28384

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

AMENDMENT NUMBER 4

	THIS AMENDMENT is made and enter	red into this day
of	July, 2010,	
	by and between	COUNTY OF LOS ANGELES (hereafter "County"),
	and	CITY OF LONG BEACH, DEPARTMENT OF HEALTH AND HUMAN SERVICES (hereafter "Contractor").

WHEREAS, reference is made to that certain document entitled "COMMUNITY HEALTH COVERAGE AGREEMENT: (OUTREACH, ENROLLMENT, RETENTION, AND UTILIZATION SERVICES)" dated July 1, 2003 and further identified as County Agreement Number H-300266-4 (hereafter "Agreement"); and

WHEREAS, it is the intent of the parties hereto to amend Agreement and extend its term an additional twelve (12) months, and provide other changes set forth herein; and

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 be effective on July 1, 2010.

- 2. The term of Agreement is hereby extended twelve (12) months and shall expire at midnight on June 30, 2011.
 - 3. Paragraph 2, <u>DESCRIPTION OF SERVICES</u>, shall be revised as follows:

"2. DESCRIPTION OF SERVICES:

- A. Contractor shall provide the services described in body of this Agreement and in Exhibits A-1through A-5, B-2 through B-5, C-6, D7, and E-8 (Scopes of Work), and Schedules 1 through 8, which are incorporated herein by reference.
- B. Contractor acknowledges that the quality of service(s) provided under this Agreement shall be at least equivalent to that which Contractor provides to all other clients it serves."
- 4. Paragraph 3, <u>MAXIMUM OBLIGATION OF COUNTY</u>, shall be revised to include Subparagraph "C" as follows:

"3. MAXIMUM OBLIGATION OF COUNTY:

C. During the period of July 1, 2010 through June 30, 2011, the maximum obligation of County for all services provided under this Agreement shall not exceed One Hundred Sixty Thousand, Four Hundred Sixty-Seven Dollars (\$160,467). Funding for these services is 100 percent grant funded. Should the funding for this Agreement be reduced by grantor, the Director, at his discretion, may unilaterally reduce the maximum obligation of the Agreement in an amount in relation to the

- grantor's funding reduction, or instruct Contractor to immediately stop work under this Agreement."
- 5. The ADDITIONAL PROVISIONS shall be amended to add the following provision:

"53. <u>DEFAULTED PROPERTY TAX REDUCTION PROGRAM</u> A. <u>CONTRACTOR'S WARRANTY OF COMPLIANCE WITH</u> COUNTY'S DEFAULTED PROPERTY TAX REDUCTION PROGRAM:

Contractor acknowledges that County has established a goal of ensuring that all individuals and businesses that benefit financially from County through contract are current in paying their property tax obligations (secured and unsecured roll) in order to mitigate the economic burden otherwise imposed upon County and its taxpayers.

Unless Contractor qualifies for an exemption or exclusion, Contractor warrants and certifies that to the best of its knowledge it is now in compliance, and during the term of this agreement will maintain compliance, with Los Angeles County Code Chapter 2.206.

B. TERMINATION FOR BREACH OF WARRANTY TO MAINTAIN

COMPLIANCE WITH COUNTY'S DEFAULTED PROPERTY TAX REDUCTION

PROGRAM: Failure of Contractor to maintain compliance with the requirements set forth in the "CONTRACTOR'S WARRANTY OF COMPLIANCE WITH

COUNTY'S DEFAULTED PROPERTY TAX REDUCTION PROGRAM"

paragraph immediately above shall constitute default under this agreement.

Without limiting the rights and remedies available to County under any other provision of this agreement, failure of Contractor to cure such default within ten (10) calendar days of notice shall be grounds upon which County may terminate this agreement and/or pursue debarment of Contractor, pursuant to County Code Chapter 2.206.

- 6. Effective as of July 1, 2010, Exhibit E-8 shall be attached hereto and incorporated herein by reference.
- 7. Effective as of July 1, 2010, Schedule 8 shall be attached hereto and Incorporated herein by reference.
- 8. Except for the changes set forth hereinabove, Agreement shall not be changed in any respect by this Amendment.

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

Jonathan E. Fielding, M.D., M.P.H.
Director and Health Officer

CITY OF LONG BEACH, DEPARTMENT
OF HEALTH AND HUMAN SERVICES

Contractor
TO SECTION 301 OF THE CITY CHARTER

Assistant City Manager

Signature

Print Name

Title

Company Charter

Assistant City Manager

Title

Title

Title

APPROVED AS TO FORM
BY THE OFFICE OF THE COUNTY COUNSEL
ANDREA SHERIDAN ORDIN
County Counsel

APPROVED AS TO CONTRACT ADMINISTRATION:

Department of Public Health

Patricia Gibson, Acting Chief Contracts and Grants Division #01403

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EXHIBIT E-8 SCOPE OF WORK

Community Health Coverage Agreement: (Outreach, Enrollment, Utilization, and Retention Services) FISCAL YEAR 2010-2011

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.

MEASURABLE OBJECTIVE	E(S)	IMPLEMENTATION ACTIVITIES	TIMELINE	METHOD(S) OF EVALUATING OBJECTIVE(S) AND DOCUMENTATION
Service Planning Area(s) must be specified				
1.1 By June 30, 2011, Contractor will have successfully engaged a minimum of 10,000 of the target population in the City of Long Beach through an outreach/in-reach contact.		Develop, or review and revise, outreach protocol including: outreach contact forms/event summary sheets, sign-in sheets, and educational materials. Outreach and educational materials shall be culturally and	8/1/10- ongoing	1.1a DPH letters of approval and materials will be kept on file.
Agency	Numbers	linguistically appropriate and include information regarding Medi-Cal, Healthy Families and other		
City of Long Beach	10,000	no or low-cost health programs. Submit to		
		County of Los Angeles Department of Public Health (DPH) for approval.		
TOTAL	10,000	пеанн (БЕП) юг арргочан.		
"Successfully engaged" is defined as having documented agency outreach contacts (see Implementation Activities 1.1d and Methods of Evaluating Objectives 1.1c) An "outreach or in-reach 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 who may be clients, potential clients or personnel with access to potential clients (teachers, CBO staff, etc.).		1.1b Schedule outreach and maintain a list or calendar of sites, dates, and times. 1.1c Conduct outreach at events (e.g., presentations, fairs, etc.) and complete event summaries. Event summaries to include site, date, name of outreach worker(s), flyers, number of individuals	7/1/10- ongoing 7/1/10- ongoing	1.1b Documents will be kept on file and summary of events will be submitted with monthly report to DPH. 1.1c Completed documents will be kept on file and number of participants will be reported to DPH in monthly reports.
		contacted, sign-in sheets, if appropriate, and materials presented. 1.1d Conduct outreach (e.g., telephone outreach, walk-ins, etc.) and maintain contact documentation including but not limited to: sites, dates, name of outreach worker(s), number of individuals contacted, family name/identifier.	7/1/10- ongoing	1.1d Completed documentation will be kept on file and number of participants will be reported to DPH in monthly reports.
		1.1e Enter documentation of outreach numbers into CHOI database.	7/1/10- ongoing	1.1e Data system will be queried to generate outreach numbers.

EXHIBIT E-8 SCOPE OF WORK

Community Health Coverage Agreement: (Outreach, Enrollment, Utilization, and Retention Services) FISCAL YEAR 2010-2011

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.

MEASURABLE OBJECTIVE	E(S)	IMPLEMENTATION ACTIVITIES	TIMELINE	METHOD(S) OF EVALUATING OBJECTIVE(S) AND DOCUMENTATION
rvice Planning Area(s) must be specified				
2.1 June 30, 2011, Contractor will have completed applications for a minimum of 800 clients in the City of Long Beach for Healthy Kids, Medi-Cal, Healthy		2.1a Develop, or review and revise, enrollment protocol. Submit to DPH for approval.	8/1/10- ongoing	2.1a DPH letters of approval and materials will be on file.
Families and other no/low cost plans. C also provide clients with referrals to app programs or health agencies.		2.1b Conduct enrollment activities utilizing DPH approved client intake form.	7/1/10- ongoing	2.1b Completed materials (i.e. client intake and enrollment documents) will be kel on file and number of participants
Agency City of Long Beach	Numbers 800			documented in monthly reports to DPI Printed documents of electronically submitted applications will be made available upon DPH request.
TOTAL	800	Enter data from DPH approved forms into CHOI data system utilizing appropriate codes.	7/1/10- ongoing	For monthly reports, DPH data system will be queried to generate number of applications submitted.
"Completed applications" is defined as assis fill out health insurance applications line-by-l person or telephone assistance. It may also providing in-depth assistance (troubleshooting facilitating enrollments for clients whose applications of the completed by another agency or DPSS.	ine, through in- be defined as ng) toward	Develop, or review and revise, referral protocol and submit to DPH for approval.	8/1/10- ongoing	2.1d DPH letters of approval on file.
"Referrals" are defined as referring clients in telephone for services to other health prograc CSPAP, CCS, PPP/DPH, early detection pro services for health issues, etc.). A referral mexplanation of the program and eligibility screcilent if the program has eligibility requirement include referrals for shelter, child-care, or oth health needs.	ms (i.e. grams, legal ust include an eening of the nts. Does not	Screen and refer clients for appropriate services. Document referral information with appropriate codes on client intake form or appropriate DPH approved forms.	7/1/10- ongoing	2.1e Maintain client intake forms with services/program referral information.

Contractor: City of Long Beach Contract #: H300266-4

EXHIBIT E-8 SCOPE OF WORK

Community Health Coverage Agreement: (Outreach, Enrollment, Utilization, and Retention Services) FISCAL YEAR 2010-2011

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.

MEASURABLE OBJECTIVE(S)		IMPLEMENTATION ACTIVITIES	TIMELINE	METHOD(S) OF EVALUATING OBJECTIVE(S) AND DOCUMENTATION
By June 30, 2011, Contractor will have investigated enrollment status within three months of application completion date on a minimum of 100% of clients for whom agency assisted with or facilitated applications as measured in Objective 2.1. "Investigated enrollment status" is defined as 1) attempted contact with clients within three months of application completion date to find out whether or not client has received insurance card or 2) checking status with appropriate insurer through telephone or computer (e.g. MEDS/AEVS). This objective documents agency effort to ascertain enrollment status.	2.2a 2.2b 2.2c	Develop, or review and revise, enrollment verification protocol. Submit to DPH for approval. Conduct enrollment verification and troubleshooting using DPH approved enrollment verification and troubleshooting forms. Enter data from DPH approved forms into CHOI data system.	8/1/10- ongoing 7/1/10- ongoing 7/1/10- ongoing	2.2a Letter(s) of DPH approval and materials will be kept on file. 2.2b Completed client enrollment verification and troubleshooting forms/reports will be kept on file. 2.2c DPH data system will be queried to generate number of clients for whom enrollment status has been investigated in monthly reports submitted to DPH.
By June 30, 2011, Contractor will have confirmed enrollment on 75% of client applications assisted with or facilitated by Contractor as measured in Objective 2.1. This objective documents enrollment outcome. "Confirmed enrollment" is defined as: 1) client has stated that they received notification from insurer or 2) appropriate insurer or computer system has verified that client has been successfully enrolled.	2.3a 2.3b	Document dates of enrollment follow-up and enrollment status on enrollment verification and troubleshooting form. Enter data from DPH approved forms into CHOI database	7/1/10- angaing 7/1/10- angaing	2.3a Completed client enrollment verification and troubleshooting forms/reports will be kept on file. 2.3b CHOI data system will be queried to generate number of clients who have been confirmed enrolled in monthly reports submitted to DPH.

Contractor: City of Long Beach

Contract #: H300266-4

EXHIBIT E-8 SCOPE OF WORK

Community Health Coverage Agreement: (Outreach, Enrollment, Utilization, and Retention Services) **FISCAL YEAR 2010-2011**

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.

MEASURABLE OBJECTIVE(S) 3.1 By June 30, 2011, Contractor will provide ongoing assistance to 300 clients experiencing problems with enrollment, utilizing benefits, or retention.		IMPLEMENTATION ACTIVITIES	TIMELINE	METHOD(S) OF EVALUATING OBJECTIVE(S) AND DOCUMENTATION
		3.1a Develop, or review and revise, utilization protocol and submit to DPH for approval.	8/1/10- ongoing	3.1a Letter(s) of DPH approval and materials will be kept on file.
Agency	Numbers	3.1b Conduct troubleshooting/problem solving for	7/1/10-	3.1b Completed forms will be kept on file and
City of Long Beach	300	clients. Document results on appropriate forms.	ongoing	number of participants will be documented in monthly reports to DPH.
"Ongoing assistance" is define or problem solving designed to barriers to health insurance en retention. Assistance may be originally applied with Contract applications with another agen requested assistance from Contract	help clients overcome rollment, utilization, or provided to 1) clients who for or 2) clients who submitted acy or DPSS but have	3.1c Enter data from DPH approved forms into CHOI database.	7/1/10- ongoing	3.1c CHOI database will be queried to generate numbers of clients receiving ongoing assistance in monthly reports submitted to DPH.
3.2 By June 30, 2011, Contract assistance at 4–6 months to applications were assisted in Objective 2.1 and were of "Offer utilization assistance" is contact 100% of clients and may 70% of clients either in-person whether benefits have been utilization.	o 70% of clients whose or facilitated by Contractor confirmed enrolled defined as attempting to aking successful contact with or by telephone to determine	3.2a Conduct utilization assistance and document results on utilization forms using the appropriate codes. 3.2b. Enter data from DPH approved utilization forms into DPH database.	8/1/10- ongoing 7/1/10- ongoing	3.2a. Completed forms will be kept on file and number of participants will be documented in monthly reports to DPH. 3.2b. DPH data system will be queried to generate number of clients offered utilization assistance at 4-6 months in monthly reports submitted to DPH.

Contractor: City of Long Beach
Contract #: H300266-4

EXHIBIT E-8 SCOPE OF WORK

Community Health Coverage Agreement: (Outreach, Enrollment, Utilization, and Retention Services) FISCAL YEAR 2010-2011

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.

	MEASURABLE OBJECTIVE(S)		IMPLEMENTATION ACTIVITIES	TIMELINE	METHOD(S) OF EVALUATING OBJECTIVE(S) AND DOCUMENTATION
4.1	redetermination assistance at 11-12 months to 65% of clients whose applications were assisted or	4.1a	Develop, or review and revise, redetermination protocol and submit to DPH for approval.	8/1/10- ongoing	4.1a Letter(s) of DPH approval and materials will be kept on file.
	facilitated by Contractor in Objective 2.1 and were confirmed enrolled. "Offer redetermination assistance" is defined as attempting to contact 100% of clients and making	4.1b.	Conduct redetermination assistance and document results on redetermination forms using the appropriate codes.	7/1/10- ongoing	4.1b. Completed forms will be kept on file and number of participants will be documented in monthly reports to DPH via database.
	successful contact with 65% of clients either in- person or by telephone to determine whether redetermination assistance is desired.	4.1c.	Enter data from DPH approved redetermination forms into CHOI database.	7/1/10- ongoing	4.1c. CHOI data system will be queried to generate number of clients offered redetermination assistance at 11-12 months in monthly reports submitted to DPH.
4.2	By June 30, 2011, Contractor will provide redetermination assistance to clients who submitted their original application elsewhere, but have	4.2a	Conduct redetermination assistance and document on DPH approved Intake Form into DPH web-based data system.	7/1/10- ongoing	4.2a Completed forms will be kept on file.
clie	requested redetermination assistance from Contractor. ovide redetermination assistance" is defined as helping into the complete health insurance re-certification erwork.	4.2b	Enter data from CHOI approved Intake Form into CHOI web-based data system.	7/1/10- ongoing	4.2b CHOI data system will be queried to generate number of "non-agency" clients receiving redetermination assistance in monthly reports submitted to DPH.
5.1	By June 30, 2011, Contractor will have a minimum of 65% retention rate at 14 months for a sample of clients who submitted applications and were confirmed enrolled (Objective 2.1)	5.1a	Develop, or review and revise, retention protocol. Submit to DPH for approval	8/1/10 – ongoing	5.1a Letters of DPH approved materials will be kept on file.
	"Retention rate" is defined as the number of clients who are still enrolled 14 months after submission of	5.1b.	Conduct retention activities and document results on retention verification documents.	DPH will determine the date to conduct	5.1b Completed retention verification document will be kept on file and results submitted to DPH as required.
	application. "Sample" is defined as a subset of clients who applied over a one-month period (month to be determined by DPH) who are contacted by Contractor 14 months later to determine enrollment status.	5.1c	Submit data from retention verification documents to DPH.	the 14- month Retention Survey	5.1c DPH will compute contractor retention rate and report summary of results to Contractor.

Contractor: City of Long Beach

Contract #: H300266-4

EXHIBIT E-8 SCOPE OF WORK

Community Health Coverage Agreement: (Outreach, Enrollment, Utilization, and Retention Services) **FISCAL YEAR 2010-2011**

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.

MEASURABLE OBJECTIVE(S)	IMPLEMENTATION ACTIVITIES	TIMELINE	METHOD(S) OF EVALUATING OBJECTIVE(S) AND DOCUMENTATION
6.1 By June 30, 2011, Contractor will enter data on program participants into CHOI web-based data system to monitor, facilitate, and evaluate health insurance enrollment and retention. "Enter data" is defined as directly entering required data elements into the DPH web-based data system available to all contractors.	 6.1a Contractor will install any necessary computer hardware or software in order to access the Internet. 6.1b Ensure that appropriate staff is trained on data entry. 6.1c Enter data into CHOI web-based data system. 6.1d Run monthly report and send signed copy to DPH. 	7/1/10- ongoing 7/1/10- ongoing 7/1/10- ongoing 7/1/10-	6.1a Contractor will demonstrate the ability to access the Internet. 6.1b Documentation of training and issuance of username and password for data input. 6.1c CHOI Database 6.1d Maintain copies of signed monthly reports on file.
7.1 By June 30, 2011, Contractor will ensure that 100% of enrollment staff, including staff at subcontracting agencies, is fully trained to provide outreach, enrollment, utilization and retention services. "Fully trained" is defined as participation in DPH required and approved trainings and any pertinent programmatic updates for staff providing services. Additional DPH process trainings (e.g., DPH forms and data system updates) may be required as necessary.	7.1a Attend all required DPH approved trainings. A list of required trainings will be provided to Contractors by DPH.	7/1/10- ongoing	7.1a Maintain certificates of attendance in employee files. Document names of new staff attending the required trainings in the monthly report to DPH.
8.1 By June 30, 2011, Contractor will participate in a minimum of 80% of the convened monthly contractor meetings. "Participate" is defined as attendance by at least one representative from the contracting agency.	8.1a Attend Contractors' monthly meetings.	7/1/10- ongoing	8.1a Document names of individuals attending monthly Contractor meeting in monthly reports to DPH.

EXHIBIT E-8 SCOPE OF WORK

Community Health Coverage Agreement: (Outreach, Enrollment, Utilization, and Retention Services) FISCAL YEAR 2010-2011

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.

	MEASURABLE OBJECTIVE(S)	IMPLEMENTATION ACTIVITIES	TIMELINE	METHOD(S) OF EVALUATING OBJECTIVE(S) AND DOCUMENTATION
9.1	By June 30, 2011, Contractor and subcontractor will support, implement, and participate in 100% of the outreach, enrollment, utilization, and retention required evaluation activities including assisting in routine and/or piloted data and tracking projects related to the CHOI data system	9.1a Contractor and subcontractor staff shall work with DPH for compilation of data, review of outreach efforts, and tracking subcontractors' activities and special projects.	7/1/10- ongoing	9.1a Maintain all materials/tools, records of workload reports, enrollment figures and data on file.
10.	1By June 30, 2011, Contractor will conduct 100% of Quality Improvement Plan (QIP) Activities	10.1a Develop, or review and revise, a QIP describing a process for ensuring continual progress toward measurable objectives, client satisfaction, and success of outreach, enrollment, utilization, and retention services.	8/1/10- ongoing	10.1a Submit QIP to DPH for approval. Letter of QIP approval will be maintained on file.
		10.1b Conduct QIP activities.	7/1/10- ongoing	10.1b Document QIP activities in monthly reports to DPH.
11.1	By June 30, 2011, Contractor will conduct a minimum of one site visit each to subcontractor.	11.1a Schedule site visits and maintain list of site, dates, and times.	10/1/10- 6/30/11	11.1a Completed materials will be kept on file. Schedule of site visit shall be submitted with monthly reports to DPH.
	-	11.1b Conduct site visit utilizing checklist provided by DPH and maintain monitoring visit checklist.	10/1/10- 6/30/11	11.1b Completed materials will be kept on file including sign-in sheets and completed DPH monitoring visit check list.
		11.1c Follow-up with subcontractor for corrective action as appropriate.	10/1/10- 6/30/11	11.1c Completed materials will be kept on file.
		11.1d Schedule quarterly meetings, maintain sign-in sheet, minutes and distribute to subcontractor.	10/1/10- 6/30/11	11.1d Completed materials will be kept on file including sign-in sheets and completed DPH monitoring visit check list.
Well-be-decide and a second		11.1e Contractor and subcontractor will meet no less than quarterly to review goals, progress, best practices, etc. and will maintain sign-in sheet and minutes of meeting.	10/1/10- 6/30/11	11.1e Completed materials will be kept on file.

SCHEDULE 8

CITY OF LONG BEACH DEPT. OF HEALTH & HUMAN SERVICES COMMUNITY HEALTH COVERAGE AGREEMENT: OUTREACH, ENROLLMENT, UTILIZATION AND RETENTION SERVICES

	Budget Period
	July 1, 2010 through June 30, 2011
Full-Time Salaries Employee Benefits @ 40%	\$ 94,376 \$_37,750
Total Full-Time Salaries and Employee Benefits	\$132,126
Part-Time Salaries Employee Benefits @0	\$ 0 \$ 0
Total Part-Time Salaries and Employee Benefits	\$ 0
Total Salaries and Employee Benefits	\$132,136
Operating Expenses	\$ 14,799
Equipment	\$ 2,184
Rent	\$ 1,920
Subcontracts	\$ 0
Indirect Cost @ 10% of Salaries	\$ 9,438
TOTAL PROGRAM BUDGET	\$160,467

During the term of this Agreement, any variation to the above budget must have prior written approval of the Department of Health Services Director or his designee. Funds shall only be utilized for eligible program expenses.