

# The County of Yuba

## Health and Human Services Department

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**TO:** Board of Supervisors

**FROM:** Jennifer Vasquez, Director  
Tony Gordon, Deputy Director  
Health and Human Services Department

**SUBJECT:** Approve the Subscription Agreement with JUMP Technology Services, LLC. for the use of LEAPS for the period of July 1, 2023, through June 30, 2026, and authorize the Chair to sign.

**DATE:** September 12, 2023

**NUMBER:** 448/2023

### *Recommendation*

It is recommended that the Board of Supervisors approve the Subscription Agreement with JUMP Technology Services, LLC. (JUMP) for the use of LEAPS for the period of July 1, 2023, through June 30, 2026, and authorize the Chair to sign.

### *Background*

Health and Human Services (HHSD) must have a system designed specifically for adult maltreatment to maintain efficient and comprehensive case management, emergency response documentation, and statistical compilation that are mandated by the State of California Department of Social Services. Social workers have critical responsibilities in their response to allegations of elder or adult maltreatment, including 24-hour emergency response, intake and ongoing case management, assessment and case planning, field investigations, and linkages with law enforcement and other local agencies. Since 2017, HHSD has utilized the LEAPS automated case management system to ensure full compliance with mandates and timely responses to allegations and investigations of abuse and neglect.

### *Discussion*

JUMP has developed software solutions for human service agencies to manage elder and dependent adult maltreatment referrals and investigations. Using LEAPS organizes case information far more comprehensively, allowing Adult Protective Services (APS) social workers to collect and document case information efficiently from their desk or remotely in the field. Examples of case management content collected includes, but is not limited to:

- Case Overview – overall snapshot of case information
- Intake Report – details of the maltreatment referral
- Client Demographics – demographic information of alleged victim
- Perpetrator Details – demographic information of alleged perpetrator
- Interview Notes – running list of phone and in-person interviews
- Assessments – details potential risks and strengths of client
- Service Plan – outlines community-based services and goals to assist client
- Findings – determining factors of substantiated or non-substantiated maltreatment
- Documents – uploaded court reports, ID cards, photo evidence, etc.

Utilizing LEAPS for automated case management has lessened the burden of paper case files, streamlined the case management process and increased productivity and organization. From April 2022 to April 2023, HHSD averages each month:

- 129 open APS cases (1681 total)
- 42 APS reports received (552 total)
- 9 in-person investigations (123 total)
- 9 in-person response cases (115 total)
- 6 responses to request for information and referrals (72 total)

*Committee Action:*

The Human Services Committee was by-passed as the item is routine in nature and there is no impact to the General Fund.

*Fiscal Impact:*

Budget

- Included in the Board approved FY 23/24 Budget Appropriation

Total Projected Cost

- Three (3) year term for a total cost of \$67,288.00

Source of Funds

- Non-General Fund \$67,288.00, State and Federal funding
  - Child and Adult Protective Services

*Attachments*

448/2023 JUMP Sole Source Justification

448/2023 JUMP Agreement 2023-2026