



AGENDA REPORT

TO: Steven Falk
Interim City Administrator

FROM: Kentrell Killens
Interim Chief, Violence
Prevention

SUBJECT: DVP Data Management System
Contract Amendment

DATE: May 15, 2023

City Administrator Approval

Date: Jun 1, 2023

RECOMMENDATION

Staff Recommends That The City Council Adopt A Resolution To:

- 1. Amend City Council Resolution No. 89380 To Increase The Amount Of A Contract With Bonterra, Inc. For The Term Of August 1, 2022, To June 30, 2027, To Fund Fifty Additional User Accounts For The Department Of Violence Prevention's Data Management System, For An Additional Contract Amount Not To Exceed Ninety-One Thousand Five Hundred Forty-One Dollars (\$91,541) And A Total Contract Amount Not To Exceed Six Hundred Twenty-Four Thousand Five Hundred Ninety-Seven Dollars (\$624,597).**

EXECUTIVE SUMMARY

The proposed resolution, if adopted, will authorize the Department of Violence Prevention (DVP) to add \$91,541 to an existing contract with Bonterra, Inc. for data management system services to fund 50 additional user accounts for the period of July 1, 2023, to June 30, 2027 (4 years). The DVP's existing contract with Bonterra, Inc., which is for a total amount of \$533,056 and for the term of August 1, 2022, to June 30, 2027 (5 years), funds the development and ongoing maintenance of the DVP's Apricot 360 data management system, and it includes funding for 150 user accounts. Since transitioning to Apricot 360 in January 2023, the DVP has determined that 200 user accounts are needed to allow for the required data entry by program and fiscal staff within the DVP and the over 30 agencies that are funded by the DVP to deliver violence prevention and intervention services.

Public Safety Committee
June 13, 2023

BACKGROUND / LEGISLATIVE HISTORY

The DVP contracts annually with community-based organizations (CBOs) to deliver violence prevention and intervention services using funding from the 2014 Oakland Public Safety and Services Violence Prevention Act and the General-Purpose Fund. In Fiscal Year (FY) 2022-2023, the DVP funded 31 community-based organizations (CBOs) through 62 grant agreements to deliver services in the areas of group and gun violence, gender-based violence, and community healing and restoration. For FY23-24, the DVP anticipates executing 60 grant agreements with 33 CBOs for services in the same areas. The DVP also employs staff who perform direct service activities in the areas of shooting and homicide response, relocation, and family coaching for individuals at high risk for gun violence.

In order to adequately monitor and evaluate violence prevention and intervention activities funded through the DVP, the DVP requires a data management system that allows internal staff and staff at funded agencies to enter a wide range of service delivery data. The data management system must also have strong functionality related to contract management, data visualization and extraction, and data quality assurance and privacy pertaining to individual service records.

In July 2022, the City Council approved a contract with Bonterra, Inc. (formerly known as Social Solutions Global, Inc.) in the amount of \$533,056 for the term of August 1, 2022, to June 30, 2027 (5 years), to fund the development and ongoing maintenance of a new data management system for the DVP using Bonterra's Apricot 360 platform (Resolution 89380 C.M.S.). Prior to this, the DVP (formerly Oakland Unite) had contracted with Cityspan Technologies, Inc. since 2006 to provide data management system services. Compared to Cityspan's data management system, the Apricot 360 platform has functionality that allows users to collect more data in an easier way and use the data to inform service delivery. Examples of improved functionality include automated workflows that alert staff to clients who require follow-up, graphs and charts that display service data in an easy-to-understand and actionable format, alerts for missing or incomplete data, and mobile data entry capabilities.

From July to December 2022, DVP staff worked closely with staff from Bonterra, Inc. to customize the Apricot 360 platform to the DVP's unique data management needs. In January 2023, DVP staff and staff from funded agencies began using the Apricot 360 data management system to document data on service delivery and contract management.

ANALYSIS AND POLICY ALTERNATIVES

The DVP's original contract with Bonterra, Inc. included 150 user accounts for the duration of the contract term. At the time that the contract was being approved by Public Safety Committee, Privacy Advisory Commission, and City Council in March through July 2022, the DVP's FY22-23 grant awards had not been finalized, nor had staffing within funded organizations. Since the Apricot 360 system went live in January 2023, it has become clear that the DVP requires 200 user accounts to accommodate all program and fiscal staff within the DVP and funded organization who require access to Apricot 360 to enter data on an ongoing basis.

FISCAL IMPACT

Approval of this resolution will authorize the DVP to allocate funds in the amount of \$91,541 to pay for 50 additional user accounts for the DVP’s Apricot 360 data management system for FY23-24 to FY26-27 (4 years). The total cost of 50 additional user accounts for four years is \$117,032, but these costs will be offset by a reduction in the DVP’s technical support package from the diamond level to platinum level, which will save \$25,491 over four years. The proposed funding changes by year are outlined in Table 1.

The proposed contract increase of \$91,541 over four years will be provided by the DVP from the following: DVP Measure Z Fund (2252), Oakland Unite Organization (70211), DVP Implementation Project (1005363) and Measure Z Program (PS37).

Table 1. Bonterra contract adjustments and total costs by fiscal year.

Fiscal year	Description of fees	Allocation in Res. No. 89380	Increase for 50 user accounts	Decrease for reduced training & support	Net change	Total proposed amount
2022-2023	System development	\$71,000	\$0	\$0	\$0	\$71,000
	User accounts & training/support	\$49,014	\$0	\$0	\$0	\$49,014
	Contingency	\$10,000	\$0	\$0	\$0	\$10,000
2023-2024	User accounts & training/support	\$98,028	\$28,677	\$6,200	+\$22,477	\$120,505
2024-2025*	User accounts & training/support	\$98,028	\$28,677	\$6,200	+\$22,477	\$120,505
2025-2026*	User accounts & training/support	\$100,969	\$29,567	\$6,386	+\$23,181	\$124,150
2026-2027*	User accounts & training/support	\$106,017	\$30,111	\$6,705	+\$23,406	\$129,423
Total		\$533,056	\$117,032	\$25,491	+\$91,541	\$624,597

*Funding allocations in these fiscal years are based on the assumption that Measure Z funding will be reauthorized. If Measure Z is not reauthorized, the DVP will use grant funding or money from the General-Purpose Fund to cover the Measure Z allocations.

PUBLIC OUTREACH / INTEREST

This modification is in direct response to requests from the DVP's funded organizations for additional user accounts to fully accommodate their program and fiscal staff who need access to Apricot 360 to enter required data.

COORDINATION

In preparation of this report and resolution, the City Attorney's Office, Budget Bureau, and the City Administrator's Office were consulted and provided edits.

PAST PERFORMANCE, EVALUATION, AND FOLLOW-UP

The DVP's Apricot 360 Data Management system was implemented in January 2023 and currently has 197 users. Thus far, the system has vastly improved the DVP's ability to collect data and evaluate programming to better understand how programs are being implemented and who is being served.

SUSTAINABLE OPPORTUNITIES

Economic: There are no economic benefits.

Environmental: There are no environmental benefits.

Race & Equity: By increasing the effectiveness of the DVP's programs and ongoing program evaluation, the Apricot 360 data management system will contribute to improved service delivery for individuals who are exposed to, at risk for, or involved in violent crime. Violent crime in Oakland disproportionately impacts people of color, with 77% of shooting victims and 83% of homicide victims in 2021 identifying as African American or Latino. Improvements in DVP service delivery and program impact that will undoubtedly result from an improvement data management system will predominantly impact people of color in Oakland and lead to more equitable outcomes.

REQUESTED OF THE CITY COUNCIL

Adopt A Resolution Authorizing The City Council To:

1. Amend City Council Resolution No. 89380 To Increase The Amount Of A Contract With Bonterra, Inc. For The Term Of August 1, 2022, To June 30, 2027, To Fund Fifty Additional User Accounts For The Department Of Violence Prevention's Data Management System, For An Additional Contract Amount Not To Exceed Ninety-One Thousand Five Hundred Forty-One Dollars (\$91,541) And A Total Contract Amount Not To Exceed Six Hundred Twenty-Four Thousand Five Hundred Ninety-Seven Dollars (\$624,597).

For questions regarding this report, please contact Kentrell Killens, Interim Chief of the Department of Violence Prevention, at 510-238-2916.

Respectfully submitted,

G. Kentrell Killens

G. Kentrell Killens (Jun 1, 2023 12:23 PDT)

Kentrell Killens
Interim Chief
Department of Violence Prevention

Reviewed by: Mailee Wang
Acting Deputy Chief of Administration
Department of Violence Prevention

Prepared by: Jenny Linchey
Acting Deputy Chief of Grants, Programs, and
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Attachments (1):

A: Proposal from Social Solutions