

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

(1) DEPARTMENT Social Services	(2) MEETING DATE 7/14/2015	(3) CONTACT/PHONE Trish Avery Caldwell (805) 788-2601	
(4) SUBJECT Request to approve a FY 2015-16 through FY 2016-17 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 \$195,500. All Districts.			
(5) RECOMMENDED ACTION It is recommended that the 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 FY 2015-16 through FY 2016-17 in the total amount of \$195,500.			
(6) FUNDING SOURCE(S) Federal: 50% State: 50%	(7) CURRENT YEAR FINANCIAL IMPACT FY 15-16: \$ 97,750 FY 16-17: \$ <u>97,750</u> Total: \$195,500	(8) ANNUAL FINANCIAL IMPACT FY 15-16: \$ 97,750 FY 16-17: \$ <u>97,750</u> Total: \$195,500	(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) 19001537		(13) BUDGET ADJUSTMENT REQUIRED? BAR ID Number: <input type="checkbox"/> 4/5 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>July 16, 2013</u>	
(17) ADMINISTRATIVE OFFICE REVIEW Morgan Torell			
(18) SUPERVISOR DISTRICT(S) All Districts			

# County of San Luis Obispo



TO: Board of Supervisors

FROM: Social Services/Trish Avery Caldwell  
(805) 788-2601

DATE: 7/14/2015

SUBJECT: Request to approve a FY 2015-16 through 2016-17 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 \$195,500. All Districts.

## **RECOMMENDATION**

It is recommended that the 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 FY 2015-16 through FY 2016-17 in the total amount of \$195,500.

## **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.

### **SafeMeasures**

In 1993, NCCD created the Children's Research Center (CRC) division 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 plan, case plan status, case plan contacts, Structured Decision Making (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.

## **Structured Decision Making – Child Welfare Services**

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 child maltreatment 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.

The County has also been using SDM for Family Prevention Services (FPS), but will begin using the State developed Online CalWORKs Appraisal Tool (OCAT) starting in 2015 in its place. 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 began using the FPS SDM screening assessment to identify CalWORKs families that could benefit from child maltreatment prevention services. Since implementation of the FPS, the County has had many successes working with families and providing preventative services to keep families together. However in 2014 the California Department of Social Services (CDSS) also noticed a relationship between the two populations and developed the OCAT which will be used by all counties to complete an in-depth appraisal for CalWORKs participants. The results of the CDSS appraisal will be used to provide resources and services to strengthen the family. Based on the availability of the new State in-depth appraisal tool, the DSS will no longer need to contract for the FPS SDM assessment since it will be using OCAT.

## **Structured Decision Making – Adult Protective Services**

The SDM assessment tool has been successful in assisting staff working with CWS and CalWORKs families so in 2014 the County expanded 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. Another outcome of implementing the APS SDM assessment is to increase consistency and accuracy when assessing vulnerable adults.

According to the National Institute on Aging (NIA), California has one of the highest senior citizen populations in the United States [National Institute on Aging, ([www.nia.nih.gov](http://www.nia.nih.gov)), Newsroom, Article, 65+ in the United States: 2005] and in San Luis Obispo County, seniors over the age of 60 were the fastest growing group in 2012 according to the 2013 Action for Health Communities Report ([www.actionslo.org](http://www.actionslo.org)). With a large senior population there is also a greater need for APS. Based on County APS records, there was a twenty five percent (25%) increase in APS referrals in 2013. Specifically, the County received an average of eighty seven (87) referrals per month in 2011, an average of ninety seven (97) referrals per month in 2012, and an average of one hundred twenty two (122) referrals per month in 2013.

DSS APS Referrals		
Year	Average Monthly Referrals	Percentage Increase over Prior Year
2011	87	n/a
2012	97	11%
2013	122	25%

Of these referrals eighty five percent (85%) were assigned an in-person investigation while the other fifteen percent (15%) were handled over the phone as an "Information and Referral" (I&R) by the Intake APS Social Worker (SW) based on the information given and an APS investigation was not opened. Reasons for being handled as an I&R include receiving a referral request for assisted living for an elderly family member, needing other community supports such as counseling, drug and alcohol services, domestic violence resources, 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 continue to increase as mandated reporting continues to grow and the population ages. The SDM assessment uses 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 while providing the APS SW with a standardized tool that builds in consistency. The SDM tool for APS is being implemented in SLO County starting in July 2015, and will assist the on-call SW to assess correctly the emergency need for these calls during After Hours.

**Contract**

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 \$195,500 over two years. This amount is slightly lower than the cost for the prior two (2) year contract due to NCCD no longer providing Family Prevention Services (FPS) reports for the CalWORKs program. The annual cost for each fiscal year will be \$97,750. The contract expenditure for FY 2015-16 is included in the department's adopted budget and will be included again in FY 2016-17. The contract has no additional impact on the General Fund.

Agency	Budgeted FY 13-14	Budgeted FY 14-15	Budgeted FY 15-16	Budgeted FY 16-17	Notes	Sharing Ratios		
						Federal	State	Co
NCCD	\$ 40,500	\$ 40,500	\$ 40,500	\$ 40,500	SafeMeasures	50%	50%	-
	<u>\$ 68,562</u>	<u>\$ 65,662</u>	<u>\$ 57,250</u>	<u>\$ 57,250</u>	SDM	50%	50%	-
<b>Totals</b>	<u><b>\$109,062</b></u>	<u><b>\$106,162</b></u>	<u><b>\$ 97,750</b></u>	<u><b>\$97,750</b></u>				

**RESULTS**

**Fiscal Year 13-14**

***SafeMeasures***

In FY 13-14, 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)***

In FY 13-14, 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.

In FY 13-14, NCCD maintained and supported identified SDM web applications used by County for the entire year.

In FY 13-14, NCCD provided four (4) SDM management reports in Prevention Services using data collected for CWS (2), CalWORKs (1), and Substitute Care Provider (1).

In FY 13-14, NCCD provided a 4-day of on-site SDM technical assistance training for CWS, PS, and SCP module implementation in September 2014 per County request.

### **Fiscal Year 2014-15**

#### ***SafeMeasures***

In FY 14-15, 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)***

In FY 14-15, 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.

In FY 14-15, NCCD maintained and supported identified SDM web applications used by County for the entire year.

In FY 14-15, NCCD provided five (5) SDM management reports in Prevention Services using data collected for CWS (2), CalWORKs (1), Substitute Care Provider (1) and Adult Protective Services (1).

In FY 14-15, NCCD provided one (1) of two (2), on-site SDM technical assistance visits on March 9, 2015. The second on-site training will occur prior to the end of the contract which is June 30, 2015 and will be reported on the final quarterly report due July 20, 2015.

### **Fiscal Year 2015-16**

#### ***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 Substitute Care Provider (SCP) Reports, and 1 Adult Protective Services (APS) reports.

NCCD will provide two, 2-days of on-site SDM technical assistance training for CWS, SCP, and/or APS module implementation as requested by County.

## **Fiscal Year 2016-17**

### ***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. Clerk's File Statement for Contract with NCCD