

**COUNTY OF SAN LUIS OBISPO BOARD OF SUPERVISORS
AGENDA ITEM TRANSMITTAL**

(1) DEPARTMENT Social Services	(2) MEETING DATE 7/16/2013	(3) CONTACT/PHONE Trish Avery Caldwell (805) 781-1831	
(4) SUBJECT Request to approve the renewal service contract (Clerk's File) with the National Council on Crime and Delinquency, Inc., (NCCD) for SafeMeasures and Structured Decision Making (SDM) in the total amount of \$215,224 for Fiscal Years 2013-2014 and 2014-2015.			
(5) RECOMMENDED ACTION It is recommended that your Board approve, and direct the Chairperson to sign, a renewal service contract with the National Council on Crime and Delinquency, Inc. (NCCD) for SafeMeasures and Structured Decision Making (SDM) for Fiscal Years 2013-2014 and 2014-2015 in the total amount of \$215,224.			
(6) FUNDING SOURCE(S) Fed: 42% St: 58%	(7) CURRENT YEAR FINANCIAL IMPACT FY 13-14 \$109,062 FY 14-15 <u>\$106,162</u> Total: \$215,224	(8) ANNUAL FINANCIAL IMPACT FY 13-14 \$109,062 FY 14-15 <u>\$106,162</u> Total: \$215,224	(9) BUDGETED? Yes
(10) AGENDA PLACEMENT <input checked="" type="checkbox"/> Consent <input type="checkbox"/> Presentation <input type="checkbox"/> Hearing (Time Est. ___) <input type="checkbox"/> Board Business (Time Est. ___)			
(11) EXECUTED DOCUMENTS <input type="checkbox"/> Resolutions <input checked="" type="checkbox"/> Contracts <input type="checkbox"/> Ordinances <input type="checkbox"/> N/A			
(12) OUTLINE AGREEMENT REQUISITION NUMBER (OAR) 19001270		(13) BUDGET ADJUSTMENT REQUIRED? BAR ID Number: N/A <input type="checkbox"/> 4/5th's Vote Required <input checked="" type="checkbox"/> N/A	
(14) LOCATION MAP N/A	(15) BUSINESS IMPACT STATEMENT? N/A	(16) AGENDA ITEM HISTORY <input type="checkbox"/> N/A Date: <u>Board Approved 06/21/2011</u>	
(17) ADMINISTRATIVE OFFICE REVIEW Emily Jackson			
(18) SUPERVISOR DISTRICT(S) All Districts -			

County of San Luis Obispo



TO: Board of Supervisors

FROM: Social Services/Trish Avery Caldwell
(805) 781-1831

DATE: 7/16/2013

SUBJECT: Request to approve the renewal service contract (Clerk's File) with the National Council on Crime and Delinquency, Inc., (NCCD) for SafeMeasures and Structured Decision Making (SDM) in the total amount of \$215,224 for Fiscal Years 2013-2014 and 2014-2015.

RECOMMENDATION

It is recommended that your Board approve, and direct the Chairperson to sign, a renewal service contract with the National Council on Crime and Delinquency, Inc. (NCCD) for SafeMeasures and Structured Decision Making (SDM) for Fiscal Years 2013-2014 and 2014-2015 in the total amount of \$215,224.

DISCUSSION

The National Council on Crime and Delinquency, Inc., (NCCD) founded in 1907, is a nonprofit organization that promotes effective, humane, fair, and economically sound solutions to family, community, and justice problems. Specifically, NCCD conducts research, promotes reform initiatives, and works with individuals, public and private organizations, and the media to prevent and reduce crime and delinquency. NCCD is internationally known for its research, training, and professional programs.

In 1993, NCCD created the Children's Research Center (CRC) to help federal, state, and local child welfare agencies reduce child abuse and neglect by developing case management systems and conducting research that improves service delivery to children and families. To help realize this goal, CRC developed SafeMeasures, a reporting service that analyzes and displays California State Department of Social Services (CDSS) Division 31 regulations and Federal Outcome Measures in a useful and user-friendly manner. CDSS has an agreement with NCCD/CRC that allows NCCD/CRC to access the statewide Child Welfare Services/Child Maintenance Services (CWS/CMS) data system. NCCD/CRC then extracts CWS/CMS data and displays it in an outcome measure format to be used by individual counties.

Through its web-based SafeMeasures service, NCCD/CRC provides the County with real-time reports that allow Child Welfare Services (CWS) supervisors/managers to access and display program case data and use that data to ensure compliance with State requirements and meet Department expectations (e.g., number of face-to-face contacts made, number of days between initial contact and case plan approval, amount of time a case remains open). To maximize the NCCD/CRC web-based service, CWS supervisors and managers developed the "MonthlyMeasures" tool that focuses on the essential time-driven measures for our County. The measures that are currently looked at monthly include timely investigation, number of open investigations, time to approve case plans, case plan status, case plan contacts, SDM results, and Team Decision Making (TDM) results. While CWS supervisors and managers still access hundreds of quality measures on the web-based SafeMeasures site, with the MonthlyMeasures tool they are able to focus on time-based elements essential to taking timely case action.

In addition to SafeMeasures, NCCD/CRC created the SDM screening assessment tool to reduce child maltreatment and promote family self-sufficiency. As early as 1998 NCCD/CRC began working with the state and

seven (7) pilot counties to design and implement SDM to provide workers a simple, objective and reliable tool to make the best possible decisions for individual cases, and to provide managers/supervisors with information for improved planning, evaluation, and resource allocation. The principle behind SDM is that decisions can improve by applying the following standards:

- Clearly defined and consistently applied decision-making criteria.
- Readily measurable practice standards, with expectations of staff clearly identified and reinforced.
- Assessment results directly affecting case and agency decision making.

The County began using the CWS SDM case management system in 2000 to track CWS performance and case data with the goal of improving CWS case planning and management, and to comply with federal/state mandates. Key components of the SDM case management system include hotline screening and five (5) assessments to evaluate safety, risk of abuse, strengths and needs of the family, and the likelihood of reunification. The hotline screening is a three-step process which includes: 1) screening to determine if an in-person response is required, 2) determining the response priority, or timeframe within which the initial investigative contact with the family is required, and 3) establishing the decision path that helps determine appropriate services to offer a family. The assessment components assist workers to consistently identify immediate safety issues and risk of abuse/neglect, and then establishing a plan for ensuring long-term child safety.

In 2004 the County became one of the first counties in the nation to adopt a risk assessment to measure the likelihood that applicants for public assistance [i.e., Temporary Assistance for Needy Families/California Work Opportunity and Responsibility to Kids (TANF/CalWORKs)] may become involved in child abuse and/or neglect. Based on staff experience and research findings that suggest an overlap in families who require child protective services and public assistance, the County started using the Family Prevention Services (FPS) screening assessment to identify CalWORKs families that could benefit from child maltreatment prevention services. The FPS assessment identifies families who have low, moderate, high, or very high probabilities for abuse and/or neglect. Based on the assessment findings prevention resources for CalWORKs families are targeted at high risk families because of the greater potential to reduce future maltreatment.

In calendar year 2012 a total of one hundred ninety one (191) families of one thousand ninety three (1,093), or eighteen percent (18%), of those approved for CalWORKs consented and were eligible to participate in the *voluntary* FPS assessment. Criteria to participate in FPS assessment included:

1. Approved for CalWORKs
2. Voluntarily agreed to the screening, and
3. No CWS case currently open.

Based on the FPS assessment a total of twenty nine (29) families (of the 191 eligible to participate) were identified as having high to very high probabilities for abuse and/or neglect and were therefore offered voluntary family preventative services (e.g., need-based service referrals, family team meeting, increased case management services). Of these twenty nine (29) families twenty four (24), or eighty three percent (83%), successfully remained out of the CWS system. Of the 1,093 families approved for CalWORKs in 2012, another fifty eight (58) were not screened using the FPS assessment because they already had an open CWS case.

Because the SDM has worked so well with assisting staff working with CWS and CalWORKs families, the County explored expanding the SDM tool to Adult Protective Services (APS). The primary function of APS is to respond to adult allegations of maltreatment, including abuse (physical, emotional and sexual), financial exploitation and neglect. The SDM assessment is intended to promote the safety of adults experiencing abuse, identify and address their needs, enhance service delivery and provide data needed to administer APS. The goal of implementing the APS SDM assessment is to increase consistency and accuracy when assessing vulnerable adults. Due to limited resources, increased referrals, and an increase in the severity of abuse cases, the County will start use of the SDM assessment to standardize referral priority and assignment of APS referrals in FY 2013-2014. There is no additional cost to the County to add this service at this time. In prior years multiple SDM reports were supplied by NCCD for CalWORKs and Substitute Care Provider and the County has reduced the two report types from 2-reports to 1-report annually. The reduction in the 2-reports has covered the cost of reports in APS.

On a State level studies show a sixty-one percent (61%) increase in APS referrals (Teaster et al., 2006), while on a local level we have experienced a ten percent (10%) increase over the past couple of years. Specifically, the County received an average of ninety seven (97) referrals in 2012 and eight seven (87) referrals in 2011 of which an average of eighty percent (80%) were investigated. An average of 20% of the incoming referrals are screened out by the Social Worker (SW) based on the information given and an APS investigation was not opened. Reasons for being screened out may include receiving a duplicate referral, the call does not meet APS eligibility requirements, or the referral was inappropriate (i.e., APS does not have the authority to investigate reports that occur in a long-term care facility or state hospital; these reports are referred to either the local Long Term Care Ombudsman's office or to the appropriate state agency.)

It is anticipated that referrals will increase as mandated reporting continues to grow and the population ages. The SDM will help APS use research based information to identify adults who are at high risk of subsequent maltreatment or self-neglect and target engagement efforts and resources more effectively.

The SDM process would provide the APS SW with a standardized tool that builds in consistency and support while making complex decisions about each incoming report based on the needs and abilities of the individual in question. In addition, the SDM tool will ensure equitable handling of all incoming reports. The SDM tool is not used currently in SLO County.

Approval of this renewal contract will provide continued SafeMeasures and SDM services that ensure the necessary resources are available for staff to provide professional and timely support to community members who are in need of assistance. It is critical that Department staff fully utilize automated systems to enter correct and accurate program data to reflect compliance with the mandated outcomes of Assembly Bill 636 (AB 636), the Child Welfare System Improvement and Accountability Act, or risk losing federal and state funding. These services support the Department and County goal of ensuring all people in the community enjoy healthy, successful and productive lives, and have access to the basic necessities.

OTHER AGENCY INVOLVEMENT/IMPACT

This contract was developed in partnership with NCCD and County Counsel has reviewed and approved the contract as to legal form and effect.

FINANCIAL CONSIDERATIONS

The total cost of the contract is \$215,224 over two years. This amount is slightly lower than the cost for the prior two (2) year contract due to a decrease in the number of program reports received from NCCD. The annual cost for each fiscal year will be \$109,062 in FY 2013-2014 and \$106,162 in FY 2014-2015. The contract expenditure for FY 2013-2014 is included in the department's adopted budget and will be included again in FY 2014-2015. The contract has no additional impact on the General Fund.

Agency	Actual FY 11-12	Budgeted FY 12-13	Budgeted FY 13-14	Budgeted FY 14-15	Notes	Sharing Ratios		
						Fed	St	Co
NCCD	\$ 38,975	\$ 38,975	\$ 40,500	\$ 40,500	SafeMeasures	42%	58%	0%
	\$ 69,739	\$ 69,739	\$ 68,562	\$ 65,662	SDM	42%	58%	0%
Totals	<u>\$108,714</u>	<u>\$108,714</u>	<u>\$109,062</u>	<u>\$106,162</u>				

RESULTS

Fiscal Year 11-12

SafeMeasures:

NCCD provided real-time reports that addressed referrals, investigations, emergency response, family maintenance, family reunification and permanent placement to ensure Child Welfare Services (CWS) provided services in compliance with the State's Division 31 regulations and Federal statutes.

Structured Decision Making (SDM):

NCCD maintained a database of participant information submitted by the County using designated forms for Child Welfare Services (CWS), Participant Services and Substitute Care Providers (SCP) and provided reports and training based on findings.

- NCCD maintained and supported identified SDM web applications used by County for the entire year.
- NCCD provided six (6) SDM management reports in Prevention Services using data collected for CWS (2), CalWORKs (2), and Substitute Care Provider (2).
- NCCD provided two 2-day of on-site SDM technical assistance training for CWS, PS, and SCP module implementation.

Fiscal Year 12-13

SafeMeasures:

NCCD provided real-time reports that addressed referrals, investigations, emergency response, family maintenance, family reunification and permanent placement to ensure Child Welfare Services (CWS) provided services in compliance with the State's Division 31 regulations and Federal statutes.

Structured Decision Making (SDM):

NCCD maintained a database of participant information submitted by the County using designated forms for Child Welfare Services (CWS), Participant Services and Substitute Care Providers (SCP) and provided reports and training based on findings.

- NCCD maintained and supported identified SDM web applications used by County for the entire year.
- NCCD provided provide six (6) SDM management reports in Prevention Services using data collected for CWS (2), CalWORKs (2), and Substitute Care Provider (2).
- NCCD will provide two (2), on-site SDM technical assistance visits on June 25-28, 2013 as outlined in the contract scope-of-work. *This outcome will be reported on July 20, 2013.*

FY 13-14

SafeMeasures:

NCCD, upon request, will provide real-time, web-based reports addressing referrals, investigations, emergency response, family maintenance, family reunification and permanent placement to ensure CWS are providing services in compliance with the State's Division 31 regulations and Federal statutes.

Structured Decision Making (SDM):

- NCCD will maintain and support identified SDM web applications used by County.
- NCCD will provide four (4) SDM management reports that will each include information about program implementation such as assessment completion rates, descriptive information and implementation integrity information. The number and type of reports produced will include: 2 Child Welfare Services (CWS) Reports, 1 Participant Service (PS) Reports, and 1 Substitute Care Provider (SCP) Reports.
- NCCD will provide two, 2-days of on-site SDM technical assistance training for CWS, PS, and/or SCP module implementation as requested by County.

FY 14-15

SafeMeasures:

NCCD, upon request, will provide real-time, web-based reports addressing referrals, investigations, emergency response, family maintenance, family reunification and permanent placement to ensure CWS are providing services in compliance with the State's Division 31 regulations and Federal statutes.

Structured Decision Making (SDM):

- NCCD will maintain and support identified SDM web applications used by County.
- NCCD will provide five (5) SDM management reports that will each include information about program implementation such as assessment completion rates, descriptive information and implementation integrity information. The number and type of reports produced will include: 2 Child Welfare Services (CWS) Reports, 1 Participant Service (PS) Report, 1 Substitute Care Provider (SCP) Report, and 1 Adult Protective Services (APS) Report.
- NCCD will provide two, 2-days of on-site SDM technical assistance training for CWS, PS, and/or SCP module implementation as requested by County.

ATTACHMENTS

1. NCCD Clerk's File Statement