



County of San Mateo

Inter-Departmental Correspondence

Department: HUMAN SERVICES AGENCY

File #: 23-1017

Board Meeting Date: 12/12/2023

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors
From: Claire Cunningham, Director, Human Services Agency
Subject: Agreement with StarVista for Differential Response Services

RECOMMENDATION:

Adopt a resolution authorizing an agreement with StarVista to provide differential response services for the term of December 6, 2023 through December 5, 2026 in the amount of \$3,919,503.

BACKGROUND:

Differential Response (DR) is a prevention and early-intervention strategy provided to family units to reduce child abuse and neglect. It provides for a holistic, flexible, and customized approach to reports of child abuse or neglect within identified response paths based on an assessment of safety and risk to determine the strengths and needs of the child and the child's family. Family participation in DR services is voluntary.

On July 17, 2023 the Human Services Agency (HSA) released a Request for Proposals (RFP) to identify a DR provider and StarVista was selected based on the evaluation criteria scoring for organizational experience and capacity as well as quality assurance, performance, and outcomes.

DISCUSSION:

Under this agreement, StarVista will provide early intervention services for children and families at-risk of entering the child welfare system as referred by Children and Family Services (CFS). Services will include but are not limited to assessing a family's needs, providing coaching and counseling to families using evidence-based parenting and family support models, and referring to and collaborating with community-based organizations (CBOs) to meet the family's basic and other identified needs. For reference, during the 2022 to 2023 fiscal year, a total of 676 referrals were directed to Differential Response.

The resolution contains the County's standard provision allowing the HSA Director to amend the County's fiscal obligation by a maximum of \$25,000 (in aggregate).

The agreement has been reviewed and approved by County Attorney as to form.

PERFORMANCE MEASURE:

Measure	FY 2023-24 Anticipated	FY 2024-25 Target	FY 2025-26 Target
Based on Child Welfare Services/Case Management System (CWS/CMS) disposition data, the percent of families who were referred to DR that have no substantiated re-referral of abuse or neglect within 12 months of intervention	80%	82%	85%
Based on CWS/CMS disposition data, the percentage of families receiving DR services who will remain intact	95%	95%	95%

FISCAL IMPACT:

The term of the agreement is December 6, 2023 through December 5, 2026. The amount of the agreement is not to exceed \$3,919,503. The total obligation of this agreement is anticipated to be funded 80% through Child Welfare System Outcome Improvement Projects (CWSOIP), via State Realignment and 20% Net County Cost. Funds for these services are included in the FY 2023-24 Adopted Budget. Similar arrangements will be used for the FY 2024-26 budget years.