



San Francisco Department of Public Health

DHRPSC0006140: Time Study Reporting and Programs Operations System

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DPH Division – Section:
San Francisco Health Network/Population Health Division/Behavioral Health Services -
Maternal Child and Adolescent Health

Civil Service Commission

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PSC REQUEST OVERVIEW: TIME STUDY REPORTING AND PROGRAMS OPERATIONS SYSTEM

- **Scope of Services:** Vendor-hosted software platform with implementation, training and post-implementation support to support case management, care coordination, funding management, and time study reporting by DPH's Maternal, Child and Adolescent Health section (MCAH).
- **Need of Services:** Current solutions do not fully meet time study requirements for federal reimbursement or case management needs for client documentation, longitudinal client/family tracking, and reporting to funders.
- **Service Delivery Locations:** 1595 Quintara St, 3801 3rd St, 333 Valencia St.
- **Service Delivery Timeline:** September 2026 is the new contract start date.
- **Clients to be Served:** Children 0-21 years of age served by California Children's Services Medical Therapy Unit in San Francisco. Children 0-5 years old who are at risk of foster care placement served by Birth to Five. Other MCAH programs needing time study support serve high-risk pregnant/postpartum clients, infants and children.

WHY THIS PSC SUPPORTS DPH'S MISSION

- **Background and Service History:** Records are kept in Oracle databases, Excel and Word files, and on paper. This fragmentation greatly hinders data tracking for both client care and reporting. A modern, integrated system is needed.
- **Why Contracting is the Right Tool for This Need:** The proprietary software meets DPH needs for
 - Fully HIPAA-compliant documentation with granular security controls, including scanned documents
 - Integrated appointment scheduling
 - Inclusion of client data from state systems
 - Longitudinal tracking of both clients and families
 - Integrated time study, customized to meet California requirements for county MCAH programs.DPH does not have a city-hosted system able to support these specialized functions at the required scale, compliance level or timeframe.
- **How This Supports DPH Programs:** Decreases administrative/paperwork burden for public health nurses and other clinical staff for documentation and time study entry. Enables programs to efficiently track metrics for operations, reporting and state reimbursement.
- **PSC Amount:** \$300,000
- **PSC Duration:** 60 months



THANK YOU

