AGENDA

Members of the Public may address agenda item. Three (3) minutes are allowed for each item.

I. Call to Order

II. Presentation/Discussion Items:


III. Items continued from a previous meeting of the Board of Supervisors or from a previous FSS Agenda Review meeting.

IV. Public Comment

V. Adjournment
June 24, 2020

To: Supervisor Kathryn Barger, Chair
    Supervisor Hilda L. Solis
    Supervisor Mark Ridley-Thomas
    Supervisor Sheila Kuehl
    Supervisor Janice Hahn

From: Bobby D. Cagle
      Director

NOTICE OF INTENT TO NEGOTIATE A SOLE SOURCE CONTRACT WITH SIDEBENCH STUDIOS, LLC.

In compliance with Board Policy 5.100, Sole Source Contracts, this is to notify the Board that the Department of Children and Family Services (DCFS) intends to negotiate a sole source contract with Sidebench Studios, LLC. (Sidebench) to finalized the development of a visitation (also known as “family bonding”) scheduling tool, Time2Connect.

On August 14, 2018, the Board unanimously approved a motion for the Chief Executive Officer to execute a contract with Sidebench to complete work on Time2Connect, with a fully developed application deployed with training and support as the final deliverable (Phase I – Pilot Program).

This sole source contract will allow Sidebench to build upon the work completed in Phase I for completion of Phase II, which will include the design, front-end development, and maintenance and support for Time2Connect. Part of the Phase II project will be funded by the County of Los Angeles Quality and Productivity Commission’s Productivity Investment Fund Award (PIF Award). The other part of Phase II, which will include completion of the back-end development for Time2Connect, is contingent upon the availability of departmental funding.

The department-wide implementation of Time2Connect will streamline coordination, communication, and data collection around visitation scheduling. This will allow the process to be more efficiently and easily standardized across all the DCFS offices. In

“To Enrich Lives Through Effective and Caring Service”
addition, Time2Connect will increase the number of successful visits, thereby increasing the likelihood of reunification. Sidebench is in a unique position to seamlessly continue supporting the existing work from the pilot program to full implementation in Phase II.

The projected contract term with Sidebench will be effective upon Board approval or the date of execution by the Director or his designee, whichever is later for a contract term of 18 months, with a one-year option to extend at no additional cost. The Maximum Contract Sum is projected to be $730,000, of this amount, $330,000 is financed by the PIF Award, and $400,000 is contingent upon approval of the Department’s 2011 State Realignment Funds.

DCFS will proceed with the sole source contract negotiations within four weeks of this notice unless otherwise instructed by a Board Office.

If you have any questions or need additional information, you may contact me, or your staff may contact Aldo Marin, Board Liaison, at (213) 351-5530.

BDC:GP:CMM
KR:LTi:CP:ak

cc: Chief Executive Officer
    County Counsel
    Executive Office, Board of Supervisors
Time2Connect (T2C)

Phase 2

July 2020

DCFS

Sidebench
Introduction

In 2017, DCFS worked with the Pritzker Foundation, Scale LA and Los Angeles Mayor Eric Garcetti to host a #hackfostercare event, with a focus on creating a solution to one of their biggest internal challenges, visitation scheduling.

Time2Connect was born.
Agenda

● Introduction
● Why Time2Connect?
● Where are we?
● What we will do in Phase 2
● Product Roadmap
● Questions
Streamline coordination, communication, data collection around scheduling visits

Background

Keeping Children Safe

What is Visitation? DCFS’ #1 goal is to keep children safe. When children are abused or neglected by parents or caregivers, and must be removed from their homes, DCFS social workers and aides:

1. Help find temporary care with foster parents or relatives
2. Maintain the parent-child bond through family visits
3. Support parents in providing a safe home so the child may return and be reunified with his/her parents
Why Time2Connect?

Streamline coordination, communication, data collection around scheduling visits

In line with LA County’s Strategic Objectives

Make Investments that transform Lives

- **Reunification:** With regular visitation between a parent and child, reunification is 10X more likely to occur.
- **Time in Foster Care:** Children w/o visits spend 45 mos in care, vs 29 mos with irregular visits, and 19 mos if visited regularly.
- **Improved Child Outcomes:** Frequency & duration correlate with stronger attachment, better future relationships, improved health & mental health outcomes.
- **DCFS Role:** Parents are 4x more likely to attend visits when the caseworker helps resolve scheduling conflicts.
The Big Picture Problem:

2M staff hours  Scheduling  4M visit hours
DCFS averages 18,000 children in out-of-home care, and scheduling visits for each child is a complex process.

CSWs need to coordinate with parents, caregivers, monitors.

Visitation locations and transportation for the child to the sites also need to be identified.

In addition, there is no system specifically designed to track and record information, such as availability, cancellations, changes, or no-shows.
As the largest foster care system in the country, DCFS utilizes a manual and time consuming scheduling process, in which they spend 2 million hours scheduling 4 million visitation hours each year.

Currently all 20 offices in LA county have their own process and rely on pen, paper and phone calls to organize the visits.

**THE GOAL**

Streamline coordination, communication, and data collection around scheduling visits. Increase number of successful visits to increase likelihood of reunification.
Streamline coordination, communication, data collection around scheduling visits

In line with LA County’s Strategic Objectives

Realize tomorrow’s government today

Internal Impact (Staff Productivity): T2C was designed to vastly improve internal processes so that staff hours can be reallocated to other value-add activities.

Remove administrative burdens so that staff spend more time with children & families. There is a direct correlation between time spent with families and reunification.
Current State

- **3,928** Total Childrens Social Workers (excludes HSAs)
- **2M** Staff Hours Spent Scheduling Visits per Year
- **$122K** *Average Cost / Staff Turnover
- **335** Total DCFS CSW Turnover (2017 - 2018)

*Assumes turnover costs an average of 115% of exiting employees salary from Casey.Org Turnover report.
Potential Impact: Less time scheduling. More time keeping children safe!

**Current Process**

**Hours Spent**

2,000,000

Scheduling visits last year

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**Proposed Process**

**Potential Hours Saved**

25% = 500,000

*Reduction in Scheduling Visits

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*Scheduling visits last year

*Florida’s Children Home Society launched CaseAIM, which was a similar tech initiative to streamline case management and coordination. CaseAIM led to a 25% reduction in time spent on administrative tasks, while increasing facetime with families by 24%.

Source: [Children’s Home Society of State of Florida](#)

Imagine the social impact when 500,000 hours are directed towards personal attention to children & families.
Employee turnover in Child Welfare costs organizations anywhere from 30%-200% of exiting employees salary.

High caseload and administrative workload is a key contributor to worker turnover.

What’s at stake?

- Staff burn-out and stress lead to staff attrition that can result in decreased worker-family contact and failure to meet professional standards for investigation response and completion.


IMPLICATION: With high turnover, reunification outcomes are at risk for families & children.
THE VALUE OF STREAMLINING SCHEDULING

- **Increase Reunification**: With regular visitation between a parent and child, reunification is **10X more likely** to occur.

- **Decrease Time in Foster Care**: Children w/o visits spend 45 mos in care, vs 29 mos with irregular visits, and 19 mos if visited regularly.

- **Improve Child Outcomes**: Frequency & duration correlate with stronger attachment, better future relationships, improved health & mental health outcomes.

- **Increase Parent Participation**: Parents are 4x more likely to attend visits when the caseworker helps resolve scheduling conflicts.

- **Decrease Scheduling Hours**: T2C was designed to vastly improve internal processes so that staff hours can be reallocated to other value-add activities.

- **Increase Reporting Quality**: A place to collect data on information such as; completed visits, last minute cancellations, and no-shows, needed to advise the court on permanency solutions.
Requesters
## Coordinators

### Request #0000000000

**Parent:** [Screen shot of user interface showing details of a request for a visit.

**Visit Type:** [Screen shot of user interface showing scheduling options.

### Participant Availability

- **Parent:** [Screen shot of user interface showing availability for a named parent.

- **Children:** [Screen shot of user interface showing availability for named children.

### Schedule

[Screen shot of user interface showing the schedule for visits.

**Request:** [Screen shot of user interface showing the request details.

**Choose Day & Time:** [Screen shot of user interface showing the selection of dates and times for visits.

**Duties:** [Screen shot of user interface showing duties assigned to coordinators.

**DCFS:** [Screen shot of user interface showing the connection to the DCFS system.

**CASE:** [Screen shot of user interface showing the CASE system integration.
User Interviews

Monitors

Requesters

Coordinators
Goals and Research Questions

Goals

- Understand current usage and friction points of V1 for monitors, requesters, and coordinators.
- Identify wants and dream features for ideal workflow.
- Prioritize new features for product roadmap.

Research Questions

- What are the main points of friction in T2C?
- What are key features that would improve T2C adoption and workflow?
- In what ways might T2C grow to accommodate new use cases?
- What feature tweaks can be made to increase success?
## Major Interview Takeaways (Monitors)

<table>
<thead>
<tr>
<th>Theme</th>
<th>Description</th>
<th>Priority</th>
<th>Implication for Product</th>
</tr>
</thead>
<tbody>
<tr>
<td>Low Caseload in T2C</td>
<td>Monitors haven’t used the program too often, since few of their cases are in the system and parents/caregivers don’t want to sign forms</td>
<td>High</td>
<td>Lower barrier to entry with forms and staffing resources.</td>
</tr>
<tr>
<td>Lack of Notifications</td>
<td>Monitors need reminders day before and/or hour before for changes to their schedule.</td>
<td>High</td>
<td>Reminder/notifications designed for monitors to use (mobile).</td>
</tr>
<tr>
<td>Integration with Outlook Calendar</td>
<td>Monitors look at their Outlook calendar for visit information and daily schedule. Accepted visit does not populate this schedule.</td>
<td>High</td>
<td>Integration of Outlook schedule into T2C.</td>
</tr>
<tr>
<td>Inaccurate Contact Information in T2C</td>
<td>Parent address and phone numbers change constantly, so information on platform can be inaccurate.</td>
<td>Medium</td>
<td>Ability to edit information in app.</td>
</tr>
<tr>
<td>Language Options</td>
<td>Notifications and consent forms in Spanish for parents/caregivers.</td>
<td>Medium</td>
<td>Translations in notifications and forms.</td>
</tr>
</tbody>
</table>
# Major Interview Takeaways (Requesters)

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<td>Multiple Children per Request</td>
<td>Current functionality only allows one child per request.</td>
<td>High</td>
<td>Enable multiple children to be scheduled in one visit.</td>
</tr>
<tr>
<td>Lack of Notifications</td>
<td>Requesters want reminders to alert for reassessment, span of court order, new request on T2C, summary of visits, etc.</td>
<td>High</td>
<td>Reminder/notifications designed for Requester use.</td>
</tr>
<tr>
<td>Integration with Outlook Calendar</td>
<td>Requesters need to know availability of HSA's to coordinate visits. They also need to see calendar to schedule with driving time in mind.</td>
<td>Medium</td>
<td>Integration of Outlook schedule into T2C.</td>
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<td>Multiple Locations in Request</td>
<td>Requesters need to input pick up, location of visit, and drop off.</td>
<td>Medium</td>
<td>Allow multiple locations in request.</td>
</tr>
<tr>
<td>Requester permission inadequate for specific offices</td>
<td>Requesters need functionality to assign HSA's, edit information, select locations. Requesters in certain offices were unsure what roles they could or could not complete.</td>
<td>Medium</td>
<td>Permission reassessment, design changes.</td>
</tr>
<tr>
<td>Required fields for visit</td>
<td>Require transportation &amp; Visit Concerns.</td>
<td>Medium</td>
<td>Required fields on visit request form.</td>
</tr>
<tr>
<td>Data Export</td>
<td>Requesters would like to export/print visit information from T2C for internal use.</td>
<td>Low</td>
<td>Allow ability to export visit information.</td>
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### Major Interview Takeaways (Coordinators)

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<td>Visits for extended family and monitors other than HSA’s</td>
<td>Currently only parents are an option in the system, but that isn’t always the case. Also there are monitors that are not HSA’s but family members.</td>
<td>High</td>
<td>Allow edit functionality.</td>
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<td>Integrate Transportation Time into Visit</td>
<td>Coordinators need to take into account drive time and communicate that information with HSA’s.</td>
<td>Medium</td>
<td>Add drive time.</td>
</tr>
<tr>
<td>Extending visits with new court orders</td>
<td>Coordinators need to update date range and increase number of visits without creating a new request.</td>
<td>Medium</td>
<td>Create date range field that is editable.</td>
</tr>
<tr>
<td>T2C functional for certain visit types</td>
<td>Transport, court visits, and detention visits do not work with current UX/UI.</td>
<td>Low</td>
<td>Create new visit types.</td>
</tr>
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Future Feature Ideas

- Different visit types
- Integrate driving directions into visits (e.g., Waze)
- ER Case to Continuing Services
- Install a Mobile App
- Compatibility with virtual visits and platforms (e.g., Zoom)
- Custom reporting (for HQ)
- Visit page redesign
- Notes Export

**Matrix:**
- **HIGH IMPACT**
  - Mobile App
  - Custom reporting (for HQ)
  - Visit page redesign
  - ER Case to Continuing Services
  - Install a Mobile App
- **LOW EFFORT**
  - Notes Export
- **LOW IMPACT**
  - Different visit types
  - Integrate driving directions into visits (e.g., Waze)
- **HIGH EFFORT**
  - Compatibility with virtual visits and platforms (e.g., Zoom)
**Time2Connect: Product Roadmap**

### Release 1 (Phase 2)
- Add optional and estimated Transportation Time
- Integrate with Outlook
  - View Availability When Scheduling
- Add Multiple Children per Request (Siblings)
- Add Multiple Locations per Visit
- Add Notifications for Coordinators
  - New Requests in T2C
- Design Enhancements to Communicate User Permissions
- ‘Other’ Field for Parent Phone Number
- ‘Other’ Guardian Types for Assigning Transportation
- Required Fields for Requester Flow
- Redirect Time2Connect Logo to Home Page
- Option for parents and caregivers to receive notifications in their preferred language

### Potential Future Release 2
- Compatibility with virtual visits and platforms (e.g. Zoom)
- Edit Functionality During Visit
- Custom Reporting for HQ
- Notification Enhancement
  - Day-of Visit
  - Court Date
  - Multiple Cancels
- Add Views/Functionality for FFA
- Export Notes

### Potential Future Release 3
- Add Different Visit Types
- ER Case → Continuation Case
- New Coordinator Abilities
  - View availability and schedule visits in DCFS Office Rooms
- Visit Page Redesign
- SMS Text Parents
  - Resources
  - Tips
  - Reminders

### Potential Future Release 4
- Native Mobile App
Where are we?

PAST

Paper-based, manual processes at each DCFS office

PHASE 1

V1.0 Design, Development & Pilot Launch at 3 DCFS Offices in February

PHASE 2

Gather feedback & analytics from pilot phase for new features and feature enhancements, roll out to ALL 20 offices
What will we do in phase 2?

**Design & develop feature enhancements** that will facilitate user adoption across **all 20 Offices**

**Gather Feedback from Phase 1**
- **User Interviews + Experience Sampling**
  - Interview T2C pilot users to gather feedback on what works well, what is missing, what can be improved, etc.
- **Analyze Data**
  - Review analytics and data points from pilot launch to identify issues and validate what can be improved
- **Story Mapping**
  - Map and prioritize new features and feature enhancements

**Design Enhancements**
- **Prototyping**
  - Design and create interactive prototypes
- **User Testing**
  - Test prototypes on actual users to ensure what we are designing is the optimal solution

**Development**
- **Code the features**
  - Develop the feature enhancements and code the front end designs
- **Quality Assurance**
  - Continuous QA testing to ensure stability & optimal performance
- **Launch & Support**
  - Roll out T2C phase 2 to all DCFS offices

**Design & develop feature enhancements**

**What will we do in phase 2?**

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QUESTIONS?
Thank you!