



London Breed  
Mayor

Carol Isen  
Human Resources Director

Date: September 16, 2022  
 To: The Honorable Civil Service Commission  
 Through: Carol Isen  
 Human Resources Director  
 From: Esperanza Zapien / Johanna Gendelman, HSA  
 Subject: **Personal Services Contracts Approval Request**

This report contains one (1) personal services contracts (PSCs) in accordance with the revised Civil Service Commission (CSC) procedures for processing PSCs that became effective on November 5, 2014.

The services proposed by these contracts have been reviewed by Department of Human Resources (DHR) staff to evaluate whether the requesting departments have complied with City policy and procedures regarding PSCs. The proposed PSCs have been posted on the DHR website for seven (7) calendar days. CSC procedures for processing PSCs require that any appeal of these contracts be filed in the office of the CSC, Executive Officer during the posting period.

No timely appeals have been filed regarding the PSCs contained in this report. These proposed PSCs are being submitted to the CSC for ratification/approval.

DHR has prepared the following cost summary for personal services contracts that have been processed through the Department of Human Resources Fiscal Year 22/23 to date:

Total of this Report	YTD Expedited Approvals FY2022-2023	Total for FY2022-2023
\$300,000	\$101,780,575	\$945,865,353

Esperanza Zapien / Johanna Gendelman  
Human Services  
1650 Mission Street, Ste. 500  
San Francisco, CA 94103  
EZ: (415) 557-5657  
JG: (415) 557-5507

Table of Contents  
PSC Submissions

<b>Regular PSCs</b>	<b>Department</b>	<b>Page</b>
48989 - 21/22	Human Services Agency	1
<b>Modification PSCs</b>	This Section Intentionally Left Blank There Are No PSC Modification	

# POSTING FOR

October 03, 2022

## PROPOSED PERSONAL SERVICES CONTRACTS – REGULAR

<u>PSC</u> <u>No</u>	Dept Designation	PSC Amount	Description of Work	PSC Estimated Start Date	PSC Estimated End Date	Type of Approval
48989 - 21/22	HUMAN SERVICES	\$300,000.00	<p>Scope of Work/Services to be Contracted Out:                      provide a comprehensive case review to identify the strengths and areas of improvement of the current San Francisco Child Welfare system. This review will assess the usage and application of assessments, structured decision making tools (SDM), team decision making (TDM), safety organized practice (SOP), and other practices implemented by the county. The review will include the policy framework as well as supervisory and management oversight.                      Services include:                      1. Review approximately 250-300 referrals/cases, as identified by FCS.                      2. Develop and utilize a standardized case review instrument, which must be approved by the county.                      3. Conduct interviews and focus groups with FCS staff and management as needed.</p>	September 1, 2022	June 30, 2024	REGULAR

**TOTAL AMOUNT \$300,000**

# POSTING FOR

October 03, 2022

## PROPOSED PERSONAL SERVICES CONTRACTS – MODIFICATION

<u>PSC</u>	Dept Designation	PSC Amount	Description of Work	PSC Estimated Start Date	PSC Estimated End Date	Type of Approval
<u>No</u>						

This Section Intentionally Left Blank  
There Are No PSC Modification

TOTAL AMOUNT \$0

**Regular/Continuing/Annual  
Personal Services Contracts**

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: HUMAN SERVICES -- DSS

Dept. Code: DSS

Type of Request:  Initial  Modification of an existing PSC (PSC # \_\_\_\_\_)

Type of Approval:  Expedited  Regular  Annual  Continuing  (Omit Posting)

Type of Service: professional Services

Funding Source: Federal, state and local

PSC Amount: \$300,000

PSC Est. Start Date: 09/01/2022

PSC Est. End Date  
06/30/2024

**1. Description of Work**

A. Scope of Work/Services to be Contracted Out:

Scope of Work/Services to be Contracted Out:

provide a comprehensive case review to identify the strengths and areas of improvement of the current San Francisco Child Welfare system. This review will assess the usage and application of assessments, structured decision

making tools (SDM), team decision making (TDM), safety organized practice (SOP), and other practices

implemented by the county. The review will include the policy framework as well as supervisory and management oversight.

Services include:

1. Review approximately 250-300 referrals/cases, as identified by FCS.
2. Develop and utilize a standardized case review instrument, which must be approved by the county.
3. Conduct interviews and focus groups with FCS staff and management as needed.

B. Explain why this service is necessary and the consequence of denial:

Periodic case reviews are standard practice for Child Welfare and allow the Department to assess the application of various assessments to identify and document service gaps, produce targeted recommendations for policy and practice and improve Continuous Quality Improvement (CGI) initiatives. Denial of services could mean poor quality child welfare services for the families of San Francisco, especially at the front end of hotline and investigation services leading to increased chances of abuse and neglect for the children and youth of San Francisco. The service is necessary to contract in order to have both technical expertise in risk assessment and to be objective, impartial and unbiased in reviewing county practices.

C. Has this service been provided in the past? If so, how? If the service was provided under a previous PSC, attach copy of the most recently approved PSC.  
Previously provided by competitively bid procurement

D. Will the contract(s) be renewed?  
Unlikely

E. If this is a request for a new PSC in excess of five years, or if your request is to extend (modify) an existing PSC by another five years, please explain why.  
not applicable

**2. Reason(s) for the Request**

A. Indicate all that apply (be specific and attach any relevant supporting documents):

Short-term or capital projects requiring diverse skills, expertise and/or knowledge.

B. Explain the qualifying circumstances:

Needed for Continuous quality improvement of Child Welfare practices

**3. Description of Required Skills/Expertise**

A. Specify required skills and/or expertise: Skills and experience in review of child welfare cases and/or experience studying and conducting needs assessments in the field of child welfare is needed. Needs in depth, detailed knowledge of local and national child welfare practices, including Core Practice Model, Strength Based Decision making (SDM) and Safety Organized Practice (SOP)

B. Which, if any, civil service class(es) normally perform(s) this work? 2916, Social Work Specialist;

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: No

**4. If applicable, what efforts has the department made to obtain these services through available resources within the City?**

Case reviews for Continuous Quality Improvement (CQI) are conducted by 2916's. A 2916 does not possess the clinical skills needed for critical assessment including whether facts were correctly applied in decision making tools. Additionally, an external review will have greater objectivity.

**5. Why Civil Service Employees Cannot Perform the Services to be Contracted Out**

A. Explain why civil service classes are not applicable.

The current civil service class that performs Continuous Quality Improvement work (CQI) for the city do not possess Master's level social work clinical skills. The work requires an objective outside perspective and is short term.

B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain. This service is one time only and it would not be practical to create a new class for time limited work. Key to the work is the ability to impartial and unbiased of San Francisco Child welfare systems and civil service was not designed for this level of objectivity.



**6. Additional Information**

- A. Will the contractor directly supervise City and County employee? If so, please include an explanation.  
No.
- B. Will the contractor train City and County employees and/or is there a transfer of knowledge component that will be included in the contact? If so, please explain what that will entail; if not, explain why not.  
No. No training
- C. Are there legal mandates requiring the use of contractual services?  
No.
- D. Are there federal or state grant requirements regarding the use of contractual services? If so, please explain and include an excerpt or copy of any such applicable requirement.  
No.
- E. Has a board or commission determined that contracting is the most effective way to provide this service? If so, please explain and include a copy of the board or commission action.  
No.
- F. Will the proposed work be completed by a contractor that has a current PSC contract with your department? If so, please explain.  
No.

**7. Union Notification:** On 06/27/2022, the Department notified the following employee organizations of this PSC/RFP request:  
SEIU Local 1021

I CERTIFY ON BEHALF OF THE DEPARTMENT THAT THE INFORMATION CONTAINED IN AND ATTACHED TO THIS FORM IS COMPLETE AND ACCURATE:

Name: johanna.gendelman Phone: 415-557-5507 Email: johanna.gendelman@sfgov.org

Address: 1650 Mission Street Suite 500 San Francisco, CA 94103

\*\*\*\*\*

**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 48989 - 21/22

DHR Analysis/Recommendation:

Civil Service Commission Action:

Commission Approval Required

DHR Approved for 10/03/2022

# **Receipt of Union Notification(s)**

## Gendelman, Johanna (HSA)

---

**From:** dhr-psccordinator@sfgov.org on behalf of johanna.gendelman@sfgov.org  
**Sent:** Monday, June 27, 2022 3:28 PM  
**To:** Gendelman, Johanna (HSA); Jason Klumb; Laxamana, Junko (DBI); sarah.wilson@seiu1021.org; thomas.vitale@seiu1021.org; Ricardo.lopez@sfgov.org; Basconcillo, Katherine (PUC); Sandeep.lal@seiu1021.me; pcamarillo\_seiu@sbcglobal.net; Wendy.Frigillana@seiu1021.org; pscreview@seiu1021.org; ted.zarzecki@seiu1021.net; leah.berlanga@seiu1021.org; davidmkersten@gmail.com; xiumin.li@seiu1021.org; Poon, Sin Yee (HSA); david.canham@seiu1021.org; jtanner940@aol.com; Gendelman, Johanna (HSA); DHR-PSCCoordinator, DHR (HRD)  
**Subject:** Receipt of Notice for new PCS over \$100K PSC # 48989 - 21/22

RECEIPT for Union Notification for PSC 48989 - 21/22 more than \$100k

The HUMAN SERVICES -- DSS has submitted a request for a Personal Services Contract (PSC) 48989 - 21/22 for \$300,000 for Initial Request services for the period 09/01/2022 – 06/30/2024. Notification of 30 days (60 days for SEIU) is required.

After logging into the system please select link below, view the information and verify receipt:

<http://apps.sfgov.org/dhrdrupal/node/18807> For union notification, please see the TO: field of the email to verify receipt. If you do not see all the unions you intended to contact, the PSC Coordinator must change the state back to NOT READY, make sure the classes and unions you want to notify are selected and SAVE. Then VIEW the record and verify the list of unions and emails. EDIT the document again , change the state back START UNION NOTIFICATION and SAVE. You should receive the email with all unions to the TO: field as intended

# **Additional Attachment(s)**

## PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: HUMAN SERVICES -- DSSDept. Code: DSSType of Request:  Initial  Modification of an existing PSC (PSC # \_\_\_\_\_)Type of Approval:  Expedited  Regular  Annual  Continuing  (Omit Posting)Type of Service: Family and Children's Services Child Welfare Case reviewFunding Source: local, state and federalPSC Amount: \$100,000PSC Est. Start Date: 08/01/2019PSC Est. End Date 06/30/2020**1. Description of Work****A. Scope of Work/Services to be Contracted Out:**

provide a comprehensive case review to identify the strengths and areas of improvement of the current intake and investigation system. This review will assess the usage and application of assessments, structured decision making tools (SDM), team decision making (TDM), safety organized practice (SOP), and other practices implemented by the county. The review will include the policy framework as well as supervisory and management oversight.

## Services include:

1. Review approximately 250-300 referrals/cases, as identified by FCS.
2. Develop and utilize a standardized case review instrument, which must be approved by the county.
3. Conduct interviews and focus groups with FCS staff and management as needed.

**B. Explain why this service is necessary and the consequence of denial:**

Periodic case reviews are standard practice for Child Welfare and allow the Department to assess the application of various assessments to identify and document service gaps, produce targeted recommendations for policy and practice and improve Continuous Quality Improvement (CGI) initiatives. Denial of services could mean poor quality child welfare services for the families of San Francisco, especially at the front end of hotline and investigation services leading to increased chances of abuse and neglect for the children and youth of San Francisco. The service is necessary to contract in order to have both technical expertise in risk assessment and to be objective, impartial and unbiased in reviewing county practices.

**C. Has this service been provided in the past? If so, how? If the service was provided under a previous PSC, attach copy of the most recently approved PSC.**

This service has not been provided in the past

**D. Will the contract(s) be renewed?**

No. It is a one time service to review current practices.

**E. If this is a request for a new PSC in excess of five years, or if your request is to extend (modify) an existing PSC by another five years, please explain why.**

not applicable

**2. Reason(s) for the Request**

A. Indicate all that apply (be specific and attach any relevant supporting documents):

- Immediately needed services to address unanticipated or transitional situations, or services needed to address emergency situations.
- Short-term or capital projects requiring diverse skills, expertise and/or knowledge.
- Circumstances where there is a demonstrable potential conflict of interest (e.g., independent appraisals, audits, inspections, third party reviews and evaluations).

B. Explain the qualifying circumstances:

HSA needs to conduct a review of existing child welfare practices and procedures quickly because existing practices impact current and future child welfare calls and investigations. It is important to have an outside perspective, free from a predisposition toward existing practices. The work will be short term and will run from 6-10 months.

**3. Description of Required Skills/Expertise**

- A. Specify required skills and/or expertise: Skills and experience in review of child welfare cases and/or experience studying and conducting needs assessments in the field of child welfare is needed. Needs in depth, detailed knowledge of local and national child welfare practices, including Core Practice Model, Strength Based Decision making (SDM) and Safety Organized Practice (SOP)
- B. Which, if any, civil service class(es) normally perform(s) this work? 2916, Social Work Specialist;
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: No

**4. If applicable, what efforts has the department made to obtain these services through available resources within the City?**

Case reviews for Continuous Quality Improvement (CQI) are conducted by 2916's. A 2916 does not possess the clinical skills needed for critical assessment including whether facts were correctly applied in decision making tools. Additionally, an external review will have greater objectivity.

**5. Why Civil Service Employees Cannot Perform the Services to be Contracted Out**

- A. Explain why civil service classes are not applicable.  
The current civil service class that performs Continuous Quality Improvement work (CQI) for the city do not possess Master's level social work clinical skills. The work requires an objective outside perspective and is short term.
- B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain. This service is one time only and it would not be practical to create a new class for time limited work. Key to the work is the ability to impartial and unbiased of San Francisco Child welfare systems and civil service was not designed for this level of objectivity.

**6. Additional Information**

- A. Will the contractor directly supervise City and County employee? If so, please include an explanation.  
No.
- B. Will the contractor train City and County employees and/or is there a transfer of knowledge component that will be included in the contact? If so, please explain what that will entail; if not, explain why not.  
No. N/A

- C. Are there legal mandates requiring the use of contractual services?  
No.
- D. Are there federal or state grant requirements regarding the use of contractual services? If so, please explain and include an excerpt or copy of any such applicable requirement.  
No.
- E. Has a board or commission determined that contracting is the most effective way to provide this service? If so, please explain and include a copy of the board or commission action.  
No.
- F. Will the proposed work be completed by a contractor that has a current PSC contract with your department? If so, please explain.  
No.

**7. Union Notification:** On 07/05/2019, the Department notified the following employee organizations of this PSC/RFP request:  
SEIU Local 1021

I CERTIFY ON BEHALF OF THE DEPARTMENT THAT THE INFORMATION CONTAINED IN AND ATTACHED TO THIS FORM IS COMPLETE AND ACCURATE:

Name: John Tsutakawa Phone: 415-557-6299 Email: john.tsutakawa@sfgov.org

Address: 1650 Mission Street, Suite 300 San Francisco, CA 94103

\*\*\*\*\*

**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 33093 - 19/20

DHR Analysis/Recommendation:

Commission Approval Not Required

Approved by DHR on 08/19/2019