



Mark Farrell, Mayor

Department of Human Services
 Department of Aging and Adult Services
 Office of Early Care and Education

Trent Rhorer, Executive Director

MEMORANDUM

TO: HUMAN SERVICES COMMISSION

THROUGH: TRENT RHORER, EXECUTIVE DIRECTOR

FROM: SYLVIA DEPORTO, DEPUTY DIRECTOR
 JOHN TSUTAKAWA, DIRECTOR OF CONTRACTS *04/*

DATE: MAY 18, 2018

SUBJECT: CONTRACT MODIFCIATION: **BINTI INC.** (FOR-PROFIT)
 PROVISION OF WEB-BASED RESOURCE FAMILY
 RECRUITMENT AND APPROVAL (RFA) TOOLS

CONTRACT TERM:	<u>Current</u> 9/1/16- 6/30/18	<u>Modification</u> 7/1/18- 6/30/20	<u>Contingency</u>	<u>Total</u>
CONTRACT AMOUNT:	\$85,000	\$187,600	\$27,260	\$299,860
ANNUAL AMOUNT:	<u>FY17/18</u> \$60,000	<u>FY 18/19</u> \$93,800	<u>FY 19/20</u> \$93,800	
Funding Source	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u> <u>Total</u>
FUNDING:		\$187,600		\$27,260 \$299,860
PERCENTAGE:		100%		100%

The Department of Human Services (DHS) requests authorization to modify the contract with Binti, Inc. for the time period beginning July 1, 2018 ending on June 30, 2020, in the additional amount of \$187,600 plus a contingency of \$27,260 for a new total amount not to exceed amount of \$299,860. The purpose of the contract is to provide web-based resource family recruitment and approval solution to the Department of Family and Children’s Services of the Human Services Agency (FCS).

Background

Continuum of Care Reform, mandated by AB 403, established a new 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 collaborated with Binti through the Mayor's office Startup in Residency Program in 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 31 public agencies, including 25 of 58 counties in California. Binti has been a very flexible and responsive partner in this initiative and open to additional refinements and changes as needed. As part of the work of this contract, Binti will also be developing a pilot tool for the Placement unit, to assist in matching children to homes faster and more efficiently.

Services to be Provided

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

1. The RFA Recruitment webpages that 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.
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. Binti will be building out a pilot Placement module as a new part of this modification, working closely with FCS staff to meet the needs of the Department.

Selection

Contractor was 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.

Funding

Funding for this Contract is provided by 100% State funds.

ATTACHMENTS

Appendix A-1 – Additional Services to be Provided

Appendix B-1 – Calculation of Charges

Appendix A-1: Scope of Services to be Provided
Binti, Inc. – Resource Family Approval (RFA) Solution
Effective September 1, 2016 to June 30, 2020
Modified 7/1/2018

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:

- Maintain the website and Portal and host it on an ongoing basis;
- Conduct maintenance, including upgrading software, renewing domain name, renewing SSL certificate and any other necessary activities;

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

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

A. The RFA Recruitment Webpages:

The RFA Recruitment webpages consists of an interactive set of webpages that provide information to prospective resource families and allow them to contact FCS and other partners. Binti has the ability to collect data on prospective resource families in order to coordinate recruitment efforts.

- Launch the webpages and host them on an ongoing basis;
- Conduct website maintenance, including upgrading software, renewing domain name, renewing SSL certificate and any other necessary activities;
- Collect and compile demographic and user data to inform coordination of recruitment efforts

- Update information, images, calendar of events and any other aspects of the site as needed on ongoing basis with input from FCS.

B. 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:

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

Features for FCS staff include but not limited to:

- Online access for FCS staff to input information via a computer, tablet or mobile device.
- 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.
- 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.
- Ability for admin users and supervisors to assign applications to caseworkers, sort the applications by caseworker, and monitor progress and completion by caseworker.
- Email notification and reminders.
- Ability to manager access depending on FCS staff user needs.
- Ability for caseworkers, supervisors and admin staff to track individual and aggregate progress of all resource family applications for each step of the process.
- Full digital signature capability for all forms.
- Ability to filter families by attributes or characteristics specified by FCS.
- Ability for staff selected by FCS to download .csv files for custom data analysis reports.
- Ability to generate ongoing reports and customized forms, with data agreed to by Binti and FCS.
- Ability for caseworker to record case notes for a given family, including note, date and type of case note.
- Ability to record complaints, as well as record if and how they are resolved (to be added within 3 months of beginning of Agreement).
- 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).
- Ability for FCS staff to classify and sort applications by specific statuses determined by FCS and Binti.

V. 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.

VI. Location and Time of Services

Technical work on the Recruitment Webpages and the Portal will occur offsite. 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.

VII. Service Objectives

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

VIII. 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.

IX. Reporting Requirements

A. Contractor will provide Monthly Invoice that details the work completed that month. If a requested change requires additional funding due to its scope or complexity, Binti will outline an estimated cost in a proposal to modify this agreement.

B. Contractor will work frequently with Barrett Johnson, who will serve as the principal contact person 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 Barrett Johnson, barrett.johnson@sfgov.org, and Sophia Isom, Sophia.isom@sfgov.org.

C. Contractor will provide Ad Hoc reports as required by the Department.

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

Johanna.Gendelman@sfgov.org
Contract Manager, Office of Contract Management

or

Barrett.Johnson@sfgov.org
Program Director, Family and Children's Service

**Appendix B-1
Calculation of Charges**

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

Effective September 1, 2016 to June 30, 2020
Modified July 1, 2018

Beginning July 1, 2018, contractor shall be paid the monthly rate of \$7,816.60 each month for both the on-going collaboration and customization of the RFA portal and Mobile Application and the term license of the Binti’s hosted software.

Resource Family Approval (RFA)	# of Months	
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
Total		\$272,600

Total Contract	\$ \$272,600
10% Contingency	\$ 27,260
	=====
Total Not to Exceed	\$ 299,860

- I.** Contractor shall submit invoices on a monthly basis, into CARBON.
- II.** The total amount of this budget is **\$272,600**. Contingent amount up to \$27,260 may be available, at the City’s sole discretion.
- III.** The total amount of the contract shall not exceed **\$299,860**.