

Contract No. H300266

COMMUNITY HEALTH COVERAGE AGREEMENT:
(OUTREACH, ENROLLMENT, UTILIZATION AND RETENTION SERVICE)

AMENDMENT NO. 1

28384

THIS AMENDMENT is made and entered into this 8th day
of February, 2005,

by and between

COUNTY OF LOS ANGELES
(hereafter "County"),

and

CITY OF LONG BEACH (hereafter
"Contractor").

WHEREAS, reference is made to that certain document entitled
"COMMUNITY HEALTH COVERAGE AGREEMENT" dated July 1, 2003 and
further identified as County Agreement No. H-300266 (hereafter
"Agreement"); and

WHEREAS, it is the intent of the parties hereto to update
provisions in the Agreement and make other hereinafter designated
changes.

WHEREAS, said Agreement 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 become effective upon the date of
Board approval.

2. Paragraph 31, TERMINATION FOR CONVENIENCE of the ADDITIONAL PROVISIONS of Agreement, shall be revised to read as follows:

"31. TERMINATION FOR CONVENIENCE: The performance of services under this Agreement may be terminated, with or without cause, in whole or in part, from time to time when such action is deemed by County to be in its best interest. Termination of services hereunder shall be effected by delivery to Contractor of a thirty (30) day advance Notice of Termination specifying the extent to which performance of services under this Agreement is terminated and the date upon which such termination becomes effective.

After receipt of a Notice of Termination and except as otherwise directed by County, Contractor shall:

A. Stop services under this Agreement on the date and to the extent specified in such Notice of Termination; and

B. Complete performance of such part of the services as shall not have been terminated by such Notice of Termination.

After receipt of a Notice of Termination, Contractor shall submit to County, in the form and with the certifications as may be prescribed by County, its termination claim and invoice. Such claim and invoice shall be submitted promptly, but not later than sixty (60) calendar days from the

effective date of termination. Upon failure of Contractor to submit its termination claim and invoice within the time allowed, County may determine on the basis of information available to County, the amount, if any, due to Contractor in respect to the termination, and such determination shall be final. After such determination is made, County shall pay Contractor the amount so determined.

Contractor, for a period of five (5) years after final settlement under this Agreement, shall make available to County, at all reasonable times, all its books, records, documents, or other evidence bearing on the costs and expenses of Contractor under this Agreement in respect to the termination of services hereunder.

3. Paragraph 46, CONTRACTOR RESPONSIBILITY AND DEBARMENT, of the ADDITIONAL PROVISIONS of Agreement, shall be revised to read as follows:

"46. CONTRACTOR RESPONSIBILITY AND DEBARMENT :

A. A responsible contractor is a contractor who has demonstrated the attribute of trustworthiness, as well as quality, fitness, capacity, and experience to satisfactorily perform the contract. It is County's policy to conduct business only with responsible contractors.

B. Contractor is hereby notified that, in accordance with Chapter 2.202 of the County Code, if County acquires information concerning the performance of Contractor under this Agreement or other contracts, which indicates that Contractor is not responsible, County may, in addition to other remedies provided under this Agreement, debar Contractor from bidding on County contracts for a specified period of time not to exceed three (3) years, and terminate this Agreement and any or all existing contracts Contractor may have with County.

C. County may debar Contractor if the Board of Supervisors finds, in its discretion, that Contractor has done any of the following: (1) violated any term of this Agreement or other contract with County, (2) committed any act or omission which negatively reflects on Contractor's quality, fitness, or capacity to perform a contract with County or any other public entity, or engaged in a pattern or practice which negatively reflects on same, (3) committed an act or offense which indicates a lack of business integrity or business honesty, or (4) made or submitted a false claim against County or any other public entity.

D. If there is evidence that Contractor may be subject to debarment, Director will notify

Contractor in writing of the evidence which is the basis for the proposed debarment and will advise Contractor of the scheduled date for a debarment hearing before County's Contractor Hearing Board.

E. The Contractor Hearing Board will conduct a hearing where evidence on the proposed debarment is presented. Contractor shall be given an opportunity to submit evidence at that hearing. After the hearing, the Contractor Hearing Board shall prepare a proposed decision, which shall contain a recommendation regarding whether Contractor should be debarred, and, if so, the appropriate length of time of the debarment. If Contractor fails to avail itself of the opportunity to submit evidence to the Contractor Hearing Board, Contractor shall be deemed to have waived all rights of appeal.

F. A record of the hearing, the proposed decision, and any other recommendation of the Contractor Hearing Board shall be presented to the Board of Supervisors. The Board of Supervisors shall have the right at its sole discretion to modify, deny, or adopt the proposed decision and recommendation of the Contractor Hearing Board.

G. These terms shall also apply to any subcontractors of Contractor, vendor, or principal

owner of Contractor, as defined in Chapter 2.202 of the County Code.

5. As of the effective date of this Amendment, Exhibits A-2, A-3, A-4 and A-5 shall be replaced by Exhibits B-2, B-3, B-4 and B-5, as attached hereto and incorporated herein by reference.

6. Except for the changes set forth hereinabove, Agreement shall not be changed in any other respect by this Amendment.

IN WITNESS WHEREOF, the Board of Supervisors of the County of Los Angeles has caused this Amendment to be subscribed by its

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Director of Health Services, 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 Thomas L. Garthwaite, M.D.
Thomas L. Garthwaite, M.D.
Director and Chief Medical Officer

CITY OF LONG BEACH

Contractor
By Christine J. Shippin
Signature

Assistant City Manager
Print Name

Title _____
(AFFIX CORPORATE SEAL)

APPROVED AS TO FORM
BY THE OFFICE OF THE COUNTY COUNSEL
Raymond G. Fortner, Jr.

APPROVED AS TO CONTRACT
ADMINISTRATION:
Department of Health Services

By Cara O'Neill
Cara O'Neill, Chief
Contracts and Grants Division

APPROVED AS TO FORM
8/11, 2005
ROBERT E. SHANNON, City Attorney
BY D. J. Guin
SENIOR DEPUTY CITY ATTORNEY

11/18/04
AMENDCD3844.RM

**EXHIBIT B-2
 SCOPE OF WORK**

Fiscal Year 2004 - 2005

Goal: To increase access to health care by assisting children and their families 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 DHS.

| Measurable Objective(s) | Implementation Activities | Timeline | METHOD(S) OF EVALUATING OBJECTIVE(S) AND DOCUMENTATION | | | | | | | | | | | | |
|--|------------------------------|----------------|--|--------------|-------------------------|--------------|-----------------------------|--------------|-----------------------|--------------|------------------------------|--------------|--|--|---|
| <p>1.1 By June 30, 2005, Contractor will have successfully engaged a minimum of 10,000 of the target population in the City of Long Beach through an outreach contact.</p> <table border="1" data-bbox="159 613 709 808"> <thead> <tr> <th><u>Subcontracting Agency</u></th> <th><u>Numbers</u></th> </tr> </thead> <tbody> <tr> <td>Cambodian Association Of America</td> <td>2,000</td> </tr> <tr> <td>Families in Good Health</td> <td>2,000</td> </tr> <tr> <td>Guam Communications Network</td> <td>1,500</td> </tr> <tr> <td>The Children's Clinic</td> <td>2,500</td> </tr> <tr> <td>Westside Neighborhood Clinic</td> <td>2,000</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 contact" is defined as speaking directly either in person or by telephone with a client or potential client for at least five 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.</p> | <u>Subcontracting Agency</u> | <u>Numbers</u> | Cambodian Association Of America | 2,000 | Families in Good Health | 2,000 | Guam Communications Network | 1,500 | The Children's Clinic | 2,500 | Westside Neighborhood Clinic | 2,000 | <p>1.1a Review and revise as necessary 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 Healthy Kids, Medi-Cal, Healthy Families, public benefits programs and other no or low-cost health programs. Submit to Department of Health Services (DHS) for approval.</p> <p>1.1b Schedule outreach and maintain a list or calendar of sites, dates, and times.</p> <p>1.1c Conduct events (presentation, fairs, etc.) and complete event summaries. Event summaries to include site, date, outreach workers(s), flyers, number of individuals contacted, sign-in sheets, if appropriate, and materials presented.</p> <p>1.1d Conduct outreach and maintain contact documentation including but not limited to: sites, dates, name of outreach worker, number of individuals contacted, family name/identifier.</p> <p>1.1e Enter documentation of outreach numbers into DHS database.</p> | <p>By 8/1/04</p> <p>7/1/04-ongoing</p> <p>7/1/04-ongoing</p> <p>7/1/04-ongoing</p> <p>7/1/04-ongoing</p> | <p>1.1a DHS letters of approval on file 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 DHS.</p> <p>1.1c Documents will be kept on file and number of participants will be reported to DHS in monthly reports.</p> <p>1.1d Completed documentation will be kept on file.</p> <p>1.1e Data system will be queried to generate outreach numbers.</p> |
| <u>Subcontracting Agency</u> | <u>Numbers</u> | | | | | | | | | | | | | | |
| Cambodian Association Of America | 2,000 | | | | | | | | | | | | | | |
| Families in Good Health | 2,000 | | | | | | | | | | | | | | |
| Guam Communications Network | 1,500 | | | | | | | | | | | | | | |
| The Children's Clinic | 2,500 | | | | | | | | | | | | | | |
| Westside Neighborhood Clinic | 2,000 | | | | | | | | | | | | | | |

**EXHIBIT B-2
 SCOPE OF WORK**

Fiscal Year 2004 - 2005

Goal: To increase access to health care by assisting children and their families 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 DHS.

| Measurable Objective(s) | Implementation Activities | Timeline | METHOD(S) OF EVALUATING OBJECTIVE(S) AND DOCUMENTATION |
|---|---|----------------|---|
| 2.1 By June 30, 2005, the contracting agency will have completed applications for a minimum of 800 clients in the City of Long Beach for Healthy Kids, Medi-Cal, Healthy Families, Kaiser Cares for Kids 1 or 2, Access for Infants and Mothers, or California Kids. Contracting Agency will also provide clients with referrals to appropriate health programs or health agencies. | 2.1a Review and revise as necessary enrollment protocol. Submit to DHS for approval. | By 8/1/04 | 2.1a DHS letters of approval and materials on file. |
| | 2.1b Conduct enrollment activities utilizing DHS approved client intake and enrollment verification forms. | 7/1/04-ongoing | 2.1b Completed materials (i.e. client intake and enrollment verification forms) will be kept on file and number of participants documented in monthly reports to DHS. |
| <u>Subcontracting Agency</u> <u>Numbers</u> Cambodian Association Of America 175 Families in Good Health 175 Guam Communications Network 50 The Children's Clinic 250 Westside Neighborhood Clinic 150 | 2.1c Enter data from DHS approved forms into DHS data system utilizing appropriate codes. | 7/1/04-ongoing | 2.1c For monthly reports, DHS data system will be queried to generate number of applications submitted. |
| "Completed applications" is defined as assisting clients to fill out health insurance applications line-by-line, through in-person or telephone assistance. It may also be defined as providing in-depth assistance (troubleshooting) toward facilitating enrollments for clients whose applications were completed by another agency or DPSS." | 2.1d Review and revise as necessary referral protocol and submit to DHS for approval. | By 8/1/04 | 2.1d DHS letters of approval on file. |
| "Referrals" are defined as referring clients in person or by telephone for services to other health programs (i.e. CHDP, CCS, PPP/DHS, early detection programs, legal services for health issues, etc.) Referral must include explanation of programs and eligibility screening of the client if the program has eligibility requirements. Does not include referrals for shelter, child-care, or other non-direct health needs. | 2.1e Screen and refer clients for appropriate services. Document referral information with appropriate codes on client intake form. | 7/1/04-ongoing | 2.1e. Maintain client intake forms with services/program referral information |

**EXHIBIT B-2
 SCOPE OF WORK**

Fiscal Year 2004 - 2005

Goal:\To increase access to health care by assisting children and their families 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 DHS.

| Measurable Objective(s) | Implementation Activities | Timeline | METHOD(S) OF EVALUATING OBJECTIVE(S) AND DOCUMENTATION |
|---|---|--|--|
| <p>2.2 By June 30, 2005, the Contracting Agency 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 (i.e. MEDS).</p> | <p>2.2a Review and revise as necessary enrollment verification protocol. Submit to DHS for approval.</p> <p>2.2b Conduct enrollment verification using DHS approved enrollment verification forms.</p> <p>2.2c Enter data from DHS approved forms into DHS data system.</p> | <p>By 8/1/04</p> <p>7/1/04 – ongoing</p> <p>7/1/04-ongoing</p> | <p>2.2a Letter(s) of DHS 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 DHS data system will be queried to generate number of clients for whom enrollment status has been investigated in monthly reports submitted to DHS.</p> |
| <p>2.3 By June 30, 2005, the Contracting Agency will have confirmed enrollment on 75% of client applications assisted with or facilitated by Contracting Agency as measured in Objective 2.1</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 DHS approved forms into DHS database.</p> | <p>7/1/04 – ongoing</p> <p>7/1/04-ongoing</p> | <p>2.3a Completed client enrollment verification and troubleshooting forms/reports will be kept on file.</p> <p>2.3b DHS data system will be queried to generate number of clients who have been confirmed enrolled in monthly reports submitted to DHS.</p> |

**EXHIBIT B-2
 SCOPE OF WORK**

Fiscal Year 2004 - 2005

Goal:\To increase access to health care by assisting children and their families 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 DHS.

| Measurable Objective(s) | Implementation Activities | Timeline | METHOD(S) OF EVALUATING OBJECTIVE(S) AND DOCUMENTATION | | | | | | | | | | | | |
|--|--|--|---|----|-------------------------|----|-----------------------------|----|-----------------------|----|------------------------------|----|---|--|--|
| <p>3.1 By June 30, 2005, the Contracting Agency will provide ongoing assistance to 300 clients experiencing problems with enrollment, utilizing benefits, or retention.</p> <table border="0"> <tr> <td><u>Subcontracting Agency</u></td> <td><u>Numbers</u></td> </tr> <tr> <td>Cambodian Association Of America</td> <td>60</td> </tr> <tr> <td>Families in Good Health</td> <td>60</td> </tr> <tr> <td>Guam Communications Network</td> <td>20</td> </tr> <tr> <td>The Children's Clinic</td> <td>85</td> </tr> <tr> <td>Westside Neighborhood Clinic</td> <td>75</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. Does not include assistance with redetermination (measured in Objective 4.1). Assistance may be provided to 1) clients who originally applied with Contracting Agency or 2) clients who submitted applications with another agency or DPSS but have requested assistance from Contracting Agency.</p> | <u>Subcontracting Agency</u> | <u>Numbers</u> | Cambodian Association Of America | 60 | Families in Good Health | 60 | Guam Communications Network | 20 | The Children's Clinic | 85 | Westside Neighborhood Clinic | 75 | <p>3.1a Review and revise as necessary utilization protocol and submit to DHS for approval.</p> <p>3.1b Conduct troubleshooting/problem solving for clients. Document results on appropriate forms.</p> <p>3.1c Enter data from DHS approved forms into DHS database.</p> | <p>By 8/1/04</p> <p>7/1/04 - ongoing</p> <p>7/1/04-ongoing</p> | <p>3.1a Letter(s) of DHS approval and materials will be kept on file.</p> <p>3.1b Completed forms will be kept on file and documented in monthly reports to DHS.</p> <p>3.1c DHS database will be queried to generate numbers of clients receiving ongoing assistance in monthly reports submitted to DHS.</p> |
| <u>Subcontracting Agency</u> | <u>Numbers</u> | | | | | | | | | | | | | | |
| Cambodian Association Of America | 60 | | | | | | | | | | | | | | |
| Families in Good Health | 60 | | | | | | | | | | | | | | |
| Guam Communications Network | 20 | | | | | | | | | | | | | | |
| The Children's Clinic | 85 | | | | | | | | | | | | | | |
| Westside Neighborhood Clinic | 75 | | | | | | | | | | | | | | |
| <p>4.1 By June 30, 2005, Contracting Agency will offer redetermination assistance at 11-12 months to 75% of clients whose applications were assisted or facilitated by Contracting Agency 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 75% of clients either in-person or by telephone to determine whether redetermination assistance is desired.</p> | <p>4.1a Review and revise as necessary redetermination protocol and submit to DHS for approval.</p> <p>4.1b Conduct redetermination assistance and document results on redetermination form using the appropriate codes.</p> <p>4.1c. Enter data from DHS approved redetermination form into DHS database.</p> | <p>By 8/1/04</p> <p>7/1/04-ongoing</p> <p>7/1/04-ongoing</p> | <p>4.1a Letter(s) of DHS approval and materials will be kept on file.</p> <p>4.1b. Completed forms will be kept on file and documented in monthly reports to DHS via database.</p> <p>4.1c. DHS data system will be queried to generate number of clients offered redetermination assistance at 11-12 months in monthly reports submitted to DHS.</p> | | | | | | | | | | | | |

**EXHIBIT B-2
 SCOPE OF WORK**

Fiscal Year 2004 - 2005

Goal:\To increase access to health care by assisting children and their families 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 DHS.

| Measurable Objective(s) | Implementation Activities | Timeline | METHOD(S) OF EVALUATING OBJECTIVE(S) AND DOCUMENTATION |
|---|--|--|--|
| <p>4.2 By June 30, 2005, Contracting Agency will provide redetermination assistance to clients who submitted their original application elsewhere, but have requested redetermination assistance from Contracting Agency.</p> <p>"Provide redetermination assistance" is defined as helping clients to complete health insurance re-certification paperwork.</p> | <p>4.2a Conduct redetermination assistance and document on DHS approved redetermination form using the appropriate codes.</p> <p>4.2b Enter data from DHS approved redetermination form into DHS data system.</p> | <p>7/1/04-ongoing</p> <p>7/1/04-ongoing</p> | <p>4.2a Completed forms will be kept on file.</p> <p>4.2b DHS data system will be queried to generate number of "non-agency" clients receiving redetermination assistance in monthly reports submitted to DHS.</p> |
| <p>5.1 By June 30, 2005, Contracting Agency will have a minimum of 60% 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 one-month period (month to be determined by DHS) who are contacted by Contracting Agency 14 months later to determine enrollment status.</p> | <p>5.1a Review and revise as necessary retention protocol. Submit to DHS for approval.</p> <p>5.1b Conduct retention contacts/verification and document results.</p> <p>5.1c Enter data from retention contacts/verification into DHS data system.</p> | <p>By 8/1/04</p> <p>7/1/04-ongoing</p> <p>7/1/04-ongoing</p> | <p>5.1a Letter(s) of DHS approval and materials will be kept on file.</p> <p>5.1b Completed forms will be kept on file and documented in monthly reports submitted to DHS via database.</p> <p>5.1c DHS data system will be queried to generate 14-month retention rate for a sample of clients in monthly reports submitted to DHS.</p> |

**EXHIBIT B-2
 SCOPE OF WORK**

Fiscal Year 2004 - 2005

Goal:\To increase access to health care by assisting children and their families 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 DHS.

| Measurable Objective(s) | Implementation Activities | Timeline | METHOD(S) OF EVALUATING OBJECTIVE(S) AND DOCUMENTATION |
|--|---|--|---|
| <p>6.1 By June 30, 2005, Contracting Agency will enter data on program participants into DHS' web-based data system to monitor, facilitate, and evaluate health insurance enrollment and retention.</p> <p>"Enter" is defined as either 1) directly entering required data elements into the DHS web-based data system available to all contractors or 2) uploading required data elements into the DHS data system from an agency-created database using a data conversion program approved by DHS.</p> | <p>6.1a Contracting Agency will continue to maintain necessary computer hardware or software in order to access the Internet.</p> <p>6.1b Contracting Agency will continue to train appropriate personnel on data entry.</p> <p>6.1c Enter data into DHS' web-based data system.</p> <p>6.d Run monthly report and send signed copy to DHS.</p> | <p>By 8/1/04</p> <p>7/1/04-ongoing</p> <p>7/1/04-ongoing</p> <p>7/1/04-ongoing</p> | <p>6.1a Agency will demonstrate the ability to access the Internet.</p> <p>6.1b Documentation of training from project coordinator and issuance of username and password for data input.</p> <p>6.1c DHS database.</p> <p>6.1d Maintain copies of signed monthly reports on file.</p> |
| <p>7.1 By June 30, 2005 Contracting Agency will ensure that 100% of enrollment staff, including staff at subcontracting agencies, is fully trained to provide outreach, enrollment, utilization and retention services and all new staff are fully trained within 30 days of their start date.</p> <p>"Fully trained" is defined as participation in the DHS approved Comprehensive Training "Core", CAA and Healthy Kids Training.</p> | <p>7.1 Attend DHS approved comprehensive training.</p> | <p>7/1/04 – ongoing</p> | <p>7.1a Maintain certificates of attendance in employee files.</p> |
| <p>8.1 By June 30, 2005, Contracting Agency will participate in a minimum of 10 of the monthly contractor meetings.</p> <p>"Participate" is defined as attendance by at least one representative from the contracting agency.</p> | <p>8.1a Attend contractors monthly meeting.</p> | <p>7/1/04-ongoing</p> | <p>8.1a Document name of individual attending monthly meeting in monthly reports to DHS.</p> |

**EXHIBIT B-2
 SCOPE OF WORK**

Fiscal Year 2004 - 2005

Goal:\To increase access to health care by assisting children and their families in Los Angeles County to enroll in health coverage programs and utilize and retain these benefits.

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| Measurable Objective(s) | Implementation Activities | Timeline | METHOD(S) OF EVALUATING OBJECTIVE(S) AND DOCUMENTATION |
|--|--|-----------------|--|
| 9.1 By June 30, 2005 Contracting Agency will participate in 100% of the Outreach, enrolment utilization, and retention required evaluation activities. | 9.1a Contractor shall work with DHS for compilation of data, review of outreach efforts, and tracking subcontractors' activities and projects. | 7/1/04-ongoing | 9.1a Maintain all materials/tools, records of workload reports, enrollment figures and data on file. |
| 10.1 By June 30, 2005, Contractor will conduct 100% of Quality Improvement Plan (QIP) Activities. | 10.1a Review and revise as necessary QIP describing a process for ensuring continual progress toward measurable objectives, client satisfaction, and success of outreach, enrollment, utilization, and retention services. | By 8/1/04 | 10.1a Submit QIP to DHS for approval. Letter of QIP approval will be maintained on file. Material to be available for random sampling and auditing by DHS. |
| | 10.1b Conduct QIP activities. | 7/1/04-ongoing | 10.1b Document QIP appropriate activities in monthly reports to DHS. |
| For Contractors with Subcontractors: 11.1 By June 30, 2005, Contractor will conduct a minimum of one site visit each to subcontractor: Cambodian Association of America, Families in Good Health, Guam Communications Network, The Children's Clinic, and Westside Neighborhood Clinic. | 11.1a Schedule site visits and maintain list of site, dates, and times. | 10/1/04-6/30/05 | 11.1a Completed materials will be kept on file. Schedule of site visit shall be submitted with monthly reports to DHS. |
| | 11.1b Conduct site visit utilizing checklist provided by DHS and maintain monitoring visit checklist. | 10/1/04-6/30/05 | 11.1b Completed materials will be kept on file including sign-in sheets and completed DHS monitoring visit check list. |
| | 11.1.c Follow-up with subcontractors for corrective action as appropriate. | 10/1/04-6/30/05 | 11.1c Completed materials will be kept on file. |

**EXHIBIT B-3
 SCOPE OF WORK**

Fiscal Year 2005 - 2006

Goal: To increase access to health care by assisting children and their families 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 DHS.

| Measurable Objective(s) | Implementation Activities | Timeline | METHOD(S) OF EVALUATING OBJECTIVE(S) AND DOCUMENTATION | | | | | | | | | | | | |
|--|------------------------------|----------------|--|-------|-------------------------|-------|-----------------------------|-------|-----------------------|-------|------------------------------|-------|--|--|---|
| <p>1.1 By June 30, 2006, Contractor will have successfully engaged a minimum of 10,000 of the target population in the City of Long Beach through an outreach contact.</p> <table border="0" data-bbox="172 613 725 808"> <tr> <td><u>Subcontracting Agency</u></td> <td><u>Numbers</u></td> </tr> <tr> <td>Cambodian Association Of America</td> <td>2,000</td> </tr> <tr> <td>Families in Good Health</td> <td>2,000</td> </tr> <tr> <td>Guam Communications Network</td> <td>1,500</td> </tr> <tr> <td>The Children's Clinic</td> <td>2,500</td> </tr> <tr> <td>Westside Neighborhood Clinic</td> <td>2,000</td> </tr> </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 contact" is defined as speaking directly either in person or by telephone with a client or potential client for at least five 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.</p> | <u>Subcontracting Agency</u> | <u>Numbers</u> | Cambodian Association Of America | 2,000 | Families in Good Health | 2,000 | Guam Communications Network | 1,500 | The Children's Clinic | 2,500 | Westside Neighborhood Clinic | 2,000 | <p>1.1a Review and revise as necessary 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 Healthy Kids, Medi-Cal, Healthy Families, public benefits programs and other no or low-cost health programs. Submit to Department of Health Services (DHS) for approval.</p> <p>1.1b Schedule outreach and maintain a list or calendar of sites, dates, and times.</p> <p>1.1c Conduct events (presentation, fairs, etc.) and complete event summaries. Event summaries to include site, date, outreach workers(s), flyers, number of individuals contacted, sign-in sheets, if appropriate, and materials presented.</p> <p>1.1d Conduct outreach and maintain contact documentation including but not limited to: sites, dates, name of outreach worker, number of individuals contacted, family name/identifier.</p> <p>1.1e Enter documentation of outreach numbers into DHS database.</p> | <p>By 8/1/05</p> <p>7/1/05-ongoing</p> <p>7/1/05-ongoing</p> <p>7/1/05-ongoing</p> <p>7/1/05-ongoing</p> | <p>1.1a DHS letters of approval on file 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 DHS.</p> <p>1.1c Documents will be kept on file and number of participants will be reported to DHS in monthly reports.</p> <p>1.1d Completed documentation will be kept on file.</p> <p>1.1e Data system will be queried to generate outreach numbers.</p> |
| <u>Subcontracting Agency</u> | <u>Numbers</u> | | | | | | | | | | | | | | |
| Cambodian Association Of America | 2,000 | | | | | | | | | | | | | | |
| Families in Good Health | 2,000 | | | | | | | | | | | | | | |
| Guam Communications Network | 1,500 | | | | | | | | | | | | | | |
| The Children's Clinic | 2,500 | | | | | | | | | | | | | | |
| Westside Neighborhood Clinic | 2,000 | | | | | | | | | | | | | | |

**EXHIBIT B-3
 SCOPE OF WORK**

Fiscal Year 2005 - 2006

Goal: To increase access to health care by assisting children and their families 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 DHS.

| Measurable Objective(s) | Implementation Activities | Timeline | METHOD(S) OF EVALUATING OBJECTIVE(S) AND DOCUMENTATION | | | | | | | | | | | | |
|---|------------------------------|----------------|--|-----|-------------------------|-----|-----------------------------|----|-----------------------|-----|------------------------------|-----|--|---|---|
| <p>2.1 By June 30, 2006, the contracting agency will have completed applications for a minimum of 800 clients in the City of Long Beach for Healthy Kids, Medi-Cal, Healthy Families, Kaiser Cares for Kids 1 or 2, Access for Infants and Mothers, or California Kids. Contracting Agency will also provide clients with referrals to appropriate health programs or health agencies.</p> <table border="0" data-bbox="174 743 708 906"> <tr> <td><u>Subcontracting Agency</u></td> <td><u>Numbers</u></td> </tr> <tr> <td>Cambodian Association Of America</td> <td>175</td> </tr> <tr> <td>Families in Good Health</td> <td>175</td> </tr> <tr> <td>Guam Communications Network</td> <td>50</td> </tr> <tr> <td>The Children's Clinic</td> <td>250</td> </tr> <tr> <td>Westside Neighborhood Clinic</td> <td>150</td> </tr> </table> <p>"Completed applications" is defined as assisting clients to fill out health insurance applications line-by-line, through in-person or telephone assistance. It may also be defined as providing in-depth assistance (troubleshooting) toward facilitating enrollments for clients whose applications were 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. CHDP, CCS, PPP/DHS, early detection programs, legal services for health issues, etc.) Referral must include explanation of programs and eligibility screening of the client if the program has eligibility requirements. Does not include referrals for shelter, child-care, or other non-direct health needs.</p> | <u>Subcontracting Agency</u> | <u>Numbers</u> | Cambodian Association Of America | 175 | Families in Good Health | 175 | Guam Communications Network | 50 | The Children's Clinic | 250 | Westside Neighborhood Clinic | 150 | <p>2.1a Review and revise as necessary enrollment protocol. Submit to DHS for approval.</p> <p>2.1b Conduct enrollment activities utilizing DHS approved client intake and enrollment verification forms.</p> <p>2.1c Enter data from DHS approved forms into DHS data system utilizing appropriate codes.</p> <p>2.1d Review and revise as necessary referral protocol and submit to DHS for approval.</p> <p>2.1e Screen and refer clients for appropriate services. Document referral information with appropriate codes on client intake form.</p> | <p>By 8/1/05</p> <p>7/1/05-ongoing</p> <p>7/1/05-ongoing</p> <p>By 8/1/05</p> <p>7/1/05-ongoing</p> | <p>2.1a DHS letters of approval and materials on file.</p> <p>2.1b Completed materials (i.e. client intake and enrollment verification forms) will be kept on file and number of participants documented in monthly reports to DHS.</p> <p>2.1c For monthly reports, DHS data system will be queried to generate number of applications submitted.</p> <p>2.1d DHS letters of approval on file.</p> <p>2.1e Maintain client intake forms with services/program referral information</p> |
| <u>Subcontracting Agency</u> | <u>Numbers</u> | | | | | | | | | | | | | | |
| Cambodian Association Of America | 175 | | | | | | | | | | | | | | |
| Families in Good Health | 175 | | | | | | | | | | | | | | |
| Guam Communications Network | 50 | | | | | | | | | | | | | | |
| The Children's Clinic | 250 | | | | | | | | | | | | | | |
| Westside Neighborhood Clinic | 150 | | | | | | | | | | | | | | |

**EXHIBIT B-3
 SCOPE OF WORK**

Fiscal Year 2005 - 2006

Goal: To increase access to health care by assisting children and their families 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 DHS.

| Measurable Objective(s) | Implementation Activities | Timeline | METHOD(S) OF EVALUATING OBJECTIVE(S) AND DOCUMENTATION |
|--|---|--|--|
| <p>2.2 By June 30, 2006, the Contracting Agency 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 (i.e. MEDS).</p> | <p>2.2a Review and revise as necessary enrollment verification protocol. Submit to DHS for approval.</p> <p>2.2b Conduct enrollment verification using DHS approved enrollment verification forms.</p> <p>2.2c Enter data from DHS approved forms into DHS data system.</p> | <p>By 8/1/05</p> <p>7/1/05 – ongoing</p> <p>7/1/05-ongoing</p> | <p>2.2a Letter(s) of DHS 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 DHS data system will be queried to generate number of clients for whom enrollment status has been investigated in monthly reports submitted to DHS.</p> |
| <p>2.3 By June 30, 2006, the Contracting Agency will have confirmed enrollment on 75% of client applications assisted with or facilitated by Contracting Agency as measured in Objective 2.1</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 DHS approved forms into DHS database.</p> | <p>7/1/05 – ongoing</p> <p>7/1/05-ongoing</p> | <p>2.3a Completed client enrollment verification and troubleshooting forms/reports will be kept on file.</p> <p>2.3b DHS data system will be queried to generate number of clients who have been confirmed enrolled in monthly reports submitted to DHS.</p> |

**EXHIBIT B-3
 SCOPE OF WORK**

Fiscal Year 2005 - 2006

Goal: To increase access to health care by assisting children and their families 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 DHS.

| Measurable Objective(s) | Implementation Activities | Timeline | METHOD(S) OF EVALUATING OBJECTIVE(S) AND DOCUMENTATION | | | | | | | | | | | | |
|--|--|--|---|----|-------------------------|----|-----------------------------|----|-----------------------|----|------------------------------|----|---|--|--|
| <p>3.1 By June 30, 2006, the Contracting Agency will provide ongoing assistance to 300 clients experiencing problems with enrollment, utilizing benefits, or retention.</p> <table border="0" data-bbox="176 574 699 737"> <tr> <td><u>Subcontracting Agency</u></td> <td style="text-align: right;"><u>Numbers</u></td> </tr> <tr> <td>Cambodian Association Of America</td> <td style="text-align: right;">60</td> </tr> <tr> <td>Families in Good Health</td> <td style="text-align: right;">60</td> </tr> <tr> <td>Guam Communications Network</td> <td style="text-align: right;">20</td> </tr> <tr> <td>The Children's Clinic</td> <td style="text-align: right;">85</td> </tr> <tr> <td>Westside Neighborhood Clinic</td> <td style="text-align: right;">75</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. Does not include assistance with redetermination (measured in Objective 4.1). Assistance may be provided to 1) clients who originally applied with Contracting Agency or 2) clients who submitted applications with another agency or DPSS but have requested assistance from Contracting Agency.</p> | <u>Subcontracting Agency</u> | <u>Numbers</u> | Cambodian Association Of America | 60 | Families in Good Health | 60 | Guam Communications Network | 20 | The Children's Clinic | 85 | Westside Neighborhood Clinic | 75 | <p>3.1a Review and revise as necessary utilization protocol and submit to DHS for approval.</p> <p>3.1b Conduct troubleshooting/problem solving for clients. Document results on appropriate forms.</p> <p>3.1c Enter data from DHS approved forms into DHS database.</p> | <p>By 8/1/05</p> <p>7/1/05 - ongoing</p> <p>7/1/05-ongoing</p> | <p>3.1a Letter(s) of DHS approval and materials will be kept on file.</p> <p>3.1b Completed forms will be kept on file and documented in monthly reports to DHS.</p> <p>3.1c DHS database will be queried to generate numbers of clients receiving ongoing assistance in monthly reports submitted to DHS.</p> |
| <u>Subcontracting Agency</u> | <u>Numbers</u> | | | | | | | | | | | | | | |
| Cambodian Association Of America | 60 | | | | | | | | | | | | | | |
| Families in Good Health | 60 | | | | | | | | | | | | | | |
| Guam Communications Network | 20 | | | | | | | | | | | | | | |
| The Children's Clinic | 85 | | | | | | | | | | | | | | |
| Westside Neighborhood Clinic | 75 | | | | | | | | | | | | | | |
| <p>4.1 By June 30, 2006, Contracting Agency will offer redetermination assistance at 11-12 months to 75% of clients whose applications were assisted or facilitated by Contracting Agency 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 75% of clients either in-person or by telephone to determine whether redetermination assistance is desired.</p> | <p>4.1a Review and revise as necessary redetermination protocol and submit to DHS for approval.</p> <p>4.1b Conduct redetermination assistance and document results on redetermination form using the appropriate codes.</p> <p>4.1c. Enter data from DHS approved redetermination form into DHS database.</p> | <p>By 8/1/05</p> <p>7/1/05-ongoing</p> <p>7/1/05-ongoing</p> | <p>4.1a Letter(s) of DHS approval and materials will be kept on file.</p> <p>4.1b. Completed forms will be kept on file and documented in monthly reports to DHS via database.</p> <p>4.1c. DHS data system will be queried to generate number of clients offered redetermination assistance at 11-12 months in monthly reports submitted to DHS.</p> | | | | | | | | | | | | |

**EXHIBIT B-3
 SCOPE OF WORK**

Fiscal Year 2005 - 2006

Goal: To increase access to health care by assisting children and their families 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 DHS.

| Measurable Objective(s) | Implementation Activities | Timeline | METHOD(S) OF EVALUATING OBJECTIVE(S) AND DOCUMENTATION |
|--|--|--|--|
| <p>4.2 By June 30, 2006, Contracting Agency will provide redetermination assistance to clients who submitted their original application elsewhere, but have requested redetermination assistance from Contracting Agency.</p> <p>"Provide redetermination assistance" is defined as helping clients to complete health insurance re-certification paperwork.</p> | <p>4.2a Conduct redetermination assistance and document on DHS approved redetermination form using the appropriate codes.</p> <p>4.2b Enter data from DHS approved redetermination form into DHS data system.</p> | <p>7/1/05-ongoing</p> <p>7/1/05-ongoing</p> | <p>4.2a Completed forms will be kept on file.</p> <p>4.2b DHS data system will be queried to generate number of "non-agency" clients receiving redetermination assistance in monthly reports submitted to DHS.</p> |
| <p>5.1 By June 30, 2006, Contracting Agency will have a minimum of 60% 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 one-month period (month to be determined by DHS) who are contacted by Contracting Agency 14 months later to determine enrollment status.</p> | <p>5.1a Review and revise as necessary retention protocol. Submit to DHS for approval.</p> <p>5.1b Conduct retention contacts/verification and document results.</p> <p>5.1c Enter data from retention contacts/verification into DHS data system.</p> | <p>By 8/1/05</p> <p>7/1/05-ongoing</p> <p>7/1/05-ongoing</p> | <p>5.1a Letter(s) of DHS approval and materials will be kept on file.</p> <p>5.1b Completed forms will be kept on file and documented in monthly reports submitted to DHS via database.</p> <p>5.1c DHS data system will be queried to generate 14-month retention rate for a sample of clients in monthly reports submitted to DHS.</p> |

**EXHIBIT B-3
 SCOPE OF WORK**

Fiscal Year 2005 - 2006

Goal: To increase access to health care by assisting children and their families 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 DHS.

| Measurable Objective(s) | Implementation Activities | Timeline | METHOD(S) OF EVALUATING OBJECTIVE(S) AND DOCUMENTATION |
|--|---|---|---|
| <p>6.1 By June 30, 2006, Contracting Agency will enter data on program participants into DHS' web-based data system to monitor, facilitate, and evaluate health insurance enrollment and retention.</p> <p>"Enter" is defined as either 1) directly entering required data elements into the DHS web-based data system available to all contractors or 2) uploading required data elements into the DHS data system from an agency-created database using a data conversion program approved by DHS.</p> | <p>6.1a Contracting Agency will continue to maintain necessary computer hardware or software in order to access the Internet.</p> <p>6.1b Contracting Agency will continue to train appropriate personnel on data entry.</p> <p>6.1c Enter data into DHS' web-based data system.</p> <p>6.d Run monthly report and send signed copy to DHS.</p> | <p>7/1/05-ongoing</p> <p>7/1/05-9/30/05</p> <p>7/1/05-ongoing</p> <p>7/1/05-ongoing</p> | <p>6.1a Agency will demonstrate the ability to access the Internet.</p> <p>6.1b Documentation of training from project coordinator and issuance of username and password for data input.</p> <p>6.1c DHS database.</p> <p>6.1d Maintain copies of signed monthly reports on file.</p> |
| <p>7.1 By June 30, 2006 Contracting Agency will ensure that 100% of enrollment staff, including staff at subcontracting agencies, is fully trained to provide outreach, enrollment, utilization and retention services and all new staff are fully trained within 30 days of their start date.</p> <p>"Fully trained" is defined as participation in the DHS approved Comprehensive Training "Core", CAA and Healthy Kids Training.</p> | <p>7.1 Attend DHS approved comprehensive training.</p> | <p>7/1/05 – ongoing</p> | <p>7.1a Maintain certificates of attendance in employee files.</p> |
| <p>8.1 By June 30, 2006, Contracting Agency will participate in a minimum of 10 of the monthly contractor meetings.</p> <p>"Participate" is defined as attendance by at least one representative from the contracting agency.</p> | <p>8.1a Attend contractors monthly meeting.</p> | <p>7/1/05-ongoing</p> | <p>8.1a Document name of individual attending monthly meeting in monthly reports to DHS.</p> |

**EXHIBIT B-3
 SCOPE OF WORK**

Fiscal Year 2005 - 2006

Goal: To increase access to health care by assisting children and their families 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 DHS.

| Measurable Objective(s) | Implementation Activities | Timeline | METHOD(S) OF EVALUATING OBJECTIVE(S) AND DOCUMENTATION |
|---|--|-----------------|--|
| 9.1 By June 30, 2006 Contracting Agency will participate in 100% of the Outreach, enrolment utilization, and retention required evaluation activities. | 9.1a Contractor shall work with DHS for compilation of data, review of outreach efforts, and tracking subcontractors' activities and projects. | 7/1/05-ongoing | 9.1a Maintain all materials/tools, records of workload reports, enrollment figures and data on file. |
| 10.1 By June 30, 2006, Contractor will conduct 100% of Quality Improvement Plan (QIP) Activities. | 10.1a Review and revise as necessary QIP describing a process for ensuring continual progress toward measurable objectives, client satisfaction, and success of outreach, enrollment, utilization, and retention services. | By 8/1/05 | 10.1a Submit QIP to DHS for approval. Letter of QIP approval will be maintained on file. Material to be available for random sampling and auditing by DHS. |
| | 10.1b Conduct QIP activities. | 7/1/05-ongoing | 10.1b Document QIP appropriate activities in monthly reports to DHS. |
| For Contractors with Subcontractors: 11.1 By June 30, 2006, Contractor will conduct a minimum of one site visit each to subcontractor: Cambodian Association of America, Families in Good Health, Guam Communications Network, The Children's Clinic, and Westside Neighborhood Clinic. | 11.1a Schedule site visits and maintain list of site, dates, and times. | 10/1/05-ongoing | 11.1a Completed materials will be kept on file. Schedule of site visit shall be submitted with monthly reports to DHS. |
| | 11.1b Conduct site visit utilizing checklist provided by DHS and maintain monitoring visit checklist. | 10/1/05-6/30/06 | 11.1b Completed materials will be kept on file including sign-in sheets and completed DHS monitoring visit check list. |
| | 11.1.c Follow-up with subcontractors for corrective action as appropriate. | 10/1/05-6/30/06 | 11.1c Completed materials will be kept on file. |

**EXHIBIT B-4
 SCOPE OF WORK**

Fiscal Year 2006 - 2007

Goal: To increase access to health care by assisting children and their families 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 DHS.

| Measurable Objective(s) | Implementation Activities | Timeline | METHOD(S) OF EVALUATING OBJECTIVE(S) AND DOCUMENTATION | | | | | | | | | | | | |
|--|------------------------------|----------------|--|-------|-------------------------|-------|-----------------------------|-------|-----------------------|-------|------------------------------|-------|--|--|---|
| <p>1.1 By June 30, 2007, Contractor will have successfully engaged a minimum of 10,000 of the target population in the City of Long Beach through an outreach contact.</p> <table border="0" data-bbox="157 617 709 812"> <thead> <tr> <th><u>Subcontracting Agency</u></th> <th><u>Numbers</u></th> </tr> </thead> <tbody> <tr> <td>Cambodian Association Of America</td> <td>2,000</td> </tr> <tr> <td>Families in Good Health</td> <td>2,000</td> </tr> <tr> <td>Guam Communications Network</td> <td>1,500</td> </tr> <tr> <td>The Children's Clinic</td> <td>2,500</td> </tr> <tr> <td>Westside Neighborhood Clinic</td> <td>2,000</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 contact" is defined as speaking directly either in person or by telephone with a client or potential client for at least five 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.</p> | <u>Subcontracting Agency</u> | <u>Numbers</u> | Cambodian Association Of America | 2,000 | Families in Good Health | 2,000 | Guam Communications Network | 1,500 | The Children's Clinic | 2,500 | Westside Neighborhood Clinic | 2,000 | <p>1.1a Review and revise as necessary 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 Healthy Kids, Medi-Cal, Healthy Families, public benefits programs and other no or low-cost health programs. Submit to Department of Health Services (DHS) for approval.</p> <p>1.1b Schedule outreach and maintain a list or calendar of sites, dates, and times.</p> <p>1.1c Conduct events (presentation, fairs, etc.) and complete event summaries. Event summaries to include site, date, outreach workers(s), flyers, number of individuals contacted, sign-in sheets, if appropriate, and materials presented.</p> <p>1.1d Conduct outreach and maintain contact documentation including but not limited to: sites, dates, name of outreach worker, number of individuals contacted, family name/identifier.</p> <p>1.1e Enter documentation of outreach numbers into DHS database.</p> | <p>By 8/1/06</p> <p>7/1/06-ongoing</p> <p>7/1/06-ongoing</p> <p>7/1/06-ongoing</p> | <p>1.1a DHS letters of approval on file 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 DHS.</p> <p>1.1c Documents will be kept on file and number of participants will be reported to DHS in monthly reports.</p> <p>1.1d Completed documentation will be kept on file.</p> <p>1.1e Data system will be queried to generate outreach numbers.</p> |
| <u>Subcontracting Agency</u> | <u>Numbers</u> | | | | | | | | | | | | | | |
| Cambodian Association Of America | 2,000 | | | | | | | | | | | | | | |
| Families in Good Health | 2,000 | | | | | | | | | | | | | | |
| Guam Communications Network | 1,500 | | | | | | | | | | | | | | |
| The Children's Clinic | 2,500 | | | | | | | | | | | | | | |
| Westside Neighborhood Clinic | 2,000 | | | | | | | | | | | | | | |

**EXHIBIT B-4
 SCOPE OF WORK**

Fiscal Year 2006 - 2007

Goal: To increase access to health care by assisting children and their families 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 DHS.

| Measurable Objective(s) | Implementation Activities | Timeline | METHOD(S) OF EVALUATING OBJECTIVE(S) AND DOCUMENTATION | | | | | | | | | | | | |
|---|----------------------------------|--|--|-----|-------------------------|-----|-----------------------------|----|-----------------------|-----|------------------------------|-----|--|--|--|
| <p>2.1 By June 30, 2007, the contracting agency will have completed applications for a minimum of 800 clients in the City of Long Beach for Healthy Kids, Medi-Cal, Healthy Families, Kaiser Cares for Kids 1 or 2, Access for Infants and Mothers, or California Kids. Contracting Agency will also provide clients with referrals to appropriate health programs or health agencies.</p> <table border="0" data-bbox="172 743 699 906"> <tr> <td><u>Subcontracting Agency</u></td> <td><u>Numbers</u></td> </tr> <tr> <td>Cambodian Association Of America</td> <td>175</td> </tr> <tr> <td>Families in Good Health</td> <td>175</td> </tr> <tr> <td>Guam Communications Network</td> <td>50</td> </tr> <tr> <td>The Children's Clinic</td> <td>250</td> </tr> <tr> <td>Westside Neighborhood Clinic</td> <td>150</td> </tr> </table> <p>"Completed applications" is defined as assisting clients to fill out health insurance applications line-by-line, through in-person or telephone assistance. It may also be defined as providing in-depth assistance (troubleshooting) toward facilitating enrollments for clients whose applications were 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. CHDP, CCS, PPP/DHS, early detection programs, legal services for health issues, etc.) Referral must include explanation of programs and eligibility screening of the client if the program has eligibility requirements. Does not include referrals for shelter, child-care, or other non-direct health needs.</p> | <u>Subcontracting Agency</u> | <u>Numbers</u> | Cambodian Association Of America | 175 | Families in Good Health | 175 | Guam Communications Network | 50 | The Children's Clinic | 250 | Westside Neighborhood Clinic | 150 | <p>2.1a Review and revise as necessary enrollment protocol. Submit to DHS for approval.</p> <p>2.1b Conduct enrollment activities utilizing DHS approved client intake and enrollment verification forms.</p> <p>2.1c Enter data from DHS approved forms into DHS data system utilizing appropriate codes.</p> | <p>By 8/1/06</p> <p>7/1/06-ongoing</p> <p>7/1/06-ongoing</p> | <p>2.1a DHS letters of approval and materials on file.</p> <p>2.1b Completed materials (i.e. client intake and enrollment verification forms) will be kept on file and number of participants documented in monthly reports to DHS.</p> <p>2.1c For monthly reports, DHS data system will be queried to generate number of applications submitted.</p> |
| | <u>Subcontracting Agency</u> | <u>Numbers</u> | | | | | | | | | | | | | |
| | Cambodian Association Of America | 175 | | | | | | | | | | | | | |
| | Families in Good Health | 175 | | | | | | | | | | | | | |
| | Guam Communications Network | 50 | | | | | | | | | | | | | |
| The Children's Clinic | 250 | | | | | | | | | | | | | | |
| Westside Neighborhood Clinic | 150 | | | | | | | | | | | | | | |
| <p>2.1d Review and revise as necessary referral protocol and submit to DHS for approval.</p> | <p>By 8/1/06</p> | <p>2.1d DHS letters of approval on file.</p> | | | | | | | | | | | | | |
| <p>2.1e Screen and refer clients for appropriate services. Document referral information with appropriate codes on client intake form.</p> | <p>7/1/06-ongoing</p> | <p>2.1e. Maintain client intake forms with services/program referral information</p> | | | | | | | | | | | | | |

**EXHIBIT B-4
 SCOPE OF WORK**

Fiscal Year 2006 - 2007

Goal: To increase access to health care by assisting children and their families 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 DHS.

| Measurable Objective(s) | Implementation Activities | Timeline | METHOD(S) OF EVALUATING OBJECTIVE(S) AND DOCUMENTATION |
|--|---|--|--|
| <p>2.2 By June 30, 2007, the Contracting Agency 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 (i.e. MEDS).</p> | <p>2.2a Review and revise as necessary enrollment verification protocol. Submit to DHS for approval.</p> <p>2.2b Conduct enrollment verification using DHS approved enrollment verification forms.</p> <p>2.2c Enter data from DHS approved forms into DHS data system.</p> | <p>By 8/1/06</p> <p>7/1/06 – ongoing</p> <p>7/1/06-ongoing</p> | <p>2.2a Letter(s) of DHS 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 DHS data system will be queried to generate number of clients for whom enrollment status has been investigated in monthly reports submitted to DHS.</p> |
| <p>2.3 By June 30, 2007, the Contracting Agency will have confirmed enrollment on 75% of client applications assisted with or facilitated by Contracting Agency as measured in Objective 2.1</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 DHS approved forms into DHS database.</p> | <p>7/1/06 – ongoing</p> <p>7/1/06-ongoing</p> | <p>2.3a Completed client enrollment verification and troubleshooting forms/reports will be kept on file.</p> <p>2.3b DHS data system will be queried to generate number of clients who have been confirmed enrolled in monthly reports submitted to DHS.</p> |

**EXHIBIT B-4
 SCOPE OF WORK**

Fiscal Year 2006 - 2007

Goal: To increase access to health care by assisting children and their families 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 DHS.

| Measurable Objective(s) | Implementation Activities | Timeline | METHOD(S) OF EVALUATING OBJECTIVE(S) AND DOCUMENTATION | | | | | | | | | | | | |
|--|--|--|---|----|-------------------------|----|-----------------------------|----|-----------------------|----|------------------------------|----|---|--|--|
| <p>3.1 By June 30, 2007, the Contracting Agency will provide ongoing assistance to 300 clients experiencing problems with enrollment, utilizing benefits, or retention.</p> <table border="0" data-bbox="170 578 695 743"> <tr> <td><u>Subcontracting Agency</u></td> <td><u>Numbers</u></td> </tr> <tr> <td>Cambodian Association Of America</td> <td>60</td> </tr> <tr> <td>Families in Good Health</td> <td>60</td> </tr> <tr> <td>Guam Communications Network</td> <td>20</td> </tr> <tr> <td>The Children's Clinic</td> <td>85</td> </tr> <tr> <td>Westside Neighborhood Clinic</td> <td>75</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. Does not include assistance with redetermination (measured in Objective 4.1). Assistance may be provided to 1) clients who originally applied with Contracting Agency or 2) clients who submitted applications with another agency or DPSS but have requested assistance from Contracting Agency.</p> | <u>Subcontracting Agency</u> | <u>Numbers</u> | Cambodian Association Of America | 60 | Families in Good Health | 60 | Guam Communications Network | 20 | The Children's Clinic | 85 | Westside Neighborhood Clinic | 75 | <p>3.1a Review and revise as necessary utilization protocol and submit to DHS for approval.</p> <p>3.1b Conduct troubleshooting/problem solving for clients. Document results on appropriate forms.</p> <p>3.1c Enter data from DHS approved forms into DHS database.</p> | <p>By 8/1/06</p> <p>7/1/06 - ongoing</p> <p>7/1/06-ongoing</p> | <p>3.1a Letter(s) of DHS approval and materials will be kept on file.</p> <p>3.1b Completed forms will be kept on file and documented in monthly reports to DHS.</p> <p>3.1c DHS database will be queried to generate numbers of clients receiving ongoing assistance in monthly reports submitted to DHS.</p> |
| <u>Subcontracting Agency</u> | <u>Numbers</u> | | | | | | | | | | | | | | |
| Cambodian Association Of America | 60 | | | | | | | | | | | | | | |
| Families in Good Health | 60 | | | | | | | | | | | | | | |
| Guam Communications Network | 20 | | | | | | | | | | | | | | |
| The Children's Clinic | 85 | | | | | | | | | | | | | | |
| Westside Neighborhood Clinic | 75 | | | | | | | | | | | | | | |
| <p>4.1 By June 30, 2007, Contracting Agency will offer redetermination assistance at 11-12 months to 75% of clients whose applications were assisted or facilitated by Contracting Agency 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 75% of clients either in-person or by telephone to determine whether redetermination assistance is desired.</p> | <p>4.1a Review and revise as necessary redetermination protocol and submit to DHS for approval.</p> <p>4.1b Conduct redetermination assistance and document results on redetermination form using the appropriate codes.</p> <p>4.1c. Enter data from DHS approved redetermination form into DHS database.</p> | <p>By 8/1/06</p> <p>7/1/06-ongoing</p> <p>7/1/06-ongoing</p> | <p>4.1a Letter(s) of DHS approval and materials will be kept on file.</p> <p>4.1b. Completed forms will be kept on file and documented in monthly reports to DHS via database.</p> <p>4.1c. DHS data system will be queried to generate number of clients offered redetermination assistance at 11-12 months in monthly reports submitted to DHS.</p> | | | | | | | | | | | | |

**EXHIBIT B-4
 SCOPE OF WORK**

Fiscal Year 2006 - 2007

Goal: To increase access to health care by assisting children and their families 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 DHS.

| Measurable Objective(s) | Implementation Activities | Timeline | METHOD(S) OF EVALUATING OBJECTIVE(S) AND DOCUMENTATION |
|---|--|--|--|
| <p>4.2 By June 30, 2007, Contracting Agency will provide redetermination assistance to clients who submitted their original application elsewhere, but have requested redetermination assistance from Contracting Agency.</p> <p>"Provide redetermination assistance" is defined as helping clients to complete health insurance re-certification paperwork.</p> | <p>4.2a Conduct redetermination assistance and document on DHS approved redetermination form using the appropriate codes.</p> <p>4.2b Enter data from DHS approved redetermination form into DHS data system.</p> | <p>7/1/06-ongoing</p> <p>7/1/06-ongoing</p> | <p>4.2a Completed forms will be kept on file.</p> <p>4.2b DHS data system will be queried to generate number of "non-agency" clients receiving redetermination assistance in monthly reports submitted to DHS.</p> |
| <p>5.1 By June 30, 2007, Contracting Agency will have a minimum of 60% 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 one-month period (month to be determined by DHS) who are contacted by Contracting Agency 14 months later to determine enrollment status.</p> | <p>5.1a Review and revise as necessary retention protocol. Submit to DHS for approval.</p> <p>5.1b Conduct retention contacts/verification and document results.</p> <p>5.1c Enter data from retention contacts/verification into DHS data system.</p> | <p>By 8/1/06</p> <p>7/1/06-ongoing</p> <p>7/1/06-ongoing</p> | <p>5.1a Letter(s) of DHS approval and materials will be kept on file.</p> <p>5.1b Completed forms will be kept on file and documented in monthly reports submitted to DHS via database.</p> <p>5.1c DHS data system will be queried to generate 14-month retention rate for a sample of clients in monthly reports submitted to DHS.</p> |

**EXHIBIT B-4
 SCOPE OF WORK**

Fiscal Year 2006 - 2007

Goal: To increase access to health care by assisting children and their families 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 DHS.

| Measurable Objective(s) | Implementation Activities | Timeline | METHOD(S) OF EVALUATING OBJECTIVE(S) AND DOCUMENTATION |
|--|---|---|---|
| <p>6.1 By June 30, 2007, Contracting Agency will enter data on program participants into DHS' web-based data system to monitor, facilitate, and evaluate health insurance enrollment and retention.</p> <p>"Enter" is defined as either 1) directly entering required data elements into the DHS web-based data system available to all contractors or 2) uploading required data elements into the DHS data system from an agency-created database using a data conversion program approved by DHS.</p> | <p>6.1a Contracting Agency will continue to maintain necessary computer hardware or software in order to access the Internet.</p> <p>6.1b Contracting Agency will continue to train appropriate personnel on data entry.</p> <p>6.1c Enter data into DHS' web-based data system.</p> <p>6.d Run monthly report and send signed copy to DHS.</p> | <p>7/1/06-ongoing</p> <p>7/1/06-9/30/06</p> <p>7/1/06-ongoing</p> <p>7/1/06-ongoing</p> | <p>6.1a Agency will demonstrate the ability to access the Internet.</p> <p>6.1b Documentation of training from project coordinator and issuance of username and password for data input.</p> <p>6.1c DHS database.</p> <p>6.1d Maintain copies of signed monthly reports on file.</p> |
| <p>7.1 By June 30, 2007 Contracting Agency will ensure that 100% of enrollment staff, including staff at subcontracting agencies, is fully trained to provide outreach, enrollment, utilization and retention services and all new staff are fully trained within 30 days of their start date.</p> <p>"Fully trained" is defined as participation in the DHS approved Comprehensive Training "Core", CAA and Healthy Kids Training.</p> | <p>7.1 Attend DHS approved comprehensive training.</p> | <p>7/1/06 – ongoing</p> | <p>7.1a Maintain certificates of attendance in employee files.</p> |
| <p>8.1 By June 30, 2007, Contracting Agency will participate in a minimum of 10 of the monthly contractor meetings.</p> <p>"Participate" is defined as attendance by at least one representative from the contracting agency.</p> | <p>8.1a Attend contractors monthly meeting.</p> | <p>7/1/06-ongoing</p> | <p>8.1a Document name of individual attending monthly meeting in monthly reports to DHS.</p> |

**EXHIBIT B-4
 SCOPE OF WORK**

Fiscal Year 2006 - 2007

Goal: To increase access to health care by assisting children and their families 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 DHS.

| Measurable Objective(s) | Implementation Activities | Timeline | METHOD(S) OF EVALUATING OBJECTIVE(S) AND DOCUMENTATION |
|---|--|-----------------|--|
| 9.1 By June 30, 2007 Contracting Agency will participate in 100% of the Outreach, enrolment utilization, and retention required evaluation activities. | 9.1a Contractor shall work with DHS for compilation of data, review of outreach efforts, and tracking subcontractors' activities and projects. | 7/1/06-ongoing | 9.1a Maintain all materials/tools, records of workload reports, enrollment figures and data on file. |
| 10.1 By June 30, 2007, Contractor will conduct 100% of Quality Improvement Plan (QIP) Activities. | 10.1a Review and revise as necessary QIP describing a process for ensuring continual progress toward measurable objectives, client satisfaction, and success of outreach, enrollment, utilization, and retention services. | By 8/1/06 | 10.1a Submit QIP to DHS for approval. Letter of QIP approval will be maintained on file. Material to be available for random sampling and auditing by DHS. |
| | 10.1b Conduct QIP activities. | 7/1/06-ongoing | 10.1b Document QIP appropriate activities in monthly reports to DHS. |
| For Contractors with Subcontractors: | | | |
| 11.1 By June 30, 2007, Contractor will conduct a minimum of one site visit each to subcontractor: Cambodian Association of America, Families in Good Health, Guam Communications Network, The Children's Clinic, and Westside Neighborhood Clinic. | 11.1a Schedule site visits and maintain list of site, dates, and times. | 7/1/06-ongoing | 11.1a Completed materials will be kept on file. Schedule of site visit shall be submitted with monthly reports to DHS. |
| | 11.1b Conduct site visit utilizing checklist provided by DHS and maintain monitoring visit checklist. | 10/1/06-6/30/07 | 11.1b Completed materials will be kept on file including sign-in sheets and completed DHS monitoring visit check list. |
| | 11.1.c Follow-up with subcontractors for corrective action as appropriate. | 10/1/06-6/30/07 | 11.1c Completed materials will be kept on file. |

**EXHIBIT B-5
 SCOPE OF WORK**

Fiscal Year 2007 - 2008

Goal: To increase access to health care by assisting children and their families 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 DHS.

| Measurable Objective(s) | Implementation Activities | Timeline | METHOD(S) OF EVALUATING OBJECTIVE(S) AND DOCUMENTATION | | | | | | | | | | | | |
|--|------------------------------|----------------|--|-------|-------------------------|-------|-----------------------------|-------|-----------------------|-------|------------------------------|-------|--|--|---|
| <p>1.1 By June 30, 2008, Contractor will have successfully engaged a minimum of 10,000 of the target population in the City of Long Beach through an outreach contact.</p> <table border="0" data-bbox="163 618 688 812"> <thead> <tr> <th><u>Subcontracting Agency</u></th> <th><u>Numbers</u></th> </tr> </thead> <tbody> <tr> <td>Cambodian Association Of America</td> <td>2,000</td> </tr> <tr> <td>Families in Good Health</td> <td>2,000</td> </tr> <tr> <td>Guam Communications Network</td> <td>1,500</td> </tr> <tr> <td>The Children's Clinic</td> <td>2,500</td> </tr> <tr> <td>Westside Neighborhood Clinic</td> <td>2,000</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 contact" is defined as speaking directly either in person or by telephone with a client or potential client for at least five 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.</p> | <u>Subcontracting Agency</u> | <u>Numbers</u> | Cambodian Association Of America | 2,000 | Families in Good Health | 2,000 | Guam Communications Network | 1,500 | The Children's Clinic | 2,500 | Westside Neighborhood Clinic | 2,000 | <p>1.1a Review and revise as necessary 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 Healthy Kids, Medi-Cal, Healthy Families, public benefits programs and other no or low-cost health programs. Submit to Department of Health Services (DHS) for approval.</p> <p>1.1b Schedule outreach and maintain a list or calendar of sites, dates, and times.</p> <p>1.1c Conduct events (presentation, fairs, etc.) and complete event summaries. Event summaries to include site, date, outreach workers(s), flyers, number of individuals contacted, sign-in sheets, if appropriate, and materials presented.</p> <p>1.1d Conduct outreach and maintain contact documentation including but not limited to: sites, dates, name of outreach worker, number of individuals contacted, family name/identifier.</p> <p>1.1e Enter documentation of outreach numbers into DHS database.</p> | <p>By 8/1/07</p> <p>7/1/07-ongoing</p> <p>7/1/07-ongoing</p> <p>7/1/07-ongoing</p> <p>7/1/07-ongoing</p> | <p>1.1a DHS letters of approval on file 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 DHS.</p> <p>1.1c Documents will be kept on file and number of participants will be reported to DHS in monthly reports.</p> <p>1.1d Completed documentation will be kept on file.</p> <p>1.1e Data system will be queried to generate outreach numbers.</p> |
| <u>Subcontracting Agency</u> | <u>Numbers</u> | | | | | | | | | | | | | | |
| Cambodian Association Of America | 2,000 | | | | | | | | | | | | | | |
| Families in Good Health | 2,000 | | | | | | | | | | | | | | |
| Guam Communications Network | 1,500 | | | | | | | | | | | | | | |
| The Children's Clinic | 2,500 | | | | | | | | | | | | | | |
| Westside Neighborhood Clinic | 2,000 | | | | | | | | | | | | | | |

**EXHIBIT B-5
 SCOPE OF WORK**

Fiscal Year 2007 - 2008

Goal: To increase access to health care by assisting children and their families 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 DHS.

| Measurable Objective(s) | Implementation Activities | Timeline | METHOD(S) OF EVALUATING OBJECTIVE(S) AND DOCUMENTATION | | | | | | | | | | | | |
|---|------------------------------|----------------|--|-----|-------------------------|-----|-----------------------------|----|-----------------------|-----|------------------------------|-----|--|---|--|
| <p>2.1 By June 30, 2008, the contracting agency will have completed applications for a minimum of 800 clients in the City of Long Beach for Healthy Kids, Medi-Cal, Healthy Families, Kaiser Cares for Kids 1 or 2, Access for Infants and Mothers, or California Kids. Contracting Agency will also provide clients with referrals to appropriate health programs or health agencies.</p> <table border="0" data-bbox="149 743 701 909"> <tr> <td><u>Subcontracting Agency</u></td> <td><u>Numbers</u></td> </tr> <tr> <td>Cambodian Association Of America</td> <td>175</td> </tr> <tr> <td>Families in Good Health</td> <td>175</td> </tr> <tr> <td>Guam Communications Network</td> <td>50</td> </tr> <tr> <td>The Children's Clinic</td> <td>250</td> </tr> <tr> <td>Westside Neighborhood Clinic</td> <td>150</td> </tr> </table> <p>"Completed applications" is defined as assisting clients to fill out health insurance applications line-by-line, through in-person or telephone assistance. It may also be defined as providing in-depth assistance (troubleshooting) toward facilitating enrollments for clients whose applications were 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. CHDP, CCS, PPP/DHS, early detection programs, legal services for health issues, etc.) Referral must include explanation of programs and eligibility screening of the client if the program has eligibility requirements. Does not include referrals for shelter, child-care, or other non-direct health needs.</p> | <u>Subcontracting Agency</u> | <u>Numbers</u> | Cambodian Association Of America | 175 | Families in Good Health | 175 | Guam Communications Network | 50 | The Children's Clinic | 250 | Westside Neighborhood Clinic | 150 | <p>2.1a Review and revise as necessary enrollment protocol. Submit to DHS for approval.</p> <p>2.1b Conduct enrollment activities utilizing DHS approved client intake and enrollment verification forms.</p> <p>2.1c Enter data from DHS approved forms into DHS data system utilizing appropriate codes.</p> <p>2.1d Review and revise as necessary referral protocol and submit to DHS for approval.</p> <p>2.1e Screen and refer clients for appropriate services. Document referral information with appropriate codes on client intake form.</p> | <p>By 8/1/07</p> <p>7/1/07-ongoing</p> <p>7/1/07-ongoing</p> <p>By 8/1/07</p> <p>7/1/07-ongoing</p> | <p>2.1a DHS letters of approval and materials on file.</p> <p>2.1b Completed materials (i.e. client intake and enrollment verification forms) will be kept on file and number of participants documented in monthly reports to DHS.</p> <p>2.1c For monthly reports, DHS data system will be queried to generate number of applications submitted.</p> <p>2.1d DHS letters of approval on file.</p> <p>2.1e. Maintain client intake forms with services/program referral information</p> |
| <u>Subcontracting Agency</u> | <u>Numbers</u> | | | | | | | | | | | | | | |
| Cambodian Association Of America | 175 | | | | | | | | | | | | | | |
| Families in Good Health | 175 | | | | | | | | | | | | | | |
| Guam Communications Network | 50 | | | | | | | | | | | | | | |
| The Children's Clinic | 250 | | | | | | | | | | | | | | |
| Westside Neighborhood Clinic | 150 | | | | | | | | | | | | | | |

**EXHIBIT B-5
 SCOPE OF WORK**

Fiscal Year 2007 - 2008

Goal: To increase access to health care by assisting children and their families 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 DHS.

| Measurable Objective(s) | Implementation Activities | Timeline | METHOD(S) OF EVALUATING OBJECTIVE(S) AND DOCUMENTATION |
|---|---|--|--|
| <p>2.2 By June 30, 2008, the Contracting Agency 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 (i.e. MEDS).</p> | <p>2.2a Review and revise as necessary enrollment verification protocol. Submit to DHS for approval.</p> <p>2.2b Conduct enrollment verification using DHS approved enrollment verification forms.</p> <p>2.2c Enter data from DHS approved forms into DHS data system.</p> | <p>By 8/1/07</p> <p>7/1/07 – ongoing</p> <p>7/1/07-ongoing</p> | <p>2.2a Letter(s) of DHS 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 DHS data system will be queried to generate number of clients for whom enrollment status has been investigated in monthly reports submitted to DHS.</p> |
| <p>2.3 By June 30, 2008, the Contracting Agency will have confirmed enrollment on 75% of client applications assisted with or facilitated by Contracting Agency as measured in Objective 2.1</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 DHS approved forms into DHS database.</p> | <p>7/1/07 – ongoing</p> <p>7/1/07-ongoing</p> | <p>2.3a Completed client enrollment verification and troubleshooting forms/reports will be kept on file.</p> <p>2.3b DHS data system will be queried to generate number of clients who have been confirmed enrolled in monthly reports submitted to DHS.</p> |

**EXHIBIT B-5
 SCOPE OF WORK**

Fiscal Year 2007 - 2008

Goal: To increase access to health care by assisting children and their families 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 DHS.

| Measurable Objective(s) | Implementation Activities | Timeline | METHOD(S) OF EVALUATING OBJECTIVE(S) AND DOCUMENTATION | | | | | | | | | | | | |
|--|--|--|---|----|-------------------------|----|-----------------------------|----|-----------------------|----|------------------------------|----|---|--|--|
| <p>3.1 By June 30, 2008, the Contracting Agency will provide ongoing assistance to 300 clients experiencing problems with enrollment, utilizing benefits, or retention.</p> <table border="0" data-bbox="155 581 709 743"> <tr> <td><u>Subcontracting Agency</u></td> <td style="text-align: right;"><u>Numbers</u></td> </tr> <tr> <td>Cambodian Association Of America</td> <td style="text-align: right;">60</td> </tr> <tr> <td>Families in Good Health</td> <td style="text-align: right;">60</td> </tr> <tr> <td>Guam Communications Network</td> <td style="text-align: right;">20</td> </tr> <tr> <td>The Children's Clinic</td> <td style="text-align: right;">85</td> </tr> <tr> <td>Westside Neighborhood Clinic</td> <td style="text-align: right;">75</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. Does not include assistance with redetermination (measured in Objective 4.1). Assistance may be provided to 1) clients who originally applied with Contracting Agency or 2) clients who submitted applications with another agency or DPSS but have requested assistance from Contracting Agency.</p> | <u>Subcontracting Agency</u> | <u>Numbers</u> | Cambodian Association Of America | 60 | Families in Good Health | 60 | Guam Communications Network | 20 | The Children's Clinic | 85 | Westside Neighborhood Clinic | 75 | <p>3.1a Review and revise as necessary utilization protocol and submit to DHS for approval.</p> <p>3.1b Conduct troubleshooting/problem solving for clients. Document results on appropriate forms.</p> <p>3.1c Enter data from DHS approved forms into DHS database.</p> | <p>By 8/1/07</p> <p>7/1/07 - ongoing</p> <p>7/1/07-ongoing</p> | <p>3.1a Letter(s) of DHS approval and materials will be kept on file.</p> <p>3.1b Completed forms will be kept on file and documented in monthly reports to DHS.</p> <p>3.1c DHS database will be queried to generate numbers of clients receiving ongoing assistance in monthly reports submitted to DHS.</p> |
| <u>Subcontracting Agency</u> | <u>Numbers</u> | | | | | | | | | | | | | | |
| Cambodian Association Of America | 60 | | | | | | | | | | | | | | |
| Families in Good Health | 60 | | | | | | | | | | | | | | |
| Guam Communications Network | 20 | | | | | | | | | | | | | | |
| The Children's Clinic | 85 | | | | | | | | | | | | | | |
| Westside Neighborhood Clinic | 75 | | | | | | | | | | | | | | |
| <p>4.1 By June 30, 2008, Contracting Agency will offer redetermination assistance at 11-12 months to 75% of clients whose applications were assisted or facilitated by Contracting Agency 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 75% of clients either in-person or by telephone to determine whether redetermination assistance is desired.</p> | <p>4.1a Review and revise as necessary redetermination protocol and submit to DHS for approval.</p> <p>4.1b Conduct redetermination assistance and document results on redetermination form using the appropriate codes.</p> <p>4.1c. Enter data from DHS approved redetermination form into DHS database.</p> | <p>By 8/1/07</p> <p>7/1/07-ongoing</p> <p>7/1/07-ongoing</p> | <p>4.1a Letter(s) of DHS approval and materials will be kept on file.</p> <p>4.1b. Completed forms will be kept on file and documented in monthly reports to DHS via database.</p> <p>4.1c. DHS data system will be queried to generate number of clients offered redetermination assistance at 11-12 months in monthly reports submitted to DHS.</p> | | | | | | | | | | | | |

**EXHIBIT B-5
 SCOPE OF WORK**

Fiscal Year 2007 - 2008

Goal: To increase access to health care by assisting children and their families 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 DHS.

| Measurable Objective(s) | Implementation Activities | Timeline | METHOD(S) OF EVALUATING OBJECTIVE(S) AND DOCUMENTATION |
|---|--|--|--|
| <p>4.2 By June 30, 2008, Contracting Agency will provide redetermination assistance to clients who submitted their original application elsewhere, but have requested redetermination assistance from Contracting Agency.</p> <p>"Provide redetermination assistance" is defined as helping clients to complete health insurance re-certification paperwork.</p> | <p>4.2a Conduct redetermination assistance and document on DHS approved redetermination form using the appropriate codes.</p> <p>4.2b Enter data from DHS approved redetermination form into DHS data system.</p> | <p>7/1/07-ongoing</p> <p>7/1/07-ongoing</p> | <p>4.2a Completed forms will be kept on file.</p> <p>4.2b DHS data system will be queried to generate number of "non-agency" clients receiving redetermination assistance in monthly reports submitted to DHS.</p> |
| <p>5.1 By June 30, 2008, Contracting Agency will have a minimum of 60% 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 one-month period (month to be determined by DHS) who are contacted by Contracting Agency 14 months later to determine enrollment status.</p> | <p>5.1a Review and revise as necessary retention protocol. Submit to DHS for approval.</p> <p>5.1b Conduct retention contacts/verification and document results.</p> <p>5.1c Enter data from retention contacts/verification into DHS data system.</p> | <p>By 8/1/07</p> <p>7/1/07-ongoing</p> <p>7/1/07-ongoing</p> | <p>5.1a Letter(s) of DHS approval and materials will be kept on file.</p> <p>5.1b Completed forms will be kept on file and documented in monthly reports submitted to DHS via database.</p> <p>5.1c DHS data system will be queried to generate 14-month retention rate for a sample of clients in monthly reports submitted to DHS.</p> |

**EXHIBIT B-5
 SCOPE OF WORK**

Fiscal Year 2007 - 2008

Goal: To increase access to health care by assisting children and their families 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 DHS.

| Measurable Objective(s) | Implementation Activities | Timeline | METHOD(S) OF EVALUATING OBJECTIVE(S) AND DOCUMENTATION |
|--|---|---|---|
| <p>6.1 By June 30, 2008, Contracting Agency will enter data on program participants into DHS' web-based data system to monitor, facilitate, and evaluate health insurance enrollment and retention.</p> <p>"Enter" is defined as either 1) directly entering required data elements into the DHS web-based data system available to all contractors or 2) uploading required data elements into the DHS data system from an agency-created database using a data conversion program approved by DHS.</p> | <p>6.1a Contracting Agency will continue to maintain necessary computer hardware or software in order to access the Internet.</p> <p>6.1b Contracting Agency will continue to train appropriate personnel on data entry.</p> <p>6.1c Enter data into DHS' web-based data system.</p> <p>6.d Run monthly report and send signed copy to DHS.</p> | <p>7/1/07-ongoing</p> <p>7/1/07-ongoing</p> <p>7/1/07-ongoing</p> <p>7/1/07-ongoing</p> | <p>6.1a Agency will demonstrate the ability to access the Internet.</p> <p>6.1b Documentation of training from project coordinator and issuance of username and password for data input.</p> <p>6.1c DHS database.</p> <p>6.1d Maintain copies of signed monthly reports on file.</p> |
| <p>7.1 By June 30, 2008 Contracting Agency will ensure that 100% of enrollment staff, including staff at subcontracting agencies, is fully trained to provide outreach, enrollment, utilization and retention services and all new staff are fully trained within 30 days of their start date.</p> <p>"Fully trained" is defined as participation in the DHS approved Comprehensive Training "Core", CAA and Healthy Kids Training.</p> | <p>7.1 Attend DHS approved comprehensive training.</p> | <p>7/1/07 – ongoing</p> | <p>7.1a Maintain certificates of attendance in employee files.</p> |
| <p>8.1 By June 30, 2008, Contracting Agency will participate in a minimum of 10 of the monthly contractor meetings.</p> <p>"Participate" is defined as attendance by at least one representative from the contracting agency.</p> | <p>8.1a Attend contractors monthly meeting.</p> | <p>7/1/07-ongoing</p> | <p>8.1a Document name of individual attending monthly meeting in monthly reports to DHS.</p> |

**EXHIBIT B-5
 SCOPE OF WORK**

Fiscal Year 2007 - 2008

Goal: To increase access to health care by assisting children and their families 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 DHS.

| Measurable Objective(s) | Implementation Activities | Timeline | METHOD(S) OF EVALUATING OBJECTIVE(S) AND DOCUMENTATION |
|--|--|-----------------|--|
| 9.1 By June 30, 2008 Contracting Agency will participate in 100% of the Outreach, enrolment utilization, and retention required evaluation activities. | 9.1a Contractor shall work with DHS for compilation of data, review of outreach efforts, and tracking subcontractors' activities and projects. | 7/1/07-ongoing | 9.1a Maintain all materials/tools, records of workload reports, enrollment figures and data on file. |
| 10.1 By June 30, 2008, Contractor will conduct 100% of Quality Improvement Plan (QIP) Activities. | 10.1a Review and revise as necessary QIP describing a process for ensuring continual progress toward measurable objectives, client satisfaction, and success of outreach, enrollment, utilization, and retention services. | By 8/1/07 | 10.1a Submit QIP to DHS for approval. Letter of QIP approval will be maintained on file. Material to be available for random sampling and auditing by DHS. |
| | 10.1b Conduct QIP activities. | 7/1/07-ongoing | 10.1b Document QIP appropriate activities in monthly reports to DHS. |
| For Contractors with Subcontractors: 11.1 By June 30, 2008, Contractor will conduct a minimum of one site visit each to subcontractor: Cambodian Association of America, Families in Good Health, Guam Communications Network, The Children's Clinic, and Westside Neighborhood Clinic. | 11.1a Schedule site visits and maintain list of site, dates, and times. | 7/1/07-6/30/08 | 11.1a Completed materials will be kept on file. Schedule of site visit shall be submitted with monthly reports to DHS. |
| | 11.1b Conduct site visit utilizing checklist provided by DHS and maintain monitoring visit checklist. | 10/1/07-6/30/08 | 11.1b Completed materials will be kept on file including sign-in sheets and completed DHS monitoring visit check list. |
| | 11.1.c Follow-up with subcontractors for corrective action as appropriate. | 10/1/07-6/30/08 | 11.1c Completed materials will be kept on file. |