



County of Monterey

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

Legislation Details (With Board Report)

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|-----------------------|--|----------------------|----------------------|
| File #: | A 17-500 | Name: | Social Solutions ETO |
| Type: | BoS Agreement | Status: | Consent Agenda |
| File created: | 12/8/2017 | In control: | Board of Supervisors |
| On agenda: | 1/9/2018 | Final action: | |
| Title: | a. Approve and authorize the Director of the Department of Social Services to sign an agreement with Social Solutions Global, Inc. for \$45,158.40 to provide licenses, training and support for the Efforts to Outcomes software retroactive to July 1, 2017 through June 30, 2018; and b. Authorize the Director of the Department of Social Services to sign up to three (3) amendments to the agreement where the total amendments do not exceed 10% (\$4,515) of the original contract amount, and do not significantly change the terms of the agreement. | | |
| Sponsors: | | | |
| Indexes: | | | |
| Code sections: | | | |
| Attachments: | 1. Board Report, 2. Social Solutions Quote 2017-11723, 3. Master Services Agreement, 4. Rider to Master Services Agreement, 5. Completed Board Order, 6. Fully Executed Agreement between the County of Monterey and Social Solutions, 7. Fully Executed Agreement between the County of Monterey of Social Solutions | | |

| Date | Ver. | Action By | Action | Result |
|------|------|-----------|--------|--------|
|------|------|-----------|--------|--------|

- a. Approve and authorize the Director of the Department of Social Services to sign an agreement with Social Solutions Global, Inc. for \$45,158.40 to provide licenses, training and support for the Efforts to Outcomes software retroactive to July 1, 2017 through June 30, 2018; and
- b. Authorize the Director of the Department of Social Services to sign up to three (3) amendments to the agreement where the total amendments do not exceed 10% (\$4,515) of the original contract amount, and do not significantly change the terms of the agreement.

RECOMMENDATION:

It is recommended that the Board of Supervisors:

- a. Approve and authorize the Director of the Department of Social Services to sign an agreement with Social Solutions Global, Inc. for \$45,158.40 to provide licenses, training and support for the Efforts to Outcomes software retroactive to July 1, 2017 through June 30, 2018; and
- b. Authorize the Director of the Department of Social Services to sign up to three (3) amendments to the agreement where the total amendments do not exceed 10% (\$4,515) of the original contract amount, and do not significantly change the terms of the agreement.

SUMMARY/DISCUSSION:

The Department of Social Services (DSS) has been using Social Solutions Global's (SSG) software, known as Efforts to Outcomes (ETO), for the past 10 years to support sub-contractors in tracking and reporting services provided to Family & Children's Services clients. The use of the software has been extended to support AB109 and Probation Department efforts in also tracking their service providers. ETO software allows for the implementation of client tracking that is program/contract specific, and promotes the use of data to track service and improve effectiveness.

Through use of the ETO software, DSS has supported its contracted partners in Pathways to Safety (a primary prevention program for families referred to Child Protective Services); CHERISH (a children's receiving center); Wraparound (a program aimed at keeping children in their placement and out of congregate care); Welfare-to-Work through Pathways to Employment (a program to engage families pending sanctions); and Probation. These programs have instant access to data to inform day to day practices, conduct quality assurance and monitor services.

DSS recommends your Board approve the nonstandard liability provisions contained in this software agreement. While the terms are not standard to the County, they are standard to the software industry and will allow DSS to continue use of a software platform that has a 10-year history of successful outcomes.

This agreement was delayed in being brought forward for Board review prior to the term start date due to the late receipt of the agreement from SSG, lack of response from SSG during negotiations, SSG staff turnover, and extended negotiations with various SSG staff. The Department brought forward the agreement for approval once the revised agreement was received from SSG.

OTHER AGENCY INVOLVEMENT:

The Auditor-Controller and Purchasing have reviewed and approved this Agreement. County Counsel has approved the agreement as to form. Risk Management has reviewed but cannot approve the nonstandard liability provisions

FINANCING:

Funding for this agreement is provided through Federal, State, and realignment funds. Sufficient appropriations and estimated revenues in SOC005 are included in the FY 2017-18 Adopted Budget.

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

This Agreement correlates to the Health & Human Services Strategic Initiative adopted by the Board of Supervisors by allowing the Department to improve the quality of life for children at risk of abuse and neglect by expanding the Department's ability to work in collaboration with the community to provide early and meaningful interventions for families.

Mark a check to the related Board of Supervisors Strategic Initiatives

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

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Approved by: Elliott Robinson, Director Social Services, x4430]

Attachments:

Social Solutions Quotation, Social Solutions Master Service Agreement, Rider to Master Service Agreement.

Proposed agreement is filed with Clerk of the Board as an attachment to this Board Report