

**CALIFORNIA WORK OPPORTUNITY AND RESPONSIBILITY TO KIDS
(CalWORKs)
To Provide Mental Health Supportive Services**

STATEMENT OF WORK (SOW)

1.0 INTRODUCTION

1.1 HEADINGS/ACRONYMS AND TERMS/DEFINITIONS

The headings herein contained are for convenience and reference only and are not intended to define the scope of any provision thereof. The words as used herein shall be construed to have the meanings described in the attached Exhibit (Exhibit 1) unless otherwise apparent from the context in which they are used.

1.2 OVERVIEW

California Work Opportunity and Responsibility to Kids (CalWORKs) is a welfare program that provides temporary financial assistance and employment services to families with minor children (CalWORKs 101, Exhibit 2). Temporary Assistance for Needy Families (TANF) is the federal block grant welfare funding source for CalWORKs. CalWORKs sets statewide eligibility standards, but gives counties flexibility in designing programs to meet local needs. CalWORKs is administered in Los Angeles County by the Department of Public Social Services (DPSS).

Families who apply and qualify for CalWORKs assistance receive monthly financial assistance to help pay for housing, food and other necessary expenses. Eligible CalWORKs families receive cash aid, Medi-Cal and CalFresh, formerly referred to as Food Stamps. Most aided adult parents and caretakers are required to participate in DPSS' Welfare-to-Work (WtW) program.

California's Welfare-to-Work (WtW) program is designed to assist individuals who are receiving assistance through CalWORKs to transition, as rapidly as possible, from dependence on public assistance into unsubsidized employment and self-sufficiency. DPSS' WtW program,

named Greater Avenues for Independence (GAIN), helps adult CalWORKs parents or caretakers acquire the skills needed to get a job and achieve self-sufficiency. Parents or caretakers of CalWORKs aided children, unless exempted from work activities by DPSS, must meet work requirements by participating in WtW activities. GAIN provides motivational and goal-setting workshops, intensive job-finding workshops, and short-term job-focused training and education. Other WtW activities include unsubsidized and subsidized employment, on-the-job work experience, community service, vocational training, and educational services. Child care services and transportation are provided for participants engaged in WtW activities.

Specialized supportive services are also available as part of a participant's WtW requirements and include mental health, substance use disorder and domestic violence treatment services. All CalWORKs participants are advised of the availability of and screened for referral to specialized supportive services. CalWORKs supportive services are designed to remove barriers to employment.

CalWORKs mental health treatment providers are required to deliver mental health assessment and treatment services to CalWORKs WtW participants who have a mental health barrier to employment. Mental health supportive services must include a comprehensive array of services to include: outreach and engagement activities; crisis management; clinical assessment; individual, collateral and group psychotherapy; medication management, support and education; rehabilitation and peer support services; Supported Employment Individual Placement and Support (SE-IPS) services; case management; substance use disorder and domestic violence counseling.

The GAIN Services Worker (GSW), together with the CalWORKs participant, develop the WtW plan to include treatment services for all supportive services. An intensive and coordinated approach to treatment services is required for participants receiving other specialized supportive services, such as domestic violence, substance use disorder, or services

through the CalWORKs Family Stabilization Program. CalWORKs Family Stabilization is a sub-program of CalWORKs to address wide-ranging barriers to employment and includes services to children. Additionally, the SE – IPS component of the mental health services requires the inclusion of a dedicated Employment Specialist as part of the mental health treatment team to provide employment services. It is required that SE-IPS services be fully integrated into each provider’s CalWORKs mental health supportive services delivery system.

2.0 SCOPE OF WORK

2.1 CalWORKs MENTAL HEALTH SERVICES and ELIGIBILITY

Contracted agencies shall deliver mental health treatment services utilizing evidence-based practices in order to reduce mild, moderate, and/or severe psychiatric symptoms. Such symptoms and/or impairments must be documented as barriers to employment. Participants must meet diagnostic criteria for at least one mental disorder, as defined by the Diagnostic and Statistical Manual, Fifth Edition, American Psychiatric Association, (2013) but **do not** have to meet DMH’s medical necessity criteria for Medi-Cal reimbursement. CalWORKs participants are eligible for mental health supportive services upon being assessed to have a DSM V diagnosis. Eligible diagnoses include V codes and other conditions that may be a focus of clinical attention that are not typically eligible for services through the DMH system due to its medical necessity criteria. The Contractors shall be expected to provide the following mental health services as outlined below:

2.2 TYPES OF TREATMENT SERVICES

All CalWORKs participants must be able to access CalWORKs Mental Health Supportive Services as described below. Treatment services are to be family focused and designed to remove mental health barriers to employment. (Short-Doyle/Medi-Cal Organizational Provider’s Manual, 2016, Exhibit 3)

Assessment:

Contractors shall conduct clinical assessments using DMH's Adult Full Assessment (Exhibit 4). Per DMH, an "assessment" is a clinical analysis of a client's history and a current status of mental, emotional, or behavioral disorder; relevant to cultural issues and history; diagnosis and testing procedures. The assessment is to be completed within 60 days of enrollment in treatment services. Specific emphasis is given to the functioning of the family as a whole. The assessment must document signs and symptoms that support the diagnosis and demonstrate clearly how symptoms function as barriers to employment.

Engagement:

Engagement is defined as the process by which a collaborative relationship between a service provider and an individual is established. Engagement may be brief or may occur over multiple encounters with a participant. Contractor shall utilize various outreach strategies to engage new participants in treatment and re-engage participants who demonstrate poor attendance or a lack of commitment to treatment.

Contractors will be allowed an additional 30-day period following an assessment to fully engage the participant in treatment. During this extension period, the Contractor is required to hold a case conference among the treatment team in order to assign a participant to a Level of Care (LOC) by utilizing the Levels of Care and Utilization Review Matrix (2016) (Exhibit 5). Therefore, the assessment/engagement period will be 90 days during which the assessment is completed and sufficient time allowed to engage the participant in treatment. At the completion of the 90-day assessment/engagement period, all participants must be assigned to a LOC, and treatment goals and objectives established utilizing DMH's Client Treatment Plan (Exhibit 6). Contractor shall provide treatment planning relative to clinical need in conformity with this

SOW and any addenda thereto, which may be subject to change as determined by DMH based on program evaluation and outcomes. Any such change may be accomplished through an administrative amendment to the Agreement.

Individual Therapy:

Contractors must provide individual therapy utilizing evidence-based practices applicable to the CalWORKs population in order to reduce mental health symptoms and remove barriers to employment. Individual therapy services provided shall be consistent with the Levels of Care assigned. If needed, treatment may be provided in the home or in other community locations based on the needs of the participant. Sessions with collaterals, such as family members and significant support persons, shall be offered in order to enhance the mental health functioning of the CalWORKs participant.

Group Therapy:

Contractors shall provide group therapy to participants. A group shall be defined as two or more CalWORKs participants who are treated at the same time in order to remove barriers to employment. Treatment topics may include, but are not limited to, anger management, co-occurring disorders, management of anxiety and depression, and parenting issues that may present as barriers to employment.

2.2.1 Medication Support Services:

Contractors must provide on-site medication support services to participants who, based on medical assessment, would appear to benefit from pharmacological intervention. Medication support services include prescribing, administering, dispensing and monitoring of psychiatric medications.

2.2.2 Crisis Management:

Contractors shall provide crisis management services to participants who are experiencing an acute exacerbation of psychiatric symptoms

that, if left untreated, could present an imminent threat to the participant or others.

2.2.3 Case Management:

Contractors shall offer intensive and family-focused case management services to participants and their families in order to link them with the support and services necessary to remove barriers to employment and to allow them to meet their service plan objectives. Referral services and linkages may include legal aid, peer support, child care, transportation, and housing services.

2.2.4 Rehabilitation Services:

Contractors shall provide rehabilitation services which include assistance in improving, maintaining, or restoring one or more individuals' functional skills. Contractors shall implement the CalWORKs Administration (2014) Life Skills Support Group Curriculum (Exhibit 7) designed to enhance a participant's skills in areas including motivation, communication, assertiveness, parenting, and money management.

2.3 OUTREACH SERVICES

Contractor shall provide community outreach services as needed. Outreach Services are to be provided to the community-at-large, to include special population groups, human service agencies, and at-risk individuals and families who are not clients of the mental health system in order to educate them about and engage them into CalWORKs services.

DMH will specify an allowable percentage of each provider's allocation for outreach activities. The allowable percentage will be based on the potential number of participants who may need to access treatment services within each GAIN Region. Outreach program services are described below:

2.3.1 Mental Health Promotion (MHP) is directed to educating participants with mental health barriers to employment and dispelling myths regarding mental illness, its stigma, and its effects on their benefits and ability to be gainfully employed, etc. These

activities can occur at DPSS/GAIN offices, job clubs, community colleges, faith-based organizations, social and health service agencies, and community gatherings.

The use of MHP is also approved for the Employment Specialist's generalized job development activities that are not being provided for a specific client as part of the SE-IPS program.

2.3.2 Community Client Services (CCS) are directed to a more specific population of CalWORKs participants. CCS is typically directed towards identifying CalWORKs participants who may go to a clinic for treatment services but have not been assessed for services. CCS can be used to prevent exacerbation of mental health problems in individuals and occurrences of these problems in communities. CCS can also be used to assist persons who have a mental health barrier to employment and have not engaged in ongoing mental health treatment services.

2.4 SUPPORTED EMPLOYMENT SERVICES

Contractor must provide supported employment services consistent with the SE-IPS Model. SE-IPS is an evidence-based approach that helps persons with mental disorders find and keep competitive employment. Participants who are not working, not working to capacity, or who may not benefit from DPSS GAIN employment-related services will be provided SE-IPS. SE-IPS services shall be provided by Employment Specialists and services are to be fully integrated into the delivery of CalWORKs mental health supportive services.

SE-IPS services will be provided in coordination with the participant's GSW and the Vocational Specialist at the Los Angeles County Office of Education. DPSS' GSW will be responsible for coordinating and incorporating the participant's vocational plan into their individualized CalWORKs WtW plan. In describing their prospective SE-IPS services in the proposal, the Contractor may reference the Dartmouth IPS website

(<http://sites.dartmouth.edu/ips/>). See the required SE-IPS documentation (Exhibit 8).

2.5 ANCILLARY SERVICES

Contractor is expected to provide ancillary services to support participants involved in CalWORKs mental health services. Ancillary services may include the referral and coordination of services to the children of CalWORKs participants; substance use disorder treatment; domestic violence services and peer support. Initial assessment and quarterly re-assessment of participants' need for ancillary services is required. Incentive or rewards programs to enhance participants' engagement and/or participation in mental health services are encouraged. Incentives may include certificates of completion, gift cards, and recognition events for milestone achievements.

2.6 SERVICES DELIVERED IN THE HOME OR IN THE FIELD

Services may be delivered in the field, at the participant's place of residence, employment, school sites or appropriate setting as needed.

2.6.1 To provide effective SE-IPS services, it is required that Employment Specialists frequently and consistently visit local employers, job fairs and other sites participants may utilize in their employment activities. Employment Specialists are required to be in the field approximately 65% of their 40 hour work week.

2.6.2 Should participants fail to attend treatment despite telephone prompts, case managers and/or clinicians are required to visit participants in the field to help them overcome barriers to attending treatment. Limited clinical service will be provided at the participant's home with the goal of transitioning participants into office visits and/or alternative sites.

2.6.3 Ongoing SE-IPS field visits will be provided to meet the needs of CalWORKs participants.

2.7 COORDINATION WITH DPSS/CalWORKs/GAIN

2.7.1 Contractor must collaborate and coordinate services to participants with DPSS CalWORKs and GAIN programs utilizing appropriate DPSS GAIN forms and following procedures as specified in DPSS' Administrative Directive No. 4865 (Exhibit 9). Contractor **shall**:

2.7.1.1 Provide an appointment to CalWORKs WtW participants in accordance with DPSS' Priority Level System which indicates that the agency provides an assessment appointment within 2 days for a Level 1 referral; within 5 – 10 days for a Level 2 referral, and within 10 – 15 days for a Level 3 referral.

2.7.1.2 Ensure all GAIN referrals for clinical assessment and treatment are accompanied by the appropriate referral forms (GN 6006A) CalWORKs Clinical Assessment Referral/Results, and (GN 6006B) CalWORKs Specialized Supportive Services Referral/Results) which verify eligibility for CalWORKs WtW participants.

DMH is required to respond via the CalWORKs Clinical Assessment Results (GN 6006A, pg. 2) within five (5) days of the assessment appointment whether or not the participant attended the initial clinical assessment, requires treatment, refused treatment, or agreed to participate in treatment services and activities.

2.7.1.3 Upon initiation of treatment services, DMH is required to utilize the CalWORKs Specialized Supportive Services Results form (GN 6006B pg. 2) to report the following:

- (1) confirmation that the participant attended their treatment appointment;
- (2) the date that treatment services began;
- (3) the expected duration of treatment services;

(4) the participant's ability to participate in a WtW activity in addition to mental health services. The form must be returned to DPSS within five (5) days of the first treatment appointment.

- 2.7.1.4** Provide notification of a participant's progress and/or termination of services to DPSS/GAIN on a quarterly basis using the Mental Health/Substance Abuse/Domestic Violence/Family Preservation Program Service Provider Progress Report (GN 6008) within fifteen (15) days of the postmark date. A CalWORKs Supportive Services Enrollment Termination Notice (GN 6007B) must be sent immediately when a GAIN participant terminates services due to completion of treatment and/or fails to comply with treatment. CalWORKs services must be terminated when a participant has failed to attend treatment and failed to respond to the agency's outreach efforts for 30 days.
- 2.7.1.5** Complete Medical Provider Exemption Form (CW 61) if a participant, due to their psychiatric condition, is unable to participate in full-time WtW activities. Ensure receipt of the Participant Exempt Volunteer Status Notification (GN 6368) from DPSS for GAIN-exempt participants in order to confirm continued eligibility for CalWORKs mental health supportive services.
- 2.7.1.6** Conduct a verification of enrollment in CalWORKs by utilizing the CalWORKs Treatment/Services Verification (PA 1923A, Exhibit 9.8) for participants who identify as CalWORKs recipients but have not been referred for services by GAIN within ten (10) days of participant's signature on the document.

- 2.7.1.7 Provide notification to DPSS of any change in status such as hours of participation in mental health services, enrollment in SE-IPS services, change in recommended hours of participation in another GAIN activity, or other supportive services need utilizing the Notification of Change from Supportive Services Provider (GN 6007A).
- 2.7.1.8 Submit the CalWORKs Mental Health Troubleshooting Log (GN 6375B-MH, Exhibit 10) to CalWORKs Program Administration to address issues of care coordination with DPSS that are not able to be resolved informally or utilizing the normal chain of command.

3.0 STAFFING AND SPECIFIC TASKS

Contractor shall ensure and document the following staff and volunteer requirements are met:

3.1 Staffing

- 3.1.1 Background and Security Investigations: Contractor shall ensure that criminal clearances and background checks have been conducted for all Contractor's staff and volunteers, prior to beginning and continuing work under any resulting Contract. The cost of such criminal clearances and background checks is the responsibility of the Contractor whether or not the Contractor staffs pass or fail the background and criminal clearance investigations.
- 3.1.2 Language Ability: Contractor's personnel who are performing services under this Contract shall be able to read, write, speak, and understand English in order to conduct business with the County. In addition to having competency in English, Contractor shall ensure there is a sufficient number of bilingual staff to meet the language needs of the community served which is to include threshold languages: Chinese, Cambodian, Korean, Russian, Armenian, Spanish, Tagalog, Vietnamese and Farsi.

- 3.1.3** Service Delivery: Contractor shall ensure that all professional, paraprofessional staff and volunteers providing CalWORKs services are able to provide services in a manner that effectively responds to differences in cultural beliefs, behaviors and learning, and communication styles within the community the Contractor proposes to provide services.
- 3.1.4** Driver's License: Contractor shall maintain copies of current driver's licenses, including current copies of proof of auto insurance of staff providing transportation on an as-needed basis to clients.
- 3.1.5** Driving Record: Contractor shall maintain copies of driver's Department of Motor Vehicles (DMV) printouts for all Contractor's drivers providing service under this Contract. Reports shall be available to DMH on request. County reserves the option of doing a DMV check on Contractor's drivers.
- 3.1.6** Experience: Contractor shall be responsible for securing and maintaining staff who meet the minimum qualifications below and who possess sufficient experience and expertise required to provide services required in this SOW. Contractor shall obtain written verification for staff with foreign degrees that the degrees are recognized as meeting established standards and requirements of an accrediting agency authorized by the U.S. Secretary of Education.

3.2 SPECIFIC TASKS

- 3.2.1** Staff Training: Contractor shall train all professional and paraprofessional licensed and/or waived staff providing CalWORKs services within 30 business days of their start date. All professional staff and/or interns who provide therapeutic services to CalWORKs participants must have achieved a minimal educational requirement of a Master's degree in their clinical discipline.
- 3.2.2** Documentation: Contractor shall maintain documentation in the personnel files of all professional and para-professional staff and

volunteers of: (1) all training hours and topics; (2) copies of resumes, degrees, and professional licenses; and (3) current criminal clearances. Contractor shall provide DMH, at the beginning of each Contract term and within 30 days of any staff change(s), a roster of all staff that includes: (1) name and positions; (2) work schedule; and (3) fax and telephone numbers.

- 3.2.3 Changes:** Contractor shall advise DMH in writing of any change(s) in Contractor's key personnel at least twenty-four (24) hours before proposed change(s), including name and qualifications of new personnel. Contractor shall ensure that no interruption of services occurs as a result of the change in personnel.
- 3.2.4 Meetings/Training:** Contractor is required to send a representative to attend monthly CalWORKs service area meetings; quarterly CalWORKs providers meetings, IPS meetings, and required CalWORKs training sessions, such as Domestic Violence trainings, Motivational Interviewing, etc.
- 3.2.5 Report Cards:** Keep a tracking mechanism for employment and/or concurrent activities by utilizing DMH's Report Card. Contractor is required to submit monthly Report Cards by the 10th of each month to DMH CalWORKs Administration (Exhibit 11).
- 3.2.6 Civil Rights Compliance with the Resolution Agreement:** Threshold Language Capability: Contractor must provide threshold language services using bilingual staff or through the use of an interpreter provided by the use of language line services. Contractor will send at least (2) staff to DMH/DPSS Civil Rights Training (Exhibit 12).
- 3.2.7 CalWORKs Outcomes:** Contractor is required to participate in an outcome study for evaluation purposes.

4.0 OUTCOME MEASUREMENT

Providers are required to participate in the outcomes monitoring system. Its purpose is to monitor participant achievements with respective client satisfaction, clinical progress, and employment. The system is intended to reflect overall

outcomes in the system as a whole and for particular client groups (by diagnosis, for example).

The elements of the outcome monitoring system are:

- 4.1 Client Satisfaction Measures: Brief measures of client satisfaction are to be submitted for each participant on a quarterly basis (Exhibit 13). These measures replace the sample-based annual client satisfaction survey previously conducted by California Institute of Behavioral Health Services (CIBHS).
- 4.2 Client Functional Status Staff Ratings: Brief measures of the client's clinical status with a focus on functional capacities, Level of Care, co-occurring disorders, and employment and education status are to be submitted for each participant at baseline and on a quarterly basis thereafter (Exhibit 14). Staff ratings are to be completed by the case-carrying clinician.

5.0 ADMINISTRATIVE TASKS

- 5.1 Record Keeping: Contractor shall keep a record of services that are provided.
- 5.2 Data Entry: Contractor shall be responsible for collecting and entering data via the data collection instrument developed by DMH and the State on all clients referred to the agency. Contractor shall ensure the data is entered electronically at network sites and downloaded at the DMH centralized Integrated Behavioral Health Information System (IBHIS)/Integrated System (IS) database. At a minimum, the data collection shall include demographic data, and number of prior case openings and case closings with services recommended and received. CalWORKs claiming data shall be submitted within 30 days of the service delivery date.
- 5.3 Days/Hours of Operation: Contractor shall provide the name and telephone number of contact person for after-hours services. Contractor's service delivery sites shall be open at a minimum from Monday through Friday, from 8:00 A.M. until 5:00 P.M. Weekend coverage and extended hours should be offered as needed. In addition, Contractor's Project Manager or

County-approved alternate shall have full authority to act for Contractor on all matters relating to the daily operation of this Contract and shall be available during the County's regular business hours of Monday through Friday, from 8:00 A.M. until 5:00 P.M., to respond to County inquiries and to discuss problem areas. Each provider is required to establish and maintain a centralized telephone appointment scheduling system that allows GSWs to obtain a clinical assessment appointment for CalWORKs participants immediately upon first attempted contact with the clinic. The telephone appointment scheduling system must be accessible, at a minimum, Monday through Friday from 8:00 AM to 5:00 PM. Clinical assessment appointments are to be scheduled based upon DPSS' Priority Level system.

- 5.4** Computer and Information Technology Requirements: Contractor shall acquire a computer system, within 30 days of commencement of the Contract, with sufficient hardware and software and an agreement for its on-site maintenance for the entire term of this agreement to comply with the terms of the contract.
- 5.5** Cooperation: Contractor shall work cooperatively with DMH Information Technology Services staff and any contracted program evaluator, if applicable. Contractor shall provide data entry staff to process electronic or fully automated invoices for DMH web-based IS implemented by DMH. Contractor shall electronically invoice County on a monthly basis.

6.0 SERVICE DELIVERY SITE(S)

- 6.1** Contractor must be in compliance with all Federal, State and local laws and regulations pertaining to certification rules as identified in the contract between the Los Angeles County Mental Health Plan and the State of Department of Mental Health, referred to as State, or SDMH.
- 6.2** Services shall be delivered at the service delivery sites listed by Contractor. Contractor shall request approval from the DMH CalWORKs Program Manager, in writing, a minimum of 30 days before terminating services at any of the location(s) listed or before commencing services at any other location(s) not previously approved in writing by the DMH Program

Manager. All service delivery sites listed by Contractor shall be operational within 30 days of the commencement of the Contract.

6.3 All changes must be made in accordance with Amendments of the contract.

7.0 QUALITY CONTROL

7.1 The Contractor shall establish and utilize a comprehensive Quality Control Plan to assure the County a consistently high level of service throughout the term of the Contract. The Plan must include CalWORKs-specific protocols and procedures to be monitored, and shall be submitted to DMH for review and approval. The Plan shall be effective on the Contract start date and shall be updated and re-submitted for DMH approval as changes occur.

7.2 The CalWORKs quality control plan shall include an identified monitoring system covering all the services listed in this SOW. The system of monitoring to ensure that contract requirements are being met shall include:

7.2.1 A monthly minimum of 10% of CalWORKs cases must be included in the agencies quality control review activities.

7.2.2 CalWORKs activities to be monitored, frequency of monitoring, samples of forms to be used in monitoring, title/level and qualifications of personnel performing monitoring functions.

7.2.3 Ensuring the CalWORKs services, deliverables, and requirements defined in the contract are being provided at or above the level of quality agreed upon by the County and the Contractor.

7.2.4 Ensuring that all staffs, including post-master's interns, rendering services under the contract have the necessary prerequisites and training.

7.2.5 Identifying and preventing deficiencies in the quality of CalWORKs services before the level of performance becomes unacceptable.

7.2.6 Taking any corrective action, if needed, including a commitment to provide to the County, upon request, a record of all inspections, the corrective action taken, the time the problem is first identified, a

clear description of the problem, and the time elapsed between identification and completed corrective action.

7.2.7 Continuing to provide CalWORKs services to the County in the event of a strike or other labor action of the Contractor's employees.

7.2.8 Ensuring that procedures are in place to receive, investigate, and respond to a complaint from a CalWORKs participant.

8.0 QUALITY ASSURANCE PLAN

The County will evaluate the Contractor's performance using the quality assurance procedures as defined in DMH's Quality Assurance Reimbursable Activities Guide (Exhibit 15). Additionally, CalWORKs Program Administration evaluates performance as defined by DPSS Performance Requirements, DMH CalWORKs Clinical Documentation standards, and SE – IPS Fidelity requirements.

9.0 CONTRACT DISCREPANCY REPORT

Verbal notification of a Contract discrepancy will be made to the Contract Project Monitor as soon as possible whenever a Contract discrepancy is identified. The problem shall be resolved within a time period mutually agreed upon by the County and the Contractor. The County Contract Project Monitor will determine whether a formal Contract Discrepancy Report (CDR) shall be issued (Exhibit 16). Upon receipt of this document, the Contractor is required to respond in writing to the County Contract Project Monitor within five (5) workdays, acknowledging the reported discrepancies or presenting contrary evidence. A plan for correction of all deficiencies identified in the CDR shall be submitted to the County Contract Program Manager within ten (10) workdays.

10.0 COUNTY OBSERVATIONS

In addition to departmental contracting staff, other County personnel may observe performance, activities, and review documents relevant to this Contract at any time during normal business hours. However, these personnel may not unreasonably interfere with the Contractor's performance.

11.0 DATA COLLECTION

The Contractor shall have the ability to collect, manage and submit data as directed by DMH to demonstrate client outcomes inclusive of the guidelines set forth by DMH and the State. Contractor shall perform data entry to support these activities.

12.0 TECHNOLOGY REQUIREMENTS

12.1 FUNCTIONAL REQUIREMENTS

12.1.1 Contractor shall acquire, manage, and maintain Contractor's own information technology and systems and/or services in order to meet all functional and Electronic Data Interchange (EDI) transaction requirements as specified by the County, as referenced in:

1. Web Services Companion Guide
2. IBHIS 837 5010 Companion Guide

http://lacdmh.lacounty.gov/hipaa/IBHIS_EDI_homepage.htm

12.1.2 Contractor shall insure that all individuals using electronic methods to sign electronic health records in the performance of work specified under this RFP complete an Electronic Signature Agreement annually.

1. Contractor shall maintain a copy of each Electronic Signature Agreement and make them available for inspection by County upon request.
2. Contractor shall submit to County a Legal Entity Signature Certification to certify compliance with this provision of this RFP. Contractors who implement electronic methods to sign electronic health records subsequent to the execution of this RFP shall submit to County a Legal Entity Electronic Signature Certification immediately upon implementation.
3. County has a Legal Entity Electronic Signature Certification and a sample Electronic Signature Agreement available at

http://lacdmh.lacounty.gov/hipaa/ffs_EDI_Secure_File_Transfer.htm.

13.0 PRIVACY AND ELECTRONIC SECURITY

- 13.1** Contractor shall comply with and document compliance with federal and State laws as they apply to Protected Health Information Individually Identifiable Health Information, and electronic information security.
- 13.2** Any Contractor that is deemed a "Covered Entity" HIPAA shall comply with the HIPAA privacy and security regulations independently of any activities or support of DMH or the County of Los Angeles.
- 13.3** Contractor shall utilize encrypted email for the communication of any Protected Health Information.
- 13.4** Contractor shall be solely responsible for complying with all applicable State and federal regulations affecting the maintenance and transmittal of electronic information.

14.0 SUBCONTRACTOR(S)

- 14.1** Contractor is not permitted to employ a Subcontractor.

15.0 GREEN INITIATIVES

- 15.1** Contractor shall use and describe all reasonable efforts to initiate "green" practices for environmental and energy conservation benefits.
- 15.2** Contractor shall notify County's Program Manager of contractor's new green initiatives prior to the contract commencement.

16.0 PERFORMANCE REQUIREMENTS SUMMARY

All listings of services used in the Performance Requirements Summary (PRS) are intended to be completely consistent with the Contract and the SOW, and are not meant in any case to create, extend, revise, or expand any obligation of Contractor beyond that defined in the Contract and the SOW. In any case of apparent inconsistency between services as stated in the Contract and the SOW and this PRS, the meaning apparent in the Contract and the SOW will prevail. If any service seems to be created in this PRS which is not clearly and forthrightly set forth in the

Contract and the SOW, that apparent service will be null and void and place no requirement on Contractor (Exhibit 17).

EXHIBITS

EXHIBIT 1	List of Acronyms - Terms and Definitions
EXHIBIT 2	Workflow
EXHIBIT 3	Short-Doyle/Medi-Cal Organizational Provider's Manual for Specialty Mental Health Services under the Rehabilitation Option and Targeted Case Management Services http://file.lacounty.gov/dmh/cms1_243533.pdf
EXHIBIT 4	Adult Full Assessment
EXHIBIT 5	Level of Care and Utilization Review Matrix
EXHIBIT 6	Client Treatment Plan
EXHIBIT 7	CalWORKs Administration Life Skills Support Group Curriculum
EXHIBIT 8	Supported Employment Individual Placement and Support Required Documentation
EXHIBIT 8.1	"So, you may be interested in a job..." Worksheet
EXHIBIT 8.2	Career Profile Face Sheet / IPS Supported Employment Referral
EXHIBIT 8.3	Career Profile
EXHIBIT 8.4	Plan for Approaching Employers/Disclosure Worksheet
EXHIBIT 8.5	Employer Contact Log
EXHIBIT 8.6	Job Start Report
EXHIBIT 8.7	Job Ending Report
EXHIBIT 8.8	Sample Job Follow-Along Plan
EXHIBIT 8.9	Supported Employment Client/Supervisor Data Log
EXHIBIT 8.10	Field Mentoring Log for Job Development
EXHIBIT 8.11	Quarterly Supported Employment Client Outcomes
EXHIBIT 8.12	Integrated Mental Health Treatment Team Meeting Minutes
EXHIBIT 8.13	IPS Individual Supervision Weekly Log
EXHIBIT 9	DPSS' Administrative Directive No. 4865
EXHIBIT 9.1	Complete Medical Provider Exemption Form (CW 61)

EXHIBIT 9.2	Participant Exempt Volunteer Status Notification (GN 6368)
EXHIBIT 9.3	CalWORKs Clinical Assessment Referral & Results Form (GN 6006A)
EXHIBIT 9.4	CalWORKs Specialized Supportive Services Referral & Results Form (GN 6006B)
EXHIBIT 9.5	Notification of Change From Supportive Services Provider (GN 6007A)
EXHIBIT 9.6	Mental Health/ Substance Abuse/ Domestic Violence/ Family Preservation Program Service Provider Progress Report (GN 6008)
EXHIBIT 9.7	CalWORKs Supportive Services Enrollment Termination Notice (GN 6007B)
EXHIBIT 9.8	CalWORKs Treatment Services Verification (PA 1923A)
EXHIBIT 10	CalWORKs Mental Health Troubleshooting Log GN 6375-MH
EXHIBIT 11	DMH CalWORKs Provider Service Report Card
EXHIBIT 12	Civil Rights Training
EXHIBIT 13	Client Satisfaction Measure
EXHIBIT 14	Client Functional Status Staff Rating – Quarterly Staff Rating:
EXHIBIT 14.1	Outcome Monitoring: Staff Baseline
EXHIBIT 14.2	Outcome Monitoring: Staff Quarterly
EXHIBIT 15	Quality Assurance and Reimbursable Activities Guide http://dmhhqsas2/saspgm/finance/Qaguide.pdf
EXHIBIT 16	Contract Discrepancy Report
EXHIBIT 17	Performance Requirements Summary