

STATE OF CALIFORNIA  
**STANDARD AGREEMENT AMENDMENT**  
 STD. 213A\_DHCS (Rev. 03/18)

Check here if additional pages are added: 59 Page(s)

Agreement Number 16-93231	Amendment Number A03
Registration Number:	



1. This Agreement is entered into between the State Agency and Contractor named below:
 

State Agency's Name Department of Health Care Services	(Also known as DHCS, CDHS, DHS or the State)
Contractor's Name County of Santa Barbara	(Also referred to as Contractor)
2. The term of this Agreement is: January 1, 2017 through June 30, 2021
3. The maximum amount of this Agreement after this amendment is: \$ 1,594,350  
One Million, Five Hundred Ninety-Four Thousand, Three Hundred Fifty Dollars
4. The parties mutually agree to this amendment as follows. All actions noted below are by this reference made a part of the Agreement and incorporated herein:
  - I. The effective date of this amendment is the date approved by DHCS.
  - II. **Purpose of amendment:** This amendment extends the current contract by two fiscal years and adds Scope of Work and funding to cover those two years. This amendment also makes some administrative changes to contract terms (i.e., document retentions, contract transition plan; etc.).
  - III. Certain changes made in this amendment are shown as: Text additions are displayed in **bold and underline**. Text deletions are displayed as strike through text (i.e., ~~Strike~~).
  - IV. Paragraph 2 (term) on the face of the original STD 213 is amended to read January 1, 2017 through ~~June 30, 2019~~ **June 30, 2021**. All references to the former contract term of January 1, 2017 through June 30, 2019 in any exhibit incorporated into this agreement are hereinafter deemed to read January 1, 2017 through June 30, 2021.

(Continued on next page)

All other terms and conditions shall remain the same.

**IN WITNESS WHEREOF, this Agreement has been executed by the parties hereto.**

<b>CONTRACTOR</b>		CALIFORNIA Department of General Services Use Only
Contractor's Name (If other than an individual, state whether a corporation, partnership, etc.) County of Santa Barbara		
By (Authorized Signature) 	Date Signed (Do not type)	
Printed Name and Title of Person Signing Van Do-Reynoso, MPH, PhD, Public Health Director		
Address 345 Camino del Remedio, Room 339 Santa Barbara, CA 93110		
<b>STATE OF CALIFORNIA</b>		
Agency Name Department of Health Care Services		<input type="checkbox"/> Exempt per: RTC 30461.6(m) and HSC 104150(c)
By (Authorized Signature) 	Date Signed (Do not type)	
Printed Name and Title of Person Signing Carrie Talbot, Chief, Contract Management Unit		
Address 1000 G Street, 4 <sup>th</sup> Floor, MS 4200, P.O. Box 997413, Sacramento, CA 95899-7413		

- V. Paragraph 3 (maximum amount payable) on the face of the original STD 213 is increased by \$4,259,000 and is amended to read: ~~\$885,750 (Eight Hundred Eighty-Five Thousand, Seven Hundred Fifty Dollars)~~ **\$1,594,350 (One Million, Five Hundred Ninety-Four Thousand, Three Hundred Fifty Dollars).**
- VI. Paragraph 4 (incorporated exhibits) on the face of the original STD 213 is amended to add the following exhibits:

Exhibit A A1 – Scope of Work	(54 pages)
Exhibit B, Attachment IV – Budget (Year 4)	(1 page)
Exhibit B, Attachment V – Budget (Year 5)	(1 page)
Exhibit P – Non-Discrimination and Language Assistance	(2 pages)

All references to Exhibit A – Scope of Work in any exhibit incorporated into this agreement shall hereinafter be deemed to read Exhibit A A1 – Scope of Work. Exhibit A – Scope of Work is replaced in its entirety by the attached revised exhibit.

- VII. Provision 4 (Amounts Payable) of Exhibit B – Budget Detail and Payment Provisions is amended to read as follows:
- A. The amounts payable under this Contract shall not exceed:
- 1) \$177,150 for the budget period of 01/01/2017 through 06/30/2017.
  - 2) \$354,300 for the budget period of 07/01/2017 through 06/30/2018.
  - 3) \$354,300 for the budget period of 07/01/2018 through 06/30/2019.
  - 4) **\$354,300 for the budget period of 07/01/2019 through 06/30/2020.**
  - 5) **\$354,300 for the budget period of 07/01/2020 through 06/30/2021.**
- VIII. All other terms and conditions shall remain the same.

**Exhibit A A1**  
Scope of Work

**1. Service Overview**

Contractor agrees to provide to the California Department of Health Care Services (DHCS) the services described herein.

Contractor will conduct breast and cervical cancer outreach, education, and support to California women and will continue to develop and maintain a diverse network of Primary Care Providers (PCP) for DHCS' Every Woman Counts (EWC) program. Responsibilities include specified activities for implementing the approved EWC curriculum, and Screening, Diagnostic, and Patient Navigation Services (PNS). This includes outreach and recruitment of Medi-Cal providers for EWC, quality control/assurance of provided services and data submission, and support and technical assistance to EWC providers. The contract objectives and required activities promote awareness and increase the number of women who are screened and re-screened for breast and cervical cancer. Ultimately, meeting the contract goals and objectives would lead to decreased morbidity and mortality from breast and cervical cancer, stimulate change in health care quality, and mobilize communities to enable all California women to receive timely, high quality breast and cervical cancer screening and diagnostic services.

**2. Service Location**

The services shall be performed at facilities within Region 5. The regions are defined in Exhibit N, Regional Map.

**3. Service Hours**

The services shall be provided during a 40-hour work week.

**4. Project Representatives**

A. The project representatives during the term of this Agreement will be:

<b>Department of Health Care Services</b> Contract Manager: Jeff Bulacan <b><u>Ekeshia Pittman</u></b> Telephone: (916) 552-9681 <b><u>345-8105</u></b> Fax: (916) 449-5310 Email: <a href="mailto:Jeff.Bulacan@dhcs.ca.gov">Jeff.Bulacan@dhcs.ca.gov</a> <b><u>Ekeshia.Pittman@dhcs.ca.gov</u></b>	<b>County of Santa Barbara</b> Project Director/Coordinator: June English Telephone: (805) 681-4783 Fax: (805) 681-5436 Email: <a href="mailto:June.English@sbcphd.org">June.English@sbcphd.org</a>
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**Exhibit A A1**  
Scope of Work

B. Direct all inquiries to:

<b>Department of Health Care Services</b> Cancer Detection and Treatment Branch Attention: <del>Jeff Bulacan</del> <b>Ekeshia Pittman</b> Mail Station Code 4601 1501 Capitol Avenue, Suite 71.4001 P.O. Box Number 997417 Sacramento, CA 95899-7417  Telephone: (916) <del>552-9681</del> <b>345-8105</b> Fax: (916) 449-5310 Email: <del>Jeff.Bulacan@dhcs.ca.gov</del> <b>Ekeshia.Pittman@dhcs.ca.gov</b>	<b>County of Santa Barbara</b> Attention: June English 345 Camino Del Remedio, Room 339 Santa Barbara, CA 93110  Telephone: (805) 681-4783 Fax: (805) 681-5436 Email: June.English@sbcphd.org
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C. Either party may make changes to the information above by giving written notice to the other party. Said changes shall not require an amendment to this Agreement.

**5. Services to be Performed**

A. Program Components

This contract focuses on the delivery of health care services in the following program components: 1) increase the number of women who access breast and cervical cancer screening services by raising awareness, educating women, and motivating women to complete screening exams as part of their routine health care; and 2) quality clinical services.

- 1) Increase the number of women who access breast and cervical cancer screening services by raising awareness, educating women, and motivating women to complete screening exams as part of their routine health care.
  - a. Maintain program administrative functions to ensure EWC policies are met; program infrastructure is effective and efficient and to ensure screening provision and promotion activities are conducted.
  - b. Conduct monthly health education classes (HEC) to California women regionally to increase awareness about breast and cervical cancer screening, Medi-Cal, and Covered California through collaborations with state, local, nonprofit, and community based organizations (CBOs).
  - c. Participate in monthly community events (CE) to promote and increase awareness about breast and cervical cancer screening, Medi-Cal, and Covered California to California women regionally.

**Exhibit A A1**  
Scope of Work

- d. Recruit and maintain Community Health Workers (CHW) in the community to assist the Health Educator(s) (HE).
- e. Establish and maintain collaborative relationships with local, nonprofit and/or CBOs to promote and increase awareness about breast and cervical cancer screening, the EWC program services, Medi-Cal, and Covered California.

2) Quality Clinical Services:

The EWC clinical component will integrate the delivery of timely and appropriate screening, diagnostic, and PNS to California women as part of a comprehensive approach to chronic disease prevention and management by:

- a. Maintaining a diverse and comprehensive network of EWC providers throughout California.
- b. Delivering training and support to EWC providers to ensure timely and appropriate breast and cervical cancer screening and diagnostic services are provided to EWC recipients and California women.
- c. Monitoring for issues related to transition of women to comprehensive health coverage through regional representatives.
- d. Implementing culturally sensitive PNS interventions to reduce barriers and ultimately eliminate disparities in clinical outcomes related to lack of timely access to quality cancer screening, diagnosis, and treatment services for all California women.

6. **Allowable Informal Scope of Work Changes**

- A. **Changes and revisions to the Scope of Work contained in the agreement, utilizing the "allowable cost payment system", may be proposed by the Contractor in writing. All requested changes and revisions are subject to the approval of DHCS. Failure to notify DHCS of proposed revisions to the Scope of Work may result in an audit finding.**
- B. **DHCS will respond, in writing, as to the approval or disapproval of all such requests for changes or revisions to the Scope of Work within 30 calendar days of the date the request is received in the program. Should DHCS fail to respond to the Contractor's request within 30 calendar days of receipt, the Contractor's request shall be deemed approved.**
- C. **DHCS may also request changes and revisions to the Scope of Work. DHCS will make a good-faith effort to provide the Contractor 30 calendar days advance written notice of said changes or revisions.**

**Exhibit A A1**  
Scope of Work

**7. Americans with Disabilities Act**

Contractor agrees to ensure that deliverables developed and produced, pursuant to this Agreement shall comply with the accessibility requirements of Section 508 of the Rehabilitation Act and the Americans with Disabilities Act of 1973 as amended (29 U.S.C. § 794 (d), and regulations implementing that act as set forth in Part 1194 of Title 36 of the Federal Code of Regulations. In 1998, Congress amended the Rehabilitation Act of 1973 to require Federal agencies to make their electronic and information technology (EIT) accessible to people with disabilities. California Government Code section 11135 codifies section 508 of the Act requiring accessibility of electronic and information technology.

**8. Staffing**

- A. The Contractor shall assign at a minimum a Health Educator and a Clinical Coordinator for each region.
- B. The Contractor shall designate a Project Director (PD) or Project Coordinator (PC) position with the overall responsibility for completing Scope of Work (SOW) deliverables and for local contract administration.
- C. The Contractor shall adhere to the Core Program Performance Indicators (CPPI) Requirements of the PD/PC, CC, HE positions, as well as meeting the minimum staff core competencies as indicated in the EWC Program Guide for each position. The Contractor must demonstrate sufficient staffing in order to meet the SOW objectives and required activities. The Contractor shall notify DHCS via the Transmittal Process if a staffing change is considered or anticipated and within 24 hours of making any staffing change. DHCS reserves the right to approve or disapprove changes in personnel. For more information about the Transmittal Process, refer to the EWC Program Guide.
- D. The Contractor shall have a contingency plan for staffing coverage due to vacancies, extended leaves, vacations, and absences.

**9. Meetings, Trainings, and Site Visits**

- A. All Regional Contractor (RC) staff are required to attend and participate in meetings and trainings scheduled by DHCS. DHCS will not reimburse Contractor for travel expenses for partial attendance unless DHCS grants prior written approval. Partial attendance is defined as attending (individual staff or entire region) less than the full scheduled meeting or training. **Project Coordinator/Project Director (PC/PD) are required to attend all scheduled meetings and/or conference calls. In the event the PC/PD cannot attend a representative must attend in their place.**
- B. Prior written approval is required for RC staff to travel out of their assigned region for education or administrative purposes. Refer to the EWC Program Guide regarding the transmittal process.

**Exhibit A A1**  
 Scope of Work

- C. DHCS will not reimburse the Contractor for expenses related to RC staff and travel activities not related to SOW.
- D. All meeting agendas, minutes, and/or e-mails must be uploaded into the Management Information System (MIS) in order to be reimbursed for activities.
- E. DHCS will perform, at their discretion, formal and/or informal site visits to each RC location. The Contractor will receive advance notice, not less than 48 hours prior to an informal site visit and 14 days prior to a formal site visit.

**10. Progress Reports**

- A. The Contractor must submit Progress Reports (PR) postmarked, e-mailed, or **electronically submitted** no later than the due dates specified in Exhibit A, Section 10.D. PRs are to be prepared in accordance with the information and format provided by DHCS. Faxed PRs are not acceptable.
- B. Failure to submit a timely PR may be cause for invoice payment(s) to be delayed.
- C. Payment of the Contractor's last/final invoice will be delayed until an acceptable last/final PR is received and approved by DHCS.
- D. The Contractor shall submit one (1) original PR, which describes accomplishments during the report period to EWC in accordance with the following schedule:

	<u>From</u>	<u>To</u>	<u>Due Date</u>
1) First Report	01/01/17	06/30/17	07/31/17
2) Second Report	07/01/17	12/31/17	01/31/18
3) Third Report	01/01/18	06/30/18	07/31/18
4) Fourth Report	07/01/18	12/31/18	01/31/19
5) Fifth Report	01/01/19	06/30/19	07/31/19
6) <b><u>Sixth Report</u></b>	<b><u>07/01/19</u></b>	<b><u>12/31/19</u></b>	<b><u>01/31/20</u></b>
7) <b><u>Seventh Report</u></b>	<b><u>01/01/20</u></b>	<b><u>06/30/20</u></b>	<b><u>07/31/20</u></b>
8) <b><u>Eighth Report</u></b>	<b><u>07/01/20</u></b>	<b><u>12/31/20</u></b>	<b><u>01/31/21</u></b>
9) <b><u>Ninth Report</u></b>	<b><u>01/01/21</u></b>	<b><u>06/30/21</u></b>	<b><u>07/31/21</u></b>

- E. The Contractor shall complete the EWC Evaluation and Needs Assessment instrument and other evaluation requirements, as directed by DHCS in accordance with the form and format prescribed by DHCS.
- F. The Contractor shall coordinate and collaborate with DHCS to maximize statewide media/communication efforts, as directed and approved by DHCS.
- G. The Contractor will be required to respond as necessary to any ad-hoc and/or final reports as designated by DHCS.

Exhibit A A1  
Scope of Work

11. DHCS Required Format(s) for Deliverables

Unless otherwise stipulated by EWC, all documents, spreadsheets, diagrams, flowcharts, and presentations shall be provided in Microsoft (MS) Office format,

- Documents shall be written in MS Word
- Spreadsheets shall be in MS Excel
- Diagrams and flowcharts shall be in MS Visio.
- All text shall be in Arial 12 point font.

12. DHCS Responsibilities

By entering into this Agreement, DHCS agrees to:

- A. Exercise administrative discretion in providing and ensuring proper oversight of this Agreement under State law.
- B. Provide the Contractor with policy interpretation and guidance to ensure compliance with all aspects of these services in accordance with State and federal laws and requirements.
- C. Make available training and technical support necessary for the Contractor to comply with the requirements, objectives, goals, and activities under this Agreement.

13. Transition Plan

- A. The Contractor shall ensure that all activities detailed in this agreement's SOW continue until the operations are turned over to the EWC successor contractor(s) and/or to DHCS.
- B. In addition, the Contractor shall ensure the following are completed by the end date of this agreement or the cut-off date specified by EWC, whichever comes first:
  - i. All activity documentation and MIS data entries are up-to-date
  - ii. All EWC materials, hardware, software, and other remaining EWC-program specific items are inventoried and transferred to the EWC successor contractor and/or DHCS as specified by EWC
  - iii. Notices of separation in format(s) specified by EWC are sent to associated EWC partners, collaborators, providers, and CHWs

14. See the following pages for a detailed description of the services to be performed.



**Exhibit A A1**  
 Scope of Work  
 Year 1  
 (1/1/17-6/30/17)

<b>PROGRAM COMPONENT I: HEALTH EDUCATION</b>			
<b>Component Goal:</b> Increase the number of women who access breast and cervical cancer screening services by raising awareness, educating women, and motivating women to complete screening exams as part of their routine health care.			
<b>OBJECTIVE 1:</b> Contractor's HE will maintain program administrative functions to ensure EWC policies are met; program infrastructure is effective and efficient and to ensure screening provision and promotion activities are conducted.			
<b>Required Activities</b>	<b>Responsible Staff</b>	<b>Time Line</b>	<b>Deliverables</b>
a. Comply with all EWC program policy and procedures and follow protocols to ensure compliance with requirements as outlined in the EWC Program Guide.	PD/PC HE	January 1, 2017 through June 30, 2017	1. MIS data entries 2. Semi-annual progress report narrative 3. Annual progress report narrative
b. Complete all mandatory documentation such as Semi-Annual Progress Report, Annual Progress Report, and all its required deliverables.	PD/PC HE	January 1, 2017 through June 30, 2017	1. MIS data entries 2. Semi-annual progress report narrative 3. Annual progress report narrative
c. Comply with all requests for documentation from the Health Program Consultant (HPC) and Contract Manager (CM) including during programmatic and fiscal onsite reviews and Corrective Action Plans (CAPs).	PD/PC HE	January 1, 2017 through June 30, 2017	1. Documents upon request
d. Assist in and provide feedback on the development of health education and outreach material, trainings, and future curricula.	PD/PC HE	On-going	1. Survey responses 2. Meeting agendas and minutes

PD/PC: Project Director/Project Coordinator  
 HE: Health Educator

CC: Clinical Coordinator  
 CHW: Community Health Worker

**Exhibit A A1**  
 Scope of Work  
 Year 1  
 (1/1/17-6/30/17)

<b>PROGRAM COMPONENT I: HEALTH EDUCATION</b>			
<b>Component Goal:</b> Increase the number of women who use breast and cervical cancer screening services by raising awareness, educating women, and motivating women to complete screening exams as part of their routine health care.			
<b>OBJECTIVE 2:</b> By June 30, 2017, Contractor's HE will conduct monthly health education classes (HEC) to all California women statewide to increase awareness about breast and cervical cancer screening, Medi-Cal and the Affordable Care Act through collaborations with state, local, nonprofit, and community based organizations (CBO).			
<b>Required Activities</b>	<b>Responsible Staff</b>	<b>Time Line</b>	<b>Deliverables</b>
a. Recruit women between the ages 21-64. <ul style="list-style-type: none"> <li>• Include but not limited to the underserved, uninsured, underinsured, and newly insured women</li> <li>• From areas with the highest need based on breast and cervical cancer state and/or local data.</li> <li>• 75% of HEC participants shall be in this age range.</li> </ul> b. Schedule, at a minimum, three classes per month, or one class per week. HEC should average 10-14 participants.	HE and/or CHW	January 1, 2017 through June 30, 2017	1. MIS data entries 2. Schedule of HE classes 3. Class sign in sheet 4. Pre/post-tests results 5. Participation/consent forms

PD/PC: Project Director/Project Coordinator  
 HE: Health Educator

CC: Clinical Coordinator  
 CHW: Community Health Worker

**Exhibit A A1**  
 Scope of Work  
 Year 1  
 (1/1/17-6/30/17)

<b>PROGRAM COMPONENT I: HEALTH EDUCATION</b>			
<b>Component Goal:</b> Increase the number of women who use breast and cervical cancer screening services by raising awareness, educating women, and motivating women to complete screening exams as part of their routine health care.			
<b>OBJECTIVE 2:</b> By June 30, 2017, Contractor's HE will conduct monthly health education classes (HEC) to all California women statewide to increase awareness about breast and cervical cancer screening, Medi-Cal and the Affordable Care Act through collaborations with state, local, nonprofit, and community based organizations (CBO).			
<b>Required Activities</b>	<b>Responsible Staff</b>	<b>Time Line</b>	<b>Deliverables</b>
c. Use the approved EWC curriculum and adhere to the main points of the curriculum which are to: <ul style="list-style-type: none"> <li>• Educate women about the importance of routine breast and cervical cancer screening</li> <li>• EWC program services and</li> <li>• Eligibility requirements for Medi-Cal, Covered California, and EWC</li> </ul> d. Present the curriculum in a participant-centered manner.	HE and/or CHW	January 1, 2017 through June 30, 2017	1. MIS data entries 2. Schedule of HE classes 3. Class flyer or advertisement 4. Class sign in sheet 5. Participation/consent forms
e. Administer the participation and consent forms at every class. f. Review forms to identify eligible women for screening navigation pilot. g. Conduct screening navigation pilot with identified women. h. Document the results of the follow-up	HE and/or CHW	January 1, 2017 through June 30, 2017	1. MIS data entries 2. Participation/consent forms

PD/PC: Project Director/Project Coordinator  
 HE: Health Educator

CC: Clinical Coordinator  
 CHW: Community Health Worker

**Exhibit A A1**  
 Scope of Work  
 Year 1  
 (1/1/17-6/30/17)

<b>PROGRAM COMPONENT I: HEALTH EDUCATION</b>			
<b>Component Goal:</b> Increase the number of women who use breast and cervical cancer screening services by raising awareness, educating women, and motivating women to complete screening exams as part of their routine health care.			
<b>OBJECTIVE 2:</b> By June 30, 2017, Contractor's HE will conduct monthly health education classes (HEC) to all California women statewide to increase awareness about breast and cervical cancer screening, Medi-Cal and the Affordable Care Act through collaborations with state, local, nonprofit, and community based organizations (CBO).			
<b>Required Activities</b>	<b>Responsible Staff</b>	<b>Time Line</b>	<b>Deliverables</b>
i. Distribute required EWC educational materials during the HECs as prescribed by the EWC Program Guide.	HE and/or CHW	January 1, 2017 through June 30, 2017	1. EWC materials distribution and log tracker.

PD/PC: Project Director/Project Coordinator  
 HE: Health Educator

CC: Clinical Coordinator  
 CHW: Community Health Worker

**Exhibit A A1**  
 Scope of Work  
 Year 1  
 (1/1/17-6/30/17)

<b>PROGRAM COMPONENT I: HEALTH EDUCATION</b>			
<b>Component Goal:</b> Increase the number of women who use breast and cervical cancer screening services by raising awareness, educating women, and motivating women to complete screening exams as part of their routine health care.			
<b>OBJECTIVE 3:</b> By June 30, 2017, the HE and CHW will participate in monthly CE to promote and increase awareness about breast and cervical cancer screening, Medi-Cal, and Covered California to all California women statewide			
<b>Required Activities</b>	<b>Responsible Staff</b>	<b>Time Line</b>	<b>Deliverables</b>
a. Schedule and attend, at a minimum, two CE per month in areas with the highest need based on breast and cervical cancer state and/or local data.	HE and/or CHW	January 1, 2017 through June 30, 2017	1. MIS data entries 2. Schedule of community events 3. Sign in sheet
b. Educate and/or conduct outreach to women about breast and cervical cancer screening, the EWC program, Medi-Cal, and Covered California.	HE and/or CHW	January 1, 2017 through June 30, 2017	1. MIS data entries
c. Distribute required EWC educational materials during the CE as prescribed by the EWC Program Guide.	HE and/or CHW	January 1, 2017 through June 30, 2017	1. EWC materials distribution and log tracker.
d. Distribute and evaluate the breast and cervical cancer screening outreach materials targeting all California women.	HE CHW CC	January 1, 2017 through June 30, 2017	1. Outreach materials distributed 2. Tracking log and evaluation tool completed

PD/PC: Project Director/Project Coordinator  
 HE: Health Educator

CC: Clinical Coordinator  
 CHW: Community Health Worker

**Exhibit A A1**  
 Scope of Work  
 Year 1  
 (1/1/17-6/30/17)

<b>PROGRAM COMPONENT I: HEALTH EDUCATION</b>			
<b>Component Goal:</b> Increase the number of women who use breast and cervical cancer screening services by raising awareness, educating women, and motivating women to complete screening exams as part of their routine health care.			
<b>OBJECTIVE 4:</b> By June 30, 2017, a minimum of three (3) CHW will be recruited and maintained in the community to assist the HE.			
<b>Required Activities</b>	<b>Responsible Staff</b>	<b>Time Line</b>	<b>Deliverables</b>
a. Recruit and maintain CHWs from areas with the highest need based on breast and cervical cancer state and/or local data.	PD/PC/HE	January 1, 2017 through June 30, 2017	1. Documentation of recruitment efforts. 2. State and/or local data utilized for recruitment efforts 3. CHW information
b. CHWs will perform the following duties including but not limited to: <ul style="list-style-type: none"> <li>• Teaching or assisting classes in their native language</li> <li>• Teaching or assisting at outreach events</li> <li>• Acting as an interpreter and/or</li> <li>• Assisting with translation of documents, as needed</li> </ul>	CHW	January 1, 2017 through June 30, 2017	1. MIS data entries 2. Documentation of request from EWC state staff
c. New CHWs will be provided orientation training and if the CHW will be conducting HECs on their own, they must be assessed using the "CHW Readiness Checklist" and deemed competent prior to teaching as outlined in the EWC Program Guide.	PD/PC/HE	January 1, 2017 through June 30, 2017	1. MIS data entries 2. Orientating training agenda 3. CHW Orientation Checklist 4. CHW Readiness Checklist

PD/PC: Project Director/Project Coordinator  
 HE: Health Educator

CC: Clinical Coordinator  
 CHW: Community Health Worker

**Exhibit A A1**  
 Scope of Work  
 Year 1  
 (1/1/17-6/30/17)

<b>PROGRAM COMPONENT I: HEALTH EDUCATION</b>			
<b>Component Goal:</b> Increase the number of women who use breast and cervical cancer screening services by raising awareness, educating women, and motivating women to complete screening exams as part of their routine health care.			
<b>OBJECTIVE 4:</b> By June 30, 2017, a minimum of three (3) CHW will be recruited and maintained in the community to assist the HE.			
<b>Required Activities</b>	<b>Responsible Staff</b>	<b>Time Line</b>	<b>Deliverables</b>
d. CHWs that are teaching HECs must be observed annually in a community setting and provided technical assistance to ensure participant-centered techniques are utilized, that the main points of the EWC curriculum are communicated, and the information shared is accurate and evidence-based.	PD/PC/HE	January 1, 2017 through June 30, 2017	Observation report which includes but limited to: 1. Date and location of the observation 2. Name of the CHW and observer 3. Technical assistance provided 4. Follow-up date
e. CHWs will take part in annual trainings to ensure their knowledge about breast and cervical cancer is current and evidence-based. f. CHWs will be provided on-going informational meetings as new EWC program policies are implemented and/or the EWC curriculum or educational materials are updated.	PD/PC/HE	January 1, 2017 through June 30, 2017	1. Schedule of Annual Training and training agenda 2. Informational training agenda

PD/PC: Project Director/Project Coordinator  
 HE: Health Educator

CC: Clinical Coordinator  
 CHW: Community Health Worker

**Exhibit A A1**  
 Scope of Work  
 Year 1  
 (1/1/17-6/30/17)

<b>PROGRAM COMPONENT I: HEALTH EDUCATION</b>			
<b>Required Activities</b>	<b>Responsible Staff</b>	<b>Time Line</b>	<b>Deliverables</b>
<p><b>Component Goal:</b> Increase the number of women who use breast and cervical cancer screening services by raising awareness, educating women, and motivating women to complete screening exams as part of their routine health care.</p> <p><b>OBJECTIVE 5:</b> By June 30, 2017, a minimum of three (3) collaborative relationships will be established and maintained with local, nonprofit and/or CBOs to promote and increase awareness about breast and cervical cancer screening, the EWC program services, Medi-Cal and Covered California</p>			
<p>a. Attend networking and collaborative events to meet possible collaborators.</p> <p>b. Schedule meetings with possible collaborators.</p> <p>c. At least one agency/organization must support the lesbian, gay, bisexual, transgender, and queer (and/or questioning) communities, or support women with disabilities, and an agency/origination that focuses on African American women.</p> <p>d. Schedule HEC or CE with collaborators.</p> <p>e. Maintain current list of collaborators.</p>	<p>PD/PC  HE</p>	<p>January 1, 2017 through June 30, 2017</p>	<p>1. MIS data entries            2. Flyers            3. Meeting agenda, minutes, and/or meeting summary            4. Email of initial or subsequent contacts with collaborators</p>

PD/PC: Project Director/Project Coordinator  
 HE: Health Educator

CC: Clinical Coordinator  
 CHW: Community Health Worker



**Exhibit A A1**  
 Scope of Work  
 Year 1  
 (1/1/17-6/30/17)

<b>PROGRAM COMPONENT I: HEALTH EDUCATION</b>			
<b>Component Goal:</b> Increase the number of women who use breast and cervical cancer screening services by raising awareness, educating women, and motivating women to complete screening exams as part of their routine health care.			
<b>OBJECTIVE 6:</b> By June 30, 2017, Contractor's HE will assess and identify eligible women to contact, follow-up, address, and document screening barriers by conduct screening navigation.			
<b>Required Activities</b>	<b>Responsible Staff</b>	<b>Time Line</b>	<b>Deliverables</b>
<ul style="list-style-type: none"> <li>a. After each HEC, review participant forms to identify eligible women.</li> <li>b. Contact women who are rarely or never screened by referring to the screening criteria as directed by the EWC Program Guide.</li> <li>c. Assess barriers and assist participants to address and overcome screening barriers by leveraging community resources and partnering with collaborators.</li> <li>d. Assist women whose needs are not covered by EWC and maintain a roster of accurate and up-to-date region-wide community medical, social, and public health resources of free and/or low cost breast and cervical cancer screening services for California women in conjunction with the Region's CC.</li> <li>e. Document the results of the follow-up</li> </ul>	HE/CHW	January 1, 2017 through June 30, 2017	<ul style="list-style-type: none"> <li>1. MIS data entries</li> <li>2. Number of women contacted</li> </ul>
	HE/CHW CC	January 1, 2017 through June 30, 2017	<ul style="list-style-type: none"> <li>1. Document barriers</li> <li>2. Number of women screened by EWC providers</li> <li>3. Navigation Services Assessment Application entries</li> <li>4. List of regional resources for free and/or low breast and cervical cancer screening services</li> </ul>

PD/PC: Project Director/Project Coordinator  
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**Exhibit A A1**  
 Scope of Work  
 Year 1  
 (1/1/17-6/30/17)

<b>PROGRAM COMPONENT II: QUALITY CLINICAL SERVICES</b>			
<p><b>Component Goal:</b> Screening, Diagnostic and Patient Navigation Services (SDPN)          Integrate the delivery of timely and appropriate screening, diagnostic, referral and patient navigation services as a part of a comprehensive approach to chronic disease prevention and management</p>			
<p><b>OBJECTIVE 1:</b> By June 30, 2017, the Contractor will maintain a diverse and comprehensive network of EWC providers throughout California</p>			
<b>Required Activities</b>	<b>Responsible Staff</b>	<b>Time Line</b>	<b>Deliverables</b>
<p>a. Collaborate and network with provider community and health systems to recruit, maintain, and support network of EWC providers in the Region.            b. Assist Provider Service Unit (PSU) with provider enrollment.            c. Maintain a current list of active provider sites in the database. Gather and maintain accurate and up-to-date information on providers including office contacts.            d. Utilize the process for assessing gaps in providers' network to recruit/maintain PCPs under EWC guidance            e. Provide EWC program orientation to new providers or providers with new staff.            f. Track enrolled providers in MIS and On-line Provider Locator.</p>	CC	January 1, 2017 through June 30, 2017	<ol style="list-style-type: none"> <li>1. Informational transmittals</li> <li>2. Communication with PSU regarding new provider enrollment</li> <li>3. Enrolled Provider File including physical addresses and contacts, updated monthly in MIS</li> <li>4. Reports of new PCP orientation and new staff orientation monthly.</li> <li>5. Reports on providers enrolled utilizing the process for assessing gaps in providers' network under EWC guidance</li> <li>6. Communication with PSU regarding status of the enrolled providers in MIS and On-line Provider Locator</li> </ol>

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**Exhibit A A1**  
 Scope of Work  
 Year 1  
 (1/1/17–6/30/17)

<b>PROGRAM COMPONENT II: QUALITY CLINICAL SERVICES</b>			
<b>Component Goal: Screening, Diagnostic and Patient Navigation Services (SDPN)</b>			
<p>Integrate the delivery of timely and appropriate screening, diagnostic, referral and patient navigation services as a part of a comprehensive approach to chronic disease prevention and management.</p>			
<p><b>OBJECTIVE 2:</b> Ensure timely and appropriate breast and cervical cancer screening and diagnostic services are provided to EWC recipients and California women by delivering training and support to EWC providers and monitoring for issues related to transition of women to comprehensive health coverage through regional representatives.</p>			
<b>Required Activities</b>	<b>Responsible Staff</b>	<b>Time Line</b>	<b>Deliverables</b>
<ul style="list-style-type: none"> <li>a. Provide ongoing technical assistance (TA) to enrolled providers and their staff.</li> <li>b. Ensure that PCPs are appropriately informed and, if necessary, receive timely training about changes in EWC policies and procedures through e-blasts, letters, phone calls, or in-person.</li> <li>c. Determine the number of Provider Site Reviews (PSR) based on provider performance reports (PPR) provided by EWC</li> <li>d. Conduct PSR at PCP physical sites, using EWC tools and protocols.</li> <li>e. Aggregate and analyze PSR outcomes during each reporting period, identify trends and actions taken to improve PCP performance</li> </ul>	CC	January 1, 2017 through June 30, 2017	<ul style="list-style-type: none"> <li>1. Reports of PCP TA</li> <li>2. Reports of EWC program updates and information distribution to PCP as requested by EWC</li> <li>3. Report of Completed Site Reviews</li> <li>4. with minimum of twenty (20) PSRs per year per CC and ad hoc visits for quality issues, clinical concerns, provider performance issues, or patient complaints initiated by either EWC request and/or by the RC</li> <li>5. Completed Site Review Tool (CDTB Breast and Cervical Data Entry Worksheets) monthly</li> <li>6. Medical charts review documentation monthly</li> <li>7. Site Review Supporting Documents monthly</li> </ul>

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**Exhibit A A1**  
 Scope of Work  
 Year 1  
 (1/1/17-6/30/17)

<b>PROGRAM COMPONENT II: QUALITY CLINICAL SERVICES</b>			
<b>Component Goal:</b> Screening, Diagnostic and Patient Navigation Services (SDPN)			
Integrate the delivery of timely and appropriate screening, diagnostic, referral and patient navigation services as a part of a comprehensive approach to chronic disease prevention and management.			
<b>OBJECTIVE 2:</b> Ensure timely and appropriate breast and cervical cancer screening and diagnostic services are provided to EWC recipients and California women by delivering training and support to EWC providers and monitoring for issues related to transition of women to comprehensive health coverage through regional representatives.			
<b>Required Activities</b>	<b>Responsible Staff</b>	<b>Time Line</b>	<b>Deliverables</b>
f. Orient, train, troubleshoot, report, and evaluate the use of DETEC with EWC Providers; and document these activities in MIS. g. Work together with EWC Providers with identified patient safety concerns and compliance with EWC policies and/or clinical standards to determine essential elements that need to be included in the CAP. h. Monitor performances of providers and assist in implementation of CAP to improve provider performance, ensure CAP is fully implemented, and issue(s) has been resolved. i. Deliver ongoing CPPI training to providers who do not meet their CPPI scores.	CC	January 1, 2017 through June 30, 2017	1. Providers Report Card 2. Progress report which includes analysis of PSR outcomes during each reporting period, trends and actions taken to improve PCP performance 3. Progress report which includes information on orientation, training, troubleshooting, TA of use of DETEC, and documentation of related activities in MIS. 4. Occurrence Notification 5. CAP copies 6. Proof of CAP execution or documents showing unresolved issues 7. Correspondence with EWC regarding patient safety concerns or provider's non-compliance 8. PCP CPPI Training Reports 9. Semiannual Progress Report

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**Exhibit A A1**  
 Scope of Work  
 Year 1  
 (1/1/17-6/30/17)

<b>PROGRAM COMPONENT II: QUALITY CLINICAL SERVICES</b>			
<b>Component Goal:</b> Screening, Diagnostic and Patient Navigation Services (SDPN) Integrate the delivery of timely and appropriate screening, diagnostic, referral and patient navigation services as a part of a comprehensive approach to chronic disease prevention and management.			
<b>OBJECTIVE 2:</b> Ensure timely and appropriate breast and cervical cancer screening and diagnostic services are provided to EWC recipients and California women by delivering training and support to EWC providers and monitoring for issues related to transition of women to comprehensive health coverage through regional representatives.			
<b>Required Activities</b>	<b>Responsible Staff</b>	<b>Time Line</b>	<b>Deliverables</b>
<ul style="list-style-type: none"> <li>j. Provide a narrative report in each progress report describing the analysis, trends, and actions taken</li> <li>k. Monitor and assist with issues related to implementation of ACA such as transfer of care, transition from EWC to other health coverage, eligibility determination, covered services, and other issues in different EWC regions.</li> <li>l. Assist EWC with Provider Education activities.</li> <li>m. Recruit clinicians to attend live and on-line training courses</li> </ul>	CC	January 1, 2017 through June 30, 2017	<ul style="list-style-type: none"> <li>1. Site review tool</li> <li>2. Tracking documentation for providers and individuals assisted with transition to comprehensive health coverage</li> <li>3. # of recruited providers</li> </ul>
<ul style="list-style-type: none"> <li>n. Participate in Continuous Quality Improvement (CQI) projects.</li> <li>o. Participate in mandated meetings and conference calls to increase competence with EWC job functions.</li> </ul>	CC	January 1, 2017 through June 30, 2017	<ul style="list-style-type: none"> <li>1. Report of CQI Activities including but not limited to Error Remediation and other DETEC related activities</li> <li>2. Submission of completed CQI activities by EWC determined deadline</li> </ul>

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**Exhibit A A1**  
 Scope of Work  
 Year 1  
 (1/1/17–6/30/17)

<b>PROGRAM COMPONENT II: QUALITY CLINICAL SERVICES</b>			
<b>Component Goal: Screening, Diagnostic and Patient Navigation Services (SDPN)</b>			
Integrate the delivery of timely and appropriate screening, diagnostic, referral and patient navigation services as a part of a comprehensive approach to chronic disease prevention and management.			
<b>OBJECTIVE 2:</b> Ensure timely and appropriate breast and cervical cancer screening and diagnostic services are provided to EWC recipients and California women by delivering training and support to EWC providers and monitoring for issues related to transition of women to comprehensive health coverage through regional representatives.			
<b>Required Activities</b>	<b>Responsible Staff</b>	<b>Time Line</b>	<b>Deliverables</b>
<ul style="list-style-type: none"> <li>p. Document related activities in MIS.</li> <li>q. Responsible for gathering or facilitating the gathering of EWC Provider Survey information as directed by EWC staff.</li> <li>r. Responsible for providing adequate information on program activities for evaluation upon request by EWC staff.</li> </ul>	CC	January 1, 2017 through June 30, 2017	1. MIS reports

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**Exhibit A A1**  
 Scope of Work  
 Year 1  
 (1/1/17–6/30/17)

<b>PROGRAM COMPONENT II: QUALITY CLINICAL SERVICES</b>			
<b>Component Goal:</b> Screening, Diagnostic and Patient Navigation Services (SDPN)			
Integrate the delivery of timely and appropriate screening, diagnostic, referral and patient navigation services as a part of a comprehensive approach to chronic disease prevention and management.			
<b>OBJECTIVE 3:</b> EWC will fully implement culturally sensitive PNS interventions to reduce barriers and ultimately eliminate disparities in clinical outcomes related to lack of timely access to quality cancer screening, diagnosis, and treatment services for all California women.			
<b>Required Activities</b>	<b>Responsible Staff</b>	<b>Time Line</b>	<b>Deliverables</b>
<p>a. Assist EWC Providers and recipients, public health partners and health care systems in navigation from screening to treatment services; such as Enhanced Case Management (ECM) and Treatment Referral Facilitation (TRF) and document these activities in MIS.</p> <p>b. Educate, act as a resource, troubleshoot, and report EWC-related clinical issues for EWC recipients and Providers. Includes investigation/research, follow-up, communication, and documentation of service requests for assistance in MIS.</p> <p>c. Manage, including language translation if needed, resolve, and document patient complaints received through the EWC Telephone Provider Locator, On-line Provider Locator, and by direct contact.</p>	CC	January 1, 2017 through June 30, 2017	<ol style="list-style-type: none"> <li>1. MIS entries on navigation services</li> <li>2. MIS reports for PNS and tracking capabilities of EWC providers</li> <li>3. Documentation of service complaints from EWC recipients and Providers in MIS monthly</li> <li>4. Completed Patient Complaints Log monthly</li> <li>5. E-mails to EWC documenting of any barrier to the resolution of the complaint on the local level</li> <li>6. Progress Report which include narrative summary with types of complaints, identification of trends, and outcomes of complaint resolution.</li> </ol>

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**Exhibit A A1**  
 Scope of Work  
 Year 1  
 (1/1/17–6/30/17)

<b>PROGRAM COMPONENT II: QUALITY CLINICAL SERVICES</b>			
<b>Component Goal:</b> Screening, Diagnostic and Patient Navigation Services (SDPN)			
Integrate the delivery of timely and appropriate screening, diagnostic, referral and patient navigation services as a part of a comprehensive approach to chronic disease prevention and management.			
<b>OBJECTIVE 3:</b> EWC will fully implement culturally sensitive PNS interventions to reduce barriers and ultimately eliminate disparities in clinical outcomes related to lack of timely access to quality cancer screening, diagnosis, and treatment services for all California women.			
<b>Required Activities</b>	<b>Responsible Staff</b>	<b>Time Line</b>	<b>Deliverables</b>
<ul style="list-style-type: none"> <li>d. Investigate and respond to complaints within 30 days of receipt.</li> <li>e. Bring to the attention of the EWC staff any barrier to the resolution of complaints on the local level.</li> <li>f. Document service complaints from EWC recipients and Providers in MIS.</li> <li>g. Aggregate complaints received during each reporting period and provide a narrative summary that includes type of complaints, identification of trends, and outcomes of complaint resolution.</li> <li>h. Assist women whose needs are not covered by EWC and maintain a roster of accurate and up-to-date region-wide community medical, social, and public health resources of free and/or low cost breast and cervical cancer screening services for California women in conjunction with the Region's HE.</li> </ul>	CC	January 1, 2017 through June 30, 2017	<ul style="list-style-type: none"> <li>1. List of regional resources for free and/or low breast and cervical cancer screening services</li> </ul>

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**Exhibit A A1**  
 Scope of Work  
 Years 2 and 3  
 (7/1/17-6/30/19)

<b>PROGRAM COMPONENT I: HEALTH EDUCATION</b>				
<b>Component Goal:</b> Increase the number of women who access breast and cervical cancer screening services by raising awareness, educating women, and motivating women to complete screening exams as part of their routine health care.				
<b>OBJECTIVE 1:</b> Contractor's HE will maintain program administrative functions to ensure EWC policies are met; program infrastructure is effective and efficient and to ensure screening provision and promotion activities are conducted.				
<b>Required Activities</b>	<b>Responsible Staff</b>	<b>Time Line</b>	<b>Deliverables</b>	
a. Comply with all EWC program policy and procedures and follow protocols to ensure compliance with requirements as outlined in the EWC Program Guide.	PD/PC HE	July 1, 2017 through June 30, 2019	1. MIS data entries 2. Semi-annual progress report narrative 3. Annual progress report narrative	
b. Complete all mandatory documentation such as Semi-Annual Progress Report, Annual Progress Report, and all its required deliverables.	PD/PC HE	January 31, 2017 through July 31, 2019	1. MIS data entries 2. Semi-annual progress narrative 3. Annual progress report narrative	
c. Comply with all requests for documentation from the HPC and CM including during programmatic and fiscal onsite reviews and Corrective Action Plans (CAPs).	PD/PC HE	July 1, 2017 through June 30, 2019	1. Documents upon request	
d. Assist in and provide feedback on the development of health education and outreach material, trainings, and future curricula.	PD/PC HE	On-going	1. Survey responses 2. Meeting agendas and minutes	

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**Exhibit A A1**  
 Scope of Work  
 Years 2 and 3  
 (7/1/17-6/30/19)

<b>PROGRAM COMPONENT I: HEALTH EDUCATION</b>			
<b>Component Goal:</b> Increase the number of women who use breast and cervical cancer screening services by raising awareness, educating women, and motivating women to complete screening exams as part of their routine health care.			
<b>OBJECTIVE 2:</b> Contractor's HE will conduct monthly HEC to all California women statewide to increase awareness about breast and cervical cancer screening, Medi-Cal, and Covered California through collaborations with state, local, nonprofit, and CBO.			
<b>Required Activities</b>	<b>Responsible Staff</b>	<b>Time Line</b>	<b>Deliverables</b>
a. Recruit women between the ages 21-64. <ul style="list-style-type: none"> <li>• Include but not limited to the underserved, uninsured, underinsured, and newly insured women</li> <li>• From areas with the highest need based on breast and cervical cancer state and/or local data.</li> <li>• 75% of HEC participants shall be in this age range.</li> </ul> b. Schedule, at a minimum, three classes per month, or one class per week. HEC should average 10-14 participants	HE and/or CHW	July 1, 2017 through June 30, 2019	1. MIS data entries 2. Schedule of HE classes 3. Class sign in sheet 4. Pre/post-tests results 5. Participation/consent forms

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**Exhibit A A1**  
 Scope of Work  
 Years 2 and 3  
 (7/1/17-6/30/19)

<b>PROGRAM COMPONENT I: HEALTH EDUCATION</b>			
<b>Component Goal:</b> Increase the number of women who use breast and cervical cancer screening services by raising awareness, educating women, and motivating women to complete screening exams as part of their routine health care.			
<b>OBJECTIVE 2:</b> Contractor's HE will conduct monthly HEC to all California women statewide to increase awareness about breast and cervical cancer screening, Medi-Cal, and Covered California through collaborations with state, local, nonprofit, and CBO.			
<b>Required Activities</b>	<b>Responsible Staff</b>	<b>Time Line</b>	<b>Deliverables</b>
c. Use the approved EWC curriculum and adhere to the main points of the curriculum which are to: <ul style="list-style-type: none"> <li>• Educate women about the importance of routine breast and cervical cancer screening</li> <li>• EWC program services and</li> <li>• Eligibility requirements for Medi-Cal, Covered California, and EWC</li> </ul> d. Present the curriculum in a participant-centered manner.	HE and/or CHW	July 1, 2017 through June 30, 2019	1. MIS data entries 2. Schedule of HE classes 3. Class flyer or advertisement 4. Class sign in sheet 5. Participation/consent forms
e. Administer the participation and consent forms at every class.	HE and/or CHW	July 1, 2017 through June 30, 2019	1. MIS data entries 2. Participation/consent forms
f. Distribute required EWC educational materials during the HECs as prescribed by the EWC Program Guide.	HE and/or CHW	July 1, 2017 through June 30, 2019	1. EWC materials distribution and log tracker.

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**Exhibit A A1**  
 Scope of Work  
 Years 2 and 3  
 (7/1/17-6/30/19)

<b>PROGRAM COMPONENT I: HEALTH EDUCATION</b>			
<b>Component Goal:</b> Increase the number of women who use breast and cervical cancer screening services by raising awareness, educating women, and motivating women to complete screening exams as part of their routine health care.			
<b>OBJECTIVE 3:</b> The HE and CHW will participate in monthly CE to promote and increase awareness about breast and cervical cancer screening, Medi-Cal, and Covered California to all California women statewide			
<b>Required Activities</b>	<b>Responsible Staff</b>	<b>Time Line</b>	<b>Deliverables</b>
a. Schedule and attend, at a minimum, two CE per month in areas with the highest need based on breast and cervical cancer state and/or local data.	HE and/or CHW	July 1, 2017 through June 30, 2019	1. MIS data entries 2. Schedule of community events 3. Sign in sheet
b. Educate and/or conduct outreach to women about breast and cervical cancer screening, the EWC program, Medi-Cal, and Covered California.	HE and/or CHW	July 1, 2017 through June 30, 2019	1. MIS data entries
c. Distribute required EWC educational materials during the CE as prescribed by the EWC Program Guide.	HE and/or CHW	July 1, 2017 through June 30, 2019	1. EWC materials distribution and log tracker.
d. Distribute and evaluate the breast and cervical cancer screening outreach materials targeting all California women.	HE CHW CC	July 1, 2017 through June 30, 2019	1. Outreach materials distributed 2. Tracking log and evaluation tool completed

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**Exhibit A A1**  
 Scope of Work  
 Years 2 and 3  
 (7/1/17-6/30/19)

<b>PROGRAM COMPONENT I: HEALTH EDUCATION</b>			
<b>Component Goal:</b> Increase the number of women who use breast and cervical cancer screening services by raising awareness, educating women, and motivating women to complete screening exams as part of their routine health care.			
<b>OBJECTIVE 4:</b> Annually, a minimum of six (6) CHWs will be recruited and maintained in the community to assist the HE.			
<b>Required Activities</b>	<b>Responsible Staff</b>	<b>Time Line</b>	<b>Deliverables</b>
a. Recruit and maintain CHWs from areas with the highest need based on breast and cervical cancer state and/or local data.	PD/PC/HE	July 1, 2017 through June 30, 2019	<ol style="list-style-type: none"> <li>1. Documentation of recruitment efforts.</li> <li>2. State and/or local data utilized for recruitment efforts</li> <li>3. CHW information</li> </ol>
b. CHWs will perform the following duties including but not limited to: <ul style="list-style-type: none"> <li>• Teaching or assisting classes in their native language</li> <li>• Teaching or assisting at outreach events</li> <li>• Acting as an interpreter and/or</li> <li>• Assisting with translation of documents, as needed</li> </ul>	CHW	July 1, 2017 through June 30, 2019	<ol style="list-style-type: none"> <li>1. MIS data entries</li> <li>2. Documentation of request from EWC state staff</li> </ol>
c. New CHWs will be provided orientation training and if the CHW will be conducting HECs on their own, they must be assessed using the "CHW Readiness Checklist" and deemed competent prior to teaching as outlined in the EWC Program Guide.	PD/PC/HE	July 1, 2017 through June 30, 2019	<ol style="list-style-type: none"> <li>1. MIS data entries</li> <li>2. Orientating training agenda</li> <li>3. CHW Orientation Checklist</li> <li>4. CHW Readiness Checklist</li> </ol>

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**Exhibit A A1**  
 Scope of Work  
 Years 2 and 3  
 (7/1/17-6/30/19)

<b>PROGRAM COMPONENT I: HEALTH EDUCATION</b>			
<b>Component Goal:</b> Increase the number of women who use breast and cervical cancer screening services by raising awareness, educating women, and motivating women to complete screening exams as part of their routine health care.			
<b>OBJECTIVE 4:</b> Annually, a minimum of six (6) CHWs will be recruited and maintained in the community to assist the HE.			
<b>Required Activities</b>	<b>Responsible Staff</b>	<b>Time Line</b>	<b>Deliverables</b>
d. CHWs that are teaching HECs must be observed annually in a community setting and provided technical assistance to ensure participant-centered techniques are utilized, that the main points of the EWC curriculum are communicated and the information shared is accurate and evidence-based.	PD/PC/HE	July 1, 2017 through June 30, 2019	Observation report which include but limited to: 1. Date and location of the observation 2. Name of the CHW and observer 3. Technical assistance provided 4. Follow-up date
e. CHWs will take part in annual trainings to ensure their knowledge about breast and cervical cancer is current and evidence-based. f. CHWs will be provided on-going informational meetings as new EWC program policies are implemented and/or the EWC curriculum or educational materials are updated.	PD/PC/HE	July 1, 2017 through June 30, 2019	1. Schedule of Annual Training and training agenda 2. Informational training agenda

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**Exhibit A A1**  
 Scope of Work  
 Years 2 and 3  
 (7/1/17-6/30/19)

<b>PROGRAM COMPONENT I: HEALTH EDUCATION</b>			
<b>Required Activities</b>	<b>Responsible Staff</b>	<b>Time Line</b>	<b>Deliverables</b>
<p><b>Component Goal:</b> Increase the number of women who use breast and cervical cancer screening services by raising awareness, educating women, and motivating women to complete screening exams as part of their routine health care.</p> <p><b>OBJECTIVE 5:</b> Annually, a minimum of six (6) collaborative relationships will be established and maintained with local, nonprofit and/or CBOs to promote and increase awareness about breast and cervical cancer screening, the EWC program services, Medi-Cal, and Covered California.</p>			
<ul style="list-style-type: none"> <li>a. Attend networking and collaborative events to meet possible collaborators.</li> <li>b. Schedule meetings with possible collaborators.</li> <li>c. At least one agency/organization must support the lesbian, gay, bisexual, transgender, and queer (and/or questioning) communities, or support women with disabilities, and an agency/origination that focuses on African American women.</li> <li>d. Schedule HEC or CE with collaborators.</li> <li>e. Maintain current list of collaborators.</li> </ul>	<p>PD/PC  HE</p>	<p>July 1, 2017 through June 30, 2019</p>	<ul style="list-style-type: none"> <li>1. MIS data entries</li> <li>2. Flyers</li> <li>3. Meeting agenda, minutes, and/or meeting summary</li> <li>4. Email of initial or subsequent contacts with collaborators</li> </ul>

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**Exhibit A A1**  
 Scope of Work  
 Years 2 and 3  
 (7/1/17-6/30/19)

<b>PROGRAM COMPONENT II: QUALITY CLINICAL SERVICES</b>			
<b>Component Goal:</b> Screening, Diagnostic and Patient Navigation Services (SDPN) Integrate the delivery of timely and appropriate screening, diagnostic, referral and patient navigation services as a part of a comprehensive approach to chronic disease prevention and management			
<b>OBJECTIVE 1:</b> The Contractor will maintain a diverse and comprehensive network of EWC providers throughout California			
<b>Required Activities</b>	<b>Responsible Staff</b>	<b>Time Line</b>	<b>Deliverables</b>
a. Collaborate and network with provider community and health systems to recruit, maintain, and support network of EWC providers in the Region. b. Assist PSU with provider enrollment. c. Maintain a current list of active provider sites in the database. Gather and maintain accurate and up-to-date information on providers including office contacts. d. Utilize the process for assessing gaps in providers' network to recruit/maintain PCPs under EWC guidance e. Provide EWC program orientation to new providers or providers with new staff. f. Track enrolled providers in MIS and On-line Provider Locator.	CC	July 1, 2017 through June 30, 2019	1. Informational transmittals 2. Communication with PSU regarding new provider enrollment 3. Enrolled Provider File including physical addresses and contacts, updated monthly in MIS 4. Reports of new PCP orientation and new staff orientation monthly. 5. Reports on providers enrolled utilizing the process for assessing gaps in providers' network under EWC guidance 6. Communication with PSU regarding status of the enrolled providers in MIS and On-line Provider Locator

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**Exhibit A A1**  
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<b>PROGRAM COMPONENT II: QUALITY CLINICAL SERVICES</b>			
<b>Component Goal:</b> Screening, Diagnostic and Patient Navigation Services (SDPN)			
Integrate the delivery of timely and appropriate screening, diagnostic, referral and patient navigation services as a part of a comprehensive approach to chronic disease prevention and management.			
<b>OBJECTIVE 2:</b> Ensure timely and appropriate breast and cervical cancer screening and diagnostic services are provided to EWC recipients and California women by delivering training and support to EWC providers and monitoring for issues related to transition of women to comprehensive health coverage through regional representatives.			
<b>Required Activities</b>	<b>Responsible Staff</b>	<b>Time Line</b>	<b>Deliverables</b>
a. Provide ongoing TA to enrolled providers and their staff. b. Ensure that PCPs are appropriately informed and, if necessary, receive timely training about changes in EWC policies and procedures through e-blasts, letters, phone calls, or in-person. c. Determine the number of Provider Site Reviews (PSR) based on provider performance reports (PPR) provided by EWC d. Conduct PSR at PCP physical sites, using EWC tools and protocols. e. Aggregate and analyze PSR outcomes during each reporting period, identify trends and actions taken to improve PCP performance f. Orient, train, troubleshoot, report, and evaluate the use of DETEC with EWC Providers; and document these activities in MIS.	CC	July 1, 2017 through June 30, 2019	1. Reports of PCP TA 2. Reports of EWC program updates and information distribution to PCP as requested by EWC 3. Report of Completed Site Reviews 4. with minimum of twenty (20) PSRs per year per CC and ad hoc visits for quality issues, clinical concerns, provider performance issues, or patient complaints initiated by either EWC request and/or by the RC 5. Completed Site Review Tool (CDTB Breast and Cervical Data Entry Worksheets) monthly 6. Medical charts review documentation monthly 7. Site Review Supporting Documents monthly

PD/PC: Project Director/Project Coordinator  
 HE: Health Educator

CC: Clinical Coordinator  
 CHW: Community Health Worker

**Exhibit A A1**  
 Scope of Work  
 Years 2 and 3  
 (7/1/17-6/30/19)

<b>PROGRAM COMPONENT II: QUALITY CLINICAL SERVICES</b>			
<b>Component Goal:</b> Screening, Diagnostic and Patient Navigation Services (SDPN)			
Integrate the delivery of timely and appropriate screening, diagnostic, referral and patient navigation services as a part of a comprehensive approach to chronic disease prevention and management.			
<b>OBJECTIVE 2:</b> Ensure timely and appropriate breast and cervical cancer screening and diagnostic services are provided to EWC recipients and California women by delivering training and support to EWC providers and monitoring for issues related to transition of women to comprehensive health coverage through regional representatives.			
<b>Required Activities</b>	<b>Responsible Staff</b>	<b>Time Line</b>	<b>Deliverables</b>
g. Work together with EWC Providers with identified patient safety concerns, and non-compliance with EWC policies and/or clinical standards to determine essential elements that need to be included in the CAP. h. Monitor performances of providers and assist in implementation of CAP to improve provider performance, ensure CAP is fully implemented, and issue(s) has been resolved. i. Deliver ongoing CPPI training to providers who do not meet their CPPI scores. j. Provide a narrative report in each progress report describing the analysis, trends, and actions taken k. Monitor and assist with issues related to implementation of ACA such as transfer of care, transition from EWC to other health coverage, eligibility determination, covered services, and other issues in different EWC regions. l. Assist EWC with Provider Education activities.	CC	July 1, 2017 through June 30, 2019	1. Providers Report Card 2. Progress report which includes analysis of PSR outcomes during each reporting period, trends and actions taken to improve PCP performance 3. Progress report which includes information on orientation, training, troubleshooting, TA of use of DETEC, and documentation of related activities in MIS. 4. Occurrence Notification 5. CAP copies 6. Proof of CAP execution or documents showing unresolved issues 7. Correspondence with EWC regarding patient safety concerns or provider's non-compliance 8. PCP CPPI Training Reports 9. Semiannual Progress Report

PD/PC: Project Director/Project Coordinator  
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 CHW: Community Health Worker

**Exhibit A A1**  
 Scope of Work  
 Years 2 and 3  
 (7/1/17-6/30/19)

<b>PROGRAM COMPONENT II: QUALITY CLINICAL SERVICES</b>			
<b>Component Goal:</b> Screening, Diagnostic and Patient Navigation Services (SDPN)			
Integrate the delivery of timely and appropriate screening, diagnostic, referral and patient navigation services as a part of a comprehensive approach to chronic disease prevention and management.			
<b>OBJECTIVE 2:</b> Ensure timely and appropriate breast and cervical cancer screening and diagnostic services are provided to EWC recipients and California women by delivering training and support to EWC providers and monitoring for issues related to transition of women to comprehensive health coverage through regional representatives.			
<b>Required Activities</b>	<b>Responsible Staff</b>	<b>Time Line</b>	<b>Deliverables</b>
m. Recruit clinicians to attend live and on-line training courses	CC	July 1, 2017 through June 30, 2019	<ol style="list-style-type: none"> <li>1. Site review tool</li> <li>2. Tracking documentation for providers and individuals assisted with transition to comprehensive health coverage</li> <li>3. # of recruited providers</li> </ol>
<ol style="list-style-type: none"> <li>n. Participate in CQI projects.</li> <li>o. Participate in mandated meetings and conference calls to increase competence with EWC job functions.</li> <li>p. Document related activities in MIS.</li> <li>q. Responsible for gathering or facilitating the gathering of EWC Provider Survey information as directed by EWC staff.</li> <li>r. Responsible for providing adequate information on program activities for evaluation upon request by EWC staff.</li> </ol>	CC	July 1, 2017 through June 30, 2019	<ol style="list-style-type: none"> <li>1. Report of CQI Activities including but not limited to Error Remediation and other DETEC related activities</li> <li>2. Submission of completed CQI activities by EWC determined deadline</li> <li>3. MIS reports</li> </ol>

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**Exhibit A A1**  
 Scope of Work  
 Years 2 and 3  
 (7/1/17-6/30/19)

**PROGRAM COMPONENT II: QUALITY CLINICAL SERVICES**

**Component Goal:** Screening, Diagnostic and Patient Navigation Services (SDPN)

Integrate the delivery of timely and appropriate screening, diagnostic, referral and patient navigation services as a part of a comprehensive approach to chronic disease prevention and management.

**OBJECTIVE 3:** EWC will fully implement culturally sensitive PNS interventions to reduce barriers and ultimately eliminate disparities in clinical outcomes related to lack of timely access to quality cancer screening, diagnosis, and treatment services for all California women.

Required Activities	Responsible Staff	Time Line	Deliverables
<p>a. Assist EWC Providers and recipients, public health partners and health care systems in navigation from screening to treatment services; such as Enhanced Case Management (ECM) and Treatment Referral Facilitation (TRF) and document these activities in MIS.</p> <p>b. Educate, act as a resource, trouble-shoot and report EWC-related clinical issues for EWC recipients and Providers. Includes investigation/research, follow-up, communication and documentation of service requests for assistance in MIS.</p> <p>c. Manage, including language translation if needed, resolve and document patient complaints received through the EWC Telephone Provider Locator, On-line Provider Locator, and by direct contact.</p> <p>d. Investigate and respond to complaints within 30 days of receipt.</p>	<p>CC</p>	<p>July 1, 2017 through June 30, 2019</p>	<ol style="list-style-type: none"> <li>1. MIS entries on navigation services</li> <li>2. MIS reports for PNS and tracking capabilities of EWC providers</li> <li>3. Documentation of service complaints from EWC recipients and Providers MIS monthly</li> <li>4. Completed Patient Complains Log monthly</li> <li>5. E-mails to EWC documenting of any barrier to the resolution of the complaint on the local level</li> <li>6. Progress Report which include narrative summary with types of complaints, identification of trends, and outcomes of complaint resolution.</li> <li>7. List of regional resources for free and/or low breast and cervical cancer screening services</li> </ol>
	<p>CC</p>		

PD/PC: Project Director/Project Coordinator  
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**Exhibit A A1**  
 Scope of Work  
 Years 2 and 3  
 (7/1/17-6/30/19)

<b>PROGRAM COMPONENT II: QUALITY CLINICAL SERVICES</b>			
<b>Component Goal:</b> Screening, Diagnostic and Patient Navigation Services (SDPN) Integrate the delivery of timely and appropriate screening, diagnostic, referral and patient navigation services as a part of a comprehensive approach to chronic disease prevention and management.			
<b>OBJECTIVE 3:</b> EWC will fully implement culturally sensitive PNS interventions to reduce barriers and ultimately eliminate disparities in clinical outcomes related to lack of timely access to quality cancer screening, diagnosis, and treatment services for all California women.			
<b>Required Activities</b>	<b>Responsible Staff</b>	<b>Time Line</b>	<b>Deliverables</b>
<ul style="list-style-type: none"> <li>e. Bring to the attention of the EWC staff any barrier to the resolution of the complaints on the local level.</li> <li>f. Document service complaints from EWC recipients and Providers in MIS.</li> <li>g. Aggregate complaints received during each reporting period and provide a narrative summary that includes type of complaints, identification of trends, and outcomes of complaint resolution.</li> <li>h. Assist women whose needs are not covered by EWC and maintain a roster of accurate and up-to-date region-wide community medical, social, and public health resources of free and/or low cost breast and cervical cancer screening services for California women in conjunction with the Region's HE.</li> </ul>		July 1, 2017 through June 30, 2019	

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 HE: Health Educator

CC: Clinical Coordinator  
 CHW: Community Health Worker

Exhibit A A1  
 Scope of Work  
 Years 4 and 5  
 (7/1/19 – 6/30/21)

<b>PROGRAM COMPONENT I: PROGRAM MANAGEMENT</b>			
<b>Component Goal: <u>Ensure timely and thorough completion of the deliverables and outcomes for this Agreement.</u></b>			
<b>OBJECTIVE 1: <u>Contractor's PD/PC will maintain program administrative functions to ensure EWC policies are met, program infrastructure is effective and efficient, and to ensure screening provision and promotion activities are conducted.</u></b>			
<u>Required Activities</u>	<u>Responsible Staff</u>	<u>Time Line</u>	<u>Deliverables/Outcomes</u>
a. Comply with all EWC program policy and procedures and follow protocols to ensure compliance with requirements as outlined in the National Breast and Cervical Cancer Early Detection Program (NBCCEDP) requirements; federal and state statutes, regulations, and guidelines; and the EWC Program Guide. <ul style="list-style-type: none"> <li>i. <u>Maintain staffing to ensure SOW fulfillment.</u></li> <li>ii. <u>Ensure staff attendance on conference calls and meetings, including but not limited to annual statewide EWC meetings, quarterly all staff conference calls, quarterly Clinical Coordinator and Health Education conference calls, and bi-weekly EWC patient navigation calls.</u></li> <li>iii. <u>Ensure completion of all mandatory documentation.</u></li> <li>iv. <u>Ensure contract staff compliance with all EWC staff inquiries and requests for documentation, assistance, and reporting including but not limited to during programmatic and fiscal onsite reviews, Corrective Action Plans (CAPs), and ad hoc requests.</u></li> </ul>	PD/PC	July 1, 2019 – July 30, 2021	1. <u>Staffing reports with staff résumés and applicable education documentation and valid licenses.</u> 2. <u>Staffing levels for each region shall include at least:</u> <ul style="list-style-type: none"> <li>a. <u>A Health Educator at or more than 75 percent FTE to fulfill Program Component II</u></li> <li>b. <u>A Clinical Coordinator at or more than 75 percent FTE to fulfill Program Component III</u></li> </ul> 3. <u>EWC roll call records, conference call and meeting agendas and minutes, and statewide meeting travel claims</u> 4. <u>Semi-annual progress reports</u> 5. <u>Annual progress report narratives</u> 6. <u>Program-related documentation and/or responses to ad hoc requests from EWC staff</u> 7. <u>Documents for Assessment as listed on the Site Visit Tools</u> 8. <u>CAPs and CAP updates, as applicable</u>

**Exhibit A A1**  
 Scope of Work  
 Years 4 and 5  
 (7/1/19 – 6/30/21)

<u><b>PROGRAM COMPONENT I: PROGRAM MANAGEMENT</b></u>			
<u>Component Goal: Ensure timely and thorough completion of the deliverables and outcomes for this Agreement.</u>			
<u>OBJECTIVE 1: Contractor's PD/PC will maintain program administrative functions to ensure EWC policies are met, program infrastructure is effective and efficient, and to ensure screening provision and promotion activities are conducted.</u>			
<u>Required Activities</u>	<u>Responsible Staff</u>	<u>Time Line</u>	<u>Deliverables/Outcomes</u>
			9. Survey responses 10. Participation in and feedback on EWC pilot projects 11. Assistance with or response to public inquiries received by EWC 12. CHEER data entry by contractor staff
b. <u>Ensure contractor expenditures adhere to budget.</u>	<u>PD/PC</u>	<u>July 1, 2019 – July 30, 2021</u>	1. <u>EWC approved budgets</u> 2. <u>Budget justification(s)</u> 3. <u>Monthly invoices with supporting expense documentation</u>



**Exhibit A A1**  
 Scope of Work  
 Years 4 and 5  
 (7/1/19 – 6/30/21)

<u>PROGRAM COMPONENT II: HEALTH EDUCATION</u>			
<u>Component Goal: Increase the number of EWC-eligible individuals who access breast and cervical cancer screening services by educating, motivating, guiding and navigating them to complete screening exams as part of their routine health care.</u>			
<u>OBJECTIVE 1: By June 30 annually, the Health Educator will provide health education to promote breast and cervical cancer screening and provide information about the Affordable Care Act (ACA) to a minimum of 720 EWC-eligible individuals.</u>			
<u>Required Activities</u>	<u>Responsible Staff</u>	<u>Time Line</u>	<u>Deliverables/Outcomes</u>
a. <u>In collaboration with the region's CC, conduct and evaluate a regional community needs assessment using local and state data, to be used to guide geographically targeted EWC services, per EWC guidelines.</u>	<u>HE</u>	<u>Annually</u>	1. <u>Regional needs assessment plan, due August of each contract year.</u> 2. <u>Evaluation of regional needs assessment plan, due June of each contract year</u>
b. <u>Utilizing the regional community needs assessment, update the education and outreach plan (EOP) which will identify areas that have the highest needs and/or EWC eligible individuals. Health education activities must be conducted in the areas identified.</u>	<u>PD/PC/HE</u>	<u>July 1, 2019 through June 30, 2021</u>	1. <u>Submit and obtain Health Education Consultant approval of the updated EOP annually</u>
c. <u>Recruit EWC-eligible individuals between the ages 21-64.</u> i. <u>Include but not limited to the underserved, uninsured, underinsured, rarely or never screened, and high-risk population.</u>	<u>HE and/or CHW</u>	<u>July 1, 2019 through June 30, 2021</u>	1. <u>75 percent of individuals receiving health education will be between the ages 21-64</u>

Exhibit A A1  
 Scope of Work  
 Years 4 and 5  
 (7/1/19 – 6/30/21)

<u>PROGRAM COMPONENT II: HEALTH EDUCATION</u>			
<u>Component Goal: Increase the number of EWC-eligible individuals who access breast and cervical cancer screening services by educating, motivating, guiding and navigating them to complete screening exams as part of their routine health care.</u>			
<u>OBJECTIVE 1: By June 30 annually, the Health Educator will provide health education to promote breast and cervical cancer screening and provide information about the Affordable Care Act (ACA) to a minimum of 720 EWC-eligible individuals.</u>			
<u>Required Activities</u>	<u>Responsible Staff</u>	<u>Time Line</u>	<u>Deliverables/Outcomes</u>
d. <u>Provide monthly health education to EWC eligible individuals either in health education classes or in a one on one setting utilizing EWC-approved curriculum.</u>	<u>HE and/or CHW</u>	<u>July 1, 2019 through June 30, 2021</u>	<ol style="list-style-type: none"> <li>1. <u>On average, a minimum of four Health Education Classes (HEC) per month, or one class per week</u></li> <li>2. <u>Combined minimum monthly average of 60 participants will receive health education</u></li> </ol>
e. <u>Distribute participant forms to all individuals receiving health education.</u> i. <u>Review all forms to identify eligible participants based on screening criteria for assistance and/or navigation according to the schedule and intervals required per protocol in EWC Program and Navigation Guide.</u>	<u>HE and/or CHW</u>	<u>July 1, 2019 through June 30, 2021</u>	<ol style="list-style-type: none"> <li>1. <u>All participants receiving health education will complete and sign a participant form</u></li> <li>2. <u>Review and assess 100 percent of signed participant forms</u></li> </ol>
f. <u>Distribute class evaluation to all individuals attending health education classes.</u>	<u>HE and/or CHW</u>	<u>July 1, 2019 through June 30, 2021</u>	<ol style="list-style-type: none"> <li>1. <u>80 percent of participants attending HEC will complete a class evaluation</u></li> </ol>
g. <u>Distribute EWC program and EWC Free or Low-Cost Insurance brochure to every HE participant and other EWC and community resources as needed.</u>	<u>HE and/or CHW</u>	<u>July 1, 2019 through June 30, 2021</u>	<ol style="list-style-type: none"> <li>1. <u>Completed materials distribution and log tracker submitted annually</u></li> </ol>

Exhibit A A1  
 Scope of Work  
 Years 4 and 5  
 (7/1/19 – 6/30/21)

<u>PROGRAM COMPONENT II: HEALTH EDUCATION</u>			
<u>Component Goal: Increase the number of EWC-eligible individuals who access breast and cervical cancer screening services by educating, motivating, guiding and navigating them to complete screening exams as part of their routine health care.</u>			
<u>OBJECTIVE 2: By June 30 annually, the Health Educator will establish and maintain a minimum of five community partners as collaborators to recruit EWC-eligible individuals from disparate populations to receive education promoting breast and cervical cancer screenings.</u>			
<u>Required Activities</u>	<u>Responsible Staff</u>	<u>Time Line</u>	<u>Deliverables/Outcomes</u>
a. <u>Recruit, establish and maintain community partners for opportunities to provide health education to EWC-eligible individuals.</u>	<u>PD/PC/HE</u>	<u>July 1, 2019 through June 30, 2021</u>	1. <u>Establish and maintain collaboration with a minimum of five community partners</u>
b. <u>Attend and participate in meetings and/or community events with the intention to establish opportunities for health education.</u>	<u>HE and/or CHW</u>	<u>July 1, 2019 through June 30, 2021</u>	1. <u>80 percent of health education activities should be in partnership with collaborator(s)</u>
c. <u>Must establish and maintain at least one agency/organization that supports the lesbian, gay, bisexual, transgender, and queer (and/or questioning) communities, or support EWC-eligible individuals with disabilities, and an agency/originator that focuses on African American individuals.</u>	<u>HE and/or CHW</u>	<u>July 1, 2019 through June 30, 2021</u>	1. <u>Establish and maintain at least one agency/organization that supports the lesbian, gay, bisexual, transgender, and queer (and/or questioning) communities or individuals with disabilities</u>  2. <u>Establish and maintain at least one agency/organization that focuses on African American individuals</u>

Exhibit A A1  
 Scope of Work  
 Years 4 and 5  
 (7/1/19 – 6/30/21)

<u>PROGRAM COMPONENT II: HEALTH EDUCATION</u>			
<u>Component Goal: Increase the number of EWC-eligible individuals who access breast and cervical cancer screening services by educating, motivating, guiding and navigating them to complete screening exams as part of their routine health care.</u>			
<u>OBJECTIVE 3: By June 30 annually, the Health Educator will maintain, and mobilize a minimum of seven (7) Community Health Workers (CHW) to assist the HE in educating, assisting, and navigating EWC-eligible individuals.</u>			
<u>Required Activities</u>	<u>Responsible Staff</u>	<u>Time Line</u>	<u>Deliverables/Outcomes</u>
a. <u>Utilizing the regional community needs assessment, determine areas of the highest need and provide justification for the number of CHWs needed.</u>	<u>PD/PC/HE</u>	<u>Annually</u>	1. <u>Justification for number of CHWs needed annually</u>
b. <u>Recruit, select, and maintain a minimum of seven (7) CHWs.</u>	<u>HE and/or CHW</u>	<u>July 1, 2019 through June 30, 2021</u>	1. <u>Maintain a minimum of seven (7) CHWs</u>
c. <u>HE will utilize CHWs to perform the following duties, including, but not limited to:</u> i. <u>Teaching or assisting classes in their native language.</u> ii. <u>Educate and navigate EWC-eligible population in one on one settings within their service areas.</u> iii. <u>Teaching or assisting at outreach events.</u> iv. <u>Acting as an interpreter and/or</u> v. <u>Assisting with translation of documents, as needed.</u>	<u>HE</u>	<u>July 1, 2019 through June 30, 2021</u>	1. <u>HEs use of and duties of CHWs will be assessed annually with CHW Activity Report</u>

Exhibit A A1  
 Scope of Work  
 Years 4 and 5  
 (7/1/19 – 6/30/21)

<u>PROGRAM COMPONENT II: HEALTH EDUCATION</u>			
<u>Component Goal: Increase the number of EWC-eligible individuals who access breast and cervical cancer screening services by educating, motivating, guiding and navigating them to complete screening exams as part of their routine health care.</u>			
<u>OBJECTIVE 3: By June 30 annually, the Health Educator will maintain, and mobilize a minimum of seven (7) Community Health Workers (CHW) to assist the HE in educating, assisting, and navigating EWC-eligible individuals.</u>			
<u>Required Activities</u>	<u>Responsible Staff</u>	<u>Time Line</u>	<u>Deliverables/Outcomes</u>
d. <u>All CHWs will receive training.</u>	PD/PC/HE	July 1, 2019 through June 30, 2021	<ol style="list-style-type: none"> <li>1. <u>New CHWs will be provided an orientation training</u></li> <li>2. <u>All CHWs (Tier I and Tier II) must:</u> <ol style="list-style-type: none"> <li>a. <u>Receive annual training including breast and cervical cancer screening requirement as mandated by CDC</u></li> <li>b. <u>Receive annual HIPAA training by the organization as well as EWC HIPAA Supplemental training</u></li> <li>c. <u>Receive on-going informational meetings as new EWC program policies are implemented and/or the EWC curriculum or educational materials are updated</u></li> </ol> </li> </ol>

Exhibit A A1  
 Scope of Work  
 Years 4 and 5  
 (7/1/19 – 6/30/21)

<u>PROGRAM COMPONENT II: HEALTH EDUCATION</u>			
<u>Component Goal: Increase the number of EWC-eligible individuals who access breast and cervical cancer screening services by educating, motivating, guiding and navigating them to complete screening exams as part of their routine health care.</u>			
<u>OBJECTIVE 3: By June 30 annually, the Health Educator will maintain, and mobilize a minimum of seven (7) Community Health Workers (CHW) to assist the HE in educating, assisting, and navigating EWC-eligible individuals.</u>			
<u>Required Activities</u>	<u>Responsible Staff</u>	<u>Time Line</u>	<u>Deliverables/Outcomes</u>
			3. <u>CHWs (Tier II) that teach HECs must:</u> a. <u>Be assessed using the "CHW Readiness Checklist" and approved by the HE prior to teaching</u> b. <u>Receive annual teaching assessment to be observed and trained in a teaching manner by the HE</u>

Exhibit A A1  
 Scope of Work  
 Years 4 and 5  
 (7/1/19 – 6/30/21)

<u>PROGRAM COMPONENT II: HEALTH EDUCATION</u>			
<u>Component Goal: Increase the number of EWC-eligible population who access breast and cervical cancer screening services by educating, motivating, guiding and navigating them to complete screening exams as part of their routine health care.</u>			
<u>OBJECTIVE 4: By June 30 annually, the Health Educator will assess all participant forms and identify EWC-eligible individuals to contact, follow-up, address, and document screening barriers by providing assistance and navigation.</u>			
<u>Required Activities</u>	<u>Responsible Staff</u>	<u>Time Line</u>	<u>Deliverables/outcome</u>
a. <u>Contact all eligible individuals, according to the criteria, schedule and intervals required in the EWC Program and Navigation Guide, to provide assistance, answer questions and encourage regular screening.</u>	<u>HE and/or CHW</u>	<u>July 1, 2019 through June 30, 2021</u>	<ol style="list-style-type: none"> <li><u>Contact must be made with 100 percent of eligible participants within two weeks after the health education encounter per protocol</u></li> <li><u>Document outcome of contact</u></li> </ol>
b. <u>Provide navigation services.</u>	<u>HE and/or CHW</u>	<u>July 1, 2019 through June 30, 2021</u>	<ol style="list-style-type: none"> <li><u>Minimum of 1-3 percent participants contacted will be provided navigation services</u></li> <li><u>Confirm participants scheduled screening appointments</u></li> <li><u>Confirm participants received screening</u></li> <li><u>70 percent of women received navigation services will be screened by EWC</u></li> </ol>
c. <u>Maintain a comprehensive list of resources for the region working with the CC to identify and verify contacts for community, medical, social, and public health services and resources.</u>	<u>HE/CHW/CC</u>	<u>July 1, 2019 through June 30, 2021</u>	<ol style="list-style-type: none"> <li><u>Regional resource list with annual verification of each contact</u></li> </ol>

Exhibit A A1  
 Scope of Work  
 Years 4 and 5  
 (7/1/19 – 6/30/21)

<u>PROGRAM COMPONENT II: HEALTH EDUCATION</u>			
<u>Component Goal: Increase the number of EWC-eligible population who access breast and cervical cancer screening services by educating, motivating, guiding and navigating them to complete screening exams as part of their routine health care.</u>			
<u>OBJECTIVE 4: By June 30 annually, the Health Educator will assess all participant forms and identify EWC-eligible individuals to contact, follow-up, address, and document screening barriers by providing assistance and navigation.</u>			
<u>Required Activities</u>	<u>Responsible Staff</u>	<u>Time Line</u>	<u>Deliverables/outcome</u>
d. <u>Identify and document navigation success stories per EWC directives.</u>	<u>CC/HE</u>	<u>Annually</u>	1. <u>One story about a resolved navigation case from each region due in May 2020 and 2021</u>



Exhibit A A1  
 Scope of Work  
 Years 4 and 5  
 (7/1/19 – 6/30/21)

<u>PROGRAM COMPONENT III: QUALITY CLINICAL SERVICES</u>				
<u>Component Goal: Screening, Diagnostic and Patient Navigation Services (SDPN)</u>				
<u>Integrate the delivery of timely and appropriate screening, diagnostic, referral and patient navigation and implementation of evidence-based interventions</u>				
<u>OBJECTIVE 1: By June 30 annually, the Clinical Coordinator will assist and/or provide navigation services to EWC recipients and other non-EWC individuals requiring breast and cervical cancer screening and diagnostic services.</u>				
<u>Required Activities</u>	<u>Responsible Staff</u>	<u>Time Line</u>	<u>Deliverables/Outcomes</u>	
a. <u>Provide assistance to EWC recipients, non-EWC individuals, community members and partners.</u>	<u>CC</u>	<u>July 1, 2019 through June 30, 2021</u>	1. <u>100 percent of assistance requests will result in a resolution within 30 days</u>	
b. <u>Contact recipients as directed by EWC for navigation follow up (including but not limited to lost to follow up/refuse care, referrals, etc.) to determine status and assess for navigation services.</u>	<u>CC</u>	<u>July 1, 2019 through June 30, 2021</u>	1. <u>Status of 100 percent of recipients will be contacted and documented</u>	
c. <u>Provide NS to recipients as directed by EWC.</u>	<u>CC</u>	<u>July 1, 2019 through June 30, 2021</u>	1. <u>100 percent of recipients identified as eligible for NS will be provided NS and documented as directed by EWC</u>	
d. <u>Conduct NS from screening final diagnosis and treatment initiation if needed as specified in EWC Navigator Guide.</u>	<u>CC</u>	<u>July 1, 2019 through June 30, 2021</u>	1. <u>Document delivery as directed by EWC for 100 percent of recipients who have consented to be navigated</u>	
e. <u>Evaluate progress and effectiveness of NS.</u>	<u>CC</u>	<u>July 1, 2019 through June 30, 2021</u>	1. <u>Of those navigated, 70 percent of individuals meet navigation goal, per protocol</u>	

Exhibit A A1  
 Scope of Work  
 Years 4 and 5  
 (7/1/19 – 6/30/21)

<u>PROGRAM COMPONENT III: QUALITY CLINICAL SERVICES</u>			
<u>Component Goal: Screening, Diagnostic and Patient Navigation Services (SDPN)</u>			
<u>Integrate the delivery of timely and appropriate screening, diagnostic, referral and patient navigation and implementation of evidence-based interventions</u>			
<u>OBJECTIVE 1: By June 30 annually, the Clinical Coordinator will assist and/or provide navigation services to EWC recipients and other non-EWC individuals requiring breast and cervical cancer screening and diagnostic services.</u>			
<u>Required Activities</u>	<u>Responsible Staff</u>	<u>Time Line</u>	<u>Deliverables/Outcomes</u>
<u>f. Maintain a comprehensive list of resources for the region, working with the HE to identify and verify contacts for community, medical, social, and public health services and resources.</u>	<u>CC/HE</u>	<u>July 1, 2019 through June 30, 2021</u>	<u>1. Regional Resource List with annual verification of each contact</u>
<u>g. Identify and document navigation success stories per EWC directives.</u>	<u>CC/HE</u>	<u>July 1, 2019 through June 30, 2021</u>	<u>1. One story about a resolved navigation case from each region due in May 2020 and 2021</u>

**Exhibit A A1**  
 Scope of Work  
 Years 4 and 5  
 (7/1/19 – 6/30/21)

<b>PROGRAM COMPONENT III: QUALITY CLINICAL SERVICES</b>			
<b>Component Goal: <u>Screening, Diagnostic and Patient Navigation Services (SDPN)</u></b>			
<u>Integrate the delivery of timely and appropriate screening, diagnostic, referral and patient navigation and implementation of evidence-based interventions</u>			
<b>OBJECTIVE 2: <u>By June 30 annually, the Clinical Coordinator will assist EWC providers to increase breast and cervical cancer screening clinic-level rates and/or strengthen the delivery of cancer screening services through implementation of evidence-based interventions (EBIs).</u></b>			
<u>Required Activities</u>	<u>Responsible Staff</u>	<u>Time Line</u>	<u>Deliverables/Outcomes</u>
a. <u>Collaborate with EWC clinical staff on development of materials and processes for EBI implementation.</u>	<u>CC</u>	<u>July 1, 2019 through June 30, 2021</u>	1. <u>Timely response to EWC requests for input on EBI materials and EBI implementation as specified by EWC staff</u>
b. <u>Receive training on how PCP will implement assigned EBI.</u>	<u>CC</u>	<u>July 1, 2019 through June 30, 2021</u>	1. <u>Attendance at all EBI-related training sessions as requested by EWC staff</u> 2. <u>CC will achieve a passing score on EBI training for PCPs post-training evaluation</u>
c. <u>Provide PCP staff an orientation and training on the utilization and implementation of assigned EBIs.</u>	<u>CC</u>	<u>July 1, 2019 through June 30, 2021</u>	1. <u>PCP staff will achieve a passing score on EBI training evaluation administered by CC</u>

Exhibit A A1  
 Scope of Work  
 Years 4 and 5  
 (7/1/19 – 6/30/21)

<u>PROGRAM COMPONENT III: QUALITY CLINICAL SERVICES</u>			
<u>Component Goal: Screening, Diagnostic and Patient Navigation Services (SDPN)</u>			
<u>Integrate the delivery of timely and appropriate screening, diagnostic, referral and patient navigation and implementation of evidence-based interventions</u>			
<u>OBJECTIVE 2: By June 30 annually, the Clinical Coordinator will assist EWC providers to increase breast and cervical cancer screening clinic-level rates and/or strengthen the delivery of cancer screening services through implementation of evidence-based interventions (EBIs).</u>			
<u>Required Activities</u>	<u>Responsible Staff</u>	<u>Time Line</u>	<u>Deliverables/Outcomes</u>
d. <u>Implement EBIs including but not limited to data gathering, training, ongoing TA and assessment of provider compliance.</u>	<u>CC</u>	<u>July 1, 2019 through June 30, 2021</u>	<ol style="list-style-type: none"> <li>1. <u>Completed check-list for EBI implementation including signed MOU, baseline, and annual clinic data collection per EBI protocol</u></li> <li>2. <u>Document response to EBI-related assistance requests from PCP staff within 30 days</u></li> </ol>

Exhibit A A1  
 Scope of Work  
 Years 4 and 5  
 (7/1/19 – 6/30/21)

<b><u>PROGRAM COMPONENT III: QUALITY CLINICAL SERVICES</u></b>			
<b><u>Component Goal: Screening, Diagnostic and Patient Navigation Services (SDPN)</u></b>			
<u>Integrate the delivery of timely and appropriate screening, diagnostic, referral and patient navigation and implementation of evidence-based interventions</u>			
<b><u>OBJECTIVE 3: By June 30 annually, the Clinical Coordinator will provide on-going monitoring, training and support to EWC providers.</u></b>			
<u>Required Activities</u>	<u>Responsible Staff</u>	<u>Time Line</u>	<u>Deliverables/Outcomes</u>
a. <u>Assess on-going providers training and assistance needs by utilizing EWC Site Review protocol, and data reports including but not limited to CPPI and PAR.</u>	<u>CC/PD</u>	<u>July 1, 2019 through June 30, 2021</u>	<ol style="list-style-type: none"> <li><u>List of providers needing a provider site visit (PSV) based on assessment</u></li> <li><u>Approval of the PSV list from EWC Clinical Staff</u></li> </ol>
b. <u>Schedule and conduct PSV at PCP physical site using EWC tools and protocols.</u>	<u>CC</u>	<u>July 1, 2019 through June 30, 2021</u>	<ol style="list-style-type: none"> <li><u>Completed PSV Tools and summary report</u></li> <li><u>Completed CAP with PSV score under 79 percent with follow up and resolution</u></li> <li><u>Documented assistance for PSV scores between 79-89 percent</u></li> </ol>

**Exhibit A A1**  
 Scope of Work  
 Years 4 and 5  
 (7/1/19 – 6/30/21)

<b><u>PROGRAM COMPONENT III: QUALITY CLINICAL SERVICES</u></b>			
<b><u>Component Goal: Screening, Diagnostic and Patient Navigation Services (SDPN)</u></b>			
<u>Integrate the delivery of timely and appropriate screening, diagnostic, referral and patient navigation and implementation of evidence-based interventions</u>			
<b><u>OBJECTIVE 3: By June 30 annually, the Clinical Coordinator will provide on-going monitoring, training and support to EWC providers.</u></b>			
<u>Required Activities</u>	<u>Responsible Staff</u>	<u>Time Line</u>	<u>Deliverables/Outcomes</u>
c. <u>Provide technical assistance (TA) and training to EWC providers to ensure quality service delivery, complete and accurate data submission and compliance with EWC regulations and policies.</u>	<u>CC</u>	<u>July 1, 2019 through June 30, 2021</u>	<ol style="list-style-type: none"> <li>1. <u>100 percent of assistance and training have documented resolution within 30 days</u></li> <li>2. <u>Resolution of errors based on Error Remediation Report within specified timeline</u></li> </ol>
d. <u>Evaluate effectiveness of PSV.</u>	<u>CC</u>	<u>July 1, 2019 through June 30, 2021</u>	<ol style="list-style-type: none"> <li>1. <u>100 percent of CAPs have documented resolution or revised CAP within specified time period</u></li> <li>2. <u>Decreased number of incomplete late cycles</u></li> <li>3. <u>Decreased number of DETEC errors</u></li> <li>4. <u>Improved PAR indicators</u></li> </ol>

**Exhibit A A1**  
 Scope of Work  
 Years 4 and 5  
 (7/1/19-6/30/21)

<b><u>PROGRAM COMPONENT III: QUALITY CLINICAL SERVICES</u></b>			
<b><u>Component Goal: Screening, Diagnostic and Patient Navigation Services (SDPN)</u></b>			
<u>Integrate the delivery of timely and appropriate screening, diagnostic, referral and patient navigation services and implementation of evidence-based interventions</u>			
<b><u>OBJECTIVE 4: By June 30 annually, the Clinical Coordinator will identify and recruit Medi-Cal providers in good-standing and train new EWC providers to meet eligible population needs for EWC services by maintaining adequate provider coverage.</u></b>			
<u>Required Activities</u>	<u>Responsible Staff</u>	<u>Time Line</u>	<u>Deliverables/Outcomes</u>
a. <u>In collaboration with the region's HE, conduct and evaluate a regional community needs assessment using local and state data, to be used to guide geographically targeted EWC services per EWC protocol.</u>	<u>CC</u>	<u>Annually</u>	1. <u>Regional Needs Assessment Plan, due August of each contract year.</u> 2. <u>Evaluation of Regional Needs Assessment Plan, due June of each contract year</u>
b. <u>Utilizing the regional community needs assessment, document community needs for EWC services utilizing the EWC "Provider Recruitment, Eligibility and Enrollment Protocol" (PREEP).</u>	<u>CC</u>	<u>July 1, 2019 through June 30, 2021</u>	1. <u>Completed PREEP at a minimum every 12 months and as needed per protocol</u>
c. <u>Identify, and recruit providers for EWC based on community needs assessment utilizing the PREEP and EWC Provider Recruitment and Outreach Plan (PROP).</u>	<u>CC</u>	<u>July 1, 2019 through June 30, 2021</u>	1. <u>Completed PREEP for each potential PCP documented on EWC PROP</u>
d. <u>Enroll and orient new providers and staff in EWC covered services and program requirements.</u>	<u>CC</u>	<u>July 1, 2019 through June 30, 2021</u>	1. <u>Completed EWC new provider orientation, provider survey forms, and DETEC training within 60 days of submission to EWC Provider Services of the EWC Primary Care Provider Enrollment Agreement (PCPEA)</u>

**Exhibit A A1**  
 Scope of Work  
 Years 4 and 5  
 (7/1/19-6/30/21)

<b><u>PROGRAM COMPONENT III: QUALITY CLINICAL SERVICES</u></b>			
<b><u>Component Goal: Screening, Diagnostic and Patient Navigation Services (SDPN)</u></b>			
<u>Integrate the delivery of timely and appropriate screening, diagnostic, referral and patient navigation services and implementation of evidence-based interventions</u>			
<b><u>OBJECTIVE 4: By June 30 annually, the Clinical Coordinator will identify and recruit Medi-Cal providers in good-standing and train new EWC providers to meet eligible population needs for EWC services by maintaining adequate provider coverage.</u></b>			
<u>Required Activities</u>	<u>Responsible Staff</u>	<u>Time Line</u>	<u>Deliverables/Outcomes</u>
e. <u>Evaluate effectiveness of recruitment and training for newly enrolled providers utilizing the PREEP, the EWC PROP, and EWC data reports.</u>	<u>CC</u>	<u>July 1, 2019 through June 30, 2021</u>	<ol style="list-style-type: none"> <li>1. <u>A minimum of 1 contact with new provider within 30 days of enrollment</u></li> <li>2. <u>Complete documentation of new provider follow-up assistance or site visit</u></li> </ol>
f. <u>Maintain a current list of active provider sites in CHEER.</u>	<u>CC</u>	<u>July 1, 2019 through June 30, 2021</u>	<ol style="list-style-type: none"> <li>1. <u>Update provider information including contacts updated annually and as needed or as directed by EWC</u></li> <li>2. <u>Complete initial provider survey for each EWC PCP</u></li> <li>3. <u>Complete annual provider survey for each EWC PCP administered per EWC instruction</u></li> </ol>



Exhibit B, Attachment IV  
Budget (Year 4)  
July 1, 2019 through June 30, 2020

	Budget Amount
A. PERSONNEL	\$191,624
B. FRINGE BENEFITS (Not to Exceed 45.256% of Total Salaries)	\$86,721
C. OPERATING EXPENSES	\$6,994
D. EQUIPMENT	\$0
E. TRAVEL AND PER DIEM (@ CalHR Rates)	\$5,200
F. SUBCONTRACTS/CONSULTANTS	\$25,800
G. OTHER COSTS	\$0
H. INDIRECT COSTS (Not to Exceed 12% of Total Direct Costs)	\$37,961
<b>TOTAL</b>	<b>\$354,300</b>

Exhibit B, Attachment V  
Budget (Year 5)  
July 1, 2020 through June 30, 2021

	Budget Amount
A. PERSONNEL	\$196,415
B. FRINGE BENEFITS (Not to Exceed 45.256% of Total Salaries)	\$88,890
C. OPERATING EXPENSES	\$5,249
D. EQUIPMENT	\$0
E. TRAVEL AND PER DIEM (@CalHR Rates)	\$4,960
F. SUBCONTRACTS/CONSULTANTS	\$20,825
G. OTHER COSTS	\$0
H. INDIRECT COSTS (Not to Exceed 12% of Total Direct Costs)	\$37,961
TOTAL	\$354,300

## **Exhibit P**

### **Non-Discrimination and Language Assistance**

This exhibit highlights state and federal statutes and regulations, including statutes and regulations contained in the *Welfare and Institutions Code (W&I Code)*, *California Code of Regulations (CCR)*, Patient Protection and Affordable Care Act (ACA) and Code of Federal Regulations (CFR). The following statutes and regulations are binding for Medi-Cal providers, their designated agents, all public and private agencies and/or individuals that are engaged in planning, providing or securing Medi-Cal services for or on behalf of recipients or applicants.

Section 1557 of ACA prohibits discrimination on the basis of race, color, national origin, sex, age or disability in certain health programs or activities. Section 1557 builds on long-standing federal civil rights laws: Title VI of the Civil Rights Act of 1964; Title IX of the Education Amendments of 1972, Section 504 of the Rehabilitation Act of 1973 and the Age Discrimination Act of 1975.

The Health and Human Services (HHS) Office for Civil Rights (OCR) issued its final rule implementing Section 1557 at Title 45 CFR Part 92. The rule applies to any health program or activity, any part of which receives federal financial assistance, an entity established under Title I of the ACA that administers a health program or activity, and HHS. In addition to other requirements, Title 45 CFR Part 92.201, requires:

1. Language assistance services requirements:

Language assistance services required under paragraph (a) of Part 92.201 must be accurate, timely and provided free of charge, and protect the privacy and independence of the individual with limited English proficiency. *Specific requirements for interpreter and translation services* Subject to paragraph (a) of Part 92.201:

- A covered entity shall offer a qualified interpreter to an individual with limited English proficiency when oral interpretation is a reasonable step to provide meaningful access for that individual with limited English proficiency.
- A covered entity shall use a qualified translator when translating written content in paper or electronic form.

2. Grievance procedures and notice requirements:

- A covered entity that employs 15 or more persons must designate at least one employee to coordinate its compliance with Section 1557, including the investigation of grievances, and must adopt procedures providing for the prompt and equitable resolution of grievances, as required by paragraphs (a) and (b) of Part 92.7.
- A covered entity must notify beneficiaries of its compliance with Section 1557, as required by Part 92.8, including the availability of the grievance procedure and how to file a grievance. Significant publications and communications must contain the notice required by Part 92.8 as well as taglines offering language assistance in at least the top 15 languages spoken by individuals with limited English proficiency.

For more information about the application and requirements of the final rule implementing Section 1557, providers should contact their representative professional organizations. They may also visit the HHS OCR Section 1557 web page to find sample materials and other resources (<http://www.hhs.gov/civil-rights/for-individuals/section-1557/index.html>).

**Exhibit P**  
Non-Discrimination and Language Assistance

Senate Bill (SB) 223 (Atkins, Chapter 771, Statutes of 2017) codified certain requirements of HHS OCR Section 1557 of the ACA and expanded the list of protected characteristics for purposes of the Department of Health Care Services' (DHCS') nondiscrimination notices to include race, color, national origin, ancestry, religion, sex, marital status, gender, gender identity, sexual orientation, age or disability. DHCS and Medi-Cal providers are also prohibited from discriminating unlawfully on any protected ground identified in Government Code Section 11135.

3. Contact Information for Claims of Discrimination:

In the event that a Medi-Cal beneficiary makes a claim that a health care provider has failed to provide covered Medi-Cal services or unlawfully discriminated in another way on the basis of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation, the health care provider must refer the Medi-Cal beneficiary to its Section 1557 grievance coordinator, if applicable, and to DHCS' Office of Civil Rights by phone, in writing, or electronically:

- By phone: Call 916-440-7370. If beneficiaries cannot speak or hear well, please call 711 (Telecommunications Relay Service).
- In writing: Fill out a complaint form or send a letter to:  

Michele Villados  
Deputy Director, Office of Civil Rights  
Department of Health Care Services  
P.O. Box 997413, MS 0009  
Sacramento, CA 95899-7413
- Electronically: Send an email to [CivilRights@dhcs.ca.gov](mailto:CivilRights@dhcs.ca.gov).

Complaint forms are available at: [http://www.dhcs.ca.gov/Pages/Language\\_Access.aspx](http://www.dhcs.ca.gov/Pages/Language_Access.aspx).

In the event that a Medi-Cal beneficiary makes a claim that a health care provider unlawfully discriminated on the basis of race, color, national origin, age, disability or sex, the health care provider must also refer the Medi-Cal beneficiary to the U.S. Department of Health and Human Services, Office for Civil Rights by phone, in writing, or electronically:

- By phone: Call 1-800-368-1019. If beneficiaries cannot speak or hear well, please call TTY/TDD 1-800-537-7697.
- In writing: Fill out a complaint form or sent a letter to:  

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201
- Electronically: Visit the Office for Civil Rights Complaint Portal at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

## CALIFORNIA CIVIL RIGHTS LAWS CERTIFICATION

Pursuant to Public Contract Code section 2010, if a bidder or proposer executes or renews a contract over \$100,000 on or after January 1, 2017, the bidder or proposer hereby certifies compliance with the following:

1. CALIFORNIA CIVIL RIGHTS LAWS: For contracts over \$100,000 executed or renewed after January 1, 2017, the contractor certifies compliance with the Unruh Civil Rights Act (Section 51 of the Civil Code) and the Fair Employment and Housing Act (Section 12960 of the Government Code); and
2. EMPLOYER DISCRIMINATORY POLICIES: For contracts over \$100,000 executed or renewed after January 1, 2017, if a Contractor has an internal policy against a sovereign nation or peoples recognized by the United States government, the Contractor certifies that such policies are not used in violation of the Unruh Civil Rights Act (Section 51 of the Civil Code) or the Fair Employment and Housing Act (Section 12960 of the Government Code).

### CERTIFICATION

I, the official named below, certify under penalty of perjury under the laws of the State of California that the foregoing is true and correct.  <i>Proposer/Bidder Firm Name (Printed)</i>  County of Santa Barbara	<i>Federal ID Number</i>  94-6002833
<i>By (Authorized Signature)</i>  _____	
<i>Printed Name and Title of Person Signing</i>  Van Do-Reynoso, MPH, PhD, Public Health Director	
<i>Date Executed</i>  _____	<i>Executed in the County and State of</i>  Santa Barbara, California

CCC-307

**CERTIFICATION**

I, the official named below, CERTIFY UNDER PENALTY OF PERJURY that I am duly authorized to legally bind the prospective Contractor to the clause(s) listed below. This certification is made under the laws of the State of California.

<i>Contractor/Bidder Firm Name (Printed)</i>		<i>Federal ID Number</i>
County of Santa Barbara		94-6002833
<i>By (Authorized Signature)</i>		
<i>Printed Name and Title of Person Signing</i>		
Van Do-Reynoso, MPH, PhD, Public Health Director		
<i>Date Executed</i>	<i>Executed in the County of</i>	
	Santa Barbara	

**CONTRACTOR CERTIFICATION CLAUSES**

1. STATEMENT OF COMPLIANCE: Contractor has, unless exempted, complied with the nondiscrimination program requirements. (Gov. Code §12990 (a-f) and CCR, Title 2, Section 8103) (Not applicable to public entities.)

2. DRUG-FREE WORKPLACE REQUIREMENTS: Contractor will comply with the requirements of the Drug-Free Workplace Act of 1990 and will provide a drug-free workplace by taking the following actions:

a. Publish a statement notifying employees that unlawful manufacture, distribution, dispensation, possession or use of a controlled substance is prohibited and specifying actions to be taken against employees for violations.

b. Establish a Drug-Free Awareness Program to inform employees about:

- 1) the dangers of drug abuse in the workplace;
- 2) the person's or organization's policy of maintaining a drug-free workplace;
- 3) any available counseling, rehabilitation and employee assistance programs; and,
- 4) penalties that may be imposed upon employees for drug abuse violations.

c. Every employee who works on the proposed Agreement will:

- 1) receive a copy of the company's drug-free workplace policy statement; and,
- 2) agree to abide by the terms of the company's statement as a condition of employment on the Agreement.

Failure to comply with these requirements may result in suspension of payments under the Agreement or termination of the Agreement or both and Contractor may be ineligible for award of any future State agreements if the department determines that any of the following has occurred: the Contractor has made false certification, or violated the

certification by failing to carry out the requirements as noted above. (Gov. Code §8350 et seq.)

3. NATIONAL LABOR RELATIONS BOARD CERTIFICATION: Contractor certifies that no more than one (1) final unappealable finding of contempt of court by a Federal court has been issued against Contractor within the immediately preceding two-year period because of Contractor's failure to comply with an order of a Federal court, which orders Contractor to comply with an order of the National Labor Relations Board. (Pub. Contract Code §10296) (Not applicable to public entities.)

4. CONTRACTS FOR LEGAL SERVICES \$50,000 OR MORE- PRO BONO REQUIREMENT: Contractor hereby certifies that contractor will comply with the requirements of Section 6072 of the Business and Professions Code, effective January 1, 2003.

Contractor agrees to make a good faith effort to provide a minimum number of hours of pro bono legal services during each year of the contract equal to the lesser of 30 multiplied by the number of full time attorneys in the firm's offices in the State, with the number of hours prorated on an actual day basis for any contract period of less than a full year or 10% of its contract with the State.

Failure to make a good faith effort may be cause for non-renewal of a state contract for legal services, and may be taken into account when determining the award of future contracts with the State for legal services.

5. EXPATRIATE CORPORATIONS: Contractor hereby declares that it is not an expatriate corporation or subsidiary of an expatriate corporation within the meaning of Public Contract Code Section 10286 and 10286.1, and is eligible to contract with the State of California.

6. SWEATFREE CODE OF CONDUCT:

a. All Contractors contracting for the procurement or laundering of apparel, garments or corresponding accessories, or the procurement of equipment, materials, or supplies, other than procurement related to a public works contract, declare under penalty of perjury that no apparel, garments or corresponding accessories, equipment, materials, or supplies furnished to the state pursuant to the contract have been laundered or produced in whole or in part by sweatshop labor, forced labor, convict labor, indentured labor under penal sanction, abusive forms of child labor or exploitation of children in sweatshop labor, or with the benefit of sweatshop labor, forced labor, convict labor, indentured labor under penal sanction, abusive forms of child labor or exploitation of children in sweatshop labor. The contractor further declares under penalty of perjury that they adhere to the Sweatfree Code of Conduct as set forth on the California Department of Industrial Relations website located at [www.dir.ca.gov](http://www.dir.ca.gov), and Public Contract Code Section 6108.

b. The contractor agrees to cooperate fully in providing reasonable access to the contractor's records, documents, agents or employees, or premises if reasonably required by authorized officials of the contracting agency, the Department of Industrial Relations,

or the Department of Justice to determine the contractor's compliance with the requirements under paragraph (a).

7. DOMESTIC PARTNERS: For contracts over \$100,000 executed or amended after January 1, 2007, the contractor certifies that contractor is in compliance with Public Contract Code section 10295.3.

## **DOING BUSINESS WITH THE STATE OF CALIFORNIA**

The following laws apply to persons or entities doing business with the State of California.

1. CONFLICT OF INTEREST: Contractor needs to be aware of the following provisions regarding current or former state employees. If Contractor has any questions on the status of any person rendering services or involved with the Agreement, the awarding agency must be contacted immediately for clarification.

Current State Employees (Pub. Contract Code §10410):

- 1). No officer or employee shall engage in any employment, activity or enterprise from which the officer or employee receives compensation or has a financial interest and which is sponsored or funded by any state agency, unless the employment, activity or enterprise is required as a condition of regular state employment.
- 2). No officer or employee shall contract on his or her own behalf as an independent contractor with any state agency to provide goods or services.

Former State Employees (Pub. Contract Code §10411):

- 1). For the two-year period from the date he or she left state employment, no former state officer or employee may enter into a contract in which he or she engaged in any of the negotiations, transactions, planning, arrangements or any part of the decision-making process relevant to the contract while employed in any capacity by any state agency.
- 2). For the twelve-month period from the date he or she left state employment, no former state officer or employee may enter into a contract with any state agency if he or she was employed by that state agency in a policy-making position in the same general subject area as the proposed contract within the 12-month period prior to his or her leaving state service.

If Contractor violates any provisions of above paragraphs, such action by Contractor shall render this Agreement void. (Pub. Contract Code §10420)

Members of boards and commissions are exempt from this section if they do not receive payment other than payment of each meeting of the board or commission, payment for preparatory time and payment for per diem. (Pub. Contract Code §10430 (e))



2. LABOR CODE/WORKERS' COMPENSATION: Contractor needs to be aware of the provisions which require every employer to be insured against liability for Worker's Compensation or to undertake self-insurance in accordance with the provisions, and Contractor affirms to comply with such provisions before commencing the performance of the work of this Agreement. (Labor Code Section 3700)

3. AMERICANS WITH DISABILITIES ACT: Contractor assures the State that it complies with the Americans with Disabilities Act (ADA) of 1990, which prohibits discrimination on the basis of disability, as well as all applicable regulations and guidelines issued pursuant to the ADA. (42 U.S.C. 12101 et seq.)

4. CONTRACTOR NAME CHANGE: An amendment is required to change the Contractor's name as listed on this Agreement. Upon receipt of legal documentation of the name change the State will process the amendment. Payment of invoices presented with a new name cannot be paid prior to approval of said amendment.

5. CORPORATE QUALIFICATIONS TO DO BUSINESS IN CALIFORNIA:

a. When agreements are to be performed in the state by corporations, the contracting agencies will be verifying that the contractor is currently qualified to do business in California in order to ensure that all obligations due to the state are fulfilled.

b. "Doing business" is defined in R&TC Section 23101 as actively engaging in any transaction for the purpose of financial or pecuniary gain or profit. Although there are some statutory exceptions to taxation, rarely will a corporate contractor performing within the state not be subject to the franchise tax.

c. Both domestic and foreign corporations (those incorporated outside of California) must be in good standing in order to be qualified to do business in California. Agencies will determine whether a corporation is in good standing by calling the Office of the Secretary of State.

6. RESOLUTION: A county, city, district, or other local public body must provide the State with a copy of a resolution, order, motion, or ordinance of the local governing body which by law has authority to enter into an agreement, authorizing execution of the agreement.

7. AIR OR WATER POLLUTION VIOLATION: Under the State laws, the Contractor shall not be: (1) in violation of any order or resolution not subject to review promulgated by the State Air Resources Board or an air pollution control district; (2) subject to cease and desist order not subject to review issued pursuant to Section 13301 of the Water Code for violation of waste discharge requirements or discharge prohibitions; or (3) finally determined to be in violation of provisions of federal law relating to air or water pollution.

8. PAYEE DATA RECORD FORM STD. 204: This form must be completed by all contractors that are not another state agency or other governmental entity.