

33184

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

Amendment No. 12

THIS AMENDMENT is made and entered into this 1st day
of July, 2018,

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 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 awarded grant funds from the United States Department of Health and Human Services Medical Assistance Program, Catalog of Federal Domestic Assistance Number 93.778 through the California Department of Health Care Services Medi-Cal Administrative Activities (MAA) to promote community based outreach, enrollment, utilization and retention services; 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.

NOW, THEREFORE, the parties hereto agree as follows:

1. This Amendment shall be effective July 1, 2018.

2. Paragraph 2, DESCRIPTION OF SERVICES, Subparagraph A, shall be revised to read as follows:

"2. DESCRIPTION OF SERVICES:

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

3. Paragraph 3, TERM OF CONTRACT, first paragraph, 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, 2019, unless sooner terminated or extended, in whole or in part, as provided in this Contract."

4. Paragraph 4, MAXIMUM OBLIGATION OF COUNTY, shall be revised to add Subparagraph J to read as follows:

"4. MAXIMUM OBLIGATION OF COUNTY:

J. Effective July 1, 2018 through June 30, 2019, the maximum obligation of County for all services provided hereunder shall not exceed One Hundred Fifty-Eight Thousand, Eight Hundred Sixty-Three Dollars (\$158,863) comprised of DHCS MAA funds, as set forth in Exhibit C-11, attached hereto and incorporated herein by reference."

5. Paragraph 12, GENERAL PROVISION FOR ALL INSURANCE

COVERAGES, Subparagraph A, shall be revised to read as follows:

"A. Certificate(s) of insurance coverage (Certificate) satisfactory to County, and a copy of an Additional Insured endorsement confirming County and its Agents (defined below) has been given Insured status under the Contractor's General Liability policy, shall be delivered to the County at the address shown below and provided prior to commencing services under this Contract.

Renewal Certificates shall be provided to County not less than ten (10) calendar days prior to Contractor's policy expiration dates. The County reserves the right to obtain complete, certified copies of any required Contractor and/or Sub-Contractor insurance policies at any time.

Certificates shall identify all Required Insurance coverage types and limits specified herein, reference this Contract by name or number, and be signed by an authorized representative of the insurer(s). The Insured party named on the Certificate shall match the name of the Contractor identified as the contracting party in this Contract. Certificates shall provide the full name of each insurer providing coverage, its NAIC (National Association of Insurance Commissioners) identification number, its financial rating, the amounts of any policy deductibles or self-insured retentions exceeding Fifty Thousand Dollars (\$50,000), and list any County required endorsement forms.

Neither the County's failure to obtain, nor the County's receipt of, or failure to object to a non-complying insurance certificate or endorsement, or any other insurance documentation or information provided by the Contractor, its insurance

broker(s) and/or insurer(s), shall be construed as a waiver of any of the Required Insurance provisions.

Certificates and copies of any required endorsements shall be sent to:

County of Los Angeles – Department of Public Health
Contract Monitoring Division
1000 South Fremont Avenue,
Building A-9 East, 5th Floor North, Mailbox 102
Alhambra, California 91803
Attention: Chief Contract Monitoring Unit

Contractor also shall promptly report to County any injury or property damage accident or incident, including any injury to a Contractor employee occurring on County property, and any loss, disappearance, destruction, misuse, or theft of County property, monies or securities entrusted to Contractor.

Contractor also shall promptly notify County of any third party claim or suit filed against Contractor or any of its Sub-Contractors which arises from or relates to this Contract, and could result in the filing of a claim or lawsuit against Contractor and/or County."

6. Paragraph 13, INSURANCE COVERAGE REQUIREMENTS, Subparagraphs C and D, shall be revised to read as follows:

"C. Workers' Compensation and Employers' Liability insurance or qualified self-insurance satisfying statutory requirements, which includes Employers' Liability coverage with limits of not less than One Million Dollars (\$1,000,000) per accident. If Contractor will provide leased employees, or, is an employee leasing or temporary staffing firm or a professional employer organization (PEO), coverage also shall include an Alternate Employer Endorsement (providing scope of coverage equivalent to ISO policy form

WC 00 03 01 A) naming the County as the Alternate Employer, and the endorsement form shall be modified to provide that County will receive not less than thirty (30) days advance written notice of cancellation of this coverage provision. If applicable to Contractor's operations, coverage shall be arranged to satisfy the requirements of any federal workers or workmen's compensation law or any federal occupational disease law.

D. Professional Liability/Errors and Omissions: Insurance covering Contractor's liability arising from or related to this Contract, with limits of not less than One Million Dollars (\$1,000,000) per claim and Three Million Dollars (\$3,000,000) aggregate. Further, Contractor understands and agrees it shall maintain such coverage for a period of not less than three (3) years following this Contract's expiration, termination or cancellation."

7. Paragraph 21, NOTICES, Subparagraph A, shall be revised to read as follows:

"A. Notices to County shall be addressed as follows:

- (1) Department of Public Health
Children's Health Outreach Initiatives (CHOI)
600 South Commonwealth Avenue, Room 805
Los Angeles, California 90005

Attention: Project Director

- (2) Department of Public Health
Contracts and Grants Division
1000 South Fremont Avenue
Building A-9 East, 5th Floor North, Mailbox 101
Alhambra, California 91803

Attention: Division Chief

8. Paragraph 2, ASSIGNMENT AND DELEGATION, of the ADDITIONAL PROVISIONS, shall be revised to read as follows:

"2. ASSIGNMENT AND DELEGATION/MERGERS OR ACQUISITIONS:

A. The contractor shall notify the County of any pending acquisitions/mergers of its company unless otherwise legally prohibited from doing so. If the contractor is restricted from legally notifying the County of pending acquisitions/mergers, then it should notify the County of the actual acquisitions/mergers as soon as the law allows and provide to the County the legal framework that restricted it from notifying the county prior to the actual acquisitions/mergers.

B. Contractor shall not assign its rights or delegate its duties under this Contract, or both, whether in whole or in part, without the prior written consent of County, in its discretion, and any attempted assignment or delegation without such consent shall be null and void. For purposes of this sub-paragraph, County consent shall require a written Amendment to the Contract, which is formally approved and executed by the parties. Any payments by County to any approved delegatee or assignee on any claim under this Contract shall be deductible, at County's sole discretion, against the claims, which Contractor may have against County.

C. Shareholders, partners, members, or other equity holders of Contractor may transfer, sell, exchange, assign, or divest themselves of any interest they may have therein. However, in the event any such transfer,

exchange, assignment, or divestment is effected in such a way as to give majority control of Contractor to any person(s), corporation, partnership, or legal entity other than the majority controlling interest therein at the time of execution of the Contract, such disposition is an assignment requiring the prior written consent of County in accordance with applicable provisions of this Contract.

D. Any assumption, assignment, delegation, or takeover of any of the Contractor's duties, responsibilities, obligations, or performance of same by any person or entity other than Contractor, whether through assignment, subcontract, delegation, merger, buyout, or any other mechanism, with or without consideration for any reason whatsoever without County's express prior written approval, shall be a material breach of the Contract which may result in the termination of this Contract. In the event of such termination, County shall be entitled to pursue the same remedies against Contractor as it could pursue in the event of default by Contractor."

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

"A. Should the Contractor require additional or replacement personnel after the effective date of this Contract, the Contractor shall give consideration for any such employment openings to participants in the County's Department of Public Social Services Greater Avenues for Independence (GAIN) Program or General Relief Opportunity for Work (GROW) Program who meet the Contractor's minimum qualifications for the open position. For this purpose,

consideration shall mean that the Contractor will interview qualified candidates. The County will refer GAIN/GROW participants by job category to the Contractor. Contractors shall report all job openings with job requirements to GAINGROW@DPSS.LACOUNTY.GOV and BSERVICES@WDACS.LACOUNTY.GOV and DPSS will refer qualified GAIN/GROW job candidates."

10. Paragraph 62, ENCRYPTION STANDARDS, of the ADDITIONAL PROVISIONS, shall be revised to read as follows:

"62. DATA ENCRYPTION:

Contractor and Subcontractors that electronically transmit or store personal information (PI), protected health information (PHI) and/or medical information (MI) shall comply with the encryption standards set forth below. PI is defined in California Civil Code Section 1798.29(g). PHI is defined in Health Insurance Portability Act of 1996 (HIPAA), and implementing regulations. MI is defined in California Civil Code Section 56.05(j).

A. Stored Data: Contractors' and Subcontractors' workstations and portable devices (e.g., mobile, wearables, tablets, thumb drives, external hard drives) require encryption (i.e. software and/or hardware) in accordance with: (1) Federal Information Processing Standard Publication (FIPS) 140-2; (2) National Institute of Standards and Technology (NIST) Special Publication 800-57 Recommendation for Key Management- Part 1: General (Revision 3); (3) NIST Special Publication 800-57. Recommendation for Key Management - Part 2: Best Practices for Key Management Organization; and (4) NIST Special Publication

800-111 Guide to Storage Encryption Technologies for End User Devices. Advanced Encryption Standard (AES) with cipher strength of 256-bit is minimally required.

B. Transmitted Data: All transmitted (e.g. network) County PI, PHI and/or MI require encryption in accordance with: (1) NIST Special Publication 800-52 Guidelines for the Selection and Use of Transport Layer Security Implementations; and (2) NIST Special Publication 800-57 Recommendation for Key Management - Part 3: Application- Specific Key Management Guidance.

Secure Sockets Layer (SSL) is minimally required with minimum cipher strength of 128-bit.

C. Certification: The County must receive within ten (10) business days of its request, a certification from Contractor (for itself and any Subcontractors) that certifies and validates compliance with the encryption standards set forth above. In addition, Contractor shall maintain a copy of any validation/attestation reports that its data encryption products(s) generate and such reports shall be subject to audit in accordance with the Contract. Failure on the part of the Contractor to comply with any of the provisions of this Paragraph 43 (Data Encryption) shall constitute a material breach of this Contract upon which the County may terminate or suspend this Contract."

12. Paragraph 63, COMPLIANCE WITH FAIR CHANCE EMPLOYMENT

PRACTICES, shall be added to the ADDITIONAL PROVISIONS to read as follows:

"Contractor shall comply with fair chance employment hiring practices set forth in California Government Code Section 12952, Employment Discrimination:

Conviction History. Contractor's violation of this paragraph of the Contract may constitute a material breach of the Contract. In the event of such material breach, County may, in its sole discretion, terminate the Contract."

12. Effective on the date of this Amendment, Exhibit A-6, Statement of Work, for the term of July 1, 2018 through June 30, 2019 shall be attached hereto and incorporated herein by reference.

13. Effective on the date of this Amendment, Exhibit B-8, Scope of Work, for the term of July 1, 2018 through June 30, 2019 shall be attached hereto and incorporated herein by reference.

14. Effective on the date of this Amendment, Exhibit C-11, Budget, for the term of July 1, 2018 through June 30, 2019 shall be attached hereto and incorporated herein by reference.

15. Except for the changes set forth hereinabove, all terms and conditions of the Contract shall remain the same.

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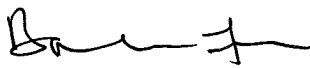
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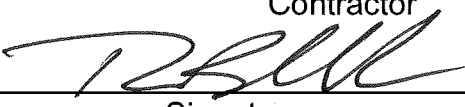
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IN WITNESS WHEREOF, the Board of Supervisors of the County of Los Angeles has caused this Amendment to be subscribed by its Director of Public Health, or her designee and Contractor has caused this Amendment to be subscribed in its behalf by its duly 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

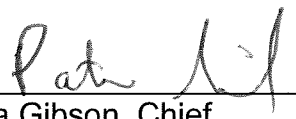
Tom Modica
Assistant City Manager
EXECUTED PURSUANT
TO SECTION 301 OF
THE CITY CHARTER

CITY OF LONG BEACH DEPARTMENT OF
HEALTH AND HUMAN SERVICES
Contractor
By 
Signature
Patrick H. West
Printed Name
Title City Manager
(AFFIX CORPORATE SEAL)

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
6/18, 2018
CHARLES PARKIN, City Attorney
By 
LINDA T. VU
DEPUTY CITY ATTORNEY

BL#04263

CITY OF LONG BEACH DEPARTMENT OF HEALTH AND HUMAN SERVICES

STATEMENT OF WORK

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

MAA TRUST FUND

Term July 1, 2018 - June 30, 2019

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 Exhibit B-8, Scope 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 Exhibit **B-8**, Scope 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 Exhibit **C-11**, Budget.

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 Exhibit **B-8**, Scope 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 Exhibit **B-8**, Scope 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.

Term July 1, 2018 – June 30, 2019

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						
1.1 OUTREACH By June 30, 2019 for the Children's Health Outreach Initiatives (CHOI) Program, Contractor will have successfully engaged a minimum of 1,609 of the target population within the City of Long Beach through an outreach/in-reach contact. <table><tr><th>Agency Name</th><th>Numbers</th></tr><tr><td>City of Long Beach</td><td>1,609</td></tr><tr><td>Total</td><td>1,609</td></tr></table>	Agency Name	Numbers	City of Long Beach	1,609	Total	1,609	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. 1.1b Schedule outreach and maintain a list or calendar of sites, dates, and times. 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), flyers, number of individuals contacted, sign-in sheets, if appropriate, and materials presented. 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. 1.1e Enter documentation of outreach numbers into CHOI database.	7/1/18-6/30/19 7/1/18-6/30/19 7/1/18-6/30/19 7/1/18-6/30/19 7/1/18-6/30/19	1.1a DPH letters of approval and materials will be kept on file. 1.1b Documents will be kept on file and summary of events will be submitted with monthly reports to DPH 1.1c Completed documents will be kept on file and number of participants will be reported to DPH in monthly reports: 1.1d Completed documentation will be kept on file and number of participants will be reported to DPH in monthly reports. 1.1e Data system will be queried to generate outreach numbers.
Agency Name	Numbers								
City of Long Beach	1,609								
Total	1,609								

Scope of Work
Children's Health Coverage: Outreach, Enrollment, Utilization and Retention Services
MAA Trust Fund

Term July 1, 2018 – June 30, 2019

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						
2.1 APPLICATION ASSISTANCE By June 30, 2019 for the CHOI Program, Contractor will have completed applications for a minimum of 540 clients within the City of Long Beach for Medi-Cal, Healthy Kids and other no/low cost plans. Contractor will also provide clients with referrals to appropriate health programs or health agencies <table><tr><td>Agency Name</td><td>Numbers</td></tr><tr><td>City of Long Beach</td><td>540</td></tr><tr><td>Total</td><td>540</td></tr></table> "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. "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, etc.). Does not include referrals for shelter, food, and other non-direct medical needs.	Agency Name	Numbers	City of Long Beach	540	Total	540	2.1a Develop, or review and revise, enrollment protocol. Submit to DPH for approval. 2.1b Conduct enrollment activities utilizing DPH approved client intake form. 2.1c Enter data from DPH approved forms into CHOI data system utilizing appropriate codes. 2.1d Develop, or review and revise, referral protocol and submit to DPH for approval. 2.1e Screen and refer clients for appropriate services. Document referral information with appropriate codes on client intake form or appropriate DPH approved forms.	7/1/18-6/30/19 7/1/18-6/30/19 7/1/18-6/30/19 7/1/18-6/30/19 7/1/18-6/30/19	2.1a DPH letters of approval and materials will be on file. 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. 2.1c For monthly reports, DPH data system will be queried to generate number of applications submitted. 2.1d DPH letters of approval on file. 2.1e Maintain client intake forms with services/program referral information.
Agency Name	Numbers								
City of Long Beach	540								
Total	540								

Scope of Work
Children's Health Coverage: Outreach, Enrollment, Utilization and Retention Services
MAA Trust Fund

Term July 1, 2018 – June 30, 2019

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
2.2 By June 30, 2019, 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. "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.	2.2a Develop, or review and revise, enrollment verification protocol. Submit to DPH for approval. 2.2b Conduct enrollment verification and troubleshooting using DPH approved enrollment verification and troubleshooting forms. 2.2c Enter data from DPH approved forms into CHOI data system.	7/1/18-6/30/19 7/1/18-6/30/19 7/1/18-6/30/19	2.2a Letter(s) of DPH approval and materials will be kept on file. 2.2b Completed client enrollment verification and troubleshooting forms/reports will be kept on file. 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.
2.3 By June 30, 2019, Contractor will have confirmed enrollment on 75% of client applications assisted with or facilitated by Contractor as measured in Objective 2.1. This objective documents enrollment outcome . "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.	2.3a Document dates of enrollment follow-up and enrollment status on enrollment verification and troubleshooting form. 2.3b Enter data from DPH approved forms into CHOI database	7/1/18-6/30/19 7/1/18-6/30/19	2.3a Completed client enrollment verification and troubleshooting forms/reports will be kept on file. 2.3b CHOI data system will be queried to generate number of clients who have been confirmed enrolled in monthly reports submitted to DPH.

Scope of Work
Children's Health Coverage: Outreach, Enrollment, Utilization and Retention Services
MAA Trust Fund

Term July 1, 2018 – June 30, 2019

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						
3.1 TROUBLESHOOTING ASSISTANCE <u>By June 30, 2019</u> for the CHOI Program, Contractor will provide ongoing assistance to 900 clients experiencing problems with enrollment, utilizing benefits, or retention. <table><tr><td>Agency Name</td><td>Numbers</td></tr><tr><td>City of Long Beach</td><td>900</td></tr><tr><td>Total</td><td>900</td></tr></table> "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.		Agency Name	Numbers	City of Long Beach	900	Total	900	3.1a Develop, or review and revise, utilization protocol and submit to DPH for approval. 3.1b Conduct troubleshooting/problem solving for clients. Document results on appropriate forms. 3.1c Enter data from DPH approved forms into CHOI database.	7/1/18-6/30/19 7/1/18-6/30/19 7/1/18-6/30/19	3.1a Letter(s) of DPH approval and materials will be kept on file. 3.1b Completed forms will be kept on file and number of participants will be documented in monthly reports to DPH. 3.1c CHOI database will be queried to generate numbers of clients receiving ongoing assistance in monthly reports submitted to DPH.
Agency Name	Numbers									
City of Long Beach	900									
Total	900									
3.2 By June 30, 2019, 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 "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.		3.2a Develop, or review and revise, utilization protocol and submit to DPH for approval. 3.2b Conduct utilization assistance and document results on utilization forms using the appropriate codes. 3.2c Enter data from DPH approved utilization forms into DPH CHOI database.	7/1/18-6/30/19 7/1/18-6/30/19 7/1/18-6/30/19	3.2a Letter(s) of DPH approval and materials will be kept on file. 3.2b Completed forms will be kept on file and number of participants will be documented in monthly reports to DPH. 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.						

Scope of Work
 Children's Health Coverage: Outreach, Enrollment, Utilization and Retention Services
 MAA Trust Fund

Term July 1, 2018 – June 30, 2019

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
4.1 By June 30, 2019, 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. "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.	4.1a Develop, or review and revise, redetermination protocol and submit to DPH for approval. 4.1b Conduct redetermination assistance and document results on redetermination forms using the appropriate codes. 4.1c Enter data from DPH approved redetermination forms into CHOI database.	7/1/18-6/30/19 7/1/18-6/30/19 7/1/18-6/30/19	4.1a Letter(s) of DPH approval and materials will be kept on file. 4.1b Completed forms will be kept on file and number of participants will be documented in monthly reports to DPH via CHOI database. 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.

Scope of Work
 Children's Health Coverage: Outreach, Enrollment, Utilization and Retention Services
 MAA Trust Fund

Term July 1, 2018 – June 30, 2019

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						
4.2 REDETERMINATION ASSISTANCE By June 30, 2019, Contractor will provide redetermination assistance to: 1. Clients who submitted their original application elsewhere, but have requested redetermination assistance from Contractor and/or 2. 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. By June 30, 2019, f for the CHOI Program, Contractor will provide redetermination and renewal assistance to <u>1,260</u> clients needing assistance with their renewal/redetermination documents. <table><tr><td>Agency Name</td><td>Numbers</td></tr><tr><td>City of Long Beach</td><td>1,260</td></tr><tr><td>Total</td><td>1,260</td></tr></table> "Provide redetermination assistance" is defined as helping clients to complete health insurance re-certification/renewal paperwork.	Agency Name	Numbers	City of Long Beach	1,260	Total	1,260	4.2a Conduct redetermination assistance and document on DPH approved Intake Form into CHOI database. 4.2b Enter data from CHOI approved Intake Form into CHOI database data system.	7/1/18-6/30/19 7/1/18-6/30/19	4.2a Completed forms will be kept on file. 4.2b CHOI data system will be queried to generate number of "non-agency" clients receiving redetermination assistance in monthly reports submitted to DPH.
Agency Name	Numbers								
City of Long Beach	1,260								
Total	1,260								

Scope of Work
Children's Health Coverage: Outreach, Enrollment, Utilization and Retention Services
MAA Trust Fund

Term July 1, 2018 – June 30, 2019

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MEASURABLE OBJECTIVE(S)	IMPLEMENTATION ACTIVITIES	TIMELINE	METHOD(S) OF EVALUATING OBJECTIVE(S) AND DOCUMENTATION
5.1 By June 30, 2019, 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.	7/1/18-6/30/19 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, 2019, 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.	7/1/18-6/30/19 7/1/18-6/30/19 7/1/18-6/30/19 7/1/18-6/30/19 7/1/18-6/30/19	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
MAA Trust Fund

Term July 1, 2018 – June 30, 2019

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
7.1 By June 30, 2019, Contractor will ensure that 100% of enrollment staff, including staff at subcontracting agencies, are fully trained to provide outreach, enrollment, utilization, and retention services. "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.	7.1a Attend all required DPH approved trainings. A list of required trainings will be provided to Contractors by DPH. 7.1b Contractor enrollment staff shall attend update trainings for new or changed initiatives/programs as required or at a minimum, every 2 years.	7/1/18-6/30/19 7/1/18-6/30/19	7.1a Maintain certificates of attendance in employee files. Document names of new staff attending the required trainings in the monthly reports to DPH. 7.1b Maintain certificates of attendance in employee files. Document names of staff attending updated trainings in the monthly reports to DPH.
8.1 By June 30, 2019, Contractor will participate in a minimum of 80% of the convened contractor meetings. "Participate" is defined as attendance by at least one representative from the contracting agency.	8.1a Attend Contractors' meetings.	7/1/18-6/30/19	8.1a Document names of individuals attending monthly Contractor meeting in monthly reports to DPH.

Scope of Work
Children's Health Coverage: Outreach, Enrollment, Utilization and Retention Services
MAA Trust Fund

Term July 1, 2018 – June 30, 2019

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MEASURABLE OBJECTIVE(S)	IMPLEMENTATION ACTIVITIES	TIMELINE	METHOD(S) OF EVALUATING OBJECTIVE(S) AND DOCUMENTATION
9.1 By June 30, 2019, 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.	7/1/18-6/30/19 7/1/18-6/30/19 7/1/18-6/30/19	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, 2019, 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.	7/1/18-6/30/19 7/1/18-6/30/19	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.

SCHEDULE

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

MAA TRUST FUND

	<u>Budget Period</u> July 1, 2018 through June 30, 2019
Full-Time Salaries	\$ 106,132
Employee Benefits @ 30%	\$ 31,840
Total Full-Time Salaries and Employee Benefits	\$ 137,972
Part-Time Salaries	\$ 0
Employee Benefits @%	\$ 0
Total Part-Time Salaries and Employee Benefits	\$ 0
Total Salaries and Employee Benefits	\$ 137,972
Operating Expenses	\$ 10,278
Equipment	\$ 0
Rent	\$ 0
Subcontracts	\$ 0
Indirect Cost @ 10% of Salaries	<u>\$ 10,613</u>
TOTAL PROGRAM BUDGET	\$ 158,863