



SUMMARY REPORT

Agenda Date: 8/20/2019

To: Sonoma County Board of Supervisors

Department or Agency Name(s): Human Services

Staff Name and Phone Number: Oscar Chavez, 565-3812 or Kellie Noe, 565-5849

Vote Requirement: Majority

Supervisorial District(s): All

Title:

Social Solutions Global, Inc. Contract Amendment

Recommended Action:

Authorize the Director of the Human Services Department to execute a written Amendment lengthening the current contract with Social Solutions Global, Inc. by one year-- from 5 to 6 years for a term ending on June 30, 2024, and a total not to exceed \$629,660, in order to continue to better align the work of internal and external partners with the goal to improve client and population level outcomes.

Executive Summary:

Social Solutions Global, Inc. hosts, maintains and provides technical support for the cloud-based software Apricot used by the Human Services Department Upstream Investments Initiative since 2014. Sonoma County, as an exemplar community, met the qualifications for the grant that Social Solutions Global, Inc. received, providing a reduction in the cost for the Apricot software and support along with the addition of further functionality for improved product performance and enhanced reporting.

The Upstream Investments Initiative promotes strategies proven to prevent social problems and improve community health and well-being. In 2014, Upstream Investments secured an online, cloud-based database software, Apricot, to support the sharing of information with and between participating partners. The system allows cross sector partners to easily collect, manage, and review client information to better understand which program offerings positively impact the lives of families, youth, children and adults. The Apricot database system also provides a platform for sharing data across organizations. By tracking progress in the same way, Upstream partners establish universal metrics to monitor contract performance and implement continuous improvement.

Sharing data across both County departments and community organizations increases understanding of complex client needs, improves quality coordination of services, reduces redundancy of efforts and maximizes resources.

Discussion:

Beginning in 2014, the Board of Supervisors approved the Human Services Department (HSD) to enter into an Agreement to purchase the use of an online, cloud-based database, to pay for the system's hosting and maintenance, and to pay for the customization of the system. HSD's Upstream Investments currently works with several groups of partners to collect and share client data and program outcomes using Apricot software

as the system to share data. The Apricot database functions as a shared outcomes measurement system as it provides a platform for the collection of shared data sets across organizations. For example, reports are generated to determine effective practices within the Keeping Kids in School Initiative. These data are analyzed and shared with partners with similar goals of improving school attendance. In addition, these data have been used to garner additional funding for the program.

Apricot allows system users to log in via the internet with secure passwords to enter client data, eliminating the need to purchase and install software on individual computers. The system allows for timely service provision, improved communication between County staff and community partners, and allows for analysis of effective program strategy implementation. Once data is entered online, users have real time access to the information. For example, if a case worker at Child Parent Institute enters case notes about a family in counseling, a social worker at the HSD Family, Youth & Children's Division (FY&C) can immediately review the case notes to monitor family participation. In addition, the outcome data collected by FY&C are used for contractor performance management. Moving forward, Apricot can be used to support additional outcome evaluations and the performance of contracts in alignment with the County Contracting Principles. Through Apricot, County departments and community based organizations are able to share data and track common outcomes.

The Apricot system currently supports cross-agency users for the following projects:

- Road to Early Achievement and Development of Youth (READY) Project: data sharing between HSD and school sites to measure impact of quality early learning on kindergarten readiness
- Keeping Kids in School Initiative: data sharing between Seneca, school sites, and the Probation Department to measure impact of truancy prevention services on student attendance
- Violence Prevention Partnership: data sharing between gang prevention service providers and the City of Santa Rosa to track youth participation, needs, and referrals in real time
- Child Abuse Prevention Services (CAPS): data sharing and referral system between FY&C and the six CAPS funded community providers of child maltreatment prevention services.
- Housing Assistance Response Team (HART): data sharing between HSD housing programs to track referrals, victim advocacy efforts, and outcomes for families seeking housing in the wake of domestic violence.

With the Board's approval, Upstream Investments will continue to implement the above projects and look for additional opportunities to expand Apricot's usage. Upstream staff are currently exploring additional projects within HSD and with the Career Technical Education Foundation. The Social Solutions Global, Inc. contract and Apricot system are reviewed bi-annually by the Upstream team to ensure appropriate usage of the system based on cost and product performance.

The total contract amount of original 5 year Agreement was \$635,610. The proposed Amendment extends the current Agreement by one year from a 5 to 6 year Agreement for a total contract amount of \$629,660, a total cost reduction of \$5,950 for the life of the contract. However, since the proposed Amendment extends the Agreement by one year (to 6 years rather than 5), the annual cost of Apricot over the length of the contract is reduced from \$127,122 to \$104,943. Adding another year at the annual amount of the original contract would have brought the total cost for 6 years to \$762,732. The proposed Amendment continues existing services and provides additional functionality through June 30, 2024.

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Prior Board Actions:

July 12, 2016: Board authorized the Director of the Human Services Department to execute an Agreement and Amendment with Social Services Solutions, Inc.

FISCAL SUMMARY

Expenditures	FY 19-20 Adopted	FY20-21 Projected	FY 21-22 Projected
Budgeted Expenses	99,250	97,119	99,547
Additional Appropriation Requested			
Total Expenditures	99,250	97,119	99,547
Funding Sources			
General Fund/WA GF			
State/Federal	99,250	97,119	99,547
Fees/Other			
Use of Fund Balance			
Contingencies			
Total Sources	99,250	97,119	99,547

Narrative Explanation of Fiscal Impacts:

The Human Services Department received a cost reduction due to a grant received by Social Solutions.

Staffing Impacts:			
Position Title (Payroll Classification)	Monthly Salary Range (A-I Step)	Additions (Number)	Deletions (Number)

Narrative Explanation of Staffing Impacts (If Required):

N/A

Attachments:

Amendment

Related Items "On File" with the Clerk of the Board:

None