remaining 25% of potentially eligible cases will have applications completed and submitted to SSA within 120 days of the referral date.
- A minimum of 4 trainings will be designed and delivered each contract year. 100% of care providers or non-minor dependents requesting assistance in completing an application will receive that assistance no later than 14 business days from date of request.
- 100% of SSI CWS/CMS fields, as deemed necessary by the County will be entered by the Contractor within 14 days of actions or acquiring relevant information. Contractor, in conjunction with the County, will complete a minimum of 4 data matches each year of the contract.
- 100% of all cases previously reviewed and deemed ineligible through the screening process will be re-screening for potential SSI eligibility within 12 months of the last review date.

VII. Outcome Objectives

Under this Agreement, the Contractor will meet the following outcome objectives:

- 90% of participants in training provided by the Contractor will rate the training as effective or useful.
- Contractor will achieve a 90% data match between CWS/CMS and Contractor data collection systems.
- Based on an annual audit to be conducted by HSA, the Contractor will maintain an approval rating of no less than 75% of all initial applications and appeals submitted to the SSA for consideration.
- 100% cases eligible to SSI but have those benefits in suspense will have their SSI eligibility maintained until court dismissal.
- 100% of youth 17 or older who are receiving SSI will have no lapse in SSI eligibility when adult SSI is available.
- Contractor will maintain a staff approval rating of no less than 7 in a scale of 1-10; 10 being the highest/best rating possible from an annual survey of HSA staff conducted by the Department regarding contractor performance.

VIII. Reporting Requirements

- A. Contractor will provide monthly and quarterly reports of activities, referencing the tasks as described in Section IV– Description of Services, VI- Service Objectives and VII – Outcome Objectives Reports are due 15 days after the close of the reporting period.
1. Monthly requests for payment must include task detail outlining services and outcomes attained during the invoice period with case names for whom the service was provided.
 2. Award letters must be conveyed to HSA Accounting and Program staff immediately upon receipt of notice for each child awarded SSA benefits.
- B. Contractor will provide an annual report summarizing the contract activities, referencing the tasks as described in Section IV– Description of Services, VI- Service Objectives, and VII - Outcome Objectives. This report will also include accomplishments and challenges encountered by the Contractor. This report is due 15 days after the completion of the program year.
- C. All reports must be entered into the Contracts Administration, Billing and Reporting Online (CARBON) system as well as submitted electronically to the following staff:

David Flores, Jr., MPA, Principal Administrative Analyst
Juliet Halverson, Foster Care Eligibility Program Manager
Heather Davis, Benefit Control Manager

Alternatively, reports can be mailed to staff at the following address:

Department of Human Services
PO Box 7988
San Francisco, CA 94120

IX. 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.

MAXIMUS Human Services
SSI Screening, Application Assistance, SSI Benefit Maintenance/Retention and SSI
Data Management Assistance
7/1/17 – 6/30/19

Appendix B – Calculation of Charges

The contract term for SSI Screening, Application Assistance, SSI Benefit Maintenance/Retention and SSI Data Management Assistance under this Agreement will begin effective July 1, 2017 and end June 30, 2019.

CONTRACTOR will be compensated on an hourly basis for staff assigned by the CONTRACTOR to perform the services outlined in this Agreement, and will invoice the CITY in accordance with the terms of the Agreement, at the rate of per hour worked as outlined below:

- For FY 17/18 (12 Month Period) from 7/1/17 to 6/30/18
 - SSI Project Director, at approximately 198 hours at an hourly rate of \$142.14 for a total of **\$28,144.**
 - SSI Eligibility Specialist, at approximately 2,080 hours (including 9 paid holidays) at an hourly rate of \$60.92, for a total of **\$126,714.**

Total staffing costs for FY 17/18 for the period 7/1/17 to 6/30/18 shall not exceed **\$154,858.**

- For FY 18/19 (12 Month Period) from 7/1/18 to 6/30/19
 - SSI Project Director, at approximately 198 hours at an hourly rate of \$144.80 for a total of **\$28,670.**
 - SSI Eligibility Specialist, at approximately 2,080 hours (including 9 paid holidays) at an hourly rate of \$62.06, for a total of **\$129,085.**

Total staffing costs for FY 18/19 for the period 7/1/18 to 6/30/19 shall not exceed **\$157,755.**

CONTRACTOR will be compensated for the contract term of 7/1/17 – 6/30/19 (24 months) for a total not to exceed amount of **\$343,874.**

CONTRACTOR invoices for services rendered under this Agreement are to be submitted to the Department's web-based Contracts Administration, Reporting, and Billing Online (CARBON) System at: <https://contracts.sfhsa.org> in accordance with the expressed provisions of Appendix C to this Agreement.

CONTRACTOR understands that, of the maximum dollar obligation listed in Section 4 of this Agreement, **Thirty One Thousand, Two Hundred Sixty One Dollars (\$31,261)** is included as a contingency amount and is neither to be used in the Program Budget, nor available to Contractor without a modification to this Agreement executed in the same manner as this Agreement or a revision to the Program Budgets of Appendix B, which has been approved by Contract Manager. Contractor further understands that no payment of any portion of this contingency

**MAXIMUS Human Services
SSI Screening, Application Assistance, SSI Benefit Maintenance/Retention and SSI
Data Management Assistance**

7/1/17 – 6/30/19

amount will be made unless and until such modification or budget revision has been fully approved and executed in accordance with applicable City and Human Services Agency laws, regulations and policies/procedures and certification as to the availability of funds by Controller. Contractor agrees to fully comply with these laws, regulations, and policies/procedures.

A final closing invoice, clearly marked "FINAL," shall be submitted no later than forty-five (45) calendar days following the closing date of the Agreement, and shall include only those Services rendered during the referenced period of performance. If Services are not invoiced during this period, all unexpended funding set aside for this Agreement will revert to City. City's final reimbursement to the Contractor at the close of the Agreement period shall not exceed the total amount authorized and certified for this Agreement.