



# County of Monterey

**Item No.**

## Board Report

Board of Supervisors  
Chambers  
168 W. Alisal St., 1st Floor  
Salinas, CA 93901

**Legistar File Number: A 25-183**

**June 03, 2025**

**Introduced:** 5/16/2025

**Current Status:** Agenda Ready

**Version:** 1

**Matter Type:** BoS Agreement

- a. Approve and authorize the Director or designee of the Department of Social Services to sign a nonstandard agreement with Evident Change for access to the SafeMeasures reporting service for the Child Welfare Case Management System, including nonstandard indemnification and liability provisions, retroactive to May 1, 2025 for the period of May1, 2025 through April 30, 2029, in the amount of \$257,729; and
- b. Authorize the Director or designee of the Department of Social Services to sign up to three amendments to this Agreement where the total amendments do not exceed 10% (\$25,773) of the amended contract amount, do not significantly change the scope of work, and do not exceed the maximum aggregate amount of \$283,502.

### RECOMMENDATION:

It is recommended that the Board of Supervisors:

- a. Approve and authorize the Director or designee of the Department of Social Services to sign a nonstandard agreement with Evident Change for access to the SafeMeasures reporting service for the Child Welfare Case Management System, including nonstandard indemnification and liability provisions, retroactive to May 1, 2025 for the period of May1, 2025 through April 30, 2029, in the amount of \$257,729; and
- b. Authorize the Director or designee of the Department of Social Services to sign up to three amendments to this Agreement where the total amendments do not exceed 10% (\$25,773) of the amended contract amount, do not significantly change the scope of work, and do not exceed the maximum aggregate amount of \$283,502.

### SUMMARY/DISCUSSION:

This Agreement allows the Department of Social Services (DSS) to continue to use SafeMeasures, an internet-based subscription reporting service which uses analytics to help Social Service agencies achieve better outcomes, improve service, and operate efficiently.

SafeMeasures has been effective at allowing DSS to monitor service delivery activity by navigating a set of reports which allow staff to estimate current workload demand, plan more effective service interventions, and monitor certain performance indicators established by State and Federal regulatory requirements. In addition, it includes case-level quality control displays that DSS employs to improve compliance with state and federal performance audits.

Due to the specialized nature of the services, the Department recommends approval of this agreement which includes nonstandard indemnification and liability provisions.

Due to the ongoing California Department of Social Services CARES project, there was uncertainty regarding the potential duplication of data services provided by Evident Change. To avoid paying twice for the same or overlapping services, it was necessary for both Evident Change and the Department to collaborate and clarify the scope, timing, and features of the services to be provided. This coordination caused a delay in finalizing the contract, as we needed to ensure that contract dates did not overlap with the CARES project and that the services would be complementary rather than duplicative. As a result, the contract is being submitted with a retroactive start date to align with the agreed-upon scope and ensure continuity of services.

OTHER AGENCY INVOLVEMENT:

The Office of County Counsel has reviewed and approved the Agreements as to form, as has the Auditor-Controller's Office as to financial provisions.

FINANCING:

Funding for this Agreement is provided by Social Services federal, state, and realignment revenues. Sufficient appropriations and revenues for SOC005 are included in the FY 2025-2026 Recommended Budget. Future year funding will be incorporated into the corresponding budget process.

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

This agreement correlates to the Administration and Health and Human Services Strategic Initiatives adopted by the Board of Supervisors by allowing the Department to plan more effective service interventions and improve services to customers while maintaining appropriate staffing levels and compliance with State and Federal regulatory requirements.

Check the related Board of Supervisors Strategic Initiatives:

- ☐ Economic Development
- ☐ Administration
- ☒ Health & Human Services
- ☐ Infrastructure
- ☐ Public Safety

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Approved by: Roderick Franks, Director, x4430

Attachments: Agreement

The proposed agreement is on file with Clerk of the Board as an attachment to this Board Report.