



**AMENDMENT # 1  
TO CONTRACT MA-063-12010116  
WITH  
NATIONAL COUNCIL ON CRIME & DELINQUENCY**

This AMENDMENT is made and entered into as of the date fully executed by and between the County of Orange, a political subdivision of the State of California, (hereinafter referred to as "County") and **National Council on Crime & Delinquency**, for **Web-based Application for Structured Decision Making Tool**, with a place of business at **1970 Broadway, Suite 500, Oakland, CA 94612**, (hereinafter referred to as "Contractor"), which are sometimes individually referred to as "Party" or collectively referred to as "Parties".

WHEREAS, the County and Contractor entered into Contract **MA-063-12010116**, (hereinafter referred to as "Contract"), in the amount of **\$37,600.00**, effective **October 1, 2011** through **September 30, 2012**; and

WHEREAS, both Parties agree to amend the Contract **MA-063-12010116**.

NOW THEREFORE, the Parties agree as follows:

1. Increase the monetary limit of Contract **MA-063-12010116** by \$34,900 for a new not to exceed amount of \$72,500.
2. Amended Scope of Work of **MA-063-12010116** and replace it with the attached Revised Scope of Work.

All terms and conditions, amendments/modifications of the initial Contract are incorporated by this reference into the amended Contract. This Amendment modifies the Contract only as expressly set forth above. This Amendment does not modify, alter or amend the Contract in any other way whatsoever.

IN WITNESS WHEREOF, the Parties hereto have executed this Amendment on the dates shown opposite their respective signatures below.

**NATIONAL COUNCIL ON CRIME & DELINQUENCY\***

By _____	By _____
Print Name <b>Katherine H. Park</b>	Print Name _____
Handwritten Name <i>Katherine H. Park</i>	Handwritten Name _____
Title <b>Chief Program Officer</b>	Title _____
_____	_____
Date <b>Nov. 18, 2011</b>	Date _____
Corporate Officer	Corporate Officer

\*If the contracting party is a corporation, (2) two signatures are required: one (1) signature by the Chairman of the Board, the President or any Vice President; and one (1) signature by the Secretary, any Assistant Secretary, the Chief Financial Officer or any Assistant Treasurer. In the alternative, a single corporate signature is acceptable when accompanied by a corporate resolution demonstrating the legal authority of the signator to bind the corporation.

**COUNTY OF ORANGE**  
a political subdivision of the State of California

By _____	Date _____
Print Name <b>Georgetta Vlad</b>	12/06/11
Handwritten Name <i>Georgetta Vlad</i>	_____
Title <b>Procurement Manager</b>	_____
_____	_____

**COUNTY OF ORANGE  
COUNTY COUNSEL**

By _____	Date _____
Handwritten Name <i>Karen R. Prather</i>	12/17/11
_____	_____

*Centennial*

**NCCD**

National Council on Crime and Delinquency  
426 South Yellowstone Drive, Suite 250 • Madison, WI 53719  
tel 608/831-8882 • fax 608/831-6446 • nccd-crc.org

1970 Broadway, Suite 500 • Oakland, CA 94612  
tel 510/208-0500 • fax 510/208-0511 • nccd-crc.org

## RESOLUTION

By resolution of the majority of the Executive Committee of the Board of Directors appointed pursuant to the bylaws of the National Council on Crime and Delinquency (NCCD), the following was adopted and recorded in the minute books of said corporation on this the 31st day of August, 2011, in accord with and pursuant to the charter and bylaws of said corporation, and is now in full force and effect:

**RESOLVED**, that:

The Board of Directors confirms that it delegates the authority to negotiate and execute contracts to certain active Directors and Executive Officers of the corporation.

The following Directors and Executive Officers of NCCD are confirmed in their authority to engage in legal and binding contractual arrangements on behalf of the corporation:

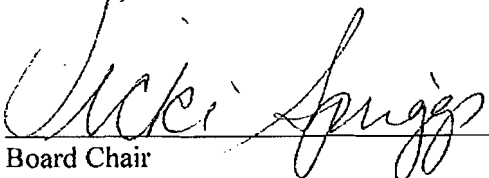
Oakland, CA  
Alex Busansky  
President

In the absence of Alex Busansky:  
Isami Arifuku  
Director of Research

Madison, WI  
Katherine H. Park  
Chief Program Officer

In the absence of Katherine H. Park:  
Toni Aleman  
Director of Administration

**SIGNED**, for the Executive Committee:

  
Board Chair

8/31/11  
Date

**MA-063-12010116**  
**FOR**  
**WEB-BASED APPLICATION FOR STRUCTURED DECISION MAKING TOOL**  
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**SECTION III**

**REVISED**  
**SCOPE OF WORK**

**I. Structure Decision Making (SDM) assessment for CalWorks**

**1. Ongoing Hosting and Support of the Data Collection System (DCS) Structured Decision Making (SDM) Web Application:**

- a. SDM Data Collection: National Council on Crime & Delinquency (NCCD) will provide and maintain a web-based application that enables Orange County CalWORKs staff to complete SDM assessments online. All assessment data will be stored in the NCCD database. This data will be used to provide Basic Utilization Reports.
- b. Technical Assistance: NCCD will provide off-site technical assistance during normal business hours, Central Standard Time (CST), throughout the Agreement period via phone and/or e-mail to support the use of this web-based database of SDM assessments.

**2. SDM Management Reports:**

- a. Basic Utilization Report:  
NCCD will produce data reports, including completion rates, descriptive information, and implementation integrity information for the SDM TANF prevention services assessments. This information is useful for monitoring implementation progress, identifying issues, and providing management information useful for policy, program, and budget decision making. This data can be integrated into worker and supervisory training to improve SDM implementation in order to increase reliability and validity and to support system outcomes. NCCD will provide a one-hour conference call to review management report data with supervisory and management staff.

NCCD will produce a report using SDM data to address one or more areas of interest to the county. After specifying the area(s) to be covered, NCCD will provide the county with information on the capability of using data to answer the questions of interest and, if so, the cost to do so. These costs will vary depending on the complexity of programming required. NCCD will provide a one-hour conference call to review management report data with supervisory and management staff.

The first report will be provided after six months of service.

The second report will be provided after twelve months of service.

**3. Technical Assistance Site Visit:**

The Technical Assistance Site Visit may consist of either, or a combination of the following (A & B) based on agency need:

- a. Training/Technical Assistance Site Visit and Case Reviews:  
Activities and services under on-site standard technical assistance include: case reviews to verify accurate tool completion; meet with staff and supervisors to discuss questions and concerns and to troubleshoot implementation; provide refresher training sessions from existing curriculum; provide web application training sessions; and on-

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site presentation of management reports. The cost for each site visit includes base costs, travel, preparation time and follow up.

Training Example: Focused half-day training on the consent form and the family strengths and needs assessment (FSNA) whole-family approach to develop service plans, including techniques for family team meetings (MDTs). These could be multiple sessions for staff or a train-the-trainer approach.

b. Comparative Case Reading/Training

NCCD highly recommends that supervisors in each county implement a supervisory case review process of SDMs and Multidisciplinary Team Meetings. (If supervisors need training on case reading, use one on-site training/technical assistance visit per 25 supervisors to provide a one-day training on supervisory case reading first.) NCCD can provide one or two staff on-site to read randomly selected records that the supervisors have reviewed. NCCD will review for both worker completion and supervisory skill in reading worker assessments. The following morning, NCCD will provide a two-hour training seminar with supervisors to discuss results. A report will be provided following the site visit. The report for second and subsequent visits will include progress. To read front-end only records, a two-day session would be feasible. To include ongoing cases, three days of case reading is the suggested minimum.

NCCD will provide one site visit consisting of one to three days of training and/or case review.

**II. Structure Decision Making (SDM) intake assessment for Adult Protective Services (APS)**

1. **Technical Assistance (TA)**

NCCD project staff will provide TA and consultation on use and implementation of the SDM intake assessment for APS. Activities include up to four 1.5-hour web-meetings/conference calls to review the assessment in detail and determine needed text changes with selected staff, and policy and procedures development; and up to two 1.5-hour web-meetings/conference calls to finalize the intake assessment and related policy and procedures with management.

The cost also includes ongoing TA via telephone throughout the year for questions and to troubleshoot implementation issues.

2. **Web-based Training**

NCCD project staff will provide two half-day training sessions for up to 25 APS staff and supervisors on the SDM APS intake assessment.

Cost includes curriculum development and materials (e.g., PowerPoint slides, case vignettes, Policy and Procedures Manual). NCCD will provide electronic copies of all training materials to Orange County. The county will be responsible for duplication of materials for training participants, obtaining training space/facilities, and provision of a computer projector and screen.

Training will include the following:

- i. Information on the development of the SDM intake assessment;
- ii. Review of the policies and procedures related to the assessment;

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- iii. Review and discussion of item definitions;
- iv. Practice opportunities for applying the definitions on APS intake case vignettes; and
- v. Participant questions and discussion of related practice issues.

**3. Web-based Data Collection System**

a. Modifications and Initial Deployment

This cost is based on an assumption that Orange County APS implements the Yolo County version of the SDM intake assessment with only minor modifications to text/wording.

NCCD maintains a web-based DCS that is used to support research, caseload, and other data-intensive activities. Under this agreement, Orange County will adopt the web-based DCS as designed for Yolo County, and NCCD will make minor modifications of this existing system as defined by the finalized Policy and Procedures Manual, and will be limited to minor text changes to the existing item structure/assessment format.

The NCCD DCS provides a secure web-based environment for users to complete, edit, and print assessments. The assessments for APS hosted within the DCS are interactive and self-validating.

Features of the DCS are as follows:

- i. Users may save incomplete forms and complete them during a later session. Incomplete items are highlighted when the user saves the assessment.
- ii. Users may locate completed assessments by client name and ID number.
- iii. Users may view a list of incomplete and recently completed assessments.
- iv. An export system that provides regular exports of all assessment data. The data will be exported and posted to NCCD's secure FTP site on a weekly basis.

Because it is a generic system that was not custom-built for any one purpose or customer, the DCS has some limitations. These include the following:

- i. The DCS is independent from any other data collection or case management system. This means that there is not and cannot be a system for populating data into the assessments. All identifiers must be entered by the user.
- ii. All users within a county may see, edit, and delete any assessment completed within that county. There are no facilities to limit access to assessments or otherwise make them "read-only."
- iii. There is also no system for supervisor approval

b. Annual Maintenance

Maintenance and support services for use of the web-based application include the following:

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- i. Co-location costs: Network connectivity, hardware, security, data backups, vendor licenses, system administration, and database administration costs.
- ii. Help desk: Telephone and email support from NCCD help desk personnel. The help desk is available during regular NCCD business hours (9 a.m. to 5 p.m. Central) and all requests will be acknowledged within two working days.
- iii. Bug fixes: This is a change that corrects application functionality such that it behaves in accordance with the system design specifications:
  - » Severity 1 bugs: Defined as bugs that have a potential loss of data or prevent the successful completion of an assessment. NCCD will make every attempt to correct these problems within one to five working days.
  - » Lesser severity bugs: Will be handled on a quarterly basis. See below.
- iv. Quarterly maintenance updates: Every third month from the effective date of the service contract, NCCD will have the opportunity to deploy an updated version of an application. This includes ongoing maintenance and improvements to the DCS framework as well as minor language changes, typographical errors, and lesser severity bugs.
- v. Enhancements: Functionality outside the scope of an agreed-upon system design specification will not be covered by this maintenance agreement. Requests for enhancements should be submitted to the project/program manager for consideration.
- vi. Data extracts: A complete export of all collected data will be provided on a weekly basis. Any changes in the format of the exported data (i.e., changes that would change the import and/or analysis process) will be accompanied by a revised data dictionary.

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**SECTION IV**

**COMPENSATION/PAYMENT SCHEDULE**

This is a fixed amount CONTRACT between COUNTY and CONTRACTOR for Web-based Application for Structured Decision Making Tool for SSA/FSS & APS, for a "not to exceed amount" of \$72,500/year.

**A. COMPENSATION:**

**Terms of Payment:** Payment for all services shall be made to the CONTRACTOR within 30 calendar days of receipt of a valid invoice in a format acceptable to the COUNTY. The invoice must first be verified and approved by the using agency/department and is subject to routine processing requirements of the COUNTY.

**Payment in Arrears:** Quarterly invoices are to be submitted in arrears for services rendered. Billing shall cover services not previously invoiced. Invoices are to be submitted to the user agency/department, to the "ship to" address, for verification and approvals.

Payments made by the COUNTY shall not preclude the right of the COUNTY to thereafter dispute any services involved or billed under this CONTRACT and shall not be construed as acceptance of any part of the order.

**Invoice Submittal:** Responsibility for providing an acceptable invoice rests with the CONTRACTOR.

An acceptable invoice format shall minimally include:

- A. CONTRACTOR'S name and address;
- B. Invoice number and date;
- C. Name of COUNTY agency/department ordering services/goods;
- D. Description of services and date ordered;
- E. CONTRACT No. MA-063-12010116;
- F. Total Invoice Amount;
- G. CONTRACTOR'S federal taxpayer's ID number and
- H. CONTRACTOR'S remittance address (if different from line A)

CONTRACTOR shall submit invoices for payment processing to the following address:

Social Service Agency/Procurement Services  
Attn: Payment Processing Desk (MA)  
1505 E. Warner Ave.  
Santa Ana, CA 92705

**B. PAYMENT SCHEDULE:**

1. **Structure Decision Making (SDM) assessment for CalWorks \$37,600/year**  
  
(\$9,400) payable quarterly in arrears (December, March, June and September)
2. **Structure Decision Making (SDM) intake assessment for Adult Protective Services (APS) \$34,900/year**  
  
(\$8,725) payable quarterly in arrears