



Robert P. Astorino  
County Executive

Department of Social Services

Kevin M. McGuire  
Commissioner

**22076**

**Date:** September 30, 2011

**To:** Honorable Members of the Board of Acquisition & Contract  
**22076**

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**To:** Honorable Members of the Board of Acquisition & Contract

**From:** Kevin McGuire, Commissioner  
Department of Social Services

**Re:** **Authority for the County of Westchester to amend an agreement with Security Services of Connecticut, Inc. for the provision of Escort Services to Child Welfare Staff performing home visits during the third option period commencing on January 1, 2011 and continuing through December 31, 2011 in an amount not to exceed \$333,759, by increasing the not-to-exceed amount by an additional \$44,291 to reimburse the contractor for overtime costs**

By resolution approved on January 4, 2007 (the "January 4<sup>th</sup> Resolution"), your Honorable Board authorized the County, acting by and through the Department of Social Services (the "Department"), to enter into an agreement with Security Services of Connecticut, Inc. ("SSC") for the provision of escort services for Child Welfare staff performing home visits for the period January 1, 2007 through December 31, 2008 in an amount not-to-exceed \$1,629,389 (the "Agreement"). The Agreement was subsequently executed.

Thereafter, by resolution approved on June 7, 2007, your Honorable Board authorized an amendment to the Agreement (the "First Amendment") to expand the scope of services to include the use of four (4) additional escorts for the Emergency Services staff and to

increase the total amount authorized not to exceed thereunder by an additional \$585,878 from an amount not-to-exceed \$1,629,389 to an amount not-to-exceed \$2,215,267 to cover the cost of the expanded services. The First Amendment was subsequently executed.

By resolution approved on November 1, 2007, your Honorable Board authorized a further amendment to the Agreement (the "Second Amendment") for the limited purpose of adding a provision that would authorize SSC staff to operate County-owned vehicles so long as they agreed to abide by all the terms and conditions of the County Vehicle Policy and Driver's Manual and with Executive Order No. 8-1998. The Second Amendment was subsequently executed.

Thereafter, by resolution approved on September 11, 2008, your Honorable Board authorized the County to amend the January 4, 2007 Resolution to reflect that the County, pursuant to the bid document for the Solicitation of Bids for Escort Services dated November 10, 2006 (the "Bid Document"), is entitled to three (3) additional one-year options to extend the agreement at an increased cost of two (2%) percent per year.

Thereafter, by resolution approved on December 11, 2008, your Honorable Board authorized the County to exercise its first option to extend the agreement for one year starting from January 1, 2009 and ending on December 31, 2009 for an amount not to exceed \$1,120,210. The first extension was subsequently executed. There had been a decrease in the amount requested for 2009 as the number of escorts was reduced from 20 to 18.

Thereafter, by resolution approved October 22, 2009, your Honorable Board authorized the County to exercise its second option to extend the agreement for one year commencing January 1, 2010 and ending December 31, 2010 for an amount not to exceed \$1,120,210. The second extension was subsequently executed.

Thereafter, by resolution approved December 30, 2010, your Honorable Board authorized the County to exercise its third and final option to extend the agreement for one year commencing January 1, 2011 and ending December 31, 2011 for an amount not to exceed \$333,759. The third extension was subsequently executed.

Due to overtime costs attributable to staffing reductions and work volume, the Department now desires to further amend the Agreement in order to increase the not-to-exceed amount for the third option period by an additional \$44,291 in order to compensate SSC for additional services rendered. It should be noted that the bid document issued in connection with the procurement of this vendor specifically authorized the payment of overtime costs, as needed. Accordingly, authority is respectfully requested for the County to amend the Agreement, as previously amended, to increase the not-to-exceed amount for the third option period by an additional \$44,291, from an amount not-to-exceed \$333,759 to an amount not-to-exceed \$378,050, in order to compensate SSC for additional service rendered, in accordance with the hourly rates set forth in SSC's bid.

**The services to be provided pursuant to this agreement will serve a public purpose** by ensuring the safety of Child Welfare casework staff during home visits. Risk of confrontation is high when circumstances require that the staff remove children from their parents, intervene in domestic violence cases, confront substance affected parents, and deal with individuals who have serious emotional and mental health issues.

The **goals and objectives** of this contract are twofold. The first is to provide a measure of safety for Child Welfare staff when making home visits. The second is to make more efficient use of staff time. The Department, through the enhanced systems availability, will be able to screen for potential safety concerns, thus allowing for more discriminate use of the escorts.

The **goals and objectives are in the best interest of the County in terms of public safety** as the services provided by Security Services of Connecticut, Inc. are aimed at providing County employees with a level of protection from potential dangers to their lives while they are doing their jobs. According to Salus (2004), CPS caseworkers appear to encounter more anger, hostility, and resistance than any other worker in the child welfare system (*Supervising Child Protective Services Caseworkers*, Marsha K. Salus, 2004). The escort services will allow caseworkers to go out on field visits that have potential safety concerns, with a sense of safety and security. This sense of security also allows the caseworker to focus on the child welfare concerns at hand so that they can provide the best services possible to their customers.

The **goals and objectives are in the best interest of the County in terms of public health** in that the presence of security escorts gives the casework staff a safer environment and allows them to focus on keeping children safe and building healthier families.

The **goals and objectives are in the best interest of the County in terms of fiscal responsibility** in that the escorts are trained to watch and identify situations that may pose some potential safety/risk for the caseworker. Using these skills, the escort can alert the caseworker to those issues, enabling them to get out of situations in which they might have been harmed. Injuries that may result from not having security escorts during home visits would increase workers' compensation expenses as well as increase the number of days the caseworker would have to use to recuperate. Mitigating the risk of injuries to casework staff may therefore result in substantial avoidance of cost for the County and taxpayers.

The **goals and objectives will be tracked and monitored using the performance measurement indicators** developed by the Department and approved by the County Budget Office. The vendor will submit monthly statistics and quarterly performance reports in the format approved by the Department. The Department will be responsible for setting the milestones and tracking the vendor's achievements by reviewing the performance reports submitted by the vendor and making onsite visits.

**Based on the Performance Measure Indicators, the Department is able to report** that Security Services of Connecticut, Inc. has satisfactorily met the performance goals for the first three quarters of 2011. The vendor has provided a total of 3603 hours of escort services for 2062 Child Welfare cases.

Except as specifically amended hereby, all other terms and conditions of the Agreement, as previously amended and extended, shall remain in full force and effect.

An appropriate resolution is attached herewith for your Honorable Board's approval.

APPROVED BOARD OF ACQUISITION & CONTRACT - 11/10/2011 - JOMAR VIEIRA, SECRETARY

## RESOLUTION

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

**RESOLVED**, that the County of Westchester, acting by and through its Department of Social Services, is hereby authorized to amend an agreement with Security Services of Connecticut, Inc. ("SSC"), as previously amended, for the provision of Escort Services to Child Welfare Staff performing home visits (the "Agreement") during the third option period commencing on January 1, 2011 and continuing through December 31, 2011, by increasing the not-to-exceed amount for the third option period by an additional \$44,291, from \$333,759 to \$378,050, in accordance with the hourly rates set forth in SSC's bid, in order to compensate SSC for overtime costs incurred as a result of staffing reductions and work volume; and be it further

**RESOLVED**, that this Contract 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 any amendments thereto, and for a reasonable 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 either to 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 except as specifically amended hereby, all other terms and conditions of the Agreement, as previously amended and extended, shall remain in full force and effect; and be it further

**RESOLVED**, that the County Executive or his duly authorized designee is hereby authorized to take such action and execute such documents as may be necessary and proper to effectuate the purposes hereof.

Original Contract Amount (Third Option): \$333,759  
**This Amendment:** \$44,291  
**Total** \$378,050

Account to be  
 Charged/Credited

	Fund	Dept	Major Program, Program & Phase Or Unit	Object/ Sub-Object	Trust Account	Dollars
2011	101	22	5000	4420	-----	\$44,291

Budget Funding Year(s): 2011 Start Date: 1/1/2011 End Date: 12/31/2011  
 (must match resolution)

Funding Source

\$44,291  
 must match resolution)

Tax Dollars: 20%  
 State Aid: 44%  
 Federal Aid: 36%

Other \_\_\_\_\_

APPROVED BOARD OF ACQUISITION & CONTRACT - 11/10/2011 - ROMARY VIEIRA, SECRETARY

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