

THE BOARD OF SUPERVISORS OF THE COUNTY OF STANISLAUS  
ACTION AGENDA SUMMARY

DEPT: CSA COMMUNITY SERVICES AGENCY

BOARD AGENDA # \*B-1

Urgent  Routine   
CEO Concurs with Recommendation YES  NO   
(Information Attached)

AGENDA DATE July 29, 2008  
4/5 Vote Required YES  NO

SUBJECT:

Approval of an Agreement with the Community Services Agency and the National Council on Crime and Delinquency to Provide SafeMeasures®, a Web-Based Reporting Service, to Child and Family Services Programs – Community Services Agency

STAFF RECOMMENDATIONS:

1. Approve the agreement with the National Council on Crime and Delinquency to provide SafeMeasures®, a web-based reporting service, to Child and Family Services Programs.
2. Authorize the Director of the Community Services Agency or her Assistant Director Designee to sign the agreement and any amendments not to exceed the total agreement amount of \$126,225 for the period August 1, 2008 through July 31, 2010.

FISCAL IMPACT:

The total amount of the two-year (24 month) agreement is \$126,225. Appropriations and estimated revenues of \$57,853 are included in the Community Services Agency's Service and Support Fiscal Year 2008-2009 Adopted Proposed Budget. There are no additional costs to the County General Fund. Appropriations and revenues for the subsequent contract year will be included with the Community Services Agency's (CSA) Fiscal Year future Services and Support Budgets.

BOARD ACTION AS FOLLOWS:

No. 2008-549

On motion of Supervisor Grover, Seconded by Supervisor DeMartini  
and approved by the following vote,  
Ayes: Supervisors: O'Brien, Grover, Monteith, DeMartini and Chairman Mayfield  
Noes: Supervisors: None  
Excused or Absent: Supervisors: None  
Abstaining: Supervisor: None

- 1) X Approved as recommended
- 2) \_\_\_\_\_ Denied
- 3) \_\_\_\_\_ Approved as amended
- 4) \_\_\_\_\_ Other:

MOTION:

Christine Ferraro

ATTEST: CHRISTINE FERRARO TALLMAN, Clerk

File No.

**DISCUSSION:**

The Community Services Agency (CSA) has been contracting with the National Council on Crime and Delinquency, a non-profit corporation, to provide SafeMeasures® since 2005.

SafeMeasures® is a web-based reporting service which permits local county Child and Family Services Programs to monitor service delivery activity by navigating an extensive set of reports presented in graph and chart format. These reports permit the CSA Child and Family Services Division to estimate current workload demand, plan more effective service interventions and monitor certain performance indicators established by state or federal regulatory requirements. SafeMeasures® includes case level quality control displays which agencies may employ to improve compliance with state or federal performance audits.

The 2001 State Assembly Bill (AB) 636 created new mandates that require customer outcome measures, including family reunification, removals, and re-entries into care, and Safe Measures® allows managers to track performance on these important indicators. The California Department of Social Services does not require the County to purchase this reporting service but this agreement is essential to track our customer outcome measures. The California State Department of Social Services uses this software, as do 56 of the 58 counties in California, to monitor performance measures in Child Welfare as required by AB 636.

Implementation of Safe Measures® has transformed quality assurance procedures for Child and Family Services Division. It organizes case data according to performance on state regulations. It allows managers and supervisors to review all cases in a matter of minutes, according to state-mandated requirements, and to quickly identify which specific cases are lacking required documentation. It analyzes and organizes data into a user-friendly, point-and-click format that allows managers and supervisors to view data by program, by office site, by unit, and by individual. It enables supervisors to view the performance of their units on mandated requirements such as face-to-face contacts with customers.

The Agency is seeking approval to renew the contract with the National Council on Crime and Delinquency for a two-year (twenty-four month) period effective August 1, 2008 through July 31, 2010. By contracting for two years, the vendor will provide the County with a 10% discount, which is a savings of approximately \$14,025. The National Council on Crime and Delinquency is the only vendor who provides this web-based reporting service.

This reporting service will help the CSA Child and Family Services Division customers' ability to meet their mandated customer outcome measures. The Agency requests the Board of Supervisors to approve the agreement.

Approval of an Agreement between the Community Services Agency and the National Council on Crime and Delinquency to Provide SafeMeasures®, a Web-Based Reporting Service, to Child and Family Services Programs – Community Services Agency  
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**POLICY ISSUE:**

Approval of this agreement supports the Board's priority of *A healthy community* by providing decision making access to outcome data related the Children's Programs at CSA.

**STAFFING IMPACT:**

There is no staffing impact associated with this request.

# **Reporting Service Subscription Agreement For Internet Access to SafeMeasures®**

This Agreement is between the National Council on Crime and Delinquency, a non-profit corporation organized under the laws of New York, with business offices in Madison, Wisconsin, USA ("NCCD") and Stanislaus County Community Services Agency (collectively, "Customer").

## **BACKGROUND AND PRODUCT DESCRIPTION**

- A. NCCD has developed and owns all rights, title and interest in a certain child welfare reporting service identified as the NCCD Internet Reporting Service, and referred to as SafeMeasures®. SafeMeasures® uses case level data from a child welfare agency's management information system (MIS) and publishes it via a conventional web-browser in a series of concise, interactive management reports.
- B. SafeMeasures® is a subscription reporting service which permits customers to monitor service delivery activity by navigating an extensive set of reports presented in graph and chart format. These reports permit them to estimate current workload demand, plan more effective service interventions and monitor certain performance indicators established by state or federal regulatory requirements. SafeMeasures® includes case level quality control displays which agencies may employ to improve compliance with state or federal performance audits.

Acknowledging the sufficiency of the consideration exchanged, the parties agree as follows:

1. **Provision of Service.**

1.1 **Web Based Reports.** During the Term of this Agreement, NCCD will provide Customer with interactive web-based management reports, ("Management Reports") which permit the Customer to categorize agency compliance with various measures, and permit Customer to identify the specific cases within each category. NCCD will specifically:

- (a) Provide Management Reports within 45 business days after first receiving raw MIS data from the Customer, and
- (b) Provide regular updates of Management Reports, provided that Customer or another agency regularly submits raw MIS data to NCCD for processing and analysis. Such updates will be provided within three business days of receipt of the MIS data by NCCD.

1.2 **Access to Customer Data:** If requested by NCCD, Customer will supply a copy of the CWS/CMS databases, or specifically designated data tables therein, that

store agency data to be used by NCCD. If data is supplied by a third party, Customer will authorize and facilitate release of the data to NCCD.

- 1.3 Access to Website Restricted: The right to access the SafeMeasures® website is jurisdiction and agency-specific. Only Customer and its employees or agents may access or use the SafeMeasures® website for the Customer's monitoring and reporting needs. Specifically, and without limitation, Customer may not act as a relay or intermediary allowing access to the SafeMeasures® website to any third party jurisdiction, agency, individual, or business for any purpose.
  - 1.4 Internal Business. Customer may only use SafeMeasures® for its own internal purposes. Customer's internal purposes do not include extending this service to third parties, except that data may be provided to state and governmental authorities if required by law.
  - 1.5 Competing Services or Products. Customer shall not use all or any part of SafeMeasures® or its documentation to create a service or product that competes with, or is used in a product that competes with, all or any part of SafeMeasures®, regardless of whether such service or product is distributed with or without consideration.
  - 1.6 Copyright Ownership and License. Customer acknowledges that NCCD owns the copyright in all graphic interfaces, reports, displays and formats, ("Original Works"). NCCD grants Customer a fully-paid up license to display, reproduce and distribute the Original Works for its internal purposes for the Term of the Agreement.
  - 1.7 Training. NCCD will provide training as specified in Exhibit A. Customer will provide training facility, equipment, and access to NCCD Internet training site.
2. Data Transmission. Customer, or other party supplying MIS data, shall use one of the following methods to send weekly extracts of agency MIS data to NCCD for processing and analysis:
    - 2.1 Compact Disk. Customer or supplying party will copy data onto one or more compact disks and mail to NCCD via overnight delivery service; or
    - 2.2 Secured File Transfer Protocol (SFTP) over Secure Shell (SSH). Customer or supplying party will send data over a secure channel to NCCD's secure SSH server. This transfer may be made using a dedicated SSH file transfer client.
  3. Reporting Service Subscription Fee. Customer will pay NCCD the fees ("Reporting Service Subscription Fees") according to the payment schedule specified in attached Exhibit A and all applicable taxes related thereto unless Customer provides evidence that Customer is exempt from such taxes.
  4. Updates. During the Term of this Agreement, NCCD will provide to Customer updates, error corrections, and modifications to SafeMeasures® displays ("Updates") as such Updates become available. Updates do not include modifications to displays specifically

requested by Customer. Any Customer requested modifications must be made by NCCD at NCCD's published service rates. NCCD reserves the right to use the displays created for Customer, and analyses to produce such displays for other parties whether such displays were suggested by NCCD or the Customer. NCCD shall not use any Customer data in its publishing for other parties without Customer's permission.

5. Term and Termination.

5.1 Term. The Term of this Agreement shall commence on August 1, 2008 and end on July 31, 2010 unless earlier terminated pursuant to Section 5.3. After expiration of the current Term, NCCD will not provide any Updates to Customer, and Customer must cease all use of SafeMeasures®.

5.2 Renewal. If Customer is not in default of this Agreement, Customer and NCCD may renew this Agreement for an additional one period ("Renewal Term"). Prior to the expiration of the current Term, NCCD may, in its discretion, issue a quotation of the Reporting Service Fees for the Renewal Term. Renewal of this Agreement will be effective upon (a) NCCD's issuance of a quotation of the new Reporting Service Fees, and (b) NCCD's acceptance of Customer's corresponding purchase order.

In order to ensure continuous access to the SafeMeasures internet reporting service, the effective date of any renewal contract will begin one day after the previous contract expires. If a renewal contract is not fully executed and received by NCCD within 30 days of contract expiration, NCCD reserves the right to discontinue access to the SafeMeasures internet reporting service until a renewal contract is in place.

5.3 Termination for Cause. A party may terminate this Agreement if the other party commits a material breach that is not cured within 30 days of a written notice of such material breach. This Agreement may be terminated immediately for a breach of Customer's obligation to pay fees under this Agreement or a breach of Sections 1.3, 1.4, or 1.5 of this Agreement.

6. NCCD Warranty, Disclaimers and Remedies.

6.1 Warranty. NCCD warrants that:

- (a) Provided that Customer or another designated party regularly submits the required raw MIS data to NCCD, SafeMeasures® will perform substantially as described in this contract and SafeMeasures® promotional material.
- (b) It is not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in covered transactions by any federal department or agency. Contractor also warrants that it is not suspended or debarred from receiving federal funds as listed in the List of Parties Excluded from Federal Procurement or Non-procurement Programs issued by the General Services Administration.

- (c) NCCD will utilize all reasonable means and due diligence to protect the confidentiality and security of Customer data.
- (d) Except for the foregoing express warranties, NCCD neither makes nor grants any other warranties, express or implied. NCCD excludes all implied warranties including specifically any implied warranty arising by statute or otherwise in or from a course of dealing or usage of trade including any and all implied warranties of merchantability, merchantable quality, or fitness for any purpose, particular, specific or otherwise. The foregoing express warranty is the only warranty of any kind for SafeMeasures®. NCCD makes no warranties whatsoever for any Original Works® that have been modified by Customer nor does NCCD warrant that SafeMeasures® will be offered without interruption.
- (e) Customer acknowledges that NCCD provides no monitoring, analysis or review of the accuracy or quality of the Customer's data accessed through SafeMeasures®.

6.2 Remedies. If SafeMeasures® does not operate substantially as warranted (hereinafter describe as "Noncompliance"), Customer will provide NCCD with sufficient details available to Customer about the Noncompliance to allow NCCD to reproduce it. As Customer's exclusive remedy for any Noncompliance, and as NCCD's entire liability in contract, tort, or otherwise of such Noncompliance, NCCD will either:

- (a) correct the Noncompliance; or
- (b) if NCCD is unable to correct the Noncompliance after a reasonable opportunity to do so, Customer may:
  - (i) Request that NCCD cease publication of any demonstrably incorrect information and request a pro-rata reduction in the Reporting Service fee; or
  - (ii) Terminate the Reporting Service Subscription and receive a pro-rated refund of the Reporting Service Subscription Fee.

## 7. Intellectual Property Indemnification by NCCD.

7.1 Indemnification. If a third party claims that SafeMeasures® infringes any copyright, patent, trade secret, or other rights of any third party, NCCD will (as long as Customer is not in material breach of this Agreement) defend Customer against such claim at NCCD's expense and NCCD will pay all damages that a court finally awards based solely on such claim, provided that Customer notifies NCCD in writing of such claim within 21 days of Customer's receipt of notice of the existence or possible existence of such claim, and further provided that Customer allows NCCD sole and exclusive control over the resolution of such claim and that Customer cooperates fully with NCCD, at NCCD's cost, in the defense of such claim and in any related settlement negotiations.

- 7.2 Replacement, Refund. If such a claim is made or appears possible, NCCD may, using reasonable business judgment, either secure Customer's right to continue to use SafeMeasures® by modifying or replacing the portion of SafeMeasures® that is the basis for the claim so that such portion of SafeMeasures® is no longer infringing, or NCCD may provide Customer with a credit equal to the portion of previously paid Reporting Service Fee prorated to the remainder of the Term or Renewal Term of the Agreement.
8. Limitation of NCCD's Liability, Consequential Damages. The cumulative liability of NCCD to Customer for all claims relating to SafeMeasures® and any services rendered under this Agreement, will not exceed the total amount of all Reporting Service Subscription Fees paid to NCCD by Customer for SafeMeasures® during the one-year period prior to the date NCCD is notified of such claim. This limitation will not apply to third parties indemnification obligations set forth in Section 7. In no event will NCCD be liable for any special, indirect, incidental or consequential losses or damages even if NCCD has been advised of the possibility of such potential loss or damage. Except as set forth in Section 7, and solely to the extent provided therein, NCCD will not indemnify Customer in any way against any claim.
9. Customer Warranties. Customer warrants that:
- 9.1 Customer will only allow access to SafeMeasures® as permitted under this Agreement. If Customer wishes to extend its use of SafeMeasures® beyond this Agreement, Customer will obtain NCCD's prior written consent and pay the applicable Reporting Service Subscription Fees.
- 9.2 Customer will provide the requested case-based MIS data to NCCD using one of the methods described in Section 2, or if data is supplied by another party, execute all necessary agreements and permissions to release this data to NCCD.
10. General.
- 10.1 Installation. Customer is responsible for providing access to the SafeMeasures® website via the Internet to its users. NCCD will, as requested, provide reasonable assistance (up to three hours) with set-up of user workstations and use of SafeMeasures® via telephone, fax, or email at no additional charge to the fees as outlined in Exhibit A. Customer may hire NCCD to provide additional training or assistance at the prevailing published rates plus travel expenses.
- 10.2 Notification of Rights. In copying SafeMeasures® web reports as authorized under the terms of this Agreement, Customer will not remove, suppress, or modify any notice of copyright, trademark, or other proprietary rights that appear in SafeMeasures®. Customer will use reasonable efforts to keep persons with access to SafeMeasures® from modifying or suppressing any of the copyright notices that appear on SafeMeasures® media, documentation, files, and banners.
- 10.3 Service Fees. NCCD reserves the right to charge additional service fees if Customer seeks assistance for any other matters not explicitly covered by this Agreement.



- 10.4 Complete Agreement, Modification of this Agreement. This Agreement contains the complete and final agreement of the parties and supersedes previous understandings related to the subject matter hereof whether oral or written. This Agreement may only be modified by an amendment signed by authorized representatives of NCCD and Customer. Any term in Customer's purchase order that is in addition to or different from terms of this Agreement other than acceptance of the Reporting Service Fees for the Renewal Term, are not part of this Agreement.
- 10.5 Non-assignment. Neither this Agreement nor the rights of Customer under this Agreement may be transferred, leased, assigned, or shared without NCCD's prior written consent.
- 10.6 Confidentiality. Customer will not disclose SafeMeasures® Original Works to anyone other than its employees, consultants (who are bound by a written confidentiality agreement), volunteers, and interns except for information that is or later enters the public domain through no fault of Customer.
- 10.7 Waiver. The waiver by either party of any default or breach of this Agreement does not constitute a waiver of any other default or breach of this Agreement or a subsequent waiver of that same default or breach.
- 10.8 Governing Law and Severability. The laws of the State of Wisconsin and the United States govern this Agreement. Customer consents to jurisdiction and venue in the courts of Dane County, Wisconsin or in the Federal District court in the Western District of Wisconsin, for any claims arising out of this Agreement. If any part of this Agreement is held to be invalid, that part will be omitted, but the balance of the Agreement will remain in full force and effect.
- 10.9 Survival. All provisions of this Agreement relating to warranties, confidentiality, non-disclosure, proprietary rights, limitation of liability, indemnification obligations, and payment obligation survive the termination or expiration of this Agreement.
- 10.10 Headings. The headings used herein are for reference and convenience only and will not be used to interpret any provision of this Agreement.
- 10.11 HIPAA Compliance. NCCD will utilize all reasonable means and due diligence to protect the confidentiality and security of Customer data. Customer acknowledges that the privacy and security regulations issued pursuant to the Health Insurance Portability and Accountability Act of 1996 (the "HIPAA Privacy and Security Rules") do not apply to the Customer data which is the subject of this Agreement, because the data is not subject to requirements of HIPAA. However, NCCD acknowledges that the Customer data may include health information and other information of a personal and sensitive nature, and will adopt and keep current confidentiality and security procedures that are reasonably consistent with the current professional standards recommended by the HIPAA Privacy and Security Rules.

10.12 Notices. All notices or other communications required or permitted under this Agreement will be in writing and will be delivered by personal delivery, email (with delivery receipt), registered mail return receipt requested, a "Next Day Air" delivery service, or by facsimile transmission, addressed to the parties indicated below:

If to NCCD:                   NCCD  
426 South Yellowstone Drive, Suite 250  
Madison, Wisconsin 53719  
Attn: Peter Quigley  
Phone: (608) 831-8882  
Fax: (608) 831-6446

If to Customer:           Ellen Behrens  
Stanislaus County Community Services Agency  
PO Box 42  
Modesto CA 95353  
Phone: (209) 558-2897  
Fax:  
E-mail: [BehrensE@stancounty.com](mailto:BehrensE@stancounty.com)

Direct invoices to:      Contact Person: Dana Austin  
Address:                    PO Box 42  
                                  Modesto CA 95353  
  
Phone: (209) 558-2217  
Fax: (209) 558-3175  
E-mail: [AustinD@stancounty.com](mailto:AustinD@stancounty.com)

IN WITNESS WHEREOF, both parties have caused this Agreement to be executed by their respective duly authorized representatives.

Customer:

NCCD:

Christine C. Applegate  
Signature

Toni Aleman  
Signature

Christine C. Applegate  
Name

Toni Aleman  
Name

CSA Director  
Title

Dir of Administration  
Title

8/1/08  
Date

8/13/08  
Date

COUNTY OF STANISLAUS

APPROVED AS TO FORM:  
STANISLAUS COUNTY COUNSEL

BY

Kevin S. May 7-16-08

Approved per BOS Item #: 2008-549

Dated: 7/29/08

## Exhibit A

### Reporting Service and Additional Fees

#### Reporting Service

\$126,225 (reflects a 10% discount for two year contract)

#### Payment Schedule

Payments will be made quarterly as follows:

<u>Payment Date</u>	<u>Payment Amount</u>
July 1, 2008	\$15,778
October 1, 2008	\$15,778
January 1, 2009	\$15,778
April 1, 2009	\$15,778
July 1, 2009	\$15,778
October 1, 2009	\$15,778
January 1, 2010	\$15,778
April 1, 2010	\$15,779

#### On-Site Training Sessions

Refresher training (if requested by Customer)

Up to 4 half-day sessions (consecutive) in a computer training facility provided by the County to train all supervisors, managers, and administrators as requested by the County.

#### Additional/Onsite Support/Training (if requested by Customer)

Time and Materials at \$125 per hour

Travel Expenses to include:

All reasonable travel expenses in accordance with the Stanislaus County's policy limits on travel. If overnight stays are required County will reimburse contractor for reasonable-priced hotels and meals not to exceed County maximum rate of \$12.00 for breakfast, \$15.00 for lunch and \$25.00 for dinner.

#### County Responsibilities

- Provide computer lab for training
- Designate at least one local SafeMeasures® administrator to maintain user IDs and to coordinate with CRC the handling of questions or problems regarding SafeMeasures®
- Provide access the Internet SafeMeasures® site <https://www.safemeasures.org/ca/>



BOARD OF SUPERVISORS

2009 MAY 11 P 2:31

COMMUNITY SERVICES AGENCY

Christine C. Applegate  
Director

251 E. Hackett Road  
P.O. Box 42, Modesto, CA 95353-0042  
Phone: 209.558.2500 Fax: 209.558.2558

MEMO TO: SUZI SEIBERT  
BOARD OF SUPERVISORS

FROM: *RN* RADHIKA NARAYAN  
ACCOUNT CLERK III

DATE: MAY 8, 2009

SUBJECT: COPY OF CONTRACT AMENDMENT #1

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Enclosed for your records is one (1) Original Amendment #1 between Stanislaus County Community Services Agency and **National Council On Crime & Delinquency** to provide Child Welfare Reporting Services - SafeMeasures® effective August 1, 2008 through July 31, 2010.

If you have any questions regarding these documents please contact me at 558-2961.

Thank you.

Enclosure

G:\MSword\Shannen\BHRS Fully Executed Contract.doc



STRIVING TO BE THE BEST COUNTY IN AMERICA

**Reporting Service Subscription Agreement  
For Internet Access  
to SafeMeasures®**

It is hereby mutually agreed between the National Council on Crime and Delinquency, a non-profit corporation organized under the laws of New York, with business offices in Madison, Wisconsin, USA ("NCCD") and Stanislaus County Community Services Agency (collectively, "Customer") that the Agreement entered into on August 1, 2008 is hereby amended as follows:

Exhibit A - Reporting Service and Additional Fees, section titled **"Payment Schedule,"** is hereby deleted and replaced with the following:

**Payment Schedule**

Payments will be made as follows:

<u>Payment Date</u>	<u>Payment Amount</u>
July 1, 2008	\$15,778
October 1, 2008	\$15,778
January 1, 2009	\$15,778
April 1, 2009	\$15,778
June 1, 2009	\$40,000
January 1, 2010	\$ 7,334
April 1, 2010	\$15,779

**All other terms and conditions of the Agreement shall remain in full force and effect.**

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IN WITNESS WHEREOF, both parties have caused this Agreement to be executed by their respective duly authorized representatives.

Customer:

NCCD:

Christine C. Applegate  
Signature

Toni Aleman  
Signature

Christine C. Applegate  
Name

Toni Aleman  
Name

Community Services Agency Director  
Title

Dir of Administration  
Title

5-1-09  
Date

4/23/09  
Date

COUNTY OF STANISLAUS

Approved per BOS Item #: 2008-549

Dated: 7/29/08

APPROVED AS TO FORM:  
STANISLAUS COUNTY COUNSEL

BY [Signature] 4/30/09