



# County of San Mateo

## Inter-Departmental Correspondence

---

**Department:** HUMAN SERVICES AGENCY

**File #:** 16-331

Board Meeting Date: 6/27/2017

---

**Special Notice / Hearing:** None  
**Vote Required:** Majority

**To:** Honorable Board of Supervisors  
**From:** Iliana Rodriguez, Director, Human Services Agency  
**Subject:** Amendment to the Agreement with StarVista for Differential Response Case Management Services

**RECOMMENDATION:**

Adopt a resolution authorizing an amendment to the agreement with StarVista for Differential Response Case Management services in the south and central regions, extending the term by four months to October 31, 2017 and increasing the amount by \$276,383 to an amount not to exceed \$3,999,991.

**BACKGROUND:**

On February 12, 2013, the Board of Supervisors approved an agreement with StarVista by resolution 072376 for the term of January 1, 2013 through December 31, 2015 in an amount not to exceed \$2,415,000 for Differential Response Case Management services. Subsequent amendments increased the amount of the agreement by \$1,308,608 and extended the term to June 30, 2017 to incorporate cost of living adjustments and additional funds to allow the Human Services Agency to reevaluate the priority populations of Differential Response.

Differential Response (DR) is a county-wide evidence-based early intervention strategy designed to improve outcomes for children and families involved with Child Welfare. DR offers multiple paths for ensuring child safety. Path 1, or Community Partner Response, is utilized when the allegations of abuse or neglect indicate a low risk of harm to a child and a Child Welfare response is not required. Path 2, or Joint Response, is selected when it is determined that there is low to moderate risk of harm to the child, but the family could benefit from engaging in community services. Path 3, Child and Family Services' Immediate Response, involves a response from Child Welfare to assess the safety of a child.

**DISCUSSION:**

The Human Services Agency (HSA) is requesting to enter into a third amendment with StarVista to extend the term of the agreement by four (4) months and add funds. The extension set forth in this amendment is needed to ensure the continuation of DR services while HSA completes the evaluation

of the program and the Request for Proposals (RFP) process is conducted. Accordingly, HSA is submitting for approval this amendment that will increase the current agreement by \$276,383 for a new amount not to exceed \$3,999,991 and extend the term through October 31, 2017.

The agreement and Resolution have been reviewed and approved by County Counsel as to form.

The Contract Compliance Committee has approved a waiver to extend the term of the agreement beyond the three years.

This amendment contributes to the Shared Vision 2025 outcome of a Prosperous Community by providing safe and supportive homes and neighborhoods for children in San Mateo County through the DR early intervention strategy. It is anticipated that 95% of children will be without a substantiated re-referral to Children and Family Services concerning child safety. Additionally, it is anticipated that 85% of families receiving services will remain intact.

**PERFORMANCE MEASURE:**

Measure	FY 2016-17 Actual	FY 2017-18 Projected
Percentage of children without a substantiated re-referral to Children and Family Services concerning child safety.	95%	95%
Percentage of families receiving services that will remain intact.	85%	85%
Percentage of families that will be engaged in identified services (Path 1 & Path 2 respectively)	60% and 70%	65% and 75%

**FISCAL IMPACT:**

This amendment extends the term of the agreement by four (4) months, for a new term of January 1, 2013 through October 31, 2017. The amount is increased by \$276,383 for a total obligation of \$3,999,991. Of the amended amount, it is anticipated that 80% or \$221,106 will be funded by Child Welfare System Outcome Improvement Projects (CWSOIP) via State Realignment, and 20% or \$55,277 is Net County Cost. The \$3,723,608 has been included in the FY 2013-17 Adopted Budgets, and the \$276,383 has been included in FY 2017-18 Recommended Budget.