



Edwin M. Lee, Mayor

Trent Rhorer, Executive Director

MEMORANDUM

TO: AGING & ADULT SERVICES COMMISSION

THROUGH: SHIREEN MCSPADDEN, EXECUTIVE DIRECTOR

FROM: MELISSA MCGEE, INTERIM DEPUTY DIRECTOR
JOHN TSUTAKAWA, DIRECTOR OF CONTRACTS (c)

DATE: JUNE 22, 2016

SUBJECT: **NEW CONTRACT: NEW ORLEANS TELEPORT, INC. dba CALLS PLUS (FOR-PROFIT) FOR PROVISION OF HOTLINE ANSWERING SERVICES FOR ADULT PROTECTIVE SERVICES (APS) AND FAMILY AND CHILDREN'S SERVICES (FCS)**

CONTRACT TERM:	<u>New</u>	<u>Contingency</u>	<u>Total</u>	
	07/1/16-			
	6/30/19			
CONTRACT AMOUNT:	\$42,840	\$4,284	\$47,124	
ANNUAL AMOUNT:	<u>FY 16/17</u>	<u>FY 17/18</u>	<u>FY 18/19</u>	
	\$14,280	\$14,280	\$14,280	
FUNDING SOURCE:	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>
FUNDING:	\$23,562	\$0	\$19,278	\$4,284
PERCENTAGE:	55%	0%	45%	100%

The Department of Aging and Adult Services (DAAS) requests authorization to enter into a contract agreement with New Orleans Teleport, Inc. dba CALLS PLUS for the time period beginning July 1, 2016 and ending June 30, 2019 in the amount of \$42,840 plus a 10% contingency of \$4,284 for a total not to exceed amount of \$47,124. The purpose of the contract is to provide 24-hour backup and some direct coverage for the Adult Protective Services (APS) and Family and Children Services (FCS) Hotlines, which are used by the public to report suspected abuse, neglect, maltreatment, and/or exploitation of seniors, dependent adults, and/or children.

Background

Per state regulation, the APS program is mandated to accept and respond to elder and dependent adult abuse reports on a 24-hour basis. Similarly, San Francisco's Department of Family and Children's Services, is also required to maintain 24-hour reporting and response capability to child

APPENDIX A - SERVICES TO BE PROVIDED
New Orleans Teleport, Inc. dba CALLS PLUS
24-Hour APS/FCS Hotline Answering Service
July 1, 2016 – June 30, 2019

I. Purpose

The purpose of this contract is to provide 24-hour back up and some direct coverage for the following two (2) hotlines:

- The Child Abuse Hotline, the phone number that the public uses to report suspected child maltreatment, and
- The Adult Protective Services Hotline, the phone number that the public uses to report suspected elder or dependent adult abuse, neglect, and/or exploitation.

II. Definitions

Contractor	New Orleans Teleport, Inc. dba CALLS PLUS
FCS	Family and Children's Services, a Division of DHS
APS	Adult Protective Services, a Program of DAAS
DHS	San Francisco Department of Human Services, a Department of the Human Services Agency
DAAS	San Francisco Department of Aging and Adult Services, a Department of the Human Services Agency
HSA or Agency	San Francisco Human Services Agency
DHS FCS Liaison	Julie Lenhardt, FCS Program Director
DAAS APS Liaison	Jill Nielsen, APS Program Director
Hotlines	Child Abuse Hotline, phone numbers are: 415 558-2650 or 800 856-5553 Adult Protection Services Hotline, phone numbers are: 557-5230 or 355-6700 or 800 814-0009

will be notified and will answer Child Abuse Hotline calls and submit required reports until Contractor is notified that HSA staff can resume coverage.

6. Cell Phone protocols are established by HSA/FCS (Family & Children's Services). FCS schedules are updated monthly and are adjusted as needed.
7. As necessary, Contractor will participate in all training organized by HSA, so that Contractor's staff will learn to answer the Hotline appropriately, and interact with HSA staff in an effective manner.
8. As necessary, Contractor may be required to meet by phone/web conferences with appropriate HSA staff to review Contractor's performance one month after the beginning of the contract term. Subsequent meetings will then be held on a quarterly basis to ensure that the Hotline management is working effectively.
9. Contractor is required to have a live person answer the calls. Contractor may not have calls picked up by an answering machine.
10. Contractor is required to specify the nature and time of the call, the full name and current phone number of the client who made the phone call, and where the client is calling from, when forwarding calls to FCS staff. In addition, Contractor should relay a message with a call back number to the FCS staff rather than keeping the caller by holding on the phone line, and immediately connecting them to the worker. This policy should be followed unless the caller cannot provide a call-back number, and if hanging up would greatly reduce the chances of re-contacting them.

B. Adult Protective Services (APS) Hotline calls

1. Emergency Coverage – Contractor will provide emergency back-up coverage for the APS Hotline at any time (24 hours a day) in the event that an emergency arises and DAAS representatives are not able to retrieve calls from and/or respond to the APS Hotline. If an emergency arises, Contractor will be notified and will answer APS Hotline calls and submit required reports until Department of Aging and Adult Services (DAAS) notifies Contractor that DAAS staff can resume coverage.
2. Weeknight Coverage – Contractor will provide direct coverage for the APS Hotline during the hours of 5 PM to 8 AM, Monday through Thursday. During these hours, APS staff is accessible by cell phone or at staff members' home telephone number, but do not answer the Hotline directly themselves. When calls come in, Contractor will call APS staff and APS staff will provide appropriate follow-up at that time.
3. Weekend and Holiday Coverage – Contractor will provide direct 24-hour coverage for the APS Hotline from 5 PM Friday night to 8 AM Monday

satisfaction rate with respect to timeliness in APS/FCS-approved survey of APS/FCS staff experience with Contractor.

- B. Provide high accuracy in collecting information from callers and in transferring this information to APS/FCS on-call staff. Ensure at least 90% satisfaction rate with respect to accuracy in APS/FCS-approved survey of APS/FCS staff experience with Contractor. If necessary, an additional QA review of a randomized sample of recorded calls will show at least 90% accuracy.

VII. Reporting Requirements

- A. Contractor will provide a **daily** report of activities, referencing the tasks as described in Section V& VI - Service and Outcome Objectives.

Daily Reports to include, but not limited to number of Hotline calls managed each 24 hour period. Child Abuse Hotline reports and Adult Protective Services Hotline reports shall be submitted daily to appropriate HSA staff.

- B. Contractor will provide a **monthly** report summarizing the contract activities, referencing the tasks as described in Section V& VI - Service and Outcome Objectives. Contractor will enter the monthly metrics in the CARBON (Contracts, Administration, Reporting, and Billing Online) database by the 15th of the following month.

Monthly Reports to include, but not limited to number and result of all FCS and APS Hotline calls managed each calendar month.

- C. Contractor will provide Ad Hoc reports as required by the Department.
- D. For assistance with reporting requirements or submission of reports, contact:

Victoria Chan, Contract Manager
Human Services Agency
1650 Mission Street, 3rd Floor
San Francisco, CA 94103
E-mail: victoria.chan@sfgov.org

DHS FCS Liaison
Julie Lenhardt, FCS Program Director
julie.lenhardt@sfgov.org

DAAS APS Liaison
Jill Nielsen, APS Program Director
jill.nielsen@sfgov.org

II. Total Contract Amount

- A. For Fiscal Year 2016-2017, the contract amount will not exceed \$14,280.
- B. For Fiscal Year 2017-2018, the contract amount will not exceed \$14,280.
- C. For Fiscal Year 2018-2019, the contract amount will not exceed \$14,280.

With inclusion of 10% contingency, total contract amount is not to exceed \$47,124.

- III. Contractor will invoice the City and County on a monthly basis for actual services provided.**