



Board Agenda Item 64

DATE: June 4, 2019

TO: Board of Supervisors

SUBMITTED BY: Delfino E. Neira, Director, Department of Social Services

SUBJECT: Amendment I to Agreement A-17-423 Social Solutions Global, Inc. for Case Management Database Software as a Service

RECOMMENDED ACTION(S):

Approve and authorize the Chairman to execute Amendment I to Agreement No. 17-423 with Social Solutions Global, Inc. for Case Management Database Software as a Service (SaaS), effective upon execution with no change in term to June 30, 2020 and increasing the maximum by \$293,120 to a total of \$666,270.

Approval of the recommended action will allow the Department to purchase additional licenses to the Efforts to Outcomes (ETO) software for its contracted child abuse prevention and home visitation providers. The cost of these services will be offset with Senate Bill 163 (SB163) and CalWORKs Home Visiting Initiative (HVI) funds, with no Net County Cost. This item is countywide.

ALTERNATIVE ACTION(S):

If the recommended action is not approved, contracted child abuse prevention and home visitation providers will be unable to uniformly document service provision and report on family outcomes using a single case management system.

FISCAL IMPACT:

There is no increase in Net County Cost associated with the recommended action. The maximum amount of the agreement \$666,270 will be offset using SB 163 and CalWORKs HVI funds. Sufficient appropriations and estimated revenues are included in the FY 2019-20 Recommended Budget for Department of Social Services, Org. 5610, and will be included in subsequent budget years.

DISCUSSION:

On August 8, 2017, the Board approved Agreement No. 17-423 with Social Solutions Global, Inc., which allowed the vendor to implement and support a web-based case management system known as ETO for the Department. ETO allows Department staff and contracted Neighborhood Resource Center (NRC) vendors to document parent/family assessments, case management notes, and other child abuse prevention activities and query management/outcome reports.

On February 12, 2019, the Board approved four agreements that allowed the Department to contract with the current NRC service providers for implementation of the California Department of Social Services' (CDSS) CalWORKs HVI. The CalWORKs HVI pairs new and expectant parents, and parents with children under two, with a trained home visitor who makes regular home visits to provide guidance and coaching

using evidence-based curricula, and access to a variety of health and social services. HVI staff will utilize ETO to track home visiting services in accordance with CDSS direction on data tracking and outcomes.

Implementation of the CalWORKs HVI in all NRCs and the expansion of child abuse prevention services via additional NRCs will require more staff to utilize ETO. The recommended amendment will allow the Department to purchase additional licenses to the software for staff providing NRC and HVI services.

REFERENCE MATERIAL:

BAI, #40, February 12, 2019

BAI, #53, August 8, 2017

ATTACHMENTS INCLUDED AND/OR ON FILE:

On file with Clerk - Amendment I with Social Solutions Group, Inc.

CAO ANALYST:

Ronald Alexander