



**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
94120-7988
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MEMORANDUM

TO: DISABILITY AND AGING SERVICES COMMISSION

THROUGH: KELLY DEARMAN, EXECUTIVE DIRECTOR

FROM: JILL NIELSEN, DEPUTY DIRECTOR
CINDY KAUFFMAN, DEPUTY DIRECTOR
ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS

DATE: DECEMBER 1, 2021

SUBJECT: CONTRACT MODIFICATION: **JUMP TECHNOLOGY SERVICES (FOR PROFIT) TO PROVIDE ACCESS TO LEAPS FOR ADULT PROTECTIVE SERVICES (APS) AND CLINICAL AND QUALITY IMPROVEMENT (CQI)**

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CONTRACT TERMS Current
1/1/21-6/30/25

CONTRACT AMOUNT:	<u>Current</u>	<u>Modification</u>	<u>Revised</u>	<u>Contingency</u>	<u>Total</u>
	\$616,500	\$177,255	\$793,755	\$79,376	\$873,131



London Breed
Mayor

ANNUAL AMOUNT See Table

Trent Rhorer
Executive Director

Funding Source	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
FUNDING:	\$591,775	\$ 85,716	\$116,264	\$79,376	\$873,131
PERCENTAGE:	75%	11%	14%		100%

The Department of Disability and Aging Services (DAS) requests authorization to modify the existing contract with JUMP Technology Services for the modification period of July 1, 2021 and ending June 30, 2025, in an additional amount of \$177,255 plus 10% contingency for a revised total amount not to exceed of \$873,131. The purpose of the contract is to access the

automated data management and reporting system for Adult Protective Services and Clinical and Quality Improvement Unit known as LEAPS.

<u>Modification Budget</u>	<u>Jan-June 21</u>	<u>FY21/22</u>	<u>FY22/23</u>	<u>FY23/24</u>	<u>FY24/25</u>	<u>Total</u>	<u>Contingency</u>	<u>Total Not to Exceed</u>
APS	\$68,500	\$216,455	\$137,000	\$137,000	\$137,000	\$695,955	\$69,596	\$765,551
CQI	\$0	\$24,000	\$24,000	\$24,900	\$24,900	\$97,800	\$9,780	\$107,580
Total	\$68,500	\$240,455	\$161,000	\$161,900	\$161,900	\$793,755	\$79,376	\$873,131

Background

Jump Technology Services provides proprietary software and licensing for its data management and reporting system (also known as LEAPS) which HSA has used over the years. It allows counties to perform multi-county searches so that they may request and share documentation worker to worker. This is a critical function for vulnerable adult investigations that is available only to Jump Technology Services users. Jump Technology Services includes San Francisco's Structured Decision Making Intake tool for appropriately screening and assigning response times for new reports of abuse and / or neglect. This tool is not available in other systems. It includes California's SOGI data requirements for sexual orientation, gender identity data fields.

The Clinical and Quality Improvement (CQI) Unit was formed in 2015 to support San Francisco's older adults and people with disabilities who have complex health needs. CQI partners with DAS direct service programs and community health care providers to improve clients' health outcomes and promote well-being through disease education, health management, and health crisis interventions. Jump will develop and implement new customized health and client record tracking system with its LEAPS platform for the department. This new system will replace the current system which is DeVero by Netsmart

Services to be Provided

APS

JUMP Technology Services will grant DAS access to its proprietary product allowing for complete Adult Protective Services (APS) case management, tracking and reporting application, from initial intake through case closure. Over the contract term, JUMP Technology Services will provide staff training, system and product support. Additionally, the reporting system will continue to support our ability to review and analyze our historical

and existing cases for quality assurance and program improvement purposes. Jump will also provide portal access to Helpvul by Eversafe.

Jump will implement a customized reporting dashboard for the department. The focus of this development tool is to create a dashboard that can be used primarily by 1. Program Managers, 2. Program Administrators/Directors, and 3. Supervisors. The tool will focus on visual reporting that integrates the abuse types, findings of the case, engagement and services provided, and the client safety and stability at closure. This dashboard essentially adds the dials to a program to monitor changes in client safety and stability when drilling down on the services that are provided, and what the Protective Services Workers are doing to engage the client.

CQI

JUMP Technology Services will develop and implement a customized version of the LEAPS platform in which it will grant access for CQI. The system will allow the department to do the following: (a) streamline the referral process; (b) clinically triage and/or prioritize the in-home visits of referred clients and; (c) allow for easy access to shared client files. The system will also allow CQI to conduct documentation and charting during home visits.

Selection

This is a sole source contract. LEAPS software is a proprietary product of JUMP Technology Services and is the only software that will meet the City's client tracking requirements.

Funding

The funding for this contract is a combination of County (75%), State (11%), and Federal funds (14%).

ATTACHMENTS

Appendix A-1, Services to Be Provided to APS

Appendix A-2, Services to Be Provided to CQI

Appendix B-1, Budget

Appendix A-1 – Services to be Provided
JUMP
 APS Data Management and Reporting System
 January 1, 2021 – June 30, 2025

I. Purpose of Contract (JUMP Technology)

The Adult Protective Services (APS) program within the Department of Disability and Aging Services (DAS) of the San Francisco Human Services Agency (SFHSA) will contract with JUMP Technology for a comprehensive data management and reporting system that will include intake, case management, and data analysis tools (also known as LEAPS).

II. Definitions

APS	Adult Protective Services
CARBON	Contracts Administration, Reporting, and Billing Online (formerly called Contracts Management System)
Contractor	JUMP Technology
DAS	Department of Disability and Aging Services
EverSafe	Organization that developed the HelpVUL financial abuse reporting tool
HSA	Human Services Agency of City and County of San Francisco
HelpVUL	Reporting portal provided by EverSafe that is used by financial institutions to report instances of Financial Exploitation or Financial Self-Neglect, and permit document transfer and communication between APS staff and mandated reporters at the financial institutions
LEAPS	An APS Data Management and Reporting System

III. User Roles

APS Protective Services Worker; APS Protective Services Supervisor; APS Protective Services Program Director; APS After Hours Worker; Centralized Intake Worker; Centralized Intake Supervisor; HSA IT

IV. Description of Services (JUMP Technology)

- A. Contractor shall provide a custom data management and reporting system for DAS that meets state of California's APS mandates and program guidelines. Contractor shall provide responsive, high quality, customer service and demonstrate the ability to respond to APS program growth, evolving program level needs, and the continued ability to meet new state and federal APS requirements in a timely fashion.
- B. Contractor shall provide license and hosting for 100 to 125 users of differing roles. Contractor shall provide a web-based application that can be accessed from mobile platforms and 24-hour access. Contractor shall work with APS to design a client tracking system that captures a wide range of demographic data regarding Reporting Parties, APS clients, and Collateral Contacts. Among other demographic questions, the data tracking system shall include features to capture gender identity and sexual orientation of APS clients, in alignment with citywide recommendations regarding these two data points.
- C. The data management and reporting system shall provide efficient intake functionality that promotes a structured interview focused on determining a variable response time. The system shall have a case management and case tracking system that includes diverse case and client level search features.
- D. The data management and reporting system shall contain a Risk Assessment feature and Needs Assessment feature that are based on sound social work practice or the Contractor shall work with APS to design such a feature. The system shall contain a service planning features that provides for detailed intervention tracking and reporting. The data management and reporting system will provide features to manage and track expenditures related to the APS Special Payment Fund.
- E. The data management and reporting system shall contain features to improve user level compliance with APS state requirements, including but not limited to a system to inform APS Protective Services Workers and APS Protective Services Supervisors about overdue casework, as well as user level features to provide for effective case assignment of new reports and cases.
- F. The Contractor shall work with APS to integrate an evidence-based Risk Assessment Tool as well as additional outcomes-based tools focused on improving APS casework as needed and as appropriate.
- G. The Contractor shall provide custom reporting services upon request by APS. The data management and reporting system shall contain a range of developed reports that allow for management tracking of compliance metrics on an individual, unit, and aggregate level basis; monitoring of APS client demographics; Caseload and reports monitoring; and Outcomes based reports.

- H. The data system shall include disaster preparedness features that will enable APS staff to access and prioritize client data in the event of an emergency.
- I. The contractor shall provide unique reporting features such as ability to combine client demographics with vulnerabilities to streamline client risk profiles.
- J. Contractor shall provide access to the HelpVUL platform. Jump shall maintain a reseller agreement with Eversafe during the contract term.
- K. Contractor shall work and implement ISO Matrix Dashboards for APS with its current LEAPS system.

Licensing and Maintenance (JUMP Technology)

Contractor will provide licensing, hosting, and maintenance of the APS data management and reporting system. Services shall include, but are not limited to platform licensing, data center operations, secure hosting of the data, all software and licenses required for hosting, maintenance of hardware, application monitoring, regular backups and recovery functionality, error correction, and browser compatibility testing. Contractor shall maintain current and up to date software and security on those systems. Contractor will accommodate unexpected and planned growth in licensure rates by APS.

User Support (JUMP Technology)

Contractor will provide online chat support for end user training issues as well as an online portal for submitting requests for support (M-F 8am to 5pm). HSA staff and vendors may submit an unlimited number of support requests. User support staff shall have a sufficient understanding of the APS data management and reporting system to be able to field support calls, assist users, and if necessary, guide them on how to use the system. Contractor will respond to requests within 1 business day. Contractor will provide two after-hours emergency phone numbers for system issues.

V. Location and Time of Services (JUMP Technology)

APS data management and reporting system shall be available as a secure internet-based web portal to any authorized user with access over the internet, accessible twenty four (24) hours per day, seven (7) days per week, with the exception of scheduled maintenance periods posted on the site at least three days in advance, and a total maximum of 24 hours of unscheduled unavailability per year. If the service becomes unavailable to users, other than for scheduled maintenance, Contractor shall notify the HSA Contracts Staff regarding such unavailability within one hour of discovery of such unavailability.

VI. Other License Restrictions (JUMP Technology)

None.

VII. City’s Right to Access to Source Code and Database

City does not have the right to access the application source code.

City owns and has secure access to data in the SQL Server database and in the Business Objects data warehouse. All data entered or uploaded by HSA or HSA’s providers shall remain property of HSA. Contractor shall have no rights or privileges to database content, other than as required to implement contracted services and for the purpose of training, support and maintenance.

Contractor shall provide a copy of HSA’s data upon request or termination of contract, through a mutually agreed upon secure electronic format, within one week of such notice. Contractor must provide to the City decryption keys to access City Data that Contractor has encrypted, or provide City Data in decrypted form.

VIII. Use of City Data.

Contractor agrees to hold City Data received from or created on behalf of the City in strictest confidence. Contractor shall not use or disclose City’s Data except as permitted or required by the Agreement or as otherwise authorized in writing by the City. Access to City’s Confidential Information must be strictly controlled and limited to Contractor’s staff assigned to this project on a need-to-know basis only. Contractor is provided a limited non-exclusive license to use the City Data solely for performing its obligations under the Agreement and not for Contractor’s own purposes or later use. Nothing herein shall be construed to confer any license or right to the City Data, including user tracking and exception City Data within the system, by implication, estoppel or otherwise, under copyright or other intellectual property rights, to any third-party. Unauthorized use of City Data by Contractor, subcontractors or other third-parties is prohibited. For purpose of this requirement, the phrase “unauthorized use” means the data mining or processing of data, stored or transmitted by the service, for unrelated commercial purposes, advertising or advertising-related purposes, or for any purpose other than security or service delivery analysis that is not explicitly authorized.

IX. Deliverables (JUMP Technology)

- A. Contractor will respond to requests within 1 business day
- B. The contracted application will have no more than 24 hours of unscheduled unavailability per year.
- C. Contractor will maintain current and up to date software and security updates.
- D. Contractor will conduct post-training surveys and will show that a minimum 75% of respondents found the training satisfactory and adequate.

X. Reporting Requirements (JUMP Technology)

- A. Contractor will provide Monthly Status Reports that detail the services provided, the staff providing the service, the number of hours provided, and the dates of service provided. The Monthly Status Reports are due 15 days

after the end of the month and are required to accompany invoices for payment. Invoices are to be submitted in the CARBON database.

B. Contractor will enter quarterly metrics in the CARBON database by the 15th of the following month. The reports shall state the following:

- Progress of completing tasks / milestones
- Any issues and challenges experienced

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

Leslie.Lau1@sfgov.org
Contract Manager, Office of Contract Management
or
Akiles.Ceron@sfgov.org
DAS APS Director

Appendix A-2 – Services to be Provided
JUMP - LEAPS
CQI Health Electronic Record System
January 1, 2021 – June 30, 2025

I. Purpose of Contract (JUMP Technology)

The Clinical and Quality Improvement (CQI) unit within the Department of Disability and Aging Services (DAS) will contract with JUMP Technology to provide an electronic records system that provides accessibility to an on-line referral process and documentation of vital clinical/nursing/medical records; including prescription histories, diagnostic reports, summary of findings and recommendations, and results of evidenced-based clinical assessments. The referral to CQI unit continues to be robust. In the previous year, the CQI unit received approximately 70 referrals/DAS clients on a monthly basis. JUMP Technology shall also provide an electronic records system that produces documentation of the grievance process; including grievance forms, grievance logs, action plans, and response letters.

Definitions

APS	Adult Protective Services
CARBON	Contracts Administration, Reporting, and Billing Online (formerly called Contracts Management System)
Contractor	JUMP Technology
CQI	Clinical and Quality Improvement
DAS	Department of Disability and Aging Services
HSA	Human Services Agency of City and County of San Francisco
ICD-10	International Classification of Diseases, Tenth Revision, Clinical Modification.
LEAPS	Proprietary Software from JUMP
NOW	Nurse of the Week (NOW) is a function assigned to a CQI registered nurse while on duty.

SOC 873

State of California (SOC) Form 873: In-Home Supportive Services (IHSS) Program Health Care Certification Form

II. User Roles

DAS staff including registered nurses/public health nurses, social workers, clerks, program directors, students/interns, public service trainees, and HSA Planning unit employees

III. Description of Services (JUMP Technology)

- A. JUMP will implement and customize the LEAP platform to meet the needs of the department for direct service provision: (a) streamline the referral process; (b) clinically triage and/or prioritize the in-home visits of referred clients; (c) allow for easy access to shared client files; (d) document clinical notes using evidence based screening tools. The web-based software platform allows CQI to conduct documentation and charting on their tablets/phones during their home visits. The software allows access to the up-to-date ICD-10 system used by healthcare providers to “code” or identify clients in need of immediate disease management. These functions have resulted in improved communication to address immediate needs of the clients
- B. Contractor shall provide license and hosting for 6 to 10 users of differing roles. Contractor shall provide a reliable, user-friendly, web-based application that can be accessed from mobile platforms and 24-hour access.
- C. Contractor shall work with CQI to design a DAS grievance documentation and client tracking system that captures a wide range of demographic data regarding DAS grievances that include reporting parties, clients, and collateral contacts. Among other demographic questions, the data tracking system shall include features to capture types of grievances and ADA accommodation needs of DAS service recipients/complainants, and client outcomes that result from plans of action.
- D. The data management and reporting system shall provide efficient intake functionality that promotes streamlined communication with referents/consultees from DAS direct service programs.
- E. The data management and reporting system related to CQI documentation shall contain a dashboard feature that showcase the status of active cases, case distributions, progress of each case, and alerts for inactive and outstanding cases.
- F. The data management and reporting system related to CQI registered nurse consultations shall contain a dashboard feature that will alert CQI team members of Nurse of the Week (NOW) rotation/schedule, active cases, anticipated closure

dates and scheduled home visits. Furthermore, the system shall contain a service planning feature that provides for detailed intervention tracking and reporting.

- G. The data management and reporting system shall contain features to improve user level compliance with CQI performance measures by showing distribution of caseloads, dates of home visits, notification of completed assessment forms and deadlines, and closure of referred cases.
- H. The Contractor shall work with CQI to add relevant nursing interventions when using evidence based assessment tools.
- I. The Contractor shall provide custom reporting services upon request by CQI. The data management and reporting system shall contain canned daily, weekly and monthly reports with quality indicators that allow for management tracking of compliance metrics on an individual, unit, and aggregate level; monitoring of client demographics; caseloads; and outcomes. Reports shall be generated at any time. All generated canned reports shall be stored on LEAPS.

IV. Licensing and Maintenance (JUMP Technology)

Contractor will provide licensing, hosting, and maintenance of the CQI data management and reporting system. Services shall include, but are not limited to platform licensing, data center operations, secure hosting of the data, all software and licenses required for hosting, maintenance of hardware, application monitoring, regular backups and recovery functionality, error correction, and browser compatibility testing. Contractor shall maintain current and up to date software and security on those systems. Contractor will accommodate unexpected and planned growth in licensure rates by CQI.

V. User Support (JUMP Technology)

Contractor will provide online chat support for end user training issues as well as an online portal for submitting requests for support (M-F 8am to 5pm). HSA staff and vendors may submit an unlimited number of support requests. User support staff shall have a sufficient understanding of the CQI data management and reporting system to be able to field support calls, assist users, and if necessary, guide them on how to use the system. Contractor will respond to requests within 1 business day. Contractor will provide two after-hours emergency phone numbers for system issues.

VI. Location and Time of Services (JUMP Technology)

CQI data management and reporting system shall be available as a secure internet-based web portal to any authorized user with access over the internet, accessible twenty-four (24) hours per day, seven (7) days per week, with the exception of scheduled maintenance periods posted on the site at least three days in advance, and a total maximum of 24 hours of unscheduled unavailability per year. If the service becomes unavailable to users, other than for scheduled maintenance,

Contractor shall notify the HSA IT department and System Administrator regarding such unavailability within one hour of discovery of such unavailability.

VII. Other License Restrictions (JUMP Technology)

None.

VIII. City's Right to Access to Source Code and Database

City does not have the right to access the application source code.

City owns and has secure access to data in the SQL Server database and in the Business Objects data warehouse. All data entered or uploaded by HSA or HSA's providers shall remain property of HSA. Contractor shall have no rights or privileges to database content, other than as required to implement contracted services and for the purpose of training, support and maintenance.

Contractor shall provide a copy of HSA's data upon request or termination of contract, through a mutually agreed upon secure electronic format, within one week of such notice.

IX. Service Objectives (JUMP Technology)

- A. Contractor will respond to requests within 1 business day
- B. The contracted application will have no more than 24 hours of unscheduled unavailability per year.
- C. Contractor will maintain current and up to date software and security updates.
- D. Contractor will conduct post-training surveys and will show that a minimum 75% of respondents found the training satisfactory and adequate

X. HSA Responsibilities

The City will designate at least one user as a LEAPS System Administrator for the purposes of performing important functions that are specific to Customer's daily operations and use of the system, such as user account creation and maintenance; resetting of passwords, setting of user permissions, office settings, setting the appointment calendars, etc., The LEAPS System Administrator is responsible for enforcing the rule of least privileges whereby a user's system permissions are set to be the minimal system permissions needed for the user to perform their job. Expertise in Information Technology is not required to be a LEAPS System Administrator.

The CQI staff will:

- A. Scan or upload CQI referral forms
- B. Scan or upload assessment tools
- C. Scan or upload Authorization for Release of Information form

- D. Obtain electronic signatures or scan or upload signed copies of SOC 873 forms
- E. Provide document imaging
- F. Scan or upload grievance forms
- G. Scan or upload grievance response letters and supporting documents
- H. Provide monthly dashboard or performance measures
- I. Ensure security of logins and passwords assigned to staff and interns

XI. Reporting Requirements (JUMP Technology)

- A. Contractor will provide Monthly Status Reports that detail the services provided, the staff providing the service, the number of hours provided, and the dates of service provided. The Monthly Status Reports are due 15 days after the end of the month and are required to accompany invoices for payment. Invoices are to be submitted in the CARBON database.
- B. Contractor will enter quarterly metrics in the CARBON database by the 15th of the following month. The reports shall state the following:
 - Progress of completing tasks / milestones
 - Any issues and challenges experienced
- C. For assistance with reporting requirements or submission of reports, contact:

Leslie.Lau1@sfgov.org
Contract Manager
Office of Contract Management
leslie.lau1@sfgov.org

or

Ria Mercado
Director of Quality Management Services
Department of Aging and Adult Services
ria.mercado@sfgov.org

Appendix B-1
Calculation of Charges
Jump Technology Services – LEAPS

APS

<u>Expenditure Category</u>	<u>1/1/21- 6/30/21</u>	<u>7/1/21- 6/30/22</u>	<u>7/1/22- 6/30/23</u>	<u>7/1/23 - 6/30/24</u>	<u>7/1/24 - 6/30/25</u>	<u>1/1/21- 6/30/25 TOTAL</u>
In Person Training On site training per day up to 30 users	\$0	\$2,332	\$2,332	\$2,332	\$2,332	\$9,328
LEAPS 101 - 125 Year 1 (2020-2021) Hosting and Support	\$49,600	\$99,200	\$99,200	\$99,200	\$99,200	\$446,400
System Enhancements Upgrade and enhancement Budget: 200 hours block time to be utilized at count request.	\$9,690	\$19,000	\$19,000	\$19,000	\$19,000	\$85,690
Training - Web Based Web based new user training.	\$4,770	\$7,155	\$7,155	\$7,155	\$7,155	\$33,390
Travel Time and Expense Travel reimbursements	\$0	\$433	\$433	\$433	\$433	\$1,732
Weekly Database Backups via FTPS: SQL Server .bak	\$4,440	\$8,880	\$8,880	\$8,880	\$8,880	\$39,960
HelpVul License/Subscription	\$0	\$13,560	\$0	\$0	\$0	\$13,560
ISO Dashboards One Time Implementation	\$0	\$56,050	\$0	\$0	\$0	\$56,050
One Time Development of Interface for HelpVUL	\$0	\$7,345	\$0	\$0	\$0	\$7,345
Leaps Monthly Interface hosting Support	\$0	\$2,500	\$0	\$0	\$0	\$2,500
Total APS	\$68,500	\$216,455	\$137,000	\$137,000	\$137,000	\$695,955

COI

<u>Expenditure Category</u>	<u>1/1/21-6/30/21</u>	<u>7/1/21-6/30/22</u>	<u>7/1/22-6/30/23</u>	<u>7/1/23 - 6/30/24</u>	<u>7/1/24 - 6/30/25</u>	<u>1/1/21-6/30/25 TOTAL</u>
Implementation - Project implementation services, cross walk	\$0	\$4,000	\$0	\$0	\$0	\$4,000
System Mod - 200 hours for modifications to user interface and report development Phase One activities	\$0	\$5,000	\$0	\$0	\$0	\$5,000
Custom Data Conversion - Convert data from DeVero	\$0	\$4,000	\$0	\$0	\$0	\$4,000
LEAPS 6 -10 Hosting and Support	\$0	\$2,000	\$15,000	\$15,900	\$15,900	\$48,800
System Enhancement and Improvements - As Needed*	\$0	\$9,000	\$9,000	\$9,000	\$9,000	\$36,000
<u>Total COI</u>	\$0	\$24,000	\$24,000	\$24,900	\$24,900	\$97,800

*Subject to funding availability

Budget Summary:

<u>Modification Budget</u>	<u>FY21</u>	<u>FY21/22</u>	<u>FY22/23</u>	<u>FY23/24</u>	<u>FY24/25</u>	<u>Total</u>	<u>Contingency</u>	<u>Total Not to Exceed</u>
APS	\$68,500	\$216,455	\$137,000	\$137,000	\$137,000	\$695,955	\$69,596	\$765,551
COI	\$0	\$24,000	\$24,000	\$24,900	\$24,900	\$97,800	\$9,780	\$107,580
<u>Total</u>	\$68,500	\$240,455	\$161,000	\$161,900	\$161,900	\$793,755	\$79,376	\$873,131

- I. HSA will reimburse the contractor for services provided based on the above schedule of rates.
- II. Contractor shall submit invoices on a monthly basis in CARBON (Contract Administration, Reporting, and Billing Online) for actual services provided. Invoices shall clearly state the Phase completion.
- III. Contractor shall submit Monthly Status Reports with their invoices. Verification and approval of the work detailed in the Monthly Status Reports and the invoices by Launchpad Project Manager and Contract Manager is required for payment.
- IV. The total amount of this budget is **\$793,755**. Contingent amount up to \$79,376 may be available, in the City's sole discretion.
- V. The total amount of the contract shall not to exceed **\$873,131**.