



Mark Farrell, Mayor

Trent Rhorer, Executive Director

MEMORANDUM

TO: HUMAN SERVICES COMMISSION

THROUGH: TRENT RHORER, EXECUTIVE DIRECTOR

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

DATE: APRIL 20, 2018

SUBJECT: CONTRACT MODIFICATION: **EXEMPLAR HUMAN SERVICES (FOR-PROFIT) FOR PROVISION CONSULTING SERVICES INCLUDING REPORT PRODUCTION AND ANALYTICAL SERVICES TO SUPPORT THE CALWORKS WELFARE TO WORK (WTW) PROGRAM**

CONTRACT TERM:	<u>Current</u> 11/1/2015 – 6/30/18	<u>Modification</u> 7/1/2018 – 6/30/2021	<u>Revised</u> 11/1/2015 – 6/30/2021		
CONTRACT AMOUNT:	<u>Current</u> \$560,000	<u>Modification</u> \$630,000	<u>Revised</u> \$1,190,000	<u>Contingency</u> \$119,000	<u>Total</u> \$1,309,000
ANNUAL AMOUNT:	<u>FY15-16</u> \$140,000	<u>FY16-17</u> \$210,000	<u>FY17-18</u> \$210,000		
	<u>FY18-19</u> \$210,000	<u>FY19-20</u> \$210,000	<u>FY20-21</u> \$210,000		
Funding Source	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
FUNDING:	\$107,100	\$113,400	\$409,500	\$119,000	\$1,309,000
PERCENTAGE:	17%	18%	65%		

The Department of Human Services (DHS) requests authorization to modify the existing contract with Exemplar Human Services to extend services for the period of July 1, 2018 to June 30, 2021, in an amount of \$630,000 plus a 10% contingency for a revised total amount not to exceed \$1,309,000. The purpose of the modification is to continue to provide consulting services including report production, monthly forums, and analytical services to support the CalWORKs Welfare to Work (WtW) program based upon data extracted from CalWIN.

These caseload reports will provide HSA Employment Specialists with the tools needed to track participation in order for the County to meet the required Work Participation Rate (WPR) and avoid federal penalties.

Background

Since the inception of CalWIN, reporting from the Employment Services (ES) subsystem has been lacking effective caseload management reports. Staff and management have struggled to view the caseload in a broad view across the entire caseload or in detail for client management in an easy, automated and effective way. Exemplar has worked with multiple counties to gain an understanding of the ES data and produce the reports and data alerts that are crucial for managing the ES caseload and monitoring participation.

Services to be Provided

Contractor will provide performance management services to assist HSA’s CalWORKs Welfare-to-Work (WTW) program in its efforts to improve client engagement, work participation, and service effectiveness. The Engagement Matrix™ Proprietary Analytic Services reports, data, and forums provided through this contract have been specifically focused on WTW client engagement and progress of clients engaged in training and work activities. These services will be provided via electronic transfers of data to a shared, secure FTP server and reports emailed to end-users.

Selection

Contractor is a sole source provider. Contractor holds proprietary rights to the specifically designed CalWIN system and reporting tool that is unique to the Human Services field. Contractor holds sole sources with the Department and other CA counties – including San Bernardino, Kern, Alameda, and San Mateo.

Funding

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

ATTACHMENTS

Appendix A-2 – Scope of Services to be Provided

Appendix B-3 – Rate Schedule

Appendix A-2
Scope of Services to be Provided
Exemplar Human Services, LLC
July 1, 2018 – June 30, 2021

I. Purpose of Contract

The purpose of this contract is to provide performance management services to assist San Francisco Human Services Agency in its efforts to improve client engagement, work participation, and service effectiveness in its CalWORKs Welfare-to-Work program (WTW).

II. Definitions

Contractor	Exemplar Human Services, LLC (Exemplar)
HSA	San Francisco Human Services Agency
CalWORKs	California Work Opportunity & Responsibility to Kids
CalWIN	An online, real-time computer program that supports the administration of public assistance programs in California, including CalWORKs, CalFresh, Medi-Cal, General Assistance, Foster Care, and case management functions for Employment Services.
CIS	CalWIN Project County Information System
ESS	Economic Self-Sufficiency Programs
IT	Information Technology Department at HSA
Welfare-to-Work	Program within ESS designed to assist welfare recipients to obtain or prepare for employment

III. Target Population

The system will track and report on the status and activities of CalWORKs Welfare-to-Work participants served by the Workforce Development Division staff of the San Francisco Human Services Agency.

IV. Description of Services

Services include report production, monthly forums, and analytical services to support the CalWORKs Welfare-to-Work (WTW) program based on data extracted from CalWIN and through discussion with HSA staff. The Caseload Alerts package of reports, data, and

forums provided through this contract have been specifically focused on WTW client engagement and progress of clients engaged in training and work activities.

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

- A. Provide HSA with an enhanced caseload management tool for staff to view WTW caseload and alerts data including planned and actual WTW activities in a comprehensive detailed (case level) and summary format.
- B. Work closely with the Program and IT to develop alerts that facilitate the Program's achievement of desired outcomes and validate the report alerts as they are initially created and prior to full implementation, and when modifications or changes are made.
- C. Provide in a daily email, to all WTW workers supervisors and managers, three (3) reports (combined within one email attachment). This is to assist HSA to monitor regular, key performance activity and trends as defined by HSA to better serve clients and improve operations. The three (3) reports to be provided are the San Francisco County Alerts Dashboard report, Caseload Summary Report, and E2Lite Caseload Summary Report.
- D. Provide on a daily basis any and/or all operational alert and/or trigger reports in Contractor's portfolio used by other CalWIN counties. This applies to base alert and/or trigger reports using only CalWIN data and not multiple data sources.
- E. For alerts or triggers that are parameterized, HSA may set customized thresholds. For example, the threshold for number of consecutive days in unengaged (or sanctioned, enrolled pending start, etc.) can be specified.
- F. Ensure the alerts will report on whether performance is in desirable ranges as defined by HSA, which may be updated at HSA request throughout the term of this contract. When performance falls below minimum thresholds, HSA will receive appropriate alerts relevant to their areas of responsibility, informing HSA to follow-up or take appropriate action with the cases that require attention.
- G. Make changes to existing alerts to reflect legislative, regulatory and policy changes impacting the WTW Program, such as eliminating work requirements for certain individual who are no longer work eligible, or adjustments to exemption and participation requirements. Exemplar will retain the right to determine scope and determine when and how much additional cost may be incurred as a result of changes.
- H. On a daily basis, use the most updated CalWIN data based on agreed and determined upon schedule or time by Program and IT to generate the daily reports that consists of all the required data parameters.
- I. The Contractor will respond to system failures within 24 hours and rerun and provide an updated report upon detection of corrupted data.
- J. The Contractor will provide a single point of contact to resolve individual case data issues.

- K. The Contractor will provide a single point of contact to work with HSA management to develop new alerts.
- L. The Exemplar team member will present and discuss the results to HSA-designated WTW management team on a monthly basis. For the first 6-months of contract these meetings will be in person at the county location and via conference call thereafter.
- M. Exemplar will attend all requirements gathering meetings on-site in San Francisco.

V. HSA Responsibilities

- A. Notify Contractor of changes to HSA key performance activity and trends, performance objectives, and desirable ranges, as well as CalWIN releases and infrastructure changes to assist Contractor in updating reports.
- B. Provide Contractor access via a secure connection to a secure FTP server for purposes of accessing data extracts to produce daily reports.
- C. Ensure data is refreshed daily and in the format agreed upon between the Contractor and HSA-IT.
- D. Provide a single point of contact for communication of ongoing business needs and problem resolution.
- E. Provide detailed business requirements for new requests when needed.
- F. Provide e2Lite data sample to Contractor as soon as it is available.

Data Processing Procedures:

- A. HSA will provide Exemplar with access to the CIS data on a Microsoft SQL Server database server provisioned, administered, and maintained for the purpose by HSA;
 - 1. HSA will provide read-only access to a database that contains the CIS data. This database will be refreshed daily from HSA's CIS database.
 - 2. HSA will provide Exemplar with database-owner access to another database, in which Exemplar can load data and run processes as necessary to produce the reports.
 - 3. Exemplar will connect to the database service using MS-SQL protocol, via an IPsec VPN tunnel.
- B. Exemplar will use any HSA-provided data and systems access solely for the purpose of fulfilling the services described in this Agreement, and for no other use or purpose.
- C. For the data returning to HSA, Exemplar will provide HSA with the data dictionary in order for HSA to be able to load the data (if needed) and make sense of the data fields to do further analysis.

VI. Location and Time of Services

All data collection and reporting meetings, user interviews, and project team meetings may be on site in San Francisco CA as needed.

VII. Service Objectives

- A. Daily email delivery of the three reports noted above by 8AM, assuming HSA has the data ready timely
- B. 4 hour response to system errors or failed report distribution

- C. 24 hour response to inquiries related to case data issues
- D. 3 business days response to evaluate new report requests/report change requests

VIII. Reporting Requirements

- A. Contractor will provide Monthly Status Reports that detail the services provided including the flat monthly fee. 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 work with Anna Pineda, who will serve as the principal contact person between Contractor staff and San Francisco County.
 - Welfare to Work contacts are Anna Pineda, Anna.Pineda@sfgov.org, and Eva Iraheta, Eva.Iraheta@sfgov.org
 - P500 contact is Terri Austin, Terri.Austin@sfgov.org
 - HSA IT contacts are Crystal Chang, Crystal.Chang@sfgov.org and Robert Eickwort, Robert.Eickwort@sfgov.org.
 - Office of Contracts Management contact is Judy Ng, Judy.Ng@sfgov.org
- C. Contractor will provide a quarterly report of activities, referencing the tasks as described in this Appendix A – Scope of Services to be Provided in the CARBON database by the 15th of the month following the end of the quarter.

**Appendix B-3 – Rate Schedule
Exemplar
Consulting Services for CalWIN Data Extracts
July 1, 2015 - June 30, 2021
(Updated 4/12/2018)**

- I. DHS agrees to pay the contractor a monthly reporting services fee of **\$17,500** for the term of the contract for the performance management services described in **Appendix A** and **Appendix A-2**.

- II. The annual cost for services are as follows:

FY15/16	\$140,000
FY16/17	\$210,000
FY17/18	\$210,000
FY18/19	\$210,000
FY19/20	\$210,000
FY20/21	\$210,000

- III. **The term of the contract is July 1, 2015 through June 30, 2021, for a revised contract amount of \$1,190,000.**