



**SAN FRANCISCO
HUMAN SERVICES AGENCY**

Department of Benefits
and Family Support

Department of Disability
and Aging Services

P.O. Box 7988
San Francisco, CA
94120-7988
www.SFHSA.org



London Breed
Mayor

Trent Rhorer
Executive Director

MEMORANDUM

TO: HUMAN SERVICES COMMISSION

THROUGH: TRENT RHORER, EXECUTIVE DIRECTOR

FROM: JOAN MILLER, DEPUTY DIRECTOR OF FCS
ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS

DATE: AUGUST 21, 2024

SUBJECT: CONTRACT MODIFICATION: BINTI, INC. (FOR-PROFIT) FOR PROVISION OF RESOURCE FAMILY APPROVAL (RFA) PORTAL SUPPORT

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	<u>Current</u>	<u>Modification</u>	<u>Revised</u>	<u>Contingency</u>	<u>Total</u>
CONTRACT TERM:	9/1/16-6/30/25	9/1/24-6/30/26	9/1/16-6/30/26		
CONTRACT AMOUNT:	\$785,534	\$137,989	\$923,523	\$92,352	\$1,015,875
ANNUAL AMOUNT:	<u>See Table Below</u>				
Funding Source	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
FUNDING PERCENTAGE:	\$44,156 5%	\$785,534 85%	\$93,833 10%	\$92,352	\$1,015,875 100%

The Department of Benefits and Family Support (BFS) requests authorization to modify the sole source waiver and existing contract with Binti, Inc. for the period of September 1, 2024 through June 30, 2026, in the additional amount of \$137,989 plus a 10% contingency for a revised total amount not to exceed \$1,015,875. The purpose of this modification is to extend services for an additional year and include an optional portal add-on enhancement feature.



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Binti/Resource Family Approval (RFA)	Annual
September 1, 2016 – June 20, 2017	\$25,000
July 1, 2017 – June 30, 2018	\$60,000
July 1, 2018 – June 30, 2019	\$93,800
July 1, 2019 – June 30, 2020	\$93,800
July 1, 2020 – June 30, 2021	\$96,614
July 1, 2021 – June 30, 2022	\$99,512
July 1, 2022 – June 30, 2023	\$102,497
July 1, 2023 – June 30, 2024	\$105,572
July 1, 2024 – June 30, 2025 – Adding optional feature	\$137,989
July 1, 2025 – June 30, 2026 - NEW	\$108,739
Total	\$923,523

Background

Continuum of Care Reform, mandated by AB 403, established a process for approving all foster homes, called Resource Family Approval (RFA). Under RFA, relatives, non-relative extended family members, non-relative (community) applicants, and prospective adoptive parents are approved to be considered for the potential placement of a child, youth, or young adult (non-minor dependent). RFA staff from Family & Children’s Services (FCS) work with resource family applicants to complete training, obtain health exams and criminal background clearances and ensure that their homes are safe and appropriate as resource family homes for children and youth in care. This approval process is complex and involves tracking extensive data, and is conducive to online automation.

Continuum of Care Reform also mandates that children be served in a family setting whenever possible, and necessitated improved recruitment strategies in order to meet the demand for resource families.



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In an effort to meet those two critical needs, FCS has collaborated with Binti through the Mayor's office Startup in Residency Program since 2016. Through this contract, Binti successfully developed and launched a set of recruitment webpages that has allowed FCS to centralize recruitment activities for resource families, and collaborate with partners to ensure that adequate resource families are available. Binti also developed a web-based portal that allows for resource families and staff to complete and track progress in getting a home approved in an online, secure environment.

Since their pilot launch in San Francisco, Binti has expanded to multiple county and state governments, as well as private agencies across 27 states. Binti has been a very flexible and responsive partner in this initiative and open to additional refinements and changes as needed.

The State is currently working on a new system to replace the existing child welfare system, Child Welfare Services/Case Management System (CWS/CMS), with a Comprehensive Child Welfare Information System (CCWIS) compliant system that supports child safety, promotes process efficiency, practice fidelity, upholds policy and program alignment, and strives for continuous improvement: the Child Welfare Services – California Automated Response and Engagement System (CWS-CARES). CWS-CARES will have the same capabilities for Resource Family Approval, which Binti currently provides. The projected implementation is October 2026.

CWS-CARES will eliminate the need for RFA and Placement Social Workers to work across two systems. FCS will need to continue using Binti until the implementation of CWS-CARES and will assist in a seamless transfer of the data from Binti.

Services to be Provided

Binti will continue to supplement and support three related web-based tools:

1. The RFA Recruitment webpages consist of an interactive set of webpages that provide information to prospective resource families and allow them to contact FCS and other partners. They also have the ability to collect data on prospective resource families in order to coordinate recruitment efforts, and link potential volunteers to partner agencies.



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2. The RFA Portal which is an interactive, mobile optimized, web-based tool that automates the RFA process by allowing resource families and/or FCS staff to enter data and upload and approve documents necessary to obtain approval to become a resource family that can care for foster children.
3. A Placement module was developed and launched during the past contract term and refinements continue to be initiated as needed.

Optional Add-on Features

AI Feature Package to be added to Binti as of September 1, 2024 will have two main features:

- A translation feature that allows caregivers to access and fill forms in select languages and translate the responses back into English for the RFA social worker
 - Caregivers can select certain languages when signing up to Binti to complete their foster care license application
 - Binti's caregiver portal will be translated instantly into that language (where available) including all helper text, prompts, links and buttons.
 - The caregiver will be asked the questions on the agency's forms in their selected language and will be able to answer in the same language
 - The caregiver will be able to sign a copy of the form in their native language
 - The form responses will be translated back into English and presented to the assigned agency worker on Binti's documents page to assist in the evaluation of the family
- A transcription feature allowing RFA social workers to do voice transcription to create case notes and fill forms
 - Agency workers can access Binti's transcription feature
 - Workers can securely authenticate with the system before choosing a caregiver's case and adding a transcription.
 - Workers can talk to the system to transcribe a case note. The case note will be available for review in the caregiver's case notes section on Binti where it can be edited, discarded or saved



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- Workers can select a specific form to transcribe answers to the questions on the form.
- The system will interact with the worker by asking the form questions out loud, allowing navigation to other forms or parts of the form and providing clarification on provided answers
- The worker's responses will be populated into the form. The form will be available for review from the Binti homepage where it can be edited, discarded or saved.

Selection

Contractor was originally selected through Request for Proposal for 2016 Start Up In Residence (STIR) Program, conducted by the Mayor's Office of Civic Innovation (MOCI) issued February 2016. It has since been renewed as a sole source based on proprietary software.

Funding

Funding for this contract is provided through a combination of State, Federal, and County General Funds.

ATTACHMENTS

Appendix A-4, Scope of Services
Appendix B-4, Budget
Sole Source Waiver

Appendix A-4: Scope of Services
Binti, Inc. – Resource Family Approval (RFA) Solution
Effective September 1, 2016 to June 30, 2026
Modified 9/1/24

I. Purpose of Contract

The purpose of the contract is to provide a web-based tool to assist Family and Children’s Services (FCS) in recruiting and approving resource families to serve as foster parents.

II. Definitions:

FCS: Family and Children’s Services, a division of the Department of Human Services

Resource Family: An adult or set of adults that serve as foster parents.

Resource Family Approval (RFA): The process for Resource Families to be approved to become a foster parent and/or an adoptive parent for a child in California. Relative and non-relative caregivers undergo the same application and approval process.

III. Target Population

The tool will assist FCS in recruiting and approving resource families to serve as foster parents for children and youth who are detained and placed in foster care due to allegations of maltreatment. The tool will be used by prospective and existing resource families, FCS staff, and key partners providing training and other services for resource families.

IV. Description of Services

During the contract period, Binti will

- A. Assist with the transfer of web content to the SFHSA and establish the necessary redirects in coordination with the SFHSA.org web team, within specified timelines.
- B. Maintain the Portal and host it on an ongoing basis;
- C. Conduct maintenance, including upgrading software, renewing domain name, renewing SSL certificate and any other necessary activities;

Additional refinements and additions to the Portal will be developed as part of this agreement, at the request of FCS.

During the term of this contract, Binti will maintain-one related web-based tool to assist in recruiting and approving resource families:

A. The RFA Portal

The RFA Portal is an interactive, mobile optimized, web-based tool that allows resource families and/or FCS staff to enter data and upload and approve documents

necessary to obtain approval to become a resource family that can care for foster children.

Features for RFA applicants include, but not limited to:

1. Online access for resource families to input information to complete the RFA required forms via a computer, tablet or mobile device.
2. Unlimited number of applicant accounts for potential resource families.
3. Full digital signature capability for all forms.
4. Auto population of demographic data and responses.
5. Ability to upload documents as attachments both via scanner or smartphone.
6. Email notification and reminders.
7. Full encryption of all data entered.
8. Capacity for multiple users simultaneously.

Features for FCS staff include but not limited to:

- A. Online access for FCS staff to input information via a computer, tablet or mobile device.
- B. An unlimited number of administrative accounts, with multiple levels of access based on the level of the employee and the need for data. Levels of access for data will be determined by FCS.
- C. Ability for administrative users to track progress of the applicants assigned to them online, and to generate or download and print all documents necessary for the RFA process.
- D. Ability for admin users and supervisors to assign applications to caseworkers, sort the applications by caseworker, and monitor progress and completion by caseworker.
- E. Email notification and reminders.
- F. Ability to manage access depending on FCS staff user needs.
- G. Ability for caseworkers, supervisors and admin staff to track individual and aggregate progress of all resource family applications for each step of the process.
- H. Full digital signature capability for all forms.
- I. Ability to filter families by attributes or characteristics specified by FCS.
- J. Ability for staff selected by FCS to download .csv files for custom data analysis reports.
- K. Ability to generate ongoing reports and customized forms, with data agreed to by Binti and FCS.
- L. Ability for caseworker to record case notes for a given family, including note, date and type of case note.
- M. Ability to record complaints, as well as record if and how they are resolved (to be added within 3 months of beginning of Agreement).
- N. Ability to manage reminders and processes for annual renewals for approved resource families, including training requirements (to be added within 3 months of beginning of Agreement).
- O. Ability for FCS staff to classify and sort applications by specific statuses determined by FCS and Binti.

P. Effective 9/1/2024: FY25 Pilot Program featuring a translation enhancement that allows caregivers to access and fill forms in select languages and translate the responses back into English for the agency worker

- i. Caregivers can select certain languages when signing up to Binti to complete their foster care license application
- ii. Binti's caregiver portal will be translated instantly into that language (where available) including all helper text, prompts, links and buttons.
- iii. The caregiver will be asked the questions on the agency's forms in their selected language and will be able to answer in the same language
- iv. The caregiver will be able to sign a copy of the form in their native language
- v. The form responses will be translated back into English and presented to the assigned agency worker on Binti's documents page to assist in the evaluation of the family

Q. Effective 9/1/2024: FY25 Pilot Program featuring a transcription enhancement allowing workers to do voice transcription to create case notes and fill forms

- i. Agency workers can access Binti's transcription feature
- ii. Workers can securely authenticate with the system before choosing a caregiver's case and adding a transcription.
- iii. Workers can talk to the system to transcribe a case note. The case note will be available for review in the caregiver's case notes section on Binti where it can be edited, discarded or saved
- iv. Workers can select a specific form to transcribe answers to the questions on the form.
- v. The system will interact with the worker by asking the form questions out loud, allowing navigation to other forms or parts of the form and providing clarification on provided answers
- vi. The worker's responses will be populated into the form. The form will be available for review from the Binti homepage where it can be edited, discarded or saved.

V. FY25 Pilot Program enhancements (P & Q from above) will begin, at no cost to HSA on September 1, 2024. If HSA agrees to continue to use these enhancements after December 31, 2024, HSA will pay for the enhancements as outlined in Appendix B-4.

VI. Work with FCS staff to add features to the Portal, including a Placement module. Binti will work with FCS to create a plan for inclusion of additional features, including a timeline, which will be approved by FCS and Binti. The plan will be revisited monthly to determine progress and identify any additional features to integrate.

VII. Location and Time of Services

Technical work on the Portal will occur via email and remote technology. Binti will meet with FCS staff and identified partners at the FCS offices at least monthly between 8:30 am and 5:30 pm Monday through Friday to assess progress and identify any proposed new features.

VIII. Service Objectives

Binti will submit a detailed plan for updates to the RFA Portal, including timelines for completion. Upon approval of the plan by FCS, 80% of the updates will be completed within the specified timelines.

IX. Outcome Objectives

Binti will administer a user satisfaction survey for the RFA Portal for FCS staff and resource families. FCS will approve the final questions in the survey. At least 20 FCS staff and 20 Resource Families will respond to the survey. At least 75% of respondents will rate their overall experience as satisfied or very satisfied on such scales as effectiveness, information and customer interface.

X. Reporting Requirements

- A. Contractor will invoice once per year.
- B. Contractor will work with Angela Ramos and Jose.Canaveral, who will serve as the principal contact people between Contractor staff and San Francisco County. If at any time project deliverables appear to be at risk, Contractor will provide an urgent report to Angela.Ramos@sfgov.org and Jose.Canaveral@sfgov.org
- C. Contractor will provide Ad Hoc reports and written updates as requested by the Department.
- D. For assistance with reporting requirements or submission of reports, contact:

Elizabeth.Leone@sfgov.org

Contract Manager, Office of Contract Management

Angela.Ramos@sfgov.org, Program Director, Family and Children's Services

Jose.Canaveral@sfgov.org, Program Analyst, Family and Children's Services

**Appendix B-4:
Calculation of Charges**

Binti, Inc. – Resource Family Approval (RFA) Solution

Effective September 1, 2016 to June 30, 2026
Modified September 1, 2024

Resource Family Approval (RFA)	# of Months		Optional AI Enhancement
September 1, 2016 – June 20, 2017	10	\$25,000	
July 1, 2017 – June 30, 2018	12	\$60,000	
July 1, 2018 – June 30, 2019	12	\$93,800	
July 1, 2019 – June 30, 2020	12	\$93,800	
July 1, 2020 – June 30, 2021	12	\$96,614	
July 1, 2021 – June 30, 2022	12	\$99,512	
July 1, 2022 – June 30, 2023	12	\$102,497	
July 1, 2023 – June 30, 2024	12	\$105,572	
July 1, 2024 – June 30, 2025	12	\$108,739	\$29,250
July 1, 2025 – June 30, 2026 - new	12	\$108,739	
Total		\$894,273	\$923,523

Total Contract	\$ 923,523
10% Contingency	\$ 92,352
	=====
Total Not to Exceed	\$ 1,015,875

- I.** Contractor shall submit invoices on an annual basis at the start of each year, into CARBON.
- II.** The total amount of this budget is **\$923,523**. Of this amount, **\$29,250** is an optional payment in FY25 for an AI enhancement pilot program. The AI enhancement is provided to HSA at no cost from September 1, 2024 – December 31, 2024; if HSA agrees to continue using the AI enhancement past December 31, 2024, HSA will pay the \$29,250 as outlined above.
- III.** Contingent amount **up to \$92,352** may be available, at the City’s sole discretion.
- IV.** The total amount of the contract shall not exceed **\$1,015,875**.



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Department of Benefits
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Department of Disability
and Aging Services

Office of Early Care
and Education

Date: August 13, 2024

To: Dan Kaplan, Deputy Director for Administration & Finance

From: Esperanza Zapien, Director of Contracts

RE: Sole Source Waiver request – Binti, Inc-Web Portal for Resource
Families – Modification #4

We are requesting continuing approval of a sole source waiver for Binti, Inc., extending the contract to June 30, 2026.

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Background:

Continuum of Care Reform, mandated by AB 403, established a process for approving all foster homes, called Resource Family Approval (RFA). Under RFA, all relatives and non-relative caregivers (called resource families) complete the same set of activities in order to approve them to be foster or adoptive parents. RFA staff from FCS work with resource families to complete training, obtain health exams and criminal background clearances and ensure that their homes are safe and appropriate for permanent homes for children in care. This approval process is complex and involves tracking extensive data, and is conducive to online automation.

Continuum of Care Reform also mandates that children be served in a family setting whenever possible, and necessitated improved recruitment strategies in order to meet the demand for resource families.

In an effort to meet those two critical needs, FCS has collaborated with Binti through the Mayor’s office Startup in Residency Program (STIR) since 2016. The contract’s original procurement authority was through STIR’s 2016 RFP; subsequent modifications of the contract have been authorized via sole source waiver since 2020.



London Breed
Mayor

Trent Rhorer
Executive Director

Request: HSA will extend the existing contract agreement with Binti, Inc for an additional year, through June 30, 2026 and will add \$137,989 plus a 10% contingency for a revised not to exceed amount of \$1,015,875.

Brief description of services: Binti provides a web-based resource family recruitment and approval solution to the Department of Family and Children’s Services of the Human Services Agency (FCS).



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Total Duration: 9/1/16 to 6/30/26
Justification for Sole Source: Proprietary Software
Future procurement: Analysis of next period will determine whether or not services are still required. The State is in process of developing standardized State website, the implementation date is tentatively 2026.

Attachment 1: OCA Approved Sole Source

Approved Disapproved

DocuSigned by:
Daniel Kaplan 8/14/2024

Dan Kaplan, Deputy Director of Administration and Finance