

33184

Contract No. PH-002508

**DEPARTMENT OF PUBLIC HEALTH
CHILDREN'S HEALTH OUTREACH, ENROLLMENT, UTILIZATION AND
RETENTION SERVICES
Amendment Number 14**

THIS AMENDMENT is made and entered into this 30th day
of October, 2019,

by and between

COUNTY OF LOS ANGELES
(hereafter "County"),

and

CITY OF LONG BEACH DEPARTMENT
OF HEALTH AND HUMAN SERVICES
(hereafter "Contractor").

WHEREAS, reference is made to that certain document entitled "Children's Health Outreach, Enrollment, Utilization and Retention (CHOEUR) Services", dated June 4, 2013, and further identified as Contract No. PH-002508, and any Amendments thereto (all hereafter "Contract"); and

WHEREAS, County has been allocated additional funding from the Department of Mental Health – Mental Health Service Act (DMH-MHSA), Prevention and Early Intervention Outreach, and the United States Department of Human Services (USDHS) Medical Assistance Program, CFDA Number 93.778, through the California Department of Health Care Services for Whole Person Care, Outreach and Engagement Incentive funds via the Department of Health Services (DHS); and

WHEREAS, on May 29, 2018, the Board of Supervisors delegated authority to the Director of Public Health, or designee, to execute amendments to the Contract; and

WHEREAS, it is the intent of the parties hereto to amend Contract to extend the term, increase the maximum obligation of County, and make other hereafter designated

changes; and

WHEREAS, said Contract provides that changes may be made in the form of a written amendment which is formally approved and executed by the parties; and

WHEREAS, Contractor warrants that it possesses the competence, expertise, and personnel necessary to incorporate additional screening for DMH-MHSA Prevention and Early Intervention Outreach services and DHS Whole Person Care Outreach and Engagement services while allowing for the continuation of evidence-based CHOEUR programming that provides comprehensive and coordinated health coverage outreach, enrollment, utilization, and retention services to children and families under this Contract; and

NOW, THEREFORE, the parties hereto agree as follows:

1. This Amendment shall be effective July 1, 2019.
2. Subparagraph A of Paragraph 2, DESCRIPTION OF SERVICES, shall be deleted in its entirety and replaced as follows:

“A. Contractor shall provide services in the manner described in Exhibits A.3, A.4, A.5.1, A.6, A.7 and A.8 (Statements of Work), and Exhibits B-1, B-2.1, B-3.2, B-4, B-5, B-6.1, B-8, B-9, B-10 and B-11 (Scopes of Work), attached hereto and incorporated herein by reference.”

3. First Subparagraph of Paragraph 3, TERM OF CONTRACT, shall be revised to read as follows:

“3. TERM OF CONTRACT:

The term of this Contract shall be effective July 1, 2013 and shall continue in full force and effect through June 30, 2020, unless sooner

terminated or extended, in whole or in part, as provided in this Contract."

4. Subparagraph K of Paragraph 4, MAXIMUM OBLIGATION OF COUNTY, shall be added to read as follows:

"K. Effective July 1, 2019 through June 30, 2020, the maximum obligation of County for all services provided hereunder shall not exceed one hundred fifty-eight thousand, eight hundred thirteen dollars (\$158,813). Of this amount, eighty thousand, seven hundred thirty-eight dollars (\$80,738) is allocated for the DMH-MHSA Prevention and Early Intervention Outreach services for the period July 1, 2019 through June 30, 2020, as set forth in Exhibit C-13, and seventy-eight thousand, seventy-five dollars (\$78,075) is allocated for DHS Whole Person Care Outreach and Engagement services for the period July 1, 2019 through June 30, 2020, as set forth in Exhibit C-14, attached hereto and incorporated herein by reference."

5. Paragraph 11, CONSIDERATION OF HIRING GAIN/GROW PARTICIPANTS, of the ADDITIONAL PROVISIONS, shall be revised to read as follows:

"11. CONSIDERATION OF HIRING GAIN/GROW PARTICIPANTS:

Intentionally Omitted."

6. First Subparagraph of Paragraph 48, TERMINATION FOR GRATUITIES AND/OR IMPROPER CONSIDERATION, of the ADDITIONAL PROVISIONS, shall be revised to read as follows:

"48. TERMINATION FOR IMPROPER CONSIDERATION:

County may, by written notice to Contractor, immediately terminate

Contractor's right to proceed under this Contract, if it is found that gratuities or consideration in any form, were offered or given by Contractor, either directly or through an intermediary, to any County officer, employee, or agent, with the intent of securing the Contract or securing favorable treatment with respect to the award, amendment, or extension of the Contract, or making of any determinations with respect to the Contractor's performance pursuant to the Contract. In the event of such termination, County shall be entitled to pursue the same remedies against Contractor as it could in the event of default by Contractor."

7. Exhibit A.8, Statement of Work, DMH-MHSA Prevention and Early Intervention Outreach Services and DHS Whole Person Care Outreach and Engagement Services, shall be attached hereto and incorporated herein by reference.
8. Exhibit B-10, Scope of Work, DMH-MHSA Prevention and Early Intervention Outreach Services, shall be attached hereto and incorporated herein by reference.
9. Exhibit B-11, Scope of Work, DHS Whole Person Care Outreach and Engagement Services, shall be attached hereto and incorporated herein by reference.
10. Exhibit C-13, Budget, DMH-MHSA Prevention and Early Intervention Outreach Services, shall be attached hereto and incorporated herein by reference.
11. Exhibit C-14, Budget, DHS Whole Person Care Outreach and Engagement Services, shall be attached hereto and incorporated herein by reference.
12. Except for the changes set forth hereinabove, all terms and conditions of the Contract shall remain the same.

/

IN WITNESS WHEREOF, the Board of Supervisors of the County of Los Angeles has caused this Amendment to be subscribed by its Director of Public Health, or designee, and Contractor has caused this Amendment to be subscribed in its behalf by its duly authorized officer, the day, month, and year first above written.

COUNTY OF LOS ANGELES

By 
Barbara Ferrer, Ph.D., M.P.H., M.Ed.
Director

CITY OF LONG BEACH DEPARTMENT OF
HEALTH AND HUMAN SERVICES
Contractor

By 
Signature

Tom Modica
Printed Name

Title Acting City Manager
(AFFIX CORPORATE SEAL)

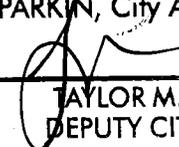
Rebecca Garner, Acting Assistant City Manager
EXECUTED PURSUANT TO SECTION 301 OF THE CITY
CHARTER

APPROVED AS TO FORM
BY THE OFFICE OF THE COUNTY COUNSEL
MARY C. WICKHAM
County Counsel

APPROVED AS TO CONTRACT
ADMINISTRATION:

Department of Public Health

By 
Patricia Gibson, Chief
Contracts and Grants Division

APPROVED AS TO FORM
October 2, 20 19
CHARLES PARKIN, City Attorney
By 
TAYLOR M. ANDERSON
DEPUTY CITY ATTORNEY

DA#04845

CITY OF LONG BEACH DEPARTMENT OF HEALTH AND HUMAN SERVICES

STATEMENT OF WORK

Children's Health Outreach, Enrollment, Utilization and Retention (CHOEUR) Services

**DMH PREVENTION & EARLY INTERVENTION OUTREACH PROGRAM
DHS WHOLE PERSON CARE OUTREACH & ENGAGEMENT PROGRAM**

Term July 1, 2019 - June 30, 2020

1. DEFINITION

Children's Health Outreach, Enrollment, Utilization and Retention (CHOEUR) are comprehensive programs that: develop and utilize a variety of techniques for health coverage outreach and enrollment; provide individual assessments of health coverage eligibility; develop and utilize a variety of techniques to reduce barriers to health coverage enrollment and utilization of benefits; and implement strategies to support health coverage retention. The delivery format of such programs may include but is not limited to: community outreach and education, presentations, enrollment events, eligibility assessment, application assistance, enrollment verification, utilization assistance and assistance with redetermination.

2. PERSONS TO BE SERVED

- A. CHOEUR services shall be provided in Los Angeles County.
- B. Contractor shall provide services to uninsured children, families and individuals in Los Angeles County who may be eligible for Medi-Cal, Healthy Kids and other no/low-cost health coverage programs (in accordance with Exhibits **B-10** and **B-11**, Scopes of Work, attached hereto and incorporated herein by reference).
- C. CHOEUR services shall be provided to individuals who may be eligible for Medi-Cal, Healthy Kids or other no/low-cost health coverage programs who reside in the City of Long Beach within Los Angeles County.

3. SERVICE DELIVERY SITE(S)

Contractor's facility where services are to be provided hereunder is located at:

- 2525 Grand Avenue, Long Beach, CA 90815 (Greater Long Beach Area)

For purposes of this Contract, Contractor shall specify specific cross streets and locations for street outreach activities in monthly reports to the Department of Public Health (DPH). Contractor shall request approval from DPH in writing a minimum of thirty (30) days before terminating services at such location and/or before commencing services at any other location.

4. SERVICES TO BE PROVIDED

- A. Contractor shall provide CHOEUR services in accordance with procedures formulated and adopted by Contractor's staff, consistent with law, regulations, and the terms of this Contract. Additionally, Contractor shall provide such services as

described in Exhibits **B-10** and **B-11**, Scopes of Work, attached hereto and incorporated herein by reference.

- B. Contractor shall obtain written approval from DPH's authorized designee for all educational materials utilized in association with this Contract prior to its implementation.
- C. Contractor shall develop all publicity materials in a professional manner and submit for approval such materials to DPH at least thirty (30) days prior to the projected date of implementation. For the purposes of this Contract, materials may include, but are not limited to, written educational materials (e.g., curricula, pamphlets, brochures, fliers), audiovisual materials (e.g., films, videotapes), and pictorials (e.g., posters and similar educational materials using photographs, slides, drawings, or paintings).
- D. Failure of Contractor to abide by this requirement may result in termination for default as specified in Paragraph 47, TERMINATION FOR DEFAULT, of the ADDITIONAL PROVISIONS of this Contract.
- E. Contractor shall utilize funds received from County for the sole purpose of providing CHOEUR services in accordance with Exhibits **C-13** and **C-14**, Budgets.

5. STAFFING REQUIREMENTS

- A. Contractor shall recruit linguistically and culturally appropriate staff. For the purposes of this Contract, staff shall be defined as paid and volunteer individuals providing services as described in Exhibits **B-10** and **B-11**, Scopes of Work, attached hereto and incorporated herein by reference.
- B. Contractor shall maintain recruitment records, to include, but not be limited to: 1) job description of all positions funded under this Contract; 2) staff résumé(s); 3) appropriate degrees and licenses; and 4) biographical sketch(es) as appropriate.

In accordance with this Contract, if during the term of this Contract an executive director, program director, or a supervisorial position becomes vacant, Contractor shall notify DPH's authorized designee in writing prior to filling said vacancy.

6. STAFF DEVELOPMENT AND TRAINING

Contractor shall conduct ongoing and appropriate staff development and training as described in Exhibits **B-10** and **B-11**, Scopes of Work, attached hereto and incorporated herein by reference.

- A. Contractor shall provide and/or allow access to ongoing staff development and training (for) of CHOEUR staff. Staff Development and training shall include, but not be limited to: DPH approved CORE Comprehensive Training for new staff and refresher training every two years thereafter, which includes training on Medi-Cal Programs, and periodic health coverage program reviews and updates.
- B. Contractor shall participate in annual hands-on Children's Health Outreach Initiatives (CHOI) online/webinar database system and forms training.
- C. Contractor shall maintain documentation of staff training in each employee file to include, but, not be limited to: 1) date, time, and location of staff training; 2) name of trainer and title, and training topic(s); 3) certification; 4) and names of attendees and

titles.

D. Contractor shall document training activities in the monthly report to DPH.

7. DPH CHOI DATA SYSTEM

Contractor shall enter data on program participants into the DPH Internet-based data tracking and reporting system. "Enter" is defined as: directly entering required data elements into the DPH data system. Contractor/Subcontractor staff using the DPH CHOI data tracking and reporting system will be given a user identification and password to ensure the security of the system and the confidentiality of client records. In the event that an agency staff person terminates employment with the CHOEUR, Contractor/Subcontractor must delete the user account immediately. In the event that an agency staff person at the administrative level terminates employment with the CHOEUR, Contractor must contact DPH immediately so that DPH can delete this administrative account and assign a new administrative account.

8. PROPRIETARY CONSIDERATIONS

A. County and Contractor agree that aggregated, non-identifying client data and other materials and information developed and or modified under this Contract may be used by either Contractor or County both during and subsequent to the term of this Contract.

B. County and Contractor agree to protect the security of all data, materials, and information developed and or produced under this Contract. Further, County and Contractor agree to use best efforts to protect all such data, materials, and information from loss or damage by any cause, including, but not limited to, fire and theft.

9. INVOICES

Contractor shall bill County monthly in arrears. All billings shall include a financial invoice and all required reports and/or data. Monthly invoices are due by the 15th calendar day of the following month.

10. REPORTS

Subject to the reporting requirements of Paragraph 40, REPORTS, of the ADDITIONAL PROVISIONS of this Contract attached hereto, Contractor shall submit the following report(s):

A. Monthly Report: Contractor shall generate a monthly report using the DPH data system and submit this monthly report to DPH no later than fifteen (15) days after the end of each calendar month. Monthly reports shall clearly reflect all required information as specified on the monthly report form provided by DPH or specified report as requested by DPH.

B. Quarterly Reports: Contractor shall submit to DPH a quarterly report within the time period as directed for each quarter. Quarterly reports shall include all the required information and be completed in the correct format.

C. Annual Report: Contractor shall submit to DPH an annual report within the time period as directed for each year. Annual reports shall include all the required information and be completed in the correct format.

D. Any additional reports as required by the Department of Health Care Services Medi-Cal Outreach and Enrollment Grant, if applicable.

11. ANNUAL TUBERCULOSIS SCREENING FOR STAFF

Prior to employment or provision of services hereunder, and annually thereafter, Contractor shall obtain and maintain documentation of tuberculosis screening for each employee, volunteer, and consultant providing face-to-face client services hereunder. Such tuberculosis screening shall consist of tuberculin skin test (Mantoux test) and/or written certification by a physician that the person is free from active tuberculosis based on a chest x-ray.

12. QUALITY IMPROVEMENT PLAN

Contractor shall develop and submit to DPH within ninety (90) days of the execution of this Contract its written Quality Improvement Plan (QIP). The QIP shall describe a process for ensuring continual progress toward measurable objectives, client satisfaction, and success of outreach, enrollment, utilization, and retention services.

13. MEDI-CAL ADMINISTRATIVE ACTIVITIES

Contractor shall perform Medi-Cal Administrative Activities (MAA) on behalf of Los Angeles County to assist in the proper and efficient administration of the Medi-Cal Program by improving the availability and accessibility of Medi-Cal Services to Medi-Cal eligible and potentially eligible individuals and their families. These activities include outreach, facilitating Medi-Cal application, and program planning and policy development. Contractor shall attend mandatory MAA time survey training sessions. Contractor shall complete and submit time surveys and maintain all records to support claim (e.g. CHOI forms, data system printouts, agendas, event summaries, and DPH approved outreach and health education materials) as required by DPH.

14. SUSTAINABILITY PLAN

Funding for the CHOEUR contracts will end on June 30, 2020. Contractors will plan for self-sustainable funding that will allow continuation of CHOEUR program services beginning July 1, 2020. Planning must include partnership with health care plans. Plans may also include identification of state and/or federal funding, available grant opportunities, and/or opportunities to leverage existing funds or efforts.

Scope of Work
Children's Health Coverage: Outreach, Enrollment, Utilization and Retention Services
DMH Prevention & Early Intervention Outreach Program
Term July 1, 2019 – June 30, 2020

Goal: To increase access to health care by assisting children, families and individuals in Los Angeles county to enroll in health coverage programs and utilize and retain these benefits.
Note: All materials listed under implementation activities and documentation must be kept on file and available for random sampling and auditing by DPH.

MEASURABLE OBJECTIVE(S)	IMPLEMENTATION ACTIVITIES	TIMELINE	METHOD(S) OF EVALUATING OBJECTIVE(S) AND DOCUMENTATION						
<p>1.1 OUTREACH</p> <p>By June 30, 2020 for the Children's Health Outreach Initiatives (CHOI) – DMH Prevention & Early Intervention Outreach Program, Contractor will have successfully engaged a minimum of 821 of the target population within the City of Long Beach through an outreach/in-reach contact.</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="text-align: left;">Agency Name</th> <th style="text-align: right;">Numbers</th> </tr> </thead> <tbody> <tr> <td>City of Long Beach</td> <td style="text-align: right;">821</td> </tr> <tr> <td>Total</td> <td style="text-align: right;">821</td> </tr> </tbody> </table> <p>"Successfully engaged" is defined as having documented agency outreach contacts (see Implementation Activities 1.1d and Methods of Evaluating Objectives 1.1c)</p> <p>An "outreach or in-reach contact" is defined as speaking directly either in person or by telephone with a client or potential client(s) for at least eight (8) minutes to publicize available health care options and services. Outreach contacts may include education, promotion, presentations, and informational activities and may be to individuals or groups of people who may be clients, potential clients or personnel with access to potential clients (school staff, WIC sites, CBO staff, etc.). Contractor must ensure to not limit outreach activities within own agency/clinic but rather provide appropriate comprehensive outreach efforts outside of own agency to ensure that proposed geographic areas/SPA(s) are targeted accordingly and maximize all outreach opportunities to low income families and their children.</p>	Agency Name	Numbers	City of Long Beach	821	Total	821	<p>1.1a Develop, or review and revise, outreach protocol including: outreach contact forms/event summary sheets, sign-in sheets, and educational materials. Outreach and educational materials shall be culturally and linguistically appropriate and include information regarding Medi-Cal, Healthy Kids and other no or low-cost health programs. Submit to County of Los Angeles Department of Public Health (DPH) for approval.</p> <p>1.1b Schedule outreach and maintain a list or calendar of sites, dates, and times.</p> <p>1.1c Conduct outreach at events (e.g., presentations, fairs, etc.) and complete event summaries. Event summaries to include site, date, name of outreach worker(s), fliers, number of individuals contacted, sign-in sheets, if appropriate, and materials presented.</p> <p>1.1d Conduct outreach (e.g., telephone outreach, walk-ins, etc.) and maintain contact documentation including but not limited to: sites, dates, name of outreach worker(s), number of individuals contacted, family name/identifier.</p> <p>1.1e Enter documentation of outreach numbers into CHOI database.</p>	<p>7/1/19-6/30/20</p> <p>7/1/19-6/30/20</p> <p>7/1/19-6/30/20</p> <p>7/1/19-6/30/20</p> <p>7/1/19-6/30/20</p>	<p>1.1a DPH letters of approval and materials will be kept on file.</p> <p>1.1b Documents will be kept on file and summary of events will be submitted with monthly reports to DPH</p> <p>1.1c Completed documents will be kept on file and number of participants will be reported to DPH in monthly reports.</p> <p>1.1d Completed documentation will be kept on file and number of participants will be reported to DPH in monthly reports.</p> <p>1.1e Data system will be queried to generate outreach numbers.</p>
Agency Name	Numbers								
City of Long Beach	821								
Total	821								

Scope of Work
 Children's Health Coverage: Outreach, Enrollment, Utilization and Retention Services
 DMH Prevention & Early Intervention Outreach Program
 Term July 1, 2019 – June 30, 2020

Goal: To increase access to health care by assisting children, families and individuals in Los Angeles county to enroll in health coverage programs and utilize and retain these benefits.
 Note: All materials listed under implementation activities and documentation must be kept on file and available for random sampling and auditing by DPH.

MEASURABLE OBJECTIVE(S)	IMPLEMENTATION ACTIVITIES	TIMELINE	METHOD(S) OF EVALUATING OBJECTIVE(S) AND DOCUMENTATION				
<p>2.1 APPLICATION ASSISTANCE</p> <p>By June 30, 2020 for the CHOI – DMH Prevention & Early Intervention Outreach Program, Contractor will have completed applications for a minimum of 275 clients within the City of Long Beach for Medi-Cal, Healthy Kids and other no/low cost plans. Contractor and subcontractor will also provide clients with screening and referrals to appropriate health programs or health agencies for substance abuse disorder services; mental health services; and federally-eligible Medi-Cal enrollees, and Whole Person Care Services.</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 70%;">Agency Name City of Long Beach</td> <td style="width: 30%; text-align: right;">Numbers 275</td> </tr> <tr> <td>Total</td> <td style="text-align: right;">275</td> </tr> </table> <p>"Completed applications" is defined as assisting clients to fill out health insurance applications line-by-line, through in-person, telephone assistance or electronic submission. It may also be defined as providing in-depth assistance (troubleshooting) toward facilitating enrollments for clients whose applications were unsuccessfully completed by another agency or DPSS.</p> <p>"Referrals" are defined as referring clients in person or by telephone for services to other health programs (i.e. Healthy Way LA, CCS, Community Partners, Health Benefit Exchange, DPH, early detection programs, legal services for health issues, substance abuse disorder services, mental health services, federal Medi-Cal, etc.). Does not include referrals for shelter, food, and other non-direct medical needs.</p>	Agency Name City of Long Beach	Numbers 275	Total	275	<p>2.1a Develop, or review and revise, enrollment protocol. Submit to DPH for approval.</p> <p>2.1b Conduct enrollment activities utilizing DPH approved client intake form.</p> <p>2.1c Enter data from DPH approved forms into CHOI data system utilizing appropriate codes.</p> <p>2.1d Develop, or review and revise, referral protocol and submit to DPH for approval.</p> <p>2.1e Screen and refer clients for appropriate services. Document referral information with appropriate codes on client intake form or appropriate DPH approved forms.</p>	<p>7/1/19-6/30/20</p> <p>7/1/19-6/30/20</p> <p>7/1/19-6/30/20</p> <p>7/1/19-6/30/20</p> <p>7/1/19-6/30/20</p>	<p>2.1a DPH letters of approval and materials will be on file.</p> <p>2.1b Completed materials (i.e. client intake and enrollment documents) will be kept on file and number of participants documented in monthly reports to DPH. Printed documents of electronically submitted applications will be made available upon DPH request.</p> <p>2.1c For monthly reports, DPH data system will be queried to generate number of applications submitted.</p> <p>2.1d DPH letters of approval on file.</p> <p>2.1e Maintain client intake forms with services/program referral information.</p>
Agency Name City of Long Beach	Numbers 275						
Total	275						

Scope of Work
Children's Health Coverage: Outreach, Enrollment, Utilization and Retention Services
DMH Prevention & Early Intervention Outreach Program
Term July 1, 2019 – June 30, 2020

Goal: To increase access to health care by assisting children, families and individuals in Los Angeles county to enroll in health coverage programs and utilize and retain these benefits.
 Note: All materials listed under implementation activities and documentation must be kept on file and available for random sampling and auditing by DPH.

MEASURABLE OBJECTIVE(S)	IMPLEMENTATION ACTIVITIES	TIMELINE	METHOD(S) OF EVALUATING OBJECTIVE(S) AND DOCUMENTATION
<p>2.2 By June 30, 2020, Contractor will have investigated enrollment status within three months of application completion date on a minimum of 100% of clients for whom agency assisted with or facilitated applications as measured in Objective 2.1.</p> <p>"Investigated enrollment status" is defined as 1) attempted contact with clients within three months of application completion date to find out whether or not client has received insurance card or 2) checking status with appropriate insurer through telephone or computer (e.g. MEDS/AEVS/IVR/IEVS). This objective documents agency effort to ascertain enrollment status. A minimum of three (3) attempted calls must be made and documents unless successful contact has been made.</p>	<p>2.2a Develop, or review and revise, enrollment verification protocol. Submit to DPH for approval.</p> <p>2.2b Conduct enrollment verification and troubleshooting using DPH approved enrollment verification and troubleshooting forms.</p> <p>2.2c Enter data from DPH approved forms into CHOI data system.</p>	<p>7/1/19-6/30/20</p> <p>7/1/19-6/30/20</p> <p>7/1/19-6/30/20</p>	<p>2.2a Letter(s) of DPH approval and materials will be kept on file.</p> <p>2.2b Completed client enrollment verification and troubleshooting forms/reports will be kept on file.</p> <p>2.2c DPH data system will be queried to generate number of clients for whom enrollment status has been investigated in monthly reports submitted to DPH.</p>
<p>2.3 By June 30, 2020, Contractor will have confirmed enrollment on 75% of client applications assisted with or facilitated by Contractor as measured in Objective 2.1.</p> <p>This objective documents enrollment outcome.</p> <p>"Confirmed enrollment" is defined as: 1) client has stated that they received notification from insurer or 2) appropriate insurer or computer system has verified that client has been successfully enrolled.</p>	<p>2.3a Document dates of enrollment follow-up and enrollment status on enrollment verification and troubleshooting form.</p> <p>2.3b Enter data from DPH approved forms into CHOI database</p>	<p>7/1/19-6/30/20</p> <p>7/1/19-6/30/20</p>	<p>2.3a Completed client enrollment verification and troubleshooting forms/reports will be kept on file.</p> <p>2.3b CHOI data system will be queried to generate number of clients who have been confirmed enrolled in monthly reports submitted to DPH.</p>

Scope of Work
Children's Health Coverage: Outreach, Enrollment, Utilization and Retention Services
DMH Prevention & Early Intervention Outreach Program
Term July 1, 2019 – June 30, 2020

Goal: To increase access to health care by assisting children, families and individuals in Los Angeles county to enroll in health coverage programs and utilize and retain these benefits.
 Note: **All materials listed under implementation activities and documentation must be kept on file and available for random sampling and auditing by DPH.**

MEASURABLE OBJECTIVE(S)	IMPLEMENTATION ACTIVITIES	TIMELINE	METHOD(S) OF EVALUATING OBJECTIVE(S) AND DOCUMENTATION				
<p>3.1 TROUBLESHOOTING ASSISTANCE</p> <p>By June 30, 2020 for the CHOI – DMH Prevention & Early Intervention Outreach Program, Contractor will provide ongoing assistance to <u>459</u> clients experiencing problems with enrollment, utilizing benefits, or retention.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;"><u>Agency Name</u> City of Long Beach</td> <td style="width: 40%; text-align: right;"><u>Numbers</u> 459</td> </tr> <tr> <td>Total</td> <td style="text-align: right;">459</td> </tr> </table> <p>"Ongoing assistance" is defined as in-depth troubleshooting or problem solving designed to help clients overcome barriers to health insurance enrollment, utilization, or retention. Assistance may be provided to 1) clients who originally applied with Contractor or 2) clients who submitted applications with another agency or DPSS but have requested assistance from Contractor. A minimum of three (3) attempted calls must be made and documents unless successful contact has been made.</p>	<u>Agency Name</u> City of Long Beach	<u>Numbers</u> 459	Total	459	<p>3.1a Develop, or review and revise, utilization protocol and submit to DPH for approval.</p> <p>3.1b Conduct troubleshooting/problem solving for clients. Document results on appropriate forms.</p> <p>3.1c Enter data from DPH approved forms into CHOI database.</p>	<p>7/1/19-6/30/20</p> <p>7/1/19-6/30/20</p> <p>7/1/19-6/30/20</p>	<p>3.1a Letter(s) of DPH approval and materials will be kept on file.</p> <p>3.1b Completed forms will be kept on file and number of participants will be documented in monthly reports to DPH.</p> <p>3.1c CHOI database will be queried to generate numbers of clients receiving ongoing assistance in monthly reports submitted to DPH.</p>
<u>Agency Name</u> City of Long Beach	<u>Numbers</u> 459						
Total	459						
<p>3.2 By June 30, 2020, Contractor will offer utilization assistance at 4-6 months to 70% of clients whose applications were assisted or facilitated by Contractor in Objective 2.1 and were confirmed enrolled</p> <p>"Offer utilization assistance" is defined as attempting to contact 100% of clients and making successful contact with 70% of clients either in-person or by telephone to determine whether benefits have been utilized.</p>	<p>3.2a Develop, or review and revise, utilization protocol and submit to DPH for approval.</p> <p>3.2b Conduct utilization assistance and document results on utilization forms using the appropriate codes.</p> <p>3.2c Enter data from DPH approved utilization forms into DPH CHOI database.</p>	<p>7/1/19-6/30/20</p> <p>7/1/19-6/30/20</p> <p>7/1/19-6/30/20</p>	<p>3.2a Letter(s) of DPH approval and materials will be kept on file.</p> <p>3.2b Completed forms will be kept on file and number of participants will be documented in monthly reports to DPH.</p> <p>3.2c DPH data system will be queried to generate number of clients offered utilization assistance at 4-6 months in monthly reports submitted to DPH.</p>				

Scope of Work
Children's Health Coverage: Outreach, Enrollment, Utilization and Retention Services
DMH Prevention & Early Intervention Outreach Program
Term July 1, 2019 – June 30, 2020

Goal: To increase access to health care by assisting children, families and individuals in Los Angeles county to enroll in health coverage programs and utilize and retain these benefits.
 Note: All materials listed under implementation activities and documentation must be kept on file and available for random sampling and auditing by DPH.

MEASURABLE OBJECTIVE(S)	IMPLEMENTATION ACTIVITIES	TIMELINE	METHOD(S) OF EVALUATING OBJECTIVE(S) AND DOCUMENTATION
<p>4.1 By June 30, 2020, Contractor will offer redetermination assistance at 11-12 months to 65% of clients whose applications were assisted or facilitated by Contractor in Objective 2.1 and were confirmed enrolled.</p> <p>"Offer redetermination assistance" is defined as attempting to contact 100% of clients and making successful contact with 65% of clients either in-person or by telephone to determine whether redetermination assistance is desired. A minimum of three (3) attempted calls must be made and documents unless successful contact has been made.</p>	<p>4.1a Develop, or review and revise, redetermination protocol and submit to DPH for approval.</p> <p>4.1b Conduct redetermination assistance and document results on redetermination forms using the appropriate codes.</p> <p>4.1c Enter data from DPH approved redetermination forms into CHOI database.</p>	<p>7/1/19-6/30/20</p> <p>7/1/19-6/30/20</p> <p>7/1/19-6/30/20</p>	<p>4.1a Letter(s) of DPH approval and materials will be kept on file.</p> <p>4.1b Completed forms will be kept on file and number of participants will be documented in monthly reports to DPH via CHOI database.</p> <p>4.1c CHOI data system will be queried to generate number of clients offered redetermination assistance at 11-12 months in monthly reports submitted to DPH.</p>

Scope of Work
 Children's Health Coverage: Outreach, Enrollment, Utilization and Retention Services
 DMH Prevention & Early Intervention Outreach Program
 Term July 1, 2019 – June 30, 2020

Goal: To increase access to health care by assisting children, families and individuals in Los Angeles county to enroll in health coverage programs and utilize and retain these benefits.
 Note: All materials listed under implementation activities and documentation must be kept on file and available for random sampling and auditing by DPH.

MEASURABLE OBJECTIVE(S)	IMPLEMENTATION ACTIVITIES	TIMELINE	METHOD(S) OF EVALUATING OBJECTIVE(S) AND DOCUMENTATION						
<p>4.2 REDETERMINATION ASSISTANCE By June 30, 2020, Contractor will provide redetermination assistance to:</p> <ol style="list-style-type: none"> Clients who submitted their original application elsewhere, but have requested redetermination assistance from Contractor and/or Clients who submitted their original application with the Contractor and have already renewed that coverage at least one time since their original enrollment confirmation date. <p>By June 30, 2020, for the CHOI – DMH Prevention & Early Intervention Outreach Program, Contractor will provide redetermination and renewal assistance to 643 clients needing assistance with their renewal/redetermination documents.</p> <table border="0"> <tr> <td style="padding-right: 20px;"><u>Agency Name</u></td> <td style="text-align: right;"><u>Numbers</u></td> </tr> <tr> <td>City of Long Beach</td> <td style="text-align: right;">643</td> </tr> <tr> <td>Total</td> <td style="text-align: right;">643</td> </tr> </table> <p>"Provide redetermination assistance" is defined as helping clients to complete health insurance re-certification/renewal paperwork.</p>	<u>Agency Name</u>	<u>Numbers</u>	City of Long Beach	643	Total	643	<p>4.2a Conduct redetermination assistance and document on DPH approved Intake Form into CHOI database.</p> <p>4.2b Enter data from CHOI approved Intake Form into CHOI database data system.</p>	<p>7/1/19-6/30/20</p> <p>7/1/19-6/30/20</p>	<p>4.2a Completed forms will be kept on file.</p> <p>4.2b CHOI data system will be queried to generate number of "non-agency" clients receiving redetermination assistance in monthly reports submitted to DPH.</p>
<u>Agency Name</u>	<u>Numbers</u>								
City of Long Beach	643								
Total	643								

Scope of Work
Children's Health Coverage: Outreach, Enrollment, Utilization and Retention Services
DMH Prevention & Early Intervention Outreach Program
Term July 1, 2019 – June 30, 2020

Goal: To increase access to health care by assisting children, families and individuals in Los Angeles county to enroll in health coverage programs and utilize and retain these benefits.
 Note: All materials listed under implementation activities and documentation must be kept on file and available for random sampling and auditing by DPH.

MEASURABLE OBJECTIVE(S)	IMPLEMENTATION ACTIVITIES	TIMELINE	METHOD(S) OF EVALUATING OBJECTIVE(S) AND DOCUMENTATION
<p>5.1 By June 30, 2020, Contractor will have a minimum of 65% retention rate at 14 months for a sample of clients who submitted applications and were confirmed enrolled (Objective 2.1)</p> <p>"Retention rate" is defined as the number of clients who are still enrolled 14 months after submission of application. "Sample" is defined as a subset of clients who applied over a defined period (month and guidelines to be determined by DPH) who are contacted by Contractor 14 months later to determine enrollment status.</p>	<p>5.1a Develop, or review and revise, retention protocol. Submit to DPH for approval</p> <p>5.1b Conduct retention activities and document results on retention verification documents.</p> <p>5.1c Submit data from retention verification documents to DPH.</p>	<p>7/1/19-6/30/20</p> <p>DPH will determine the date to conduct the 14-month Retention Survey</p>	<p>5.1a Letters of DPH approved materials will be kept on file.</p> <p>5.1b Completed retention verification document will be kept on file and results submitted to DPH as required.</p> <p>5.1c DPH will compute contractor retention rate and report summary of results to Contractor.</p>
<p>6.1 By June 30, 2020, Contractor will enter data on program participants into CHOI database system to monitor, facilitate, and evaluate health insurance enrollment and retention.</p> <p><i>Please note: For clients assisted through various funds, Contractor will enter data in the CHOI database system under the appropriate Funding Sources.</i></p> <p>"Enter data" is defined as directly entering required data elements into the DPH web-based data system available to all contractors.</p>	<p>6.1a Contractor will install any necessary computer hardware or software in order to access the internet.</p> <p>6.1b Ensure that appropriate staff are trained on data entry AND participate in all DPH required and uninitiated data meetings, updates, and discussions.</p> <p>6.1c Enter data into CHOI database</p> <p>6.1d Run monthly report and send signed copy to DPH.</p> <p>6.1e Ensure DPH-approved latest forms and documents are utilized and on file.</p>	<p>7/1/19-6/30/20</p> <p>7/1/19-6/30/20</p> <p>7/1/19-6/30/20</p> <p>7/1/19-6/30/20</p> <p>7/1/19-6/30/20</p>	<p>6.1a Contractor will demonstrate the ability to access the Internet.</p> <p>6.1b Documentation of training and issuance of username and password for data input</p> <p>6.1c CHOI Database</p> <p>6.1d Maintain copies of signed monthly reports on file.</p> <p>6.1e Maintain latest forms and documents on file.</p>

Scope of Work
Children's Health Coverage: Outreach, Enrollment, Utilization and Retention Services
DMH Prevention & Early Intervention Outreach Program
Term July 1, 2019 – June 30, 2020

Goal: To increase access to health care by assisting children, families and individuals in Los Angeles county to enroll in health coverage programs and utilize and retain these benefits.
 Note: All materials listed under implementation activities and documentation must be kept on file and available for random sampling and auditing by DPH.

MEASURABLE OBJECTIVE(S)	IMPLEMENTATION ACTIVITIES	TIMELINE	METHOD(S) OF EVALUATING OBJECTIVE(S) AND DOCUMENTATION
<p>7.1 By June 30, 2020, Contractor will ensure that 100% of enrollment staff, including staff at subcontracting agencies, are fully trained to provide outreach, enrollment, utilization, and retention services.</p> <p>"Fully trained" is defined as participation in DPH required and approved trainings and any pertinent programmatic updates for staff providing services. Additional DPH process trainings (e.g., DPH forms and data system updates) may be required as necessary.</p>	<p>7.1a Attend all required DPH approved trainings. A list of required trainings will be provided to Contractors by DPH.</p> <p>7.1b Contractor enrollment staff shall attend update trainings for new or changed initiatives/programs as required or at a minimum, every 2 years.</p>	<p>7/1/19-6/30/20</p> <p>7/1/19-6/30/20</p>	<p>7.1a Maintain certificates of attendance in employee files. Document names of new staff attending the required trainings in the monthly reports to DPH.</p> <p>7.1b Maintain certificates of attendance in employee files. Document names of staff attending updated trainings in the monthly reports to DPH.</p>
<p>8.1 By June 30, 2020, Contractor will participate in a minimum of 80% of the convened contractor meetings.</p> <p>"Participate" is defined as attendance by at least one representative from the contracting agency.</p>	<p>8.1a Attend Contractors' meetings.</p>	<p>7/1/19-6/30/20</p>	<p>8.1a Document names of individuals attending monthly Contractor meeting in monthly reports to DPH.</p>

Scope of Work
Children's Health Coverage: Outreach, Enrollment, Utilization and Retention Services
DMH Prevention & Early Intervention Outreach Program
Term July 1, 2019 – June 30, 2020

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 Note: All materials listed under implementation activities and documentation must be kept on file and available for random sampling and auditing by DPH.

MEASURABLE OBJECTIVE(S)	IMPLEMENTATION ACTIVITIES	TIMELINE	METHOD(S) OF EVALUATING OBJECTIVE(S) AND DOCUMENTATION
9.1 By June 30, 2020, Contractor will support, implement, and participate in 100% of the outreach, enrollment, utilization, and retention required evaluation activities including assisting in routine and/or piloted data and tracking projects related to the CHOI data system or other electronic application submission system(s).	9.1a Contractor staff shall work with DPH for compilation of data, review of outreach efforts, and tracking subcontractors' activities and special projects. 9.1b Contractor staff shall attend DPH training on CHOI data system and other electronic application submission system(s) implemented in Los Angeles county. 9.1c Contractor staff shall utilize CHOI data system and work with DPH to identify implementation barriers.	7/1/19-6/30/20 7/1/19-6/30/20 7/1/19-6/30/20	9.1a Maintain all materials/tools, records of workload reports, enrollment figures and data on file. 9.1b Document attendance in monthly reports submitted to DPH 9.1c Document utilization and participation in monthly reports submitted to DPH.
10.1 By June 30, 2020, Contractor will conduct 100% of Quality Improvement Plan (QIP) Activities	10.1a Develop, or review and revise, a QIP describing a process for ensuring continual progress toward measurable objectives, client satisfaction, and success of outreach, enrollment, utilization, and retention services. 10.1b Conduct QIP activities.	7/1/19-6/30/20 7/1/19-6/30/20	10.1a Submit QIP to DPH for approval. Letter of QIP approval will be maintained on file. 10.1b Document QIP activities in monthly reports to DPH.

Scope of Work
 Children's Health Coverage: Outreach, Enrollment, Utilization and Retention Services
 DMH Prevention & Early Intervention Outreach Program
 Term July 1, 2019 – June 30, 2020

Goal: To increase access to health care by assisting children, families and individuals in Los Angeles county to enroll in health coverage programs and utilize and retain these benefits.
 Note: All materials listed under implementation activities and documentation must be kept on file and available for random sampling and auditing by DPH.

MEASURABLE OBJECTIVE(S)	IMPLEMENTATION ACTIVITIES	TIMELINE	METHOD(S) OF EVALUATING OBJECTIVE(S) AND DOCUMENTATION
11.1 By June 30, 2020, Contractor will ensure that they identify a plan for sustainable funding to continue CHOEUR services beginning July 1, 2020. <i>"Funding for Children's Health Outreach, Enrollment, Utilization, and Retention (CHOEUR) in FY2019-2020 will end on June 30, 2020".</i>	11.1a Develop a sustainability plan which must include partnership with Health Care plans and may also include identification of state and/or federal funding, available grant opportunities, and/or opportunities to leverage existing funds or efforts.	7/1/20- 12/30/20	11.1a Submit Plan to DPH for approval. Letter of approval will be maintained on file.

Scope of Work
Children's Health Coverage: Outreach, Enrollment, Utilization and Retention Services
DHS Whole Person Care Outreach & Engagement
Term July 1, 2019 – June 30, 2020

Goal: To increase access to health care by assisting children, families and individuals in Los Angeles county to enroll in health coverage programs and utilize and retain these benefits.
 Note: All materials listed under implementation activities and documentation must be kept on file and available for random sampling and auditing by DPH.

MEASURABLE OBJECTIVE(S)	IMPLEMENTATION ACTIVITIES	TIMELINE	METHOD(S) OF EVALUATING OBJECTIVE(S) AND DOCUMENTATION						
<p>1.1 OUTREACH</p> <p>By June 30, 2020 for the Children's Health Outreach & Initiatives (CHOI) - DHS Whole Person Care (WPC) Outreach & Engagement Program, Contractor will have successfully engaged a minimum of 694 of the target population within the City of Long Beach through an outreach/in-reach contact.</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="text-align: left;">Agency Name</th> <th style="text-align: right;">Numbers</th> </tr> </thead> <tbody> <tr> <td>City of Long Beach</td> <td style="text-align: right;">694</td> </tr> <tr> <td>Total</td> <td style="text-align: right;">694</td> </tr> </tbody> </table> <p>"Successfully engaged" is defined as having documented agency outreach contacts (see Implementation Activities 1.1d and Methods of Evaluating Objectives 1.1c)</p> <p>An "outreach or in-reach contact" is defined as speaking directly either in person or by telephone with a client or potential client(s) for at least eight (8) minutes to publicize available health care options and services. Outreach contacts may include education, promotion, presentations, and informational activities and may be to individuals or groups of people who may be clients, potential clients or personnel with access to potential clients (school staff, WIC sites, CBO staff, etc.). Contractor must ensure to not limit outreach activities within own agency/clinic but rather provide appropriate comprehensive outreach efforts outside of own agency to ensure that proposed geographic areas/SPA(s) are targeted accordingly and maximize all outreach opportunities to low income families and their children.</p>	Agency Name	Numbers	City of Long Beach	694	Total	694	<p>1.1a Develop, or review and revise, outreach protocol including: outreach contact forms/event summary sheets, sign-in sheets, and educational materials. Outreach and educational materials shall be culturally and linguistically appropriate and include information regarding Medi-Cal, Healthy Kids and other no or low-cost health programs. Submit to County of Los Angeles Department of Public Health (DPH) for approval.</p> <p>1.1b Schedule outreach and maintain a list or calendar of sites, dates, and times.</p> <p>1.1c Conduct outreach at events (e.g., presentations, fairs, etc.) and complete event summaries. Event summaries to include site, date, name of outreach worker(s), fliers, number of individuals contacted, sign-in sheets, if appropriate, and materials presented.</p> <p>1.1d Conduct outreach (e.g., telephone outreach, walk-ins, etc.) and maintain contact documentation including but not limited to: sites, dates, name of outreach worker(s), number of individuals contacted, family name/identifier.</p> <p>1.1e Enter documentation of outreach numbers into CHOI database.</p>	<p>7/1/19-6/30/20</p> <p>7/1/19-6/30/20</p> <p>7/1/19-6/30/20</p> <p>7/1/19-6/30/20</p> <p>7/1/19-6/30/20</p>	<p>1.1a DPH letters of approval and materials will be kept on file.</p> <p>1.1b Documents will be kept on file and summary of events will be submitted with monthly reports to DPH</p> <p>1.1c Completed documents will be kept on file and number of participants will be reported to DPH in monthly reports.</p> <p>1.1d Completed documentation will be kept on file and number of participants will be reported to DPH in monthly reports.</p> <p>1.1e Data system will be queried to generate outreach numbers.</p>
Agency Name	Numbers								
City of Long Beach	694								
Total	694								

Scope of Work
Children's Health Coverage: Outreach, Enrollment, Utilization and Retention Services
DHS Whole Person Care Outreach & Engagement
Term July 1, 2019 – June 30, 2020

Goal: To increase access to health care by assisting children, families and individuals in Los Angeles county to enroll in health coverage programs and utilize and retain these benefits.
 Note: All materials listed under implementation activities and documentation must be kept on file and available for random sampling and auditing by DPH.

MEASURABLE OBJECTIVE(S)	IMPLEMENTATION ACTIVITIES	TIMELINE	METHOD(S) OF EVALUATING OBJECTIVE(S) AND DOCUMENTATION						
<p>2.1 APPLICATION ASSISTANCE</p> <p>By June 30, 2020 for the CHOI - DHS WPC Outreach & Engagement Program, Contractor will have completed applications for a minimum of 694 clients within the City of Long Beach for Medi-Cal, Healthy Kids and other no/low cost plans. Contractor and subcontractor will also provide clients with screening and referrals to appropriate health programs or health agencies for substance abuse disorder services; mental health services; and federally-eligible Medi-Cal enrollees, and Whole Person Care Services.</p> <table border="0" style="margin-left: 40px;"> <tr> <td style="padding-right: 10px;">Agency Name</td> <td style="text-align: right;"><u>Numbers</u></td> </tr> <tr> <td>City of Long Beach</td> <td style="text-align: right;">694</td> </tr> <tr> <td>Total</td> <td style="text-align: right;">694</td> </tr> </table> <p>"Completed applications" is defined as assisting clients to fill out health insurance applications line-by-line, through in-person, telephone assistance or electronic submission. It may also be defined as providing in-depth assistance (troubleshooting) toward facilitating enrollments for clients whose applications were unsuccessfully completed by another agency or DPSS.</p> <p>"Referrals" are defined as referring clients in person or by telephone for services to other health programs (i.e. Healthy Way LA, CCS, Community Partners, Health Benefit Exchange, DPH, early detection programs, legal services for health issues, substance abuse disorder services, mental health services, federal Medi-Cal, etc.). Does not include referrals for shelter, food, and other non-direct medical needs.</p>	Agency Name	<u>Numbers</u>	City of Long Beach	694	Total	694	<p>2.1a Develop, or review and revise, enrollment protocol. Submit to DPH for approval.</p> <p>2.1b Conduct enrollment activities utilizing DPH approved client intake form.</p> <p>2.1c Enter data from DPH approved forms into CHOI data system utilizing appropriate codes.</p> <p>2.1d Develop, or review and revise, referral protocol and submit to DPH for approval.</p> <p>2.1e Screen and refer clients for appropriate services. Document referral information with appropriate codes on client intake form or appropriate DPH approved forms.</p>	<p>7/1/19-6/30/20</p> <p>7/1/19-6/30/20</p> <p>7/1/19-6/30/20</p> <p>7/1/19-6/30/20</p> <p>7/1/19-6/30/20</p>	<p>2.1a DPH letters of approval and materials will be on file.</p> <p>2.1b Completed materials (i.e. client intake and enrollment documents) will be kept on file and number of participants documented in monthly reports to DPH. Printed documents of electronically submitted applications will be made available upon DPH request.</p> <p>2.1c For monthly reports, DPH data system will be queried to generate number of applications submitted.</p> <p>2.1d DPH letters of approval on file.</p> <p>2.1e Maintain client intake forms with services/program referral information.</p>
Agency Name	<u>Numbers</u>								
City of Long Beach	694								
Total	694								

Scope of Work
Children's Health Coverage: Outreach, Enrollment, Utilization and Retention Services
DHS Whole Person Care Outreach & Engagement
Term July 1, 2019 – June 30, 2020

Goal: To increase access to health care by assisting children, families and individuals in Los Angeles county to enroll in health coverage programs and utilize and retain these benefits.
Note: All materials listed under implementation activities and documentation must be kept on file and available for random sampling and auditing by DPH.

MEASURABLE OBJECTIVE(S)	IMPLEMENTATION ACTIVITIES	TIMELINE	METHOD(S) OF EVALUATING OBJECTIVE(S) AND DOCUMENTATION
<p>2.2 By June 30, 2020, Contractor will have investigated enrollment status within three months of application completion date on a minimum of 100% of clients for whom agency assisted with or facilitated applications as measured in Objective 2.1.</p> <p>"Investigated enrollment status" is defined as 1) attempted contact with clients within three months of application completion date to find out whether or not client has received insurance card or 2) checking status with appropriate insurer through telephone or computer (e.g. MEDS/AEVS/IVR/IEVS). This objective documents agency effort to ascertain enrollment status. A minimum of three (3) attempted calls must be made and documents unless successful contact has been made.</p>	<p>2.2a Develop, or review and revise, enrollment verification protocol. Submit to DPH for approval.</p> <p>2.2b Conduct enrollment verification and troubleshooting using DPH approved enrollment verification and troubleshooting forms.</p> <p>2.2c Enter data from DPH approved forms into CHOI data system.</p>	<p>7/1/19-6/30/20</p> <p>7/1/19-6/30/20</p> <p>7/1/19-6/30/20</p>	<p>2.2a Letter(s) of DPH approval and materials will be kept on file.</p> <p>2.2b Completed client enrollment verification and troubleshooting forms/reports will be kept on file.</p> <p>2.2c DPH data system will be queried to generate number of clients for whom enrollment status has been investigated in monthly reports submitted to DPH.</p>
<p>2.3 By June 30, 2020, Contractor will have confirmed enrollment on 75% of client applications assisted with or facilitated by Contractor as measured in Objective 2.1.</p> <p>This objective documents enrollment outcome.</p> <p>"Confirmed enrollment" is defined as: 1) client has stated that they received notification from insurer or 2) appropriate insurer or computer system has verified that client has been successfully enrolled.</p>	<p>2.3a Document dates of enrollment follow-up and enrollment status on enrollment verification and troubleshooting form.</p> <p>2.3b Enter data from DPH approved forms into CHOI database</p>	<p>7/1/19-6/30/20</p> <p>7/1/19-6/30/20</p>	<p>2.3a Completed client enrollment verification and troubleshooting forms/reports will be kept on file.</p> <p>2.3b CHOI data system will be queried to generate number of clients who have been confirmed enrolled in monthly reports submitted to DPH.</p>

Scope of Work
Children's Health Coverage: Outreach, Enrollment, Utilization and Retention Services
DHS Whole Person Care Outreach & Engagement
Term July 1, 2019 – June 30, 2020

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MEASURABLE OBJECTIVE(S)	IMPLEMENTATION ACTIVITIES	TIMELINE	METHOD(S) OF EVALUATING OBJECTIVE(S) AND DOCUMENTATION						
<p>3.1 TROUBLESHOOTING ASSISTANCE</p> <p>By June 30, 2020 for the CHOI - DHS WPC Outreach & Engagement Program, Contractor will provide ongoing assistance to <u>694</u> clients experiencing problems with enrollment, utilizing benefits, or retention.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;"><u>Agency Name</u></td> <td style="width: 20%;"><u>Numbers</u></td> </tr> <tr> <td>City of Long Beach</td> <td>694</td> </tr> <tr> <td>Total</td> <td>694</td> </tr> </table>	<u>Agency Name</u>	<u>Numbers</u>	City of Long Beach	694	Total	694	<p>3.1a Develop, or review and revise, utilization protocol and submit to DPH for approval.</p> <p>3.1b Conduct troubleshooting/problem solving for clients. Document results on appropriate forms.</p> <p>3.1c Enter data from DPH approved forms into CHOI database.</p>	<p>7/1/19-6/30/20</p> <p>7/1/19-6/30/20</p> <p>7/1/19-6/30/20</p>	<p>3.1a Letter(s) of DPH approval and materials will be kept on file.</p> <p>3.1b Completed forms will be kept on file and number of participants will be documented in monthly reports to DPH.</p> <p>3.1c CHOI database will be queried to generate numbers of clients receiving ongoing assistance in monthly reports submitted to DPH.</p>
<u>Agency Name</u>	<u>Numbers</u>								
City of Long Beach	694								
Total	694								
<p>3.2 By June 30, 2020, Contractor will offer utilization assistance at 4-6 months to 70% of clients whose applications were assisted or facilitated by Contractor in Objective 2.1 and were confirmed enrolled</p> <p>"Offer utilization assistance" is defined as attempting to contact 100% of clients and making successful contact with 70% of clients either in-person or by telephone to determine whether benefits have been utilized.</p>	<p>3.2a Develop, or review and revise, utilization protocol and submit to DPH for approval.</p> <p>3.2b Conduct utilization assistance and document results on utilization forms using the appropriate codes.</p> <p>3.2c Enter data from DPH approved utilization forms into DPH CHOI database.</p>	<p>7/1/19-6/30/20</p> <p>7/1/19-6/30/20</p> <p>7/1/19-6/30/20</p>	<p>3.2a Letter(s) of DPH approval and materials will be kept on file.</p> <p>3.2b Completed forms will be kept on file and number of participants will be documented in monthly reports to DPH.</p> <p>3.2c DPH data system will be queried to generate number of clients offered utilization assistance at 4-6 months in monthly reports submitted to DPH.</p>						

Scope of Work
 Children's Health Coverage: Outreach, Enrollment, Utilization and Retention Services
 DHS Whole Person Care Outreach & Engagement
 Term July 1, 2019 – June 30, 2020

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<p>4.1 By June 30, 2020, Contractor will offer redetermination assistance at 11-12 months to 65% of clients whose applications were assisted or facilitated by Contractor in Objective 2.1 and were confirmed enrolled.</p> <p>"Offer redetermination assistance" is defined as attempting to contact 100% of clients and making successful contact with 65% of clients either in-person or by telephone to determine whether redetermination assistance is desired. A minimum of three (3) attempted calls must be made and documents unless successful contact has been made.</p>	<p>4.1a Develop, or review and revise, redetermination protocol and submit to DPH for approval.</p> <p>4.1b Conduct redetermination assistance and document results on redetermination forms using the appropriate codes.</p> <p>4.1c Enter data from DPH approved redetermination forms into CHOI database.</p>	<p>7/1/19-6/30/20</p> <p>7/1/19-6/30/20</p> <p>7/1/19-6/30/20</p>	<p>4.1a Letter(s) of DPH approval and materials will be kept on file.</p> <p>4.1b Completed forms will be kept on file and number of participants will be documented in monthly reports to DPH via CHOI database.</p> <p>4.1c CHOI data system will be queried to generate number of clients offered redetermination assistance at 11-12 months in monthly reports submitted to DPH.</p>

Scope of Work
 Children's Health Coverage: Outreach, Enrollment, Utilization and Retention Services
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MEASURABLE OBJECTIVE(S)	IMPLEMENTATION ACTIVITIES	TIMELINE	METHOD(S) OF EVALUATING OBJECTIVE(S) AND DOCUMENTATION						
<p>4.2 REDETERMINATION ASSISTANCE By June 30, 2020, Contractor will provide redetermination assistance to:</p> <ol style="list-style-type: none"> Clients who submitted their original application elsewhere, but have requested redetermination assistance from Contractor and/or Clients who submitted their original application with the Contractor and have already renewed that coverage at least one time since their original enrollment confirmation date. <p>By June 30, 2020, f for the CHOI Program, Contractor will provide redetermination and renewal assistance to 0 clients needing assistance with their renewal/redetermination documents.</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 70%;"><u>Agency Name</u></td> <td style="text-align: right;"><u>Numbers</u></td> </tr> <tr> <td>City of Long Beach</td> <td style="text-align: right;">0</td> </tr> <tr> <td>Total</td> <td style="text-align: right;">0</td> </tr> </table> <p>"Provide redetermination assistance" is defined as helping clients to complete health insurance re-certification/renewal paperwork.</p>	<u>Agency Name</u>	<u>Numbers</u>	City of Long Beach	0	Total	0	<p>4.2a Conduct redetermination assistance and document on DPH approved Intake Form into CHOI database.</p> <p>4.2b Enter data from CHOI approved Intake Form into CHOI database data system.</p>	<p>7/1/19-6/30/20</p> <p>7/1/19-6/30/20</p>	<p>4.2a Completed forms will be kept on file.</p> <p>4.2b CHOI data system will be queried to generate number of "non-agency" clients receiving redetermination assistance in monthly reports submitted to DPH.</p>
<u>Agency Name</u>	<u>Numbers</u>								
City of Long Beach	0								
Total	0								

Scope of Work
Children's Health Coverage: Outreach, Enrollment, Utilization and Retention Services
DHS Whole Person Care Outreach & Engagement
Term July 1, 2019 – June 30, 2020

Goal: To increase access to health care by assisting children, families and individuals in Los Angeles county to enroll in health coverage programs and utilize and retain these benefits.
 Note: All materials listed under implementation activities and documentation must be kept on file and available for random sampling and auditing by DPH.

MEASURABLE OBJECTIVE(S)	IMPLEMENTATION ACTIVITIES	TIMELINE	METHOD(S) OF EVALUATING OBJECTIVE(S) AND DOCUMENTATION
5.1 By June 30, 2020, Contractor will have a minimum of 65% retention rate at 14 months for a sample of clients who submitted applications and were confirmed enrolled (Objective 2.1) "Retention rate" is defined as the number of clients who are still enrolled 14 months after submission of application. "Sample" is defined as a subset of clients who applied over a defined period (month and guidelines to be determined by DPH) who are contacted by Contractor 14 months later to determine enrollment status.	5.1a Develop, or review and revise, retention protocol. Submit to DPH for approval 5.1b Conduct retention activities and document results on retention verification documents. 5.1c Submit data from retention verification documents to DPH.	7/1/19-6/30/20 DPH will determine the date to conduct the 14-month Retention Survey	5.1a Letters of DPH approved materials will be kept on file. 5.1b Completed retention verification document will be kept on file and results submitted to DPH as required. 5.1c DPH will compute contractor retention rate and report summary of results to Contractor.
6.1 By June 30, 2020, Contractor will enter data on program participants into CHOI database system to monitor, facilitate, and evaluate health insurance enrollment and retention. <i>Please note: For clients assisted through various funds, Contractor will enter data in the CHOI database system under the appropriate Funding Sources.</i> "Enter data" is defined as directly entering required data elements into the DPH web-based data system available to all contractors.	6.1a Contractor will install any necessary computer hardware or software in order to access the Internet. 6.1b Ensure that appropriate staff are trained on data entry AND participate in all DPH required and uninitiated data meetings, updates, and discussions. 6.1c Enter data into CHOI database 6.1d Run monthly report and send signed copy to DPH. 6.1e Ensure DPH-approved latest forms and documents are utilized and on file.	7/1/19-6/30/20 7/1/19-6/30/20 7/1/19-6/30/20 7/1/19-6/30/20 7/1/19-6/30/20	6.1a Contractor will demonstrate the ability to access the Internet. 6.1b Documentation of training and issuance of username and password for data input. 6.1c CHOI Database 6.1d Maintain copies of signed monthly reports on file. 6.1e Maintain latest forms and documents on file.

Scope of Work
Children's Health Coverage: Outreach, Enrollment, Utilization and Retention Services
DHS Whole Person Care Outreach & Engagement
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 Note: All materials listed under implementation activities and documentation must be kept on file and available for random sampling and auditing by DPH.

MEASURABLE OBJECTIVE(S)	IMPLEMENTATION ACTIVITIES	TIMELINE	METHOD(S) OF EVALUATING OBJECTIVE(S) AND DOCUMENTATION
<p>7.1 By June 30, 2020, Contractor will ensure that 100% of enrollment staff, including staff at subcontracting agencies, are fully trained to provide outreach, enrollment, utilization, and retention services.</p> <p>"Fully trained" is defined as participation in DPH required and approved trainings and any pertinent programmatic updates for staff providing services. Additional DPH process trainings (e.g., DPH forms and data system updates) may be required as necessary.</p>	<p>7.1a Attend all required DPH approved trainings. A list of required trainings will be provided to Contractors by DPH.</p> <p>7.1b Contractor enrollment staff shall attend update trainings for new or changed initiatives/programs as required or at a minimum, every 2 years.</p>	<p>7/1/19-6/30/20</p> <p>7/1/19-6/30/20</p>	<p>7.1a Maintain certificates of attendance in employee files. Document names of new staff attending the required trainings in the monthly reports to DPH.</p> <p>7.1b Maintain certificates of attendance in employee files. Document names of staff attending updated trainings in the monthly reports to DPH.</p>
<p>8.1 By June 30, 2020, Contractor will participate in a minimum of 80% of the convened contractor meetings.</p> <p>"Participate" is defined as attendance by at least one representative from the contracting agency.</p>	<p>8.1a Attend Contractors' meetings.</p>	<p>7/1/19-6/30/20</p>	<p>8.1a Document names of individuals attending monthly Contractor meeting in monthly reports to DPH.</p>

Scope of Work
 Children's Health Coverage: Outreach, Enrollment, Utilization and Retention Services
 DHS Whole Person Care Outreach & Engagement
 Term July 1, 2019 – June 30, 2020

Goal: To increase access to health care by assisting children, families and individuals in Los Angeles county to enroll in health coverage programs and utilize and retain these benefits.
 Note: All materials listed under implementation activities and documentation must be kept on file and available for random sampling and auditing by DPH.

MEASURABLE OBJECTIVE(S)	IMPLEMENTATION ACTIVITIES	TIMELINE	METHOD(S) OF EVALUATING OBJECTIVE(S) AND DOCUMENTATION
9.1 By June.30, 2020, Contractor will support, implement, and participate in 100% of the outreach, enrollment, utilization, and retention required evaluation activities including assisting in routine and/or piloted data and tracking projects related to the CHOI data system or other electronic application submission system(s).	9.1a Contractor staff shall work with DPH for compilation of data, review of outreach efforts, and tracking subcontractors' activities and special projects. 9.1b Contractor staff shall attend DPH training on CHOI data system and other electronic application submission system(s) implemented in Los Angeles county. 9.1c Contractor staff shall utilize CHOI data system and work with DPH to identify implementation barriers.	7/1/19-6/30/20 7/1/19-6/30/20 7/1/19-6/30/20	9.1a Maintain all materials/tools, records of workload reports, enrollment figures and data on file. 9.1b Document attendance in monthly reports submitted to DPH 9.1c Document utilization and participation in monthly reports submitted to DPH.
10.1 By June 30, 2020, Contractor will conduct 100% of Quality Improvement Plan (QIP) Activities	10.1a Develop, or review and revise, a QIP describing a process for ensuring continual progress toward measurable objectives, client satisfaction, and success of outreach, enrollment, utilization, and retention services. 10.1b Conduct QIP activities.	7/1/19-6/30/20 7/1/19-6/30/20	10.1a Submit QIP to DPH for approval. Letter of QIP approval will be maintained on file. 10.1b Document QIP activities in monthly reports to DPH.

Scope of Work
 Children's Health Coverage: Outreach, Enrollment, Utilization and Retention Services
 DHS Whole Person Care Outreach & Engagement
 Term July 1, 2019 – June 30, 2020

Goal: To increase access to health care by assisting children, families and individuals in Los Angeles county to enroll in health coverage programs and utilize and retain these benefits.
 Note: All materials listed under implementation activities and documentation must be kept on file and available for random sampling and auditing by DPH.

MEASURABLE OBJECTIVE(S)	IMPLEMENTATION ACTIVITIES	TIMELINE	METHOD(S) OF EVALUATING OBJECTIVE(S) AND DOCUMENTATION
<p>11.1 By June 30, 2020, Contractor will ensure that they identify a plan for sustainable funding to continue CHOEUR services beginning July 1, 2020.</p> <p><i>"Funding for Children's Health Outreach, Enrollment, Utilization, and Retention (CHOEUR) in FY2019-2020 will end on June 30, 2020."</i></p>	<p>11.1a Develop, a sustainability plan which must include partnership with Health Care plans and may also include identification of state and/or federal funding, available grant opportunities, and/or opportunities to leverage existing funds or efforts.</p>	<p>7/1/19-12/30/19</p>	<p>11.1a Submit Plan to DPH for approval. Letter of approval will be maintained on file.</p>

SCHEDULE

CITY OF LONG BEACH DEPARTMENT OF HEALTH & HUMAN SERVICES
CHILDREN'S HEALTH OUTREACH, ENROLLMENT, UTILIZATION AND RETENTION
SERVICES
DMH PREVENTION & EARLY INTERVENTION OUTREACH

	<u>Budget Period</u>
	July 1, 2019
	through
	<u>June 30, 2020</u>
Full-Time Salaries	\$ 59,430
Employee Benefits @ 35%	\$ 20,801
Total Full-Time Salaries and Employee Benefits	\$ 80,231
Part-Time Salaries	\$ 0
Employee Benefits @	\$ 0
Total Part-Time Salaries and Employee Benefits	\$ 0
Total Salaries and Employee Benefits	\$ 80,231
Operating Expenses	\$ 507
Equipment	\$ 0
Rent	\$ 0
Subcontracts	\$ 0
Indirect Cost @ 0% of Salaries	\$ 0
TOTAL PROGRAM BUDGET	\$ 80,738

SCHEDULE

CITY OF LONG BEACH DEPARTMENT OF HEALTH & HUMAN SERVICESCHILDREN'S HEALTH OUTREACH, ENROLLMENT, UTILIZATION AND RETENTION
SERVICES

WHOLE PERSON CARE OUTREACH & ENGAGEMENT FUNDS

FEE-FOR-SERVICE

	<u>Budget Period</u> July 1, 2019 through <u>June 30, 2020</u>
Assessment Rate per Client Screening	\$ 112.50
Number of Clients Screened	<u>694</u>
TOTAL MAXIMUM REIMBURSEMENT*	\$ 78,075

* Agency must comply with requests for fiscal or reporting corrections after June 30, 2020 if deemed necessary based on client enrollment verification by the California Department of Health Care Services.