

INTERDEPARTMENTAL AGREEMENT  
AMENDMENT/EXTENSION

Number 29-444-2  
Fund/Org# 5315  
Account # 2310  
Other #

1. Identification of Agreement to be Extended.

Number: 29-444-1

Effective Date: February 1, 2017

Department Receiving Services: Employment and Human Services

Subject: Whole Person Care Community Connect

2. Parties. The County of Contra Costa, California (County), for its Department named above, and the following named Agency mutually agree and promise as follows:

Department Providing Services: Health Services

Address: 50 Douglas Drive, Martinez, CA 94553

3. Amendment Date. The effective date of this Amendment Agreement is December 30, 2020.

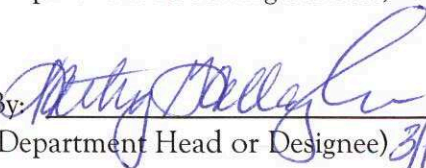
4. Amendment Specifications. The Agreement identified above is hereby amended as set forth in the "Amendment Specifications" attached hereto which are incorporated herein by reference.

5. Extension of Term. The termination date of the above-described agreement is hereby extended from December 31, 2020 to a new termination date of December 31, 2021, unless sooner terminated as provided in said Agreement.

6. Payment Limit. The payment limit of the above-described Agreement is hereby increased by \$4,042,484.00 from \$8,563,254.00 to a new Payment Limit of \$12,605,738.00.


7. Signatures. These signatures attest the parties' agreement hereto:

Employment and Human Services  
(Department Receiving Services)

By:   
(Department Head or Designee) 3/17/21

Kathy Gallagher, Director  
(Print Name)

Health Services, Public Health Division  
(Department Providing Services)

By:   
Daniel Peddycord (Mar 19, 2021 09:37 PDT)  
(Department Head or Designee)

Dan Peddycord, Director  
(Print Name)

I. Purpose

This Service Plan sets forth the respective responsibilities of the Contra Costa County Public Health Division of the Health Services Department (HSD) and the Contra Costa County Employment and Human Services Department (EHSD) for EHSD staff collaboration with Health Services Department staff as participants in the Whole Person Care Community Connect Pilot Program. EHSD staff will provide social services care coordination as partners in the team-based case management and care coordination of health care, behavioral health care and social services for Medi-Cal recipients who are at high-risk of utilizing high acuity medical services across multiple delivery systems. EHSD will also provide In Home Supportive Services (IHSS) services to shared clients through the staffing indicated in section IV.A.b of this interdepartmental agreement.

The Whole Person Care Community Connect Pilot Program is fully funded by a 5-year grant awarded to Contra Costa County under the 2020 Medi-Cal waiver. The effective dates of this amended agreement are December 30, 2020 through December 31, 2021.

II. Employment and Human Services Department Responsibilities

- A. Social workers will deliver case management services with the aim of coordinating health, behavioral health, and social services in a patient-centered manner and improving beneficiary health and wellbeing through more efficient and effective use of resources.
- B. As part of a collaborative interdisciplinary team, social workers will perform case management activities, such as screening clients for social needs, service linkages including connection to public benefits, community resources, and appropriate health services resources such as medical and dental appointments. This will include, at times, working with other members of the multidisciplinary team, with other departments, with Community Based Organizations, and independently.
- C. Social workers will perform care coordination work such as following up with collateral contacts and working with both internal and external partners to coordinate care on behalf of the client.
- D. Social workers will provide one on one education on a variety of topics such as information on public benefit and how to utilize public transportation to access community resources.
- E. Social Service Program Assistants (SSPAs) assigned to Whole Person Care Community Connect Program (WPCCC) will work within an interdisciplinary team setting to primarily function as an internal resource, providing benefits counseling and assistance to clients enrolled in the program that includes , but is not limited, to the following:
  - Function as the primary public benefit resource for 100+ WPCCC Case Mangers that are providing client centered social case management to achieve better outcomes for clients.
  - Assist clients with maintaining their Medi-Cal and other social service benefits to ensure continued enrollment in WPCCC and to facilitate positive social and health outcomes. This will include researching lapsed Medi-Cal insurance for WPCCC clients and taking action that includes coordination with case management staff and the client to restore coverage when

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possible. This further includes processing of CalFresh and CalWorks applications when appropriate.

- Provide information and assistance and/or refer clients to appropriate county or community services and work with other agencies to develop community resources.
- Preparing and providing trainings, education and presentations regarding EHSD benefit programs, rules, regulations and processes to care coordination staff.
- Conduct educational outreach activities to assure that clients maintain their eligibility to public benefits and services.
- Evaluate the eligibility of clients referred by WPCCC care coordination staff for public assistance benefits administered by EHSD and other public benefits administered by other county departments, state, or federal agencies.
- Perform liaison services with EHSD eligibility staff to facilitate timely processing of applications and renewals for public assistance benefits for WPCCC clients.
- Perform liaison services with eligibility staff of other county departments, state, and federal agencies to facilitate applications and renewals for public benefit programs administered by other agencies (i.e. Veterans Administration, Social Security Administration, housing authorities, etc.).

F. Social Service Program Assistants (SSPAs) assigned to Whole Person Care Community Connect Program (WPCCC) will also, in line with CalAIM objectives, carryout workflows to support an extension of redetermination and benefit service work for clients throughout the County's greater health system.

G. The EHSD Eligibility Work (EW) Supervisor I assigned to Whole Person Care Community Connect Program (WPCCC) will work within an interdisciplinary team setting as the primary coordinator and oversight lead to the benefit counseling and assistance that the EHSD SSPAs provide to clients enrolled in the program. Responsibilities include:

- Supervision and oversight of the assigned CMCT SSPAs.
- Experience in Medi-Cal and CalFresh program requirements.
- Special Project focus regarding implementation of EHSD benefit programs and services to assist WPCCC clients enrolled in the program (i.e. redetermination work, Medi-Cal eligibility for clients being released from detention facilities, etc.).
- Development of workflows associated with SSPA duties that assist clients in benefit determination/re-determination.
- Assign, review and monitor all case work assigned to the WPCCC SSPAs, ensuring timely work completion.
- Oversee and ensure compliance with Medi-Cal, CalFresh and CalWORKS regulations, keeping staff informed of changes in policy, regulations and procedures.
- Preparing and providing trainings, education and presentations regarding EHSD benefit programs, rules, regulations and processes to care coordination staff.
- Provide leadership and creation of educational outreach activities to assure that clients maintain their eligibility to public benefits and services.
- Perform Liaison services between HSD and EHSD system/IT teams regarding data sharing and validation.

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- Work collaboratively with HSD QI team and EHSD systems staff to develop and monitor SSPA work performance measures regarding their counseling and assistance to WPCCC clients.
- Track and provide statistics using various mediums and databases to obtain and report on SSPA work productivity.
- Being part of an interdisciplinary team and attending regular CMCT team meetings.
- Being a liaison between EHSD and HSD, which includes attendance at applicable EHSD system, policy and program meetings.
- Represent CMCT and EHSD at the supervisory/managerial/administrative level in collaborative meetings.
- Oversee the design and implementation of orientation and training of SSPA staff working within CMCT.
- Assist in the continuous program development and modification, including identification of improvements needed in the interdisciplinary service delivery model of counseling and assisting with public benefits for CMCT clients.
- Create and implement quality assurance policies and procedures for the delivery of activities conducted and performed by SSPAs.
- Creation and implementation of workflows congruent with CalAIM objectives to provide benefit eligibility and redetermination to clients within the County's greater health system.

- H. The Senior Level Clerk (SLC) assigned to Whole Person Care Community Connect Program (WPCCC) will support the Division Manager, Social Work Supervisor, Eligibility Supervisor, and staff with clerical duties, including but not limited to benefit system clearances, handling of benefit information, data and statistics.
- I. All case management services will be documented on a computer in an electronic health record.
- J. In collaboration with HSD staff, develop a data-sharing agreement mutually acceptable to both departments that implements policies and procedures and includes informed consent that permits the sharing of client information.
- K. Social Workers will be hired and trained to create a pilot unit called the Community Connect/IHSS unit. Social Workers assigned to this unit will be solely dedicated to serving Whole Person Care Community Connect clients and will perform intake and field duties including conducting assessments for incoming applications, handling requests for appraisal of IHSS hours, and conducting annual Reassessments for Whole Person Care Community Connect clients. These social workers will be stationed in EHSD IHSS units, supervised by EHSD IHSS Social Work Supervisors and provided clerical support as needed to perform their duties in a timely fashion. Additionally, EHSD will provide social workers with technological support (cellular phone, laptop, desktop) and access to the necessary databases to complete their functions.
- L. In partnership with HSD, EHSD will identify mutual IHSS clients and develop operational workflows to ensure referral for assignment to dedicated IHSS social workers.

III. Health Services Department Responsibilities

- A. HSD will provide funding to support the cost of the EHSD positions listed in the Budget of Estimated Expenditures on the following page. Costs include the following: salaries, benefits and overhead as

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described in the Budget of Estimated Expenditures as well as any travel, training, and management benefit costs that may be incurred throughout the duration of the grant.

- B. HSD will provide a physical work station, communication equipment and program supplies to EHSD staff.
- C. HSD will provide clerical support to co-located EHSD staff, excluding IHSS specific clerical support.
- D. HSD will perform all administrative activities related to the grant, such as required reporting.
- E. HSD Community Connect program will provide client/patient referrals to EHSD staff.
- F. In collaboration with EHSD staff, develop a data-sharing agreement mutually acceptable to both departments that implements policies and procedures and includes informed consent that permits sharing of client information.
- G. In partnership with EHSD, HSD Community Connect Program will identify mutual IHSS clients and develop operational workflows to ensure referral for assignment to dedicated IHSS social workers.
- H. HSD Community Connect Program will provide building access, desk space and computer access for IHSS Social Workers to facilitate collaboration with Community Connect staff and case managers on behalf of mutual clients. Additionally, training regarding the Community Connect Program will be provided to social workers and their supervisors as needed.

**IV. Payment Provisions**

A. The payment limit in this agreement is delineated in the table below.

Position	FTE	Projected Annual Costs	2017 Actuals (7/1/17-12/31/17)	2018 Actuals (Calendar Year)	2019 Actuals (Calendar Year)	2020 Actuals (Calendar Year)	2021 Calendar Year*	Total
Division Manager	1	200,771	86,989	177,737	217,312	220,524	203,783	906,345
SW Supervisor II	1	195,631	69,213	167,569	179,692	182,347	198,565	797,386
SW I	14	1,836,948		738,942	1,697,098	1,722,178	1,864,502	6,022,720
SW II	2	278,267		320,000	245,387	249,013	282,441	1,096,841
SSPA	4	489,660		393,807	454,859	461,581	497,005	1,807,252
EW Supervisor	1	139,342			116,318	118,037	141,432	375,787
SSPA	3	353,459					358,761	358,761
Clerk-Senior Level	1	87,235					88,543	88,543
ICRP at 10%					291,066	295,368	363,503	949,937
Mileage					40,000	41,200	0	81,200

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Paulson					3,367	3,468	7,270	14,105
OPEB					34,573	35,610	36,678	106,861
Total	27		156,202	1,798,055	3,279,672	3,329,326	4,042,483	12,605,738

\*Note: Subsequent years include a 3% COLA effective July 1 of each year. Projected annual costs include salaries, benefits and a 10% charge for the Indirect Cost Rate Plan (ICRP). The fourteen Social Worker I positions may be filled by Social Worker I's or staff in the Employment Placement Counselor (EPC) classification. Staff in the EPC classification will eventually be reclassified to Social Worker I's. Actual number of social workers hired may vary due to hiring timelines and program needs but will not exceed fourteen (14).

- B. The costs (salaries, benefits, overhead, travel, training and management benefits) of the Community Connect staff will be budgeted in EHSD Department 0503, Organization code 5315.
- C. EHSD will invoice Public Health for the costs, as stated in section IV.B of this interdepartmental agreement, of all EHSD Community Connect staff quarterly via a journal voucher charging organization code 5754, sub-account 2340. EHSD will provide a payroll register detailing the charges.
- D. The salary costs identified in this agreement are based on step 3 of the job classification. The benefits are based on the average EHSD benefit rate. The actual salaries and benefits of the individuals charged under this agreement may be lower or higher depending on the salary step of the employee, the benefits chosen, and whether or not the employee receives longevity pay. Public Health agrees to reimburse EHSD for the actual salaries and benefits of all EHSD Community Connect employees included in the agreement.

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