



SUMMARY REPORT

Agenda Date: 8/4/2020

To: 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): Countywide

Title:

Social Solutions Global, Inc. Contract Amendment

Recommended Action:

Authorize the Director of the Human Services Department to execute an amendment to increase the contract amount with Social Solutions Global, Inc. by \$89,670 for a total contract amount not to exceed \$719,330.

Executive Summary:

Since 2014, Social Solutions Global, Inc. has hosted, maintained and provided technical support for the cloud-based software Apricot, which is used and managed by the Human Services Department (HSD) Upstream Investments Initiative. Apricot software provides a data management system that allows for data centralization among multiple partners, impact reporting to prove program effectiveness, and more efficient service delivery. The Apricot system currently supports cross-agency users for five collaborative projects that include County government, City government and numerous non-profit partners.

With the Board's approval of a contract amendment for an additional \$89,670, Upstream Investments will be able to increase the number of users on the five collaborative projects that currently use Apricot software, as well as expand to use Apricot to manage client referrals, cases and aggregate outcomes for two housing programs: CalWORKS Housing Support Program (HSP) and The Housing and Disability Advocacy Program (HDAP).

Discussion:

Beginning in 2014, the Board of Supervisors approved HSD to enter into an agreement to purchase the cloud-based Apricot database, and to pay for the system's hosting, maintenance, and customization.

HSD's Upstream Investments currently works with several collaboratives to collect and share client data and program outcomes using Apricot software as the data management software. 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 are 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, outcome data collected by FY&C are used for contractor performance management.

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 the 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 the impact of truancy prevention services on student attendance.
- Violence Prevention Partnership: data sharing between 10-12 gang and community violence prevention service providers, and the City of Santa Rosa to track youth & family 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 with additional users as projects grow, as well as expand to use Apricot to manage housing projects that involve cross collaboration among social service agencies and housing providers for a more holistic approach to service delivery. Currently, HSD plans to use Apricot to manage client referrals, cases and aggregate outcomes for two housing programs: CalWORKS Housing Support Program (HSP) and the Housing and Disability Advocacy Program (HDAP), and may expand to include additional housing programs in the future. Apricot maintains and regularly updates a Homeless Management Information System (HMIS) plug-in that allows for seamless data exports and imports between Apricot and the HMIS software solution selected by the local Continuum of Care. By purchasing and utilizing the Apricot HMIS plug-in, HSD and our service partners receive a flexible case management and outcomes tracking system, while also employing a cost-effective solution that allows HSD to share data with the local CoC and comply with HUD's data collection, management and reporting standards.

The proposed amendment increases the contract amount by \$89,670 which will add up to 40 additional users, a housing HMIS plug-in, and up to 15 HMIS users, for a total contract amount not to exceed \$719,330. The contract period remains the same, beginning July 1, 2018 and ending June 30, 2024.

Prior Board Actions:

August 20, 2019: Authorized the Director of the Human Services Department to execute Amendment #2 with Social Solutions Global, Inc.

July 12, 2016: Authorized the Director of the Human Services Department to execute an Agreement and Amendment #1 with Social Solutions Global, Inc.

FISCAL SUMMARY

Expenditures	FY 20-21 Adopted	FY21-22 Projected	FY 22-23 Projected
Budgeted Expenses	120,232	121,187	124,216
Additional Appropriation Requested			
Total Expenditures	120,232	121,187	124,216
Funding Sources			
General Fund/WA GF			
State/Federal	120,232	121,187	124,216
Fees/Other			
Use of Fund Balance			
Contingencies			
Total Sources	120,232	121,187	124,216

Narrative Explanation of Fiscal Impacts:

The additional cost of \$23,113 --which is the first-year cost of the 4-year amendment totaling \$89,670-- for Apricot software licensing has been accommodated in the FY2020-2021 HSD budget based on allocation of the aforementioned licenses as needed by the various units within the departmental divisions. The \$23,113 cost is already imbedded in the \$120,232 approved for FY 20-21. HSD divisions budgeting funds for Apricot include: (1) the Program Research, Evaluation, & Engagement (PREE) Unit; (2) the Family, Youth & Children Division; and (3) the Employment & Training Division. Thus, the annualized cost of \$120,232 for Apricot software licensing in FY 20-21 is included in the adopted budget. There is no cost to county General Fund.

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