



Robert Wood Johnson Foundation

Application ID: 84534

Applicant: Fort Bend County

Solicitation: Community Impact Contracts - START4 2019 Call for Application

Phase: Application

Title: Fort Bend County Collaborative Information System (FBCCIS)-OSCAR (On-Line System for Coordinated Access & Referral)

Status: In Progress

Last updated on: Jun 19, 2019 12:48 PM ET

Last updated by: Anna Gonzales

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Eligibility Criteria *

* Indicates required

To be eligible for this contract, the applicant must satisfy all of the following requirements. Please reply to each eligibility requirement.

1. Applicant is either a public entity or nonprofit organization that is tax-exempt.*

Do you meet this eligibility requirement?

- Yes
 No

2. Applicant is a member of the "All In: Data for Community Health" online community at allin.healthdoers.org. *

Do you meet this eligibility requirement?

- Yes
 No

3. The applicant organization is a member of an existing community or regional multi-sector collaboration.*

Do you meet this eligibility requirement?

- Yes
 No

4. The applicant organization must be based in the United States or its territories.*

Do you meet this eligibility requirement?

- Yes
 No

5. Type of applicant organization: *

Select one response below.

- Lead organization for an existing multi-organization collaboration
 Single organization operating on behalf of community stakeholders or partners
 Other (Specify Below)

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Key Contacts *

① Instruction:

- To save your partially completed page, scroll to the bottom of this page and select "Save, continue editing" or "Save, return home."
- Use the "Copy" feature to copy completed organizational and address information to a new contact. Choose a role from the drop-down menu and select the "Copy" button.
- If the key contact Organization is a college or university, include the appropriate School, Department, or Unit.

You may use the "Select contact information" link below to facilitate the entry of data required below. If the information already exists in the GuideStar Exchange or from prior activity with RWJF, the fields below will become prepopulated with the required data. If that occurs, please be sure to proofread the prepopulated information to ensure that it is accurate and current. Feel free to edit as needed. Use this link to learn more about this feature. If, instead, you prefer to manually enter all the required information below, you may do so.

Project Director *

This is the person with the responsibility for overseeing the project. This person will be the primary recipient of all key correspondence: copy of award notice, post-award financial and monitoring, and grant closure.

* Indicates required

Email *

Confirm Email *

First Name *

Last Name *

Organization *

Position *

Director of Fort Bend County Social Services

Address *

301 Jackson Street

Address (line 2)

City *

Richmond

State / Territory *

Texas

Zip or Postal Code *

77469

Office Phone Number *

2812383506

Phone Extn

Alternate Contact

The Alternate Contact should be the Project Director's assistant or another person we can contact if the Project Director is unavailable.

* Indicates required

Email *

stasha.scruggs@fortbendcountytexas.gov

Confirm Email *

stasha.scruggs@fortbendcountytexas.gov

First Name *

Stasha

Last Name *

Scruggs

Organization ***Position *****Address *****Address (line 2)****City *****State / Territory *****Zip or Postal Code *****Office Phone Number *****Phone Extn**

Highest Ranking Financial Official *

This person is generally the highest ranking financial individual of the application organization (e.g., CFO, Financial Director). This person will receive correspondence related to the finances of the contract: post-award financial and financial reporting.

* Indicates required

Email ***Confirm Email *****First Name ***

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Ed

Last Name *

Sturdivant

Organization *

Fort Bend County

Position *

Fort Bend County Auditor

Address *

301 Jackson Street

Address (line 2)

City *

Richmond

State / Territory *

Texas

Zip or Postal Code *

77469

Office Phone Number *

281-341-3760

Phone Extn

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Applicant Organization *

① Instruction:

Provide the following information about the applicant organization. **Include the formal legal name of the organization that, if awarded, will receive grant funds.**

You may use the "Select organization information" link below to facilitate the entry of data required below. If the information already exists in the GuideStar Exchange or from prior activity with RWJF, the fields below will become prepopulated with the required data. If that occurs, please be sure to proofread the prepopulated information to ensure that it is accurate and current. Feel free to edit as needed. Use this link to learn more about this feature. If, instead, you prefer to manually enter all the required information below, you may do so.

* Indicates required

Organization *

Address *

Address (line 2)

City*

State / Territory*

Zip Code + 4-digit extension *

Phone Number*

Phone Extension

Website

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<https://www.fortbendcountytexas.gov/>

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Proposal Summary

(i) Instruction:

Provide the information requested below. Please keep in mind that this contract should represent a request for support of a specific activity or purpose that is part of a larger collaborative initiative. In order to help us understand the context of this proposal, we need to know more about the collaboration that it will support.

After you have saved your contact information in the online application, we will send a link to the project director to complete a short survey that describes the multi-sector data-sharing collaborative this contract will support within three business days. Please take 10-15 minutes to complete this form before you complete the narrative questions, so that you will be able to streamline your responses knowing what background information we will have.

* Indicates required

Proposal Title*

Fort Bend County Collaborative Information System (FBCCIS)-OSCAR (On-Line System for Coordinated Access & Referral)

Amount of DASH Funds Requested \$*

25,000

Project Start Date

09/03/2019

Proposal Summary *

Provide a two-three sentence high-level summary.

Maximum 500 characters (approximately 100 words including spaces)

FBCCIS is proposing to enhance its already existing data sharing platform by adding the OSCAR (On-line System for Coordinated Access & Referral). The OSCAR is an on-line web portal to make multi-sector services accessible to Fort Bend County residents. The online portal will allow residents to request services, upload documents, schedule appointments, check on the status of their case, receive electronic referrals to partnering agencies and allow partners to follow-up with residents.

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Proposal Information Questions*

* Indicates required

Proposal Detail

Provide detail about your proposal to the questions below:

1. Briefly summarize the problem you propose to solve, specific strategies/activities you plan to implement, and partners that will be engaged through this request.*

Please include the following elements:

- a. Propose 1-2 deliverables that will result from this award. These deliverables should be conceptualized as 1) outcomes that benefit the collaboration and community, and 2) artifacts or products that can capture your processes and/or learnings that can be disseminated through *All In*.
- b. Describe any barriers that you anticipate and how they will be addressed.
- c. Complete a work plan; see "support documents." You may attach the work plan for a larger project (as a .pdf) as well if this request addresses a challenge in that larger context and it helps clarify the activities.

Maximum 3,000 characters (approximately 500 words including spaces)

The implementation of the Online System for Coordinated Access & Referral (OSCAR) System, would increase access to services, eliminate repetitive research of services and reduce the frustration of unsuccessful referrals on behalf of beneficiaries. In the summer of 2018 the Fort Bend County Collaborative Information System (FBCCIS) conducted a Beneficiary Assessment, with 1,047 beneficiaries responding to the survey. The findings of the assessment demonstrated beneficiaries wanted information on employment, how to attain a GED or higher education, budgeting/money management, financial/legal assistance, identifying food and nutrition services, acquiring housing assistance, and getting basic needs met. Essentially, their responses asserted beneficiaries are unfamiliar and unaware of how to access services in Fort Bend County. As a result, the FBCCIS has sought to enhance its already existing data sharing platform by adding the OSCAR system. The OSCAR would eliminate sending beneficiaries on numerous unnecessary trips to various agencies and non-profit entities, diminish time away from work, reduce no show rates, decrease duplication of services, and ensure a coordinated hand off from one agency to another.

This proposed strategy will be to create and implement an online portal (the OSCAR) to augment the already existing Caseworthy System utilized by FBCCIS partners. The OSCAR will serve as an online service that would allow beneficiaries to create a username and password, apply for and request services, schedule appointments, receive appropriate referral information, send electronic referrals to the appropriate partners, and provide case managers with the ability to track beneficiary services through the already existing data sharing system (Caseworthy). All 12 FBCCIS partners in the community will be engaged through this request.

Outcomes:

Improve the efficiency and effectiveness through the use of technology to advance the delivery of Social Services in Fort Bend County.

Increase access to Social Services to Fort Bend County's most vulnerable populations.

Identify and track services rendered to Fort Bend County beneficiaries throughout the community.

Captured Products:

Through the implementation of these activities, it is the applicant's goal to create a prototype through which services can be coordinated and made accessible online. This will be achieved by obtaining quantitative and qualitative data demonstrating services and outcomes delivered to clients, (i.e. Did clients receive services in a timely manner? Amount of time spent with clients? Were partners responsive to needs? Which other partners need to be included in the collaborative? and Allow beneficiaries a means by which they can access Social Services online., etc.). Review the OSCAR System and obtain feedback from partners and beneficiaries on its use and effectiveness.

See: Workplan on how the OSCAR System will be implemented.

2. Describe the primary partners and their role/involvement in the specific project/ activities outlined in this proposal and work plan. (Up to four organizations/stakeholder types) *

Consider:

- a. How each stakeholder will contribute to and benefit from this proposal, including consideration of community members/persons with lived experience of inequity.
- b. What types of data will be shared between these partners, and how?

Maximum 1750 characters (approximately 340 words including spaces)

FBCCIS is a multi-sector collaborative consisting of 12 organizations. The organizations include providers of basic needs, a local federally qualified health center, a local housing authority, a local community paramedic program, behavioral health providers, and an educational service provider. The partners' role in the activities will include gaining access and utilizing the OSCAR System to coordinate their services to provide assistance with client referrals. Partners will have access to the data and can review client files electronically. Clients needing additional services can reach out to partners or access outside services through the online system to ensure comprehensive services are provided. Currently, FBCCIS shares the following data: client's first and last name, address, zip code, date of birth, gender, social security number, relationship status (head of household, child, parent, etc.), veteran status, race, ethnicity, agency providing service, service type, service date, service total (dollar amount or value of service), phone number, household income, and comments. FBCCIS partners share client data over a secure platform. As part of the collaborative agreements, partners submit the aforementioned data on a weekly basis via an Excel spreadsheet. The data is then uploaded onto the Caseworthy Software System, whereby partners are able to view client activity and determine how the client can be further assisted by a partnering agency.

3. Please describe the proposed impact of this contract.*

Consider:

- a. How this funding will increase your capacity to perform multi-sector, collaborative, data sharing work.
- b. How this contract will advance the overall purpose and goals of your multi-sector collaboration (as described in the survey).
- c. Possible next steps after reaching your 1-2 deliverable(s).
- d. Include a discussion of any current funds that exist to help leverage this work or other funding this award might encourage.

Maximum 1750 characters (approximately 340 words including spaces)

- A. Funding will increase the beneficiaries' ability to independently review their interaction with each partnering organization. The client will have access to the Online System for Coordinated Access & Referrals (OSCAR). This will allow them visibility of their records, allowing them to receive and upload documents, schedule appointments and correspond with their Case Manager. It is the intent of the FBCCIS to engage the County's Community Hospital (OakBend Hospital) in the collaborative. The implementation of the OSCAR would allow for those patients who are discharged from the hospital (uninsured and underinsured patients) to receive case management services within days after hospital discharge.
- B. The creation of the OSCAR System will decrease barriers to beneficiaries receiving services. The implementation of this system will eliminate the need to transport beneficiaries resulting in unnecessary office visits, time off from work for appointments, allowing beneficiaries to upload documents through the portal, enhancing quality assurance, reducing duplication of data gathering, time and resources through the OSCAR System, and providing a continuous line of communication.
- C. The OSCAR System will be launched to the community through our partners, social media, the school system and various county departments. Current beneficiaries will receive a letter announcing the new database, steps on how to create a user name and password, and how to make an appointment and upload documents.
- D. The County is seeking funds from the Texas Department of State Health Services and Fort Bend County budget FY 2020 to leverage the total cost of the OSCAR System.

4. Describe how your approach, documentation, materials, results or evaluation (in whole or in part) might be useful to other collaborations or communities engaged in similar or related activities. *

Consider:

- a. What materials (for internal/external audiences) do you anticipate producing?
- b. What do you hope to learn from this experience?

Maximum 1750 characters (approximately 340 words including spaces)

- A. It is the applicant's intent that the FBCCIS-OSCAR System will serve as a coordinated approach to accessing services by county beneficiaries. In addition, the project will assist other collaborative partners with identifying and tracking beneficiaries to improve service delivery over time. Through this online approach the applicant expects to advance the delivery of Social Services through the use of technology. In the future it is anticipated this system will be a model by which other Social Services driven Collaboratives will be able to replicate this system "All In" throughout the state and nation.
- B. This opportunity will provide FBCCIS the ability to identify gaps in services and ameliorate solutions to better and more timely address beneficiary needs on a routine basis. Additionally, the applicant hopes to learn how it can more effectively respond to beneficiaries needs in times of disaster or crisis. It is during these events when vulnerable populations are often times disconnected and are in the greatest need of services by collaborative partners and the larger community.

5. Describe the specific community and population involved in or addressed with this contract, including how community residents/ people with lived experience are directly involved or engaged in leading the efforts. *

Maximum 1750 characters (approximately 340 words including spaces)

In 2015, Fort Bend County established it's Collaborative with the support of three local foundations. In 2018, a Strategic Plan was formulated and the Collaborative was challenged to expand partners to broaden the people and services provided to the growing population. All partners provide services in Fort Bend County to the County's most vulnerable populations. These include: economically disadvantaged, mentally ill, victims of crime, uninsured/underinsured, chronically ill, veterans, food insecure, elderly, disabled, persons recently released from jail or prison, the homeless, etc. Based on a Beneficiary Assessment, the majority of respondents lived in the following zip codes: 77489 (Missouri City), 77471 (City of Rosenberg) 77477 (City of Stafford), 77469 (City of Richmond) and 80% of the respondents were female, single and younger than 65. Other data collected demonstrated the beneficiaries served were 41% African American, 43% White, and 16% reported as other. With regards to ethnicity 24% reported they were Hispanic with 46% reporting Non-Hispanic. Food assistance was requested by 74%, 19% needed financial assistance, 4% needed housing assistance and 3% needed utility assistance. A mere 52% reported no income in the household, 28% with an income of \$1,200 or less per month, 13% with \$2,000 or less per month and 7% with \$2,400 or less per month. Collaborative members examine it's data monthly and contacts beneficiaries by phone, conduct home visits, to engage beneficiaries on a routine basis. This practice will continue with the additional resources this contract will provide. The Collaborative will continue to look for ways to engage beneficiaries to improve service delivery in Fort Bend County.

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Budget Worksheet *

* Indicates required

① Instruction:

An important component of your proposal is the preparation of a budget. Complete every field on this page using your best judgment when projecting expenses. DASH adheres to RWJF's financial policy.

- Personnel—salary and fringe costs.
 - Amount - enter the DASH requested amount.
 - FTE (if shown) - this column does not calculate.
 - Total - this column will replicate the "Amount" column for a single budget period and will show the cumulative total for multiple budget periods (if applicable).

- Other Direct Costs—office operations, communications/marketing, travel, meeting expenses and project space.
- Consultants/Contractors—consultant and/or contract costs.
- Indirect Costs—administrative expenses related to overall operations. The Foundation's approved rate for Indirect Costs is 12 percent of Personnel, Other Direct Costs and Purchased Services. When Purchased Services total more than 33 percent of the budget, the Foundation limits indirect costs on the Purchased Services category to 4 percent.

Travel and other direct expenses associated with participation in the learning collaboration will be covered by the National Program Office.

Enter budget information in the section below.

Start Date 09/03/2019 **Duration** months **Project Total** \$25,000

"Start Date," "Duration" and "Project Total" are auto-populated by data from the "Project Summary" screen.

Budget Worksheet

	Period 1	
	Duration * 6 months	
Personnel		Total
Proj. Dir./Prin. Invest.	0	0
Program Staff	0	0
Administrative Staff	0	0
Other Staff	0	0
Fringe Benefits %	0	0

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Personnel Total	0	0
Other Direct Costs		Total
Office Operations	0	0
Communications/Marketing	0	0
Travel	0	0
Meeting Expenses	0	0
Polls and Surveys	0	0
Equipment	0	0
Project Space	0	0
Other	0	0
Other Direct Costs Total	0	0
Consultants/Contractors		Total
Consultants	0	0
Contracts	25,000	25,000
Consultants/Contractors Total	25,000	25,000
Indirect Costs	0	0
Indirect Costs Total	0	0
Total	25,000	25,000

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Budget Narrative*

* Indicates required

1. Please describe the use of funds for this contract. For contracts with an individual consultant, a vendor, or another organization, please describe their relevant experience (you agree to provide a copy of the executed contract to the Program Office). You may upload additional documentation about them in the Supporting Documents section.*

Maximum 3000 characters (approximately 500 words including spaces)

The total cost of the OSCAR Web-Portal System is \$55,875. This cost includes Web-Portal Setup Fee \$20,000, Web Portal User License \$10,000 (unlimited license issued), \$1,875 Administration & Tools Training, \$1,500 Needs Analysis Discovery, \$3,750 Project Management, and \$18,750 Configuration Application. Currently FBCCIS, Fort Bend County Emergency Medical Services (Community Paramedics Program) and Fort Bend County Social Services Department all use the Caseworthy Software System. In addition as a part of the FBCCIS Collaborative agreements, all partners pay for their own license to access Caseworthy.

Project Management costs include: meetings with Caseworthy Software staff and management of the contract during the start-up and implementation phases of the contract. The configurations cost include making changes to the existing software to ensure that features are configured to maximize the benefits of the portal. For example, configuring the existing scheduling feature to augment the use of the web portal, configuring the demographic intake form, and configuring other features in the portal to make it more user friendly over time, as the applicant obtains feedback from the partners and the beneficiaries, etc.

The applicant is seeking to leverage funds through the Texas Department of State Health Services as well as to supplement its budget through the County budget process in FY 2020.

2. Please describe any budgeted travel or meeting expenses.*

Maximum 2000 characters (approximately 380 words including spaces)

No travel expenses are needed for this project. Meetings will be conducted onsite or via telephone conference as needed. Updates and feedback from the FBCCIS partners will be provided at the regular monthly meetings (first Monday of each month) of the Collaborative.

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Supporting Documents *

① Instruction:

The following supporting documents are either required or optional, as indicated:

1. CV-Resume of primary contact (*required*)
2. Letters of Support (*optional* but strongly encouraged if the success of your project depends on participation of other partners. Applications that do not present convincing evidence of multi-sector collaboration are generally not funded.)
3. Last two years' audited financial statements (*required*)
4. Project Timeline/Work plan (*required*)
5. Optional Appendices (e.g., collaborative or data governance structures, information about other projects to be leveraged) (*optional*)

To Begin: Download the template shown below. Follow the instructions included on the template.

To Upload: Upload the completed template by selecting the "Upload" button below. For assistance with uploading, refer to the "Upload Documents" section of the "Applicant Guide," (see "Resources" box on the left).

When you have completed this page, select the "Save, section finished" button at the bottom of the page. Once all sections of your application are complete, you may "Submit" from the Home Page. All uploaded documents may be updated and replaced until you submit your application.

* Indicates required

Description	Templates	Uploaded Documents
<p>CV-Resume Instructions *</p> <p>Use this template for the Project Director and Co-Project Director. You may upload up to 2 (two) CVs with a maximum of 4 (four) pages per document uploaded.</p> <p>See the instructions link in the "Templates" column to the right.</p> <p>To maintain the original formatting, you must convert your document to a PDF prior to uploading. For additional information, refer to "Troubleshooting Tips," (see "Resources" box on the left).</p>	<p>CV Resume Instructions</p>	<p>Stasha Scruggs Resume.pdf Date added: 06/18/2019 By: Anna Gonzales</p> <p>Anna_Gonzales_Resume 4... Date added: 06/18/2019 By: Anna Gonzales</p>

Letters of Support

Letters of Support are optional but strongly encouraged if the success of your project depends on participation of other partners. Applications that do not present convincing evidence of multi-sector collaboration are generally not funded.

See the instructions link in the "Templates" column to the right.

To maintain the original formatting, **you must convert your document to a PDF prior to uploading.** For additional information, refer to "Troubleshooting Tips," (see "Resources" box on the left).

Letter of Support Instructions

Fort Bend County Lette...
Date added: 06/18/2019
By: Anna Gonzales

Fort Bend County Lette...
Date added: 06/18/2019
By: Anna Gonzales

FBCCIS Letter of Suppo...
Date added: 06/18/2019
By: Anna Gonzales

Financial Statements *

Please provide the last two years' audited financial statements. **Excel files or portfolio files are not accepted.**

To maintain the original formatting, **you must convert your document to a PDF prior to uploading.** For additional information, refer to "Troubleshooting Tips," (see "Resources" box on the left).

STATE-2017FiscalYear.pdf
Date added: 06/19/2019
By: Anna Gonzales

STATE-2016StateSingleA...
Date added: 06/19/2019
By: Anna Gonzales

FEDERAL-2017FiscalYear...
Date added: 06/19/2019
By: Anna Gonzales

FEDERAL-2016FederalSin...
Date added: 06/19/2019
By: Anna Gonzales

Project Timeline/Work Plan *

Download the template in the "Templates" column to the right, and follow the instructions carefully.

To maintain the original formatting, **you must convert your document to a PDF prior to uploading.** For additional information, refer to "Troubleshooting Tips," (see "Resources" box on the left).

Your document should not exceed two pages.

Timeline/Work Plan

TimelineWorkPlan_Final...
Date added: 06/19/2019
By: Anna Gonzales

Optional Appendices

Optional documents include an expanded list of key supporters and details on consultants, vendors, and organizations if they have already been identified.

Appendices Template

signed_Hope Fort Bend ...
Date added: 06/19/2019
By: Anna Gonzales

signed Rosenberg Housi...

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If you choose to submit appendices, download the template (see link in "Templates" column to the right) and follow the instructions carefully.

To maintain the original formatting, **you must convert your document to a PDF prior to uploading**. For additional information, refer to "Troubleshooting Tips," (see "Resources" box on the left).

Date added: 06/19/2019
By: Anna Gonzales

signed Fort Bend Hope ...
Date added: 06/19/2019
By: Anna Gonzales

Second Mile Mission Ce...
Date added: 06/19/2019
By: Anna Gonzales

Rose-Rich Helping Hand...
Date added: 06/19/2019
By: Anna Gonzales

Katy Christian Ministr...
Date added: 06/19/2019
By: Anna Gonzales

FB Seniors Meals on Wh...
Date added: 06/19/2019
By: Anna Gonzales

East Fort Bend Human N...
Date added: 06/19/2019
By: Anna Gonzales

Agency Participation A...
Date added: 06/19/2019
By: Anna Gonzales