

Robert P. Astorino
County Executive

Department of Social Services

Kevin M. McGuire
Commissioner

19840

Date: June 16, 2011

To: The Honorable Board of Acquisition and Contract

From: Kevin M. McGuire, Commissioner
Department of Social Services

Subject: Resolution authorizing the County of Westchester to enter into an agreement with Westchester Institute for Human Development (“WIHD”) for the provision of professional and technical services necessary to maintain and update the on-line Child Welfare DSS Manual for the period from July 1, 2011 through December 31, 2012 for an amount not to exceed \$202,454 payable pursuant to an approved budget and subject to appropriation.

The County of Westchester requests authorization to enter into an agreement with Westchester Institute for Human Development for the provision of professional and technical services necessary to maintain and update the on-line Child Welfare DSS Manual. The term of the proposed agreement will be for the period from July 1, 2011 through December 31, 2012 for an amount not to exceed \$202,454 payable pursuant to an approved budget and subject to appropriation. The average monthly cost remains the same as previous contract while the total contract not to exceed amount is increased as a result of the cost associated with providing services for eighteen (18) months versus twelve (12) month period under the previous contract. The Department of Social Services Child Welfare division has chosen to do this for greater efficiency in fiscal and program planning.

The creation of the Integrated Child Welfare Manual was in response to the recommendation of The Child Welfare League of America. The Manual, with its thorough and easily-understood text, allows caseworkers to independently research questions. The process of seeking information in the Manual will only become easier as Manual staff adds to the ever-growing list of search terms indexed into the customized Google search engine and as users receive ongoing tips on using the website from such features as the “Message Board” and the enhanced “Did You Know” feature. The nearly 250 online forms currently on the Manual also promote efficiency as these forms can be completed, saved, e-mailed and printed without the user having to leave his/her desk. New forms are formatted and uploaded to the site on a regular basis.

This contract will **serve a public purpose** by providing all levels of DSS staff with immediate access to an integrated and centralized resource for all policies and directives set forth by federal,

state and local authorities which would allow them to provide services to Westchester County families and children more effectively, in an efficient and timely manner.

The goals and objectives of the proposed agreement are to continue providing professional and technical services necessary to maintain and update the on-line Child Welfare DSS Manual as listed below. This requires daily work as new directives are handed down from all levels of government, including changes to local policy, procedures and practice on an ongoing basis and Manual staff must write and integrate that material into the website and add supporting links, text, and forms to make the new material immediately accessible to DSS staff.

Additional objectives for the Manual include:

- providing timely updates to the online interactive Manual to reflect new policies and procedures being implemented
- continuing to create forms that may be filled out online, as requested by DSS staff
- developing custom keyword Google search result displays to ensure that users are directed to the appropriate online resources in the Manual
- monitoring and reporting on DSS staff use of the Manual
- communicating on an ongoing basis with all levels of personnel to inform of changes in the content, functionality, and resources available via the online Manual website
- supporting continued hosting of the DSS Manual website at WIHD
- providing daily technological support and assistance with trouble-shooting to DSS Program Office

Having a comprehensive and current Policies and Procedures Manual benefits the Department for multiple reasons. For one thing, it enables staff to immediately access protocols and “best practice” procedures, thereby improving their ability to care for children and families. This, in turn, minimizes liability and helps assure that the standards of practice are met universally across all program areas and all district offices.

The goals and objectives are in the best interests of the County in terms of fiscal responsibility as the Department of Social Services explored the feasibility of using Child Welfare Program staff in the maintenance and upkeep of the Manual while having County Department of Information Technology host the Manual on their server. However, the cost of hiring two full time DSS staff solely dedicated to the tasks now performed by WIHD would cost the County over \$248,781 annually, including fringe benefits. This estimate also does not include any expenses associated with County Information Technology personnel. Thus, the cost of salary and associated fringe cost for DSS staff exclusive of, Information Technology cost for the requested contract period equates to \$373,171.50, this exceeds the cost of contracting the service to WIHD by \$170,717.50.

The goals and objectives will be monitored using the performance measurement indicators developed by the department and approved by the County Budget Office. The program office will be responsible for setting the milestones and tracking their achievements.

Based on a review of Performance Measurement Indicators the Department is able to report that an average of 172 members of DSS Staff and contractors use the Manual on a monthly basis, to view an average of 4986 pages of text per month. Approximately 134 policy updates were made to the Manual during this period. In addition to this, approximately 84 forms able to be filled out online were created and uploaded to the website. WIHD staff responds to requests for technical assistance, minor changes/additions to the site, and general queries related

to the website – usually within two to three hours of the initial request and as of May 31, 2011, WIHD provided technical assistance to DSS staff 80 times.

A resolution exempting this agreement from the operation of the Westchester County Procurement Policy has been submitted under separate cover and should be acted on before your Honorable Board considers the attached resolution.

Accordingly, the County of Westchester requests authority to enter into an agreement with WIHD for the purpose stated above.

Approval of the annexed resolution by your Honorable Board is respectfully requested.

APPROVED BOARD OF ACQUISITION & CONTRACT - 06/30/2011 - JOMARY VEIRA, SECRETARY

RESOLUTION

Upon a communication from the Commissioner of Social Services, be it hereby:

RESOLVED, that the County of Westchester is hereby authorized to enter into an agreement with Westchester Institute for Human Development for the provision of professional and technical services necessary to maintain and update the on-line Child Welfare DSS Manual for the period from July 1, 2011 through December 31, 2012 for an amount not to exceed \$202,454 payable pursuant to an approved budget; and be it further

RESOLVED, that this Agreement is subject to County Appropriation; and be it further

RESOLVED, that this Agreement is also subject to further financial analysis of the impact of any New York State Budget (the "State Budget") proposed and adopted during the term of this Agreement. The County shall retain the right, upon the occurrence of any release by the Governor of a proposed State Budget and/or the adoption of a State Budget or amendments thereto, and for a reasonable period of time after such release(s) or adoption(s), to conduct an analysis of the impacts of any such State Budget on County finances. After such analysis, the County shall retain the right to either terminate this Agreement or to renegotiate the amounts and rates approved herein. If the County subsequently offers to pay a reduced amount to the Contractor, then the Contractor shall have the right to terminate this Agreement upon reasonable prior written notice; and be it further

RESOLVED, that the County Executive or his authorized designee is authorized to execute all documents necessary to effectuate the purposes of this resolution.

Account to be
Charged/Credited

	Fund	Dept	Major Program, Program & Phase Or Unit	Object/ Sub-Object	Trust Account	Dollars
2011	101	22	8900	5960	-----	\$67,485
2012	101	22	8900	5960	-----	\$134,969

Budget Funding Year(s): 2011-2012
(must match resolution)

Start Date: 7/1/11

End Date: 12/31/12

Funding Source

\$202,454
(must match resolution)

Tax Dollars: 41%
State Aid: 30%
Federal Aid: 29%
Other: