

Robert P. Astorino  
County Executive

Department of Social Services

Kevin M. McGuire  
Commissioner

30737

**Date:** November 21, 2012

**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 January 1, 2013 through December 31, 2013 for an amount not to exceed \$134,970 payable pursuant to an approved budget and subject to appropriation

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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 January 1, 2013 through December 31, 2013 for an amount not to exceed \$134,970 payable pursuant to an approved budget and subject to appropriation. The average monthly cost remains the same as the previous year’s contract, although this proposed contract is for a twelve (12) month period as opposed to the eighteen (18) month period.

The Manual is a comprehensive, online document that gives direct instruction to DSS Child Welfare staff and enables them 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 field offices.

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 a 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
- creating additional features within the website that facilitate improved efficiency and staff performance

**The goals and objectives are in the best interests of the County in terms of fiscal responsibility** as the Manual, with its thorough and easily-understood text allows caseworkers to independently research questions on their own, reducing costly time spent in supervision. The process of seeking information in the Manual will only become easier as Manual staff add 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.

**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 from the beginning of the contract year through September 2012, 3,143** members of DSS Staff and contractors used the Manual to view a total of 131,886 pages of text. During this period approximately 335 policy updates were made to the Manual and approximately 129 Online fill-able forms 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.

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.

**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 the 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 January 1, 2013 through December 31, 2013 for an amount not to exceed \$134,970 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
2013	101	22	8900	5960	-----	\$134,970

Budget Funding Year(s): 2013 Start Date: 1/1/13 End Date: 12/31/13  
(must match resolution)

Funding Source  
**\$134,970**  
(must match resolution)

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