REQUEST FOR PROPOSALS

Benefits Establishment Assistance and Advocacy Services Program

APPENDIX C

RFP STATEMENT OF WORK

EXHIBITS 1 THROUGH 3

EXHIBITS

EXHIBIT 1	Glossary of Terms and Acronyms
EXHIBIT 2	Contract Discrepancy Report
EXHIBIT 3	Performance Requirements Summary Chart

RFP STATEMENT OF WORK
Benefit Establishment Assistance and Mental Health Advocacy Services

GLOSSARY OF TERMS AND ACRONYMS
(LIST OF ACRONYMS)

1)	BEAA	Benefits Establishment Assistance and Advocacy
2)	CDR	Contract Discrepancy report
3)	COD	Co-Occurring Disorder
4)	CR	Cost Reimbursement
5)	DDE	Disability Evaluation Division
6)	DEP1002	Evaluation Form for Mental Disorders
7)	DMH	Department of Mental Health
8)	FTE	Full Time Equivalent
9)	HIPPA	Health Insurance Portability and Accountability Act
10)	IEP	Individualized Education Plan
11)	IIPP	Injury and Illness Prevention Program
12)	LLC	Limit Liability Company
13)	MHC	Mental Health Center
14)	NGA	Non-Governmental Agency
15)	PHI	Protected Healthy Information
16)	PRS	Performance Requirements Summary
17)	RFP	Request for Proposal
18)	SA	Service Area
19)	SBE	Small Business Enterprise
20)	SED	Seriously Emotionally Disturbed
21)	SPARTA	Service Providers, Artisan and Tradesman Activities
22)	SPMI	Serious and Persistent Mental Illness
23)	SOW	Statement of Work
24)	SSA	Social Security Administration
25)	SSDI	Social Security Disability Insurance
26)	SSI	Social Security Income
27)	TAY	Transitional Age Youth

GLOSSARY OF TERMS AND ACRONYMS
(TERMS AND DEFINITIONS)

The following terms, as used in this Agreement, shall have the following meanings:

1. **Board of Supervisors (BOS)** refers to the Los Angeles County Board of Supervisors that oversee all county departments, including DMH. This Board is an elected body.

2. **CCR** means the California Code of Regulations.

3. **Co-occurring Disorders (COD)** means two or more disorders occurring to one individual simultaneously. Clients said to have COD have more than one mental, developmental, or substance-related disorder, or a combination of such disorders. COD exists when at least one disorder of each type can be established independent of the other and is not simply a cluster of symptoms resulting from a single disorder.

4. **Cost Reimbursement" or CR** means the arrangement for the provision of mental health services based on the reasonable actual and allowable costs of services provided under this Agreement, less all fees paid by or on behalf of patients/clients and all other revenue, interest and return resulting from the same services.

5. **Day(s)** means calendar day(s) unless otherwise specified.

6. **Director** means County's Director of Mental Health or his authorized designee.

7. **DMH** means County's Department of Mental Health.

8. **Fiscal Year** means County's Fiscal Year which commences July 1 and ends the following June 30.

9. **Health Insurance Portability and Accountability Act (HIPAA)** - HIPAA was enacted by the U.S. Congress in 1996. Title II of HIPAA defines numerous offenses relating to health care and sets civil and criminal penalties for them. It also creates several programs to control fraud and abuse within the health care system. However, the most significant provisions of Title II are its Administrative Simplification rules. Title II requires the Department of Health and Human Services (HHS) to draft rules aimed at increasing the efficiency of the health care system by creating standards for the use and dissemination of health care information.

10. **Individualized Education Program (IEP)** – commonly referred to as an IEP, is mandated by the Individuals with Disabilities Education Act (IDEA)

GLOSSARY OF TERMS AND ACRONYMS
(TERMS AND DEFINITIONS CONTINUED)

11. **Protected Health Information (PHI)** means any information about health status, provision of health care, or payment for health care that can be linked to an individual. This term is specifically defined under HIPAA.

12. **Request for Proposals (RFP)** means all documents, whether attached or incorporated by reference, utilized for soliciting proposals. Solicitation based on proposed solutions in response to a defined need of the County.

13. **Serious Emotional Disturbance (SED)** means a child who (1) has one or more mental disorders as identified in the most recent edition of the Diagnostic and Statistical Manual of Mental Disorders, other than a primary substance use disorder or developmental disorder, that result in behavior inappropriate to the child's age according to expected developmental norms, and (2) who meets the criteria in paragraph (2) of subdivision (a) of Section 5600.3 of the Welfare and Institutions Code.

14. **Serious Persistent Mental Illness (SPMI)** means a mental disorder that is severe in degree and persistent in duration and that may cause behavioral disorder or impair functioning so as to interfere substantially with activities of daily living. Serious mental disorders include schizophrenia, major affective disorders, and other severely disabling mental disorders.

15. **Statement of Work (SOW)** means a written description of services desired by County for a specific Work Order.

16. **Threshold Language** - the Department is required by the State to provide services and written materials in the language that is determined as "threshold" according to the number of Medi-Cal recipients speaking that language. Los Angeles County has 13 threshold languages.

17. **Transition Age Youth (TAY)** means youth and young adults between the age 16 and 25.

18. **WIC** means the California Welfare and Institutions Code.

APPENDIX C

EXHIBIT 2

CONTRACT DISCREPANCY REPORT

TO:

FROM:

DATES: **Prepared:** _____

Returned by Contractor: _____

Action Completed: _____

DISCREPANCY PROBLEMS:_____

_____

_____

_____ _____

Signature of County Representative Date

CONTRACTOR RESPONSE (Cause and Corrective Action): _____

_____

_____

_____ _____

Signature of Contractor Representative Date

COUNTY EVALUATION OF CONTRACTOR RESPONSE: _____

_____

_____

_____ _____

Signature of Contractor Representative Date

COUNTY ACTIONS:_____

_____

_____

CONTRACTOR NOTIFIED OF ACTION:

County Representative's Signature and Date _____

Contractor Representative's Signature and Date _____

APPENDIX C
EXHIBIT 3

PERFORMANCE REQUIREMENTS SUMMARY

PERFORMANCE REQUIREMENTS	METHOD OF MONITORING	ACTIONS TAKEN IN LIEU OF NONCOMPLIANCE
Contractor is required to submit monthly Reports to DMH in a timely manner. (SOW Section 6.2.1)	DMH will track and monitor reports received monthly.	Contractor is to submit an electronic monthly Report by the 15th of the following month. Failure to submit will result in a discrepancy report.
Contractor will complete applications within 30 days of the first contact with a client. Contractor will file no less than 700 applications per fiscal year for new or existing clients referred from the DMH Centers. Contractor will also assist clients with SSI hearings and the appeals process if initial application filed by Contractor is denied. (SOW Sections 3.1.5.1, 3.1.7.1 and 6.2.1)	DMH will analyze and monitor the monthly Report.	Contractor is required to track the movement and status of applications throughout the process. Failure to do so will result in Contractor receiving a formal Contractor Discrepancy Report and also submitting DMH a corrective action plan.
Contractor is to demonstrate the outcome of achieving at least 85% successful approval rate with initial applications annually and 90% or higher rate when combined with the approved appeals. (SOW Section 3.1.7.2)	DMH will analyze the outcome data to make recommendations regarding future outcome monitoring.	Contractor is to develop internal quality control plan to ensure this performance requirement is being met. Failure to do so may results in Contractor receiving a formal Contractor Discrepancy Report and also submitting DMH a corrective action plan.
Contractor will provide training to DMH Centers' staff on benefits establishment, the Proposer's services and how to write and prepare the DEP 1002. A minimum of one (1) training per Center per fiscal year is required. (SOW Sections 3.1.13, 3.1.13.1 and 6.2.1.6)	DMH will analyze and monitor the monthly Reports.	Contractor is to develop internal quality control plan to ensure this performance requirement is being met. Failure to do so may results in Contractor receiving a formal Contractor Discrepancy Report and also submitting DMH a corrective action plan.
Contractor is required to conduct a Client Satisfaction Survey with each applicant when benefits application is filed. A minimum of 75% client satisfaction rate is expected. (SOW Section 6.2.2)	DMH will review and analyze the summary report submitted by Contractor.	Contractor must have an internal quality control plan to identify, investigate, and prevent complaints from clients before the level of performance becomes unacceptable. This may result in Contractor submitting DMH a corrective action plan.
Contractor will provide community-based trainings in each Service Area to educate as many families as possible on how to obtain special education and mental health services for their children/ TAY in a timely manner. A minimum of two (2) trainings per month per Service Area is required, targeting no less than 5-10 people per training session. (SOW Sections 3.2.1 and 3.2.1.1)	DMH will review and analyze the summary report submitted by Contractor.	Contractor must have an internal tracking system to monitor the number of trainings, the location and the number of attendees. This may result in Contractor submitting DMH a corrective action plan.
Individually represent and advocate for no	DMH will analyze and monitor	Contractor is to develop internal

less than 24 families that are unable to obtain appropriate special education services each year. (SOW Sections 3.2.6 and 6.2.1.8)	the monthly Report.	quality control plan to ensure this performance requirement is being met. Failure to do so may results in Contractor receiving a formal Contractor Discrepancy Report and also submitting DMH a corrective action plan.