



**SAN FRANCISCO  
HUMAN SERVICES AGENCY**

Department of Benefits  
and Family Support

Department of Disability  
and Aging Services

Office of Early Care  
and Education

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**London Breed**  
Mayor

**Trent Rhorer**  
Executive Director

**MEMORANDUM**

**TO:** DISABILITY AND AGING SERVICES COMMISSION

**THROUGH:** KELLY DEARMAN, EXECUTIVE DIRECTOR

**FROM:** JILL NIELSEN, DEPUTY DIRECTOR  
ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS

**DATE:** FEBRUARY 1, 2023

**SUBJECT:** CONTRACT MODIFICATIONS: CALIFORNIA EXTRADITIONS SERVICES (CAE) AND JHM NON-EMERGENCY MEDICAL TRANSPORT (JHM) (FOR PROFITS) TO PROVIDE TRANSPORTATION SERVICES FOR OLDER ADULTS AND ADULTS WITH DISABILITIES

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	<u>Current</u>	<u>Modification</u>	<u>Revised</u>	<u>Contingency</u>	<u>Total</u>
<b>CONTRACT TERMS:</b>	09/01/21-06/30/23	07/01/23-6/30/26	07/01/19-06/30/26		
<b>CONTRACT AMOUNTS:</b>	\$282,665	\$690,000	\$972,665	\$97,267	\$1,069,932
<b>ANNUAL AMOUNTS:</b>	<u>FY 23/24</u>	<u>FY 24/25</u>	<u>FY 25/26</u>		
	\$230,000	\$230,000	\$230,000		
<b>Funding Source</b>	<u>County</u>	<u>State</u>	<u>Fed</u>	<u>Contingency</u>	<u>Total</u>
<b>FUNDING:</b>	\$972,665			\$97,267	\$1,069,932
<b>PERCENTAGE:</b>	100%				100%

The Department of Disability and Aging Services (DAS) requests authorization to modify the existing two contracts with California Extradition Services, LLC (CAE) and JHM Non-Emergency Medical Transport (JHM) for the provision of transportation services to benefit clients served through the Office of the Public Conservator (PC) and the Adult Protective Services (APS) program for the period of July 1, 2023 to

June 30, 2026 in the additional amount of \$690,000 plus a 10% contingency for a revised total amount not to exceed \$1,069,932. The purpose of these contracts is to provide transportation services for high-risk older adults and adults with disabilities needing secure transportation services.

The specific breakdown of funding per grantee is summarized in the following table:

<b>Contractor</b>	<b><u>Current Amount</u> 9/1/2021 - 6/30/2023</b>	<b>Modification</b>	<b><u>Revised Budget</u> FY23/24 FY24/25 FY25/26</b>	<b><u>Revised Total</u> 9/1/2021 - 6/30/2026</b>	<b>10% Contingency</b>	<b>Total Not to Exceed</b>
California Extradition Services, LLC (CAE)	\$112,000	\$300,000	\$100,000 \$100,000 \$100,000	\$412,000	\$41,200	\$453,200
JHM Non-Emergency Medical Transport (JHM NEMT)	\$170,665	\$390,000	\$130,000 \$130,000 \$130,000	\$560,665	\$56,067	\$616,732
<b>Total</b>	<b>\$282,665</b>	<b>\$690,000</b>	<b>\$690,000</b>	<b>\$972,665</b>	<b>\$97,267</b>	<b>\$1,069,932</b>

### **Background**

The Office of the Public Conservator provides mental health conservatorship services for adults who are deemed gravely disabled due to serious mental illness and/or impairment by chronic alcoholism under California law. The Adult Protective Services (APS) program accepts and responds to reports of abuse, neglect, exploitation, and self-neglect involving older adults and adults with disabilities.

DAS provides transportation services to vulnerable older adults and adults with disabilities that are served by the Office of the Public Conservator and the Adult Protective Services program. Clients receiving conservatorship services through the Office of the Public Conservator must have reliable transportation services in order to attend legal proceedings and/or medical appointments. Some clients that are receiving conservatorship services reside in long-term care settings that are located outside of San Francisco County. The APS program provides transportation to assist clients to meet with legal services providers, attend

medical appointments, or to obtain benefits. APS serves clients that reside within San Francisco County only. Clients served by both the Office of the Public Conservator and APS may use wheelchairs or other assistive devices, they may be physically frail, and they may have mental illness and/or cognitive impairment that may preclude them from utilizing public transportation.

**Services to be Provided**

Under this modification, the contractors will continue to provide transportation services to vulnerable older adults and adults with disabilities needing transportation to/from long-term care facilities, private residences, medical appointments, and/or legal proceedings. Both provide reliable, daily, seventeen hour, transportation services to DAS clients that reside within, as well as outside of San Francisco County. DAS staff will attempt to provide both providers with at least 24 hour notice of transportation requests but in the event that this is not possible, they will provide transportation services with shorter notification. Both will provide designated staff within the Office of the Public Conservator and the APS program with real time tracking technology capability.

The contract with California Extradition (CAE) is designated for high-risk transports and JHM Non-Emergency Medical Transport (JHM) will be for medical and ambulatory transports.

**Selection**

Contractors were selected through Request for Qualifications (RFQ) #863, which was issued in August 18, 2020.

**Funding**

Funding for these contracts is provided through County General Funds.

**ATTACHMENTS**

**California Extradition Services, LLC**

Appendix A-1 – Services to be provided

Appendix B-1 – Budget

**JHM NEMT**

Appendix A-1 – Services to be provided

Appendix B-1 – Budget

## Appendix A-1 - Services to be Provided

### California Extradition Services, LLC

April 1, 2021 through June 30, 2026

Modification: February 1, 2023

#### I. Purpose of Contract

The purpose of this contract is to provide transportation services for high-risk older adults and adults with disabilities needing secure transportation services.

#### II. Definitions

<b>City</b>	City and County of San Francisco
<b>Contractor</b>	California Extradition Services LLC (CAE)
<b>DAS</b>	Department of Disability and Aging Services
<b>Disability</b>	A condition attributable to mental illness, cognitive impairment, and/or physical disability, including hearing and visual impairments, that results in substantial functional limitations in one or more of the following areas of major life activity: self-care, receptive and expressive language, learning, mobility, self-direction, capacity for independent living, economic self-sufficiency, cognitive functioning, and emotional adjustment.
<b>High Risk Transports</b>	Transports that require specialized skills to manage situations with individuals who have a history of violence, elopement, or other risky behaviors
<b>HSA</b>	Human Services Agency of the City and County of San Francisco
<b>One-Way Trip</b>	Picking up a client at a pre-determined location and transporting the client to the requested destination point
<b>Round Trip</b>	Returning the client from the requested destination point to the point of trip origin

#### III. Target Population

The target population is eligible clients living in the City and County of San Francisco. This program is designed to serve all ethnicities and populations, with focused expertise to promote the unique cultural needs which have been identified as demonstrating the greatest economic and social need. This service is intended for high risk, vulnerable adults with serious mental illness who are served by the Office of the Public Conservator needing transportation to medical appointments, placement interviews and/or legal proceedings. This service will also be provided to high-risk older adults and adults with disabilities who are

served by the Adult Protective Services program needing transportation to meet with medical, legal, or social services providers. Clients may have mental illness, cognitive impairment, physical frailties, and/or they may use a wheelchair or other assistive device for mobility.

CAE will provide courteous and respectful service to vulnerable adult clients.

CAE specializes in working with individuals with serious mental illness who have a history of unpredictable and aggressive behavior. This population may include individuals with unresolved forensic problems. Contractor will conduct a risk assessment for sufficient planning to ensure a safe transport as allowed by contractor training and license.

#### **IV. Description of Services**

Contractor will provide reliable, daily, 17-hour transportation services. Hours of operation for services are 7 AM to 12 AM (midnight), seven days a week. Contractor will notify DAS staff at least 24 hours before the requested transportation service date and time, if the requested service cannot be completed as scheduled. Although DAS staff will attempt to provide Contractor with at least 24 hours lead time, Contractor will provide transportation service with less than 24-hours' notice, if needed. The last call to request Contractor for local transportation requests will be 7:00 PM.

The Public Conservator Program Manager will provide Contractor with a roster of DAS staff authorized to request services as needed. The roster will be updated as required when there is a change. Services will be typically requested by e-mail. Program staff placing the request will specify any accommodations to ensure safety during transportation.

Travel from Contractor's base of operations to the pick-up and drop-off point shall be included in Contractor's base trip charge for one-way and round trips. Contractor may be required to make out of town trips outside the San Francisco city limits. A negotiated mileage surcharge (per mile) agreed to by the City and Contractor has been for these out of town trips, as reflected in the Appendix B-Budget. While the City's preference is for clients to be picked up and returned to the point of origin in a timely manner upon receipt of the return trip request, there may be a need (on occasion, only upon request) for Contractor to wait for the client before returning the client to the point of trip origin or another destination point. Wait time will be for a minimum of one hour to a maximum of three hours.

Contractor agrees to stay with the client at all times and transport directly to the designated staff to ensure a 'warm handoff'. To report critical incidents such as traffic accidents, client injury, unexpected or violent behavior, Contractor will call Public Conservator's After-Hours Hotline (877) 355-7372 or directly contact Public Conservator Program Manager and report to the appropriate authorities as required by contractor's licensures.

Contractor will follow all City COVID protocols and observe universal precautions, as needed.

**V. Service Objectives**

A. Service is provided daily, within the hours of operation from 7 AM to 12 AM (midnight), seven days a week with approximately 50 trips per year expected (averaging 4-5 trips per month) which is subject to change based on target population and department needs.

B. Clients will be appropriately supervised 100% of the time during transport.

**VI. Outcome Objectives**

Contractor will achieve the following by the end of the contract term:

Maintain a 90% or higher reliability rate for on time arrival. On time is defined as service provider arriving to transport client within 5 minutes of the scheduled request time; or within 30 minutes of immediate request for services (weekdays, 9:00am – 6:00pm) and within one hour for immediate evening (6:01pm – 12:00am) and weekend requests.

**VII. Monitoring Activities**

A. Program Monitoring: Contractor will have documented administrative infrastructure, policies and/or procedures in place to monitor and improve upon reliability and response times with the goal of maximizing every available opportunity to improve program cost efficiency.

Cost efficiency will be measured in terms of per trip costs incurred for actual service provided. This will be based on monthly invoices. Reliability and response times will be tracked for each individual trip reservation and recorded on daily trip and dispatch logs.

Dispatch logs, trip sheets and invoices will be available at all times for review upon request. Program staff that makes the service requests will monitor response times. Any delays or problems that might arise with disposition of a service request will be reported to the Public Conservator Program Manager, who (in turn) will document any response time/per trip cost or service deficiencies. Contractor will be required to properly investigate service call issues and respond to the Public Conservator Program Manager with a detailed explanation of how/why the incident occurred and any corrective action(s) taken to prevent incidents from reoccurring.

B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Contractor'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. (N/A for for-profits)

**VIII. Reporting Requirements**

A. Contractor will provide an annual report summarizing the contract activities, referencing the tasks as described in Section IV– Description of Services, V- Service Objectives, and VI - Outcome Objectives. This report will also include accomplishments and challenges encountered by the Contractor.

B. The reports are to be submitted electronically to the following staff:

Steve Kim  
Contract Manager  
Steve.Kim@sfgov.org

Sandra Teixeira  
Public Conservator - Program Manager  
Sandra.Teixeira@sfgov.org

## Appendix B-1 - Calculation of Charges

### California Extradition Services, LLC April 1, 2021 through June 30, 2026 Modification: February 1, 2023

- I. The City and County will reimburse the contractor for services provided based on the following schedule of rates.

<b>Billable Service Unit</b>	<b>Proposed Rate per Unit</b>
Base Charge for Day/Evening Dispatch <b>within</b> the City limits (one-way or round trip), between hours of 7:00AM – 6:00PM.	\$ <b>400</b> per Dispatch up to 4 hours
Added in less than 24 hours	\$ <b>200</b> per Dispatch up to 4 hours
Mileage from fleet location to drop off	\$ <b>4.00</b> per mile
Wait time (on request)	\$ <b>45</b> per hour, beyond the initial 4 hours

- Cancellation fee: if any cancellation is within 2 hrs of transport, \$200 fee.

- II. Contractor will invoice on a monthly basis for actual services provided electronically.

III. **Annual amounts:**

- A. For Fiscal Year 2020-2021, actual budget of \$12,000.
- B. For Fiscal Year 2021-2022, actual budget of \$50,000.
- C. For Fiscal Year 2022-2023, budgeted for \$50,000.
- D. For Fiscal Year 2023-2024, budgeted for \$100,000.
- E. For Fiscal Year 2024-2025, budgeted for \$100,000.
- F. For Fiscal Year 2025-2026, budgeted for \$100,000.

**Total: \$412,000**

- IV. A 10% contingency of \$41,200 may be available, in the City's sole discretion for a total contract value not to exceed **\$453,200** for FY 21-26.



## Appendix A-1 - Services to be Provided

### JHM NEMT, LLC April 1, 2021 through June 30, 2026 Modification: February 1, 2023

#### I. Purpose of Contract

The purpose of this contract is to provide ambulatory and medical transportation services for older adults and adults with disabilities needing transportation services.

#### II. Definitions

<b>City</b>	City and County of San Francisco
<b>Contractor</b>	JHM Non-Emergency Medical Transport, LLC (JHM NEMT)
<b>DAS</b>	Department of Disability and Aging Services
<b>Disability</b>	A condition attributable to mental illness, cognitive impairment, and/or physical disability, including hearing and visual impairments, that results in substantial functional limitations in one or more of the following areas of major life activity: self-care, receptive and expressive language, learning, mobility, self-direction, capacity for independent living, economic self-sufficiency, cognitive functioning, and emotional adjustment.
<b>HSA</b>	Human Services Agency of the City and County of San Francisco
<b>One-Way Trip</b>	Picking up a client at a pre-determined location and transporting the client to the requested destination point
<b>Round Trip</b>	Returning the client from the requested destination point to the point of trip origin

#### III. Target Population

The target population is eligible clients living in the City and County of San Francisco. This program is designed to serve all ethnicities and populations, with focused expertise to promote the unique cultural needs which have been identified as demonstrating the greatest economic and social need. This service is intended for vulnerable adults with serious mental illness who are served by the Office of the Public Conservator and need transportation to appointments, placement interviews and/or legal proceedings. This service will also be provided to high risk older adults and adults with disabilities who are served by the Adult Protective Services program needing transportation to meet with medical, legal, or social services providers. Individuals who are served through this contract may have serious mental

illness, cognitive impairment, physical frailties, and/or they may use a wheelchair or other assistive device for mobility.

JHM NEMT will provide courteous and respectful service to vulnerable adult clients.

**IV. Description of Services**

Contractor will provide reliable, daily, 17-hour transportation services. Hours of operation for services are 7 AM to 12 AM (midnight), seven days a week. Contractor will notify DAS staff at least 24 hours before the requested transportation service date and time, if the requested service cannot be completed as scheduled. Although DAS staff will attempt to provide Contractor with at least 24 hours lead time, Contractor will provide transportation service with less than 24-hours notice. The last call to request Contractor for local transportation requests will be 7:00 PM.

The Public Conservator Program Manager will provide Contractor with a roster of DAS staff authorized to request services and they will update the roster as needed. Program staff will request services via e-mail. Program staff placing the request will specify any accommodations to ensure safety during transportation.

Travel from Contractor’s base of operations to the pick-up and drop-off point shall be included in Contractor’s base trip charge for one-way and round trips. Contractor may be required to travel outside of San Francisco. A negotiated mileage surcharge (per mile) for travel outside of San Francisco is reflected in the Appendix B-Budget. Upon request and as needed for round trip services, Contractor will wait for the client before returning the client to the point of trip origin or another destination point. Wait time will be for a minimum of one hour to a maximum of three hours.

Contractor agrees to stay with the client at all times and transport directly to the designated staff to ensure a ‘warm handoff’.

To report critical incidents such as traffic accidents, client injury, unexpected or violent behavior, Contractor will call Public Conservator’s After-Hours Hotline (877) 355-7372 or directly contact Public Conservator Program Manager and report to the appropriate authorities as required by contractor’s licensures.

Contractor will follow all City COVID protocols and observe universal precautions, as needed.

**V. Service Objectives**

A. Service will be provided daily, within the hours of operation from 7 AM to 12 AM (midnight), seven days a week with approximately 50 trips per year expected (averaging 4-5 trips per month) which is subject to change based on target population and department needs.

B. Clients will be appropriately supervised 100% of the time during transport.

**VI. Outcome Objectives**

Contractor will achieve the following by the end of the contract term:

Maintain a 90% or higher reliability rate for on time arrival. On time is defined as service provider arriving to transport client within 5 minutes of the scheduled request time; or within 30 minutes of immediate request for services (weekdays, 9:00am – 6:00pm) and within one hour for immediate evening (6:01pm – 12:00am) and weekend requests.

**VII. Monitoring Activities**

- A. Program Monitoring: Contractor will have documented administrative infrastructure, policies and/or procedures in place to monitor and improve upon reliability and response times with the goal of maximizing every available opportunity to improve program cost efficiency.

Cost efficiency will be measured in terms of per trip costs incurred for actual services provided. This will be based on monthly invoices. Reliability and response times will be tracked for each individual trip reservation and recorded on daily trip and dispatch logs.

Dispatch logs, trip sheets and invoices will be available at all times for review upon request. Program staff that makes the service requests will monitor response times. Any delays or problems that might arise with the disposition of a service request will be reported to the Public Conservator Program Manager, who will document any response time/per trip cost or service deficiencies. Contractor will be required to properly investigate service call issues and respond to the Public Conservator Program Manager with a detailed explanation of how/why the incident occurred and any corrective action(s) taken to prevent incidents from reoccurring.

- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Contractor’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. (For non-profits only)

**VIII. Reporting Requirements**

A. Contractor will provide an annual report summarizing the contract activities, referencing the tasks as described in Section IV– Description of Services, V- Service Objectives, and VI - 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 and shall be entered into the CARBON System.

B. The reports are also to be submitted electronically to the following staff:

Steve Kim  
Contract Manager  
Steve.Kim@sfgov.org

Sandra Teixeira  
Public Conservator - Program Manager  
Sandra.Teixeira@sfgov.org

## Appendix B-1 - Calculation of Charges

### JHM NEMT, LLC April 1, 2021 through June 30, 2026 Modification: February 1, 2023

- I. The City and County will reimburse the contractor for services provided based on the following schedule of rates.

Billable Service Unit	Rate per Unit
Base Charge for Day Dispatch <b>within</b> the City limits (one-way or round trip), between hours of 7:00AM – 6:00PM Monday-Friday.	\$120 wheelchair and ambulatory up to 4 hours \$420 gurney up to 4 hours (cost includes an Attendant for pick-up and drop-off only. Additional cost if wait time is needed)
Base Charge for Evening Dispatch <b>within</b> the City limits (one-way or round trip), between hours of 6:01PM – 12:00AM.	\$ <b>200</b> per Dispatch up to 4 hours to include <b>gurney and wheelchair</b> plus the respective day dispatch rate.
Mileage surcharge for trip <b>outside</b> of San Francisco City limits	\$ <b>4.00</b> per mile
Services of attendant/escort for Day Dispatch (one-way or round trip), between hours of 7:00AM – 6:00PM.	\$ <b>100</b> per Dispatch
Services of attendant/escort for Evening Dispatch (one-way or round trip), between hours of 6:01PM – 12:00AM.	\$ <b>100</b> per Dispatch
Wait time (on request)	\$ <b>50</b> per hour, beyond the initial 4 hours (Hourly rate applies to transportation as a whole)

- Mileage and duration time is calculated at **departure and return** to the Fleet Office
- Cancellation fee: if any cancellation is within 3 hrs of transport, \$40 per wheelchair, \$120 per gurney
- No surcharge for requests less than 24 hours (subject to availability).

- II. Contractor will invoice the on a monthly basis for actual services provided, in to CARBON.

**III. Annual amounts:**

- A. For Fiscal Year 2020-2021, actual budget of \$20,515.
- B. For Fiscal Year 2021-2022, actual budget of \$71,500.
- C. For Fiscal Year 2022-2023, budgeted for \$78,650.
- D. For Fiscal Year 2022-2023, budgeted for \$130,000.
- E. For Fiscal Year 2022-2023, budgeted for \$130,000.
- F. For Fiscal Year 2022-2023, budgeted for \$130,000.

**Total: \$560,665**

- IV.** A 10% contingency of \$56,067 may be available, in the City's sole discretion for a total contract value not to exceed **\$616,732** for FY 21-26.