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June 8, 2016

SENT CERTIFIED MAIL – RETURN RECEIPT REQUESTED

Michael Johnson, Director of Public Health
Pasadena Public Health Department
1845 N. Fair Oaks Avenue
Pasadena, California 91103

Dear Mr. Johnson:

PROGRAM REVIEW FOR CONTRACT NUMBER PH002516-6, CHILDREN'S HEALTH OUTREACH, ENROLLMENT, UTILIZATION, AND RETENTION SERVICES AND THE DEPARTMENT OF HEALTH CARE SERVICES AB82 AND SB18 MEDICAL SERVICES

On April 11-12, 2016 the Children's Health Outreach Initiatives staff conducted an evaluation of the above referenced services for the contract Fiscal Year term July 1, 2015 through June 30, 2016. The program review findings are enclosed.

Please submit a Plan of Corrective Action (POCA) to me addressing each of the recommendations by July 11, 2016.

Thank you and your staff for the assistance and cooperation extended to our Contract Manager, during her visit. If you have any questions or require further information, please contact Adjoa Jones, Contract Manager at (213) 637-8475.

Very truly yours,

Ayda Ghebrezghi, Director
Children's Health Outreach Initiatives

AG:aj

Enclosure

- c: Leticia Saenz, Public Health Nursing Division Manager, (PPHD)
- Romesh Anketell, Program Coordinator I (PPHD)
- Contract File

**COUNTY OF LOS ANGELES - DEPARTMENT OF PUBLIC HEALTH
CHILDREN'S HEALTH OUTREACH INITIATIVES**

PROGRAM REVIEW – PART 1 OF 3

**CHILDREN'S HEALTH OUTREACH, ENROLLMENT,
UTILIZATION AND RETENTION SERVICES**

**CITY OF PASADENA PUBLIC HEALTH DEPARTMENT
CONTRACT NUMBER PH-002516-6**

June 2016

PROGRAM REVIEW – PART 1 OF 3 CONDUCTED BY:

Adjoa Jones/Veronica Carter

On April 11-12, 2016, the County of Los Angeles Department of Public Health (DPH) Children's Health Outreach Initiatives (CHOI) conducted its program review of City of Pasadena Public Health Department, Contract No. PH002516-6. These services are provided to increase health access and care for children and their families in Los Angeles County through Healthy Kids, Medi-Cal, Kaiser Child Health Plan, and other no or low-cost health programs. The review was based on Fiscal Year (FY) 2015-2016 County contract requirements, including the Additional Provisions, Exhibit-A.3 (Statement of Work), and Exhibit B-3.2 (Scope of Work). Attached to this report is a list of persons who participated in the entrance and exit conferences.

PROGRAM DESCRIPTION

City of Pasadena Public Health Department (PPHD) entered into a contractual agreement with the County of Los Angeles to provide outreach, enrollment, utilization, and retention services to the uninsured population in Service Planning Area (SPA) 3 within Los Angeles County. These services include: community outreach, enrollment, utilization and retention activities including events, education, one-on-one or small group eligibility assessment, presentations, referrals, application assistance for Healthy Kids, Medi-Cal, Kaiser Child Health Plan, and other no or low-cost health programs. These services are necessary to increase access to health care for uninsured children and their families.

The term of this contract review is July 1, 2015 through December 31, 2015.

The source of funding for this contract is Proposition 10 Commission (First 5 LA) Healthy Kids Initiative Funds and federal Medi-Cal Administrative Activities (MAA) matching funds. The maximum County obligation for this contract is \$21,653 for the term July 1, 2015 through December 31, 2015.

Utilization of Contract Funds

From July 1, 2015 through December 31, 2015, City of Pasadena Public Health Department invoiced the County for \$10,854 of its \$21,653 allocation for this current contract term.

THE PROGRAM REVIEW FINDINGS ARE AS FOLLOWS:

ADMINISTRATIVE REVIEW ITEMS

At the time of the review, the Contractor had one Outreach Worker at 50% FTE funded under this contract.

Finding #1 Contract Requirement, Exhibit A.3, Statement of Work, Paragraph 9, Invoices

Contractor was given approval to submit monthly invoices within 45 calendar days after the close of each calendar month. During the contract term, Contractor did not consistently submit their monthly billings to DPH within the previously approved timeframe from July through December 2015.

Recommendation

Contractor shall ensure that the monthly invoices are submitted to DPH within forty-five (45) calendar days after the close of each calendar month as stipulated in the DPH letter dated, October 13, 2015 approving the submission date extension request.

PROGRAMMATIC REVIEW ITEMS

Finding #1 Contract Requirements, Exhibit B-3.2, Scope of Work, Objective 1.1 Outreach Numbers

Contractor proposed to successfully engage at minimum 288 of the target population in SPA 3 through an outreach/in-reach contact. As of April 30, 2016, the Contractor had successfully engaged 22 of the target population in SPA 3. Contractor should have had a minimum of 216 (75%) which had been successfully engaged through an outreach/in-reach contact.

Recommendation

Contractor shall ensure that staff successfully engage 288 of the target population in SPA 3 through an outreach/in-reach contact. Contractor shall outline programmatic strategies to meet this goal and submit with the Plan of Corrective Action (POCA).

Finding #2 Contract Requirements, Exhibit B-3.2, Scope of Work, Objectives 1.1b, 1.1 c, 1.1d, and 1.1e Outreach Activities

Contractor did not have appropriate documentation on file to support outreach activities, including calendar of outreach, outreach event summaries, client sign-in sheets on file to review and verify outreach and in-reach events. In addition, review of the CHOI data system shows that there was no Outreach activities conducted for the months of October, November and December 2015.

Recommendation

Contractor shall ensure that outreach activities are conducted as outlined in their outreach protocol and documentation is completed as required in the Scope of Work. Contractor shall review and revise any outreach materials, such as event summaries, sign-in sheets as necessary. Also, Contractor shall provide a detailed explanation regarding not conducting outreach activities and submit with the POCA.

Finding #3 Contract Requirements, Exhibit B-3.2, Scope of Work, Objective 2.1, Enrollment Applications

Contractor did not complete enrollment applications for 52 clients in SPA 3 for Medi-Cal, Healthy Kids and other no/low cost plans. According to the Year-to Date (YTD) totals from the detail report, as of December 31, 2015, Contractor reported 16 (31%) enrollment applications were completed, though the Contractor should have been at a minimum of 52 (100%) applications.

Recommendation

Contractor shall monitor the monthly report numbers for Objective 2.1 to ensure they are on target to meet the SOW objective. Contractor shall outline programmatic strategies to ensure that the minimum number of enrollment applications are completed for clients in SPA 3 and submit with the POCA.

Finding #4 Contract Requirements, Exhibit B-3.2, Scope of Work, Objectives 2.2 and 2.3, Enrollment Verification and Enrollments Confirmed

Upon review of the Objective 2.2 and 2.3 Detail Reports for October 2015, November 2015 and December 2015, it appears that the Contractor has not investigated and confirmed the enrollment status of all (100%) of clients whose applications were assisted or facilitated by Contractor's staff within 90 days of application completion date.

Recommendation

Each month, Contractor is to investigate the enrollment status of 100% of clients who completed applications. Contractor shall capture and monitor this objective's numbers in the monthly report. Contractor shall take steps to monitor enrollment activities, including when and how this task is to be completed by staff. Contractor's staff are to attempt to contact clients at minimum three (3) times via telephone within 90 days after the application is submitted. The attempt date is to be entered into the CHOI data system, as well as the client files. MEDS/AEVS checks or calls to health insurance programs should be made only if staff are unable to contact clients by telephone or in person. Contractor shall provide a detailed explanation regarding not ensuring that 100% attempted contact was made to clients whose application were assisted or submitted by staff within 90 days after application and submit with the POCA. Appropriate documentation shall be entered in client files and data system. Contractor shall run the Enrollment Verification Follow-Up report in the CHOI system on a regular basis to avoid a backlog on client follow-up activities.

Finding #5 Contract Requirements, Exhibit B-3.2, Scope of Work, Objective 3.1 Troubleshooting Numbers

Contractor did not provide ongoing assistance to 130 clients experiencing problems with enrollment, utilizing benefits or retention of services. According to the Year-to Date (YTD) totals from the detail report, as of December 31, 2015, Contractor reported provided ongoing assistance to 41 (31%) clients who had troubleshooting issues, though the Contractor should have been at a minimum of 130 (100%) clients who had been provided with ongoing assistance.

Recommendation

Contractor shall provide a detailed explanation regarding not providing ongoing assistance to a minimum of 130 clients experiencing problems with enrollment, utilizing benefits or retention of services and submit with the POCA.

Finding #6 Contract Requirement, Exhibit B-3.2, Scope of Work, Objective 3.2, Utilization Assistance at 4-6 Months

Contractor proposed to offer utilization assistance, at 4-6 months, to 70% of clients whose applications were assisted or facilitated in Objective 2.1 and were confirmed enrolled. According to the YTD totals of the December 2015 monthly report, Contractor offered utilization assistance and made successful contact for 93 of the 151 applicants, averaging 62% utilization assistance. Upon review of the November 2015, December 2015 and January 2016 Detail Reports and client files, it appears that a large number of the 4-6 month follow-up calls were not made at all.

Recommendation

Each month, Contractor shall ensure that staff offer utilization assistance and make successful contact with 70% of clients either in person or by telephone at 4-6 months. Contractor shall routinely run 6-month Follow-Up Utilization Report to ensure that clients are contacted and offered utilization assistance between 4-6 months post-enrollment. Additionally, Contractor shall provide a detailed explanation regarding not meeting this objective and submit with the POCA.

Finding #7 Contract Requirement, Exhibit B-3.2, Scope of Work, Objective 4.1,
Redetermination Assistance at 11-12 Months

Contractor proposed to offer redetermination assistance and make successful contact, at 11-12 months, to 65% of clients whose applications were assisted or facilitated in Objective 2.1 and were confirmed enrolled. According to the YTD totals of the December 2015 monthly report, Contractor offered redetermination assistance for 8 of the 48 applicants, averaging 17% redetermination assistance. Further, it appears that the redetermination assistance follow-up calls were completed beyond the 12 months post-enrollment or not made at all.

Recommendation

Contractor shall ensure that they are on target to meet their goal of offering redetermination assistance to 65% of clients whose applications were assisted or facilitated in Objective 2.1 and were confirmed enrolled. Contractor shall routinely run Objective 4.1 Detail reports to assist in identifying and completing redetermination assistance. Contractor shall outline programmatic strategies to meet this objective and submit with the POCA.

Some strategies may include: 1) encouraging clients to contact PPHD staff for assistance whenever letters and documents are received from health plans/programs; 2) reminding clients with children in different programs that the redetermination process must be completed for each child; 3) reminding clients to report change of address, telephone number, family composition, income and immigration status to health programs/plans and PPHD; and 4) verifying client contact information at all encounters.

**COUNTY OF LOS ANGELES - DEPARTMENT OF PUBLIC HEALTH
CHILDREN'S HEALTH OUTREACH INITIATIVES**

PROGRAM REVIEW – PART 2 OF 3

**THE DEPARTMENT OF HEALTH CARE SERVICES
AB82 MEDI-CAL OUTREACH AND ENROLLMENT SERVICES**

**CITY OF PASADENA PUBLIC HEALTH DEPARTMENT
CONTRACT NUMBER PH-002516-6**

June 2016

PROGRAM REVIEW – PART 2 OF 3 CONDUCTED BY:

Adjoa Jones/ Veronica Carter

On April 11-12, 2016, the County of Los Angeles Department of Public Health Children's Health Outreach Initiatives conducted its fiscal year 2015-2016 program review of the DHCS AB82 Medi-Cal Outreach and Enrollment Services Agreement provided by City of Pasadena Public Health Department Contract Number PH-002516-6. These services are provided to increase health access and care for children and their families in Los Angeles County through the Medi-Cal program. This program review was based on County contract requirements, including the Additional Provisions, Exhibit-A.3 (Statement of Work), and Exhibit B-3.2 (Scope of Work). Attached to this report is a list of persons who participated in the entrance and exit conferences.

PROGRAM DESCRIPTION

City of Pasadena Public Health Department (PPHD) entered into a contractual agreement with the County of Los Angeles to provide outreach and enrollment services to newly eligible but uninsured persons in Service Planning Area (SPA) 3 within Los Angeles County. These services include: community outreach, enrollment, utilization, and retention activities including events, presentations, referrals, and application assistance for Medi-Cal. These services are necessary to increase access to health care for uninsured children and their families.

The term of this contract is July 1, 2015 through June 30, 2016.

The source of funding for this contract is provided by the California Department of Health Care Services administered through the Los Angeles County Department of Public Health. The maximum County obligation for this contract is \$20,050 for the term July 1, 2015 through June 30, 2016.

Utilization of Contract Funds

From July 1, 2015 through March 31, 2016, City of Pasadena Public Health Department invoiced the County for \$13,262 of its \$20,050 allocation for this current contract term.

THE PROGRAM REVIEW FINDINGS ARE AS FOLLOWS:

ADMINISTRATIVE REVIEW ITEMS

At the time of this review, the Contractor had one (1) Outreach Worker at 25% FTE funded under this contract.

Finding #1 Contract Requirement, Exhibit A.3, Statement of Work, Paragraph 9, Invoices

Contractor was given approval to submit monthly invoices within 45 calendar days after the close of each calendar month. During the contract term, Contractor did not consistently submit their monthly billings to DPH within the previously approved timeframe from July 2015 through February 2016.

Recommendation

Contractor shall ensure that the monthly invoices are submitted to DPH within forty-five (45) calendar days after the close of each calendar month as stipulated in the DPH letter dated, October 13, 2015 approving the submission date extension request.

Finding #2 Contract Requirement, Exhibit A.3, Statement of Work, Paragraph 10, Reports

During the contract term, Contractor did not consistently submit their monthly reports to DPH by the 15th day of each calendar month as required in the Contract. The monthly reports for December 2015 (received on 03/24/16), January 2016 (received on 05/18/16), February 2016 (received on 5/18/16) were not submitted to DPH on time. **Recommendation**

Contractor shall take necessary steps to submit monthly reports to DPH within 15 days after the end of each calendar month as stipulated in the contract.

PROGRAMMATIC REVIEW ITEMS

Finding #1 Contract Requirements, Exhibit B-3.2, Scope of Work, Objective 1.1 Outreach Numbers

Contractor proposed to successfully engage at minimum 152 of the target population in SPA 3 through an outreach/in-reach contact. As of March 31, 2016, the Contractor had successfully engaged 17 (11%) of the target population in SPA 3. Contractor should have had a minimum of 114 (75%) which had been successfully engaged through an outreach/in-reach contact.

Recommendation

Contractor shall ensure that staff successfully engage 152 of the target population in SPA 3 through an outreach/in-reach contact. Contractor shall outline programmatic strategies to meet this goal and submit with the POCA.

Finding #2 Contract Requirements, Exhibit B-3.2, Scope of Work, Objectives 1.1b, 1.1 c, 1.1d, and 1.1e Outreach Activities

Contractor did not have appropriate documentation on file to support outreach activities, including calendar of outreach, outreach event summaries, and client sign-in sheets on file to review and verify outreach and in-reach events. In addition, review of the CHOI data system revealed that there were no outreach activities conducted for the months of January 2016 and February 2016.

Recommendation

Contractor shall ensure that outreach activities are conducted as outlined in their outreach protocol and documentation is completed as required in the Scope of Work. Contractor shall review and revise any outreach materials, such as event summaries, sign-in sheets, etc. as necessary. Also, Contractor shall outline programmatic strategies to meet this goal and submit with the POCA.

Finding #3 Contract Requirements, Exhibit B-3.2, Scope of Work, Objective 2.1, Enrollment Applications

Contractor did not complete enrollment applications for 53 clients in SPA 3 for Medi-Cal, Healthy Kids and other no/low cost plans. According to the Year-to Date (YTD) totals from the detail report, as of December 31, 2015, Contractor reported 16 (31%) enrollment applications were completed, though the Contractor should have been at a minimum of 40 (75%) applications.

Recommendation

Contractor shall monitor the monthly report numbers for Objective 2.1 to ensure they are on target to meet the SOW objective. Contractor shall outline programmatic strategies to ensure that the minimum number of enrollment applications are completed for clients in SPA 3 and submit with the POCA.

Finding #4 Contract Requirements, Exhibit B-3.2, Scope of Work, Objectives 2.2 and 2.3, Enrollment Verification and Enrollments Confirmed

Upon review of the Objective 2.2 and 2.3 Detail Reports for December 2015, January 2016 and February 2016, it appears that the Contractor has not investigated and confirmed the enrollment status of all (100%) of clients whose applications were assisted or facilitated by Contractor's staff within 90 days of application completion date.

Recommendation

Each month, Contractor is to investigate the enrollment status of 100% of clients who completed applications. Contractor shall capture and monitor this objective's numbers in the monthly report. Contractor shall take steps to monitor enrollment activities, including when and how this task is to be completed by staff. Contractor's staff are to attempt to contact clients at minimum three (3) times via telephone within 90 days after the application is submitted. The attempt date is to be entered into the CHOI data system, as well as the client files. MEDS/AEVS checks or calls to health insurance programs should be made only if staff are unable to contact clients by telephone or in person. Contractor shall provide a detailed explanation regarding not ensuring that 100% attempted contact was made to clients whose application were assisted or submitted by staff within 90 days after application and submit with the POCA. Appropriate documentation shall be entered in client files and data system. Contractor shall run the Enrollment Verification Follow-Up report in the CHOI system on a regular basis to avoid a backlog on client follow-up activities.

Finding #5 Contract Requirement, Exhibit B-3.2, Scope of Work, Objective 3.2, Utilization Assistance at 4-6 Months

Contractor proposed to offer utilization assistance, at 4-6 months, to 70% of clients whose applications were assisted or facilitated in Objective 2.1 and were confirmed enrolled. According to the YTD totals of the March 2016 monthly report, Contractor offered utilization assistance and made successful contact for 17 of the 74 applicants, averaging 71% utilization assistance. Upon review of the December 2015, January 2016 and February 2016 Detail Reports and client files, it appears that a large number of the 4-6 month follow-up calls were made beyond the 6 month follow-up period.

Recommendation

Each month, Contractor shall ensure that staff offer utilization assistance and make successful contact with 70% of clients either in person or by telephone at 4-6 months. Contractor shall routinely run 6-month Follow-Up Utilization Report to ensure that clients are contacted and offered utilization assistance between 4-6 months post-enrollment. Additionally, Contractor shall outline programmatic strategies to meet this objective and submit with the POCA.

confirmed enrolled. According to the YTD totals of the March 2016 monthly report, Contractor offered redetermination assistance for 1 of the 33 applicants, averaging 3% redetermination assistance. Further, it appears that the redetermination assistance follow-up calls were completed beyond the 12 months post-enrollment or not made at all.

Finding #6 Contract Requirement, Exhibit B-3.2, Scope of Work, Objective 4.1,
Redetermination Assistance at 11-12 Months

Contractor proposed to offer redetermination assistance and make successful contact, at 11-12 months, to 65% of clients whose applications were assisted or facilitated in Objective 2.1 and were

Recommendation

Contractor shall ensure that they are on target to meet their goal of offering redetermination assistance to 65% of clients whose applications were assisted or facilitated in Objective 2.1 and were confirmed enrolled. Contractor shall routinely run Objective 4.1 Detail reports to assist in identifying and completing redetermination assistance. Contractor shall outline programmatic strategies to meet this objective and submit with the POCA.

Some strategies may include: 1) encouraging clients to contact PPHD staff for assistance whenever letters and documents are received from health plans/programs; 2) reminding clients with children in different programs that the redetermination process must be completed for each child; 3) reminding clients to report change of address, telephone number, family composition, income, and immigration status to health programs/plans and PPHD; and 4) verifying client contact information at all encounters.

**COUNTY OF LOS ANGELES - DEPARTMENT OF PUBLIC HEALTH
CHILDREN'S HEALTH OUTREACH INITIATIVES**

PROGRAM REVIEW – PART 3 OF 3

**THE DEPARTMENT OF HEALTH CARE SERVICES
SB18 MEDI-CAL RENEWAL SERVICES**

**CITY OF PASADENA PUBLIC HEALTH DEPARTMENT
CONTRACT NUMBER PH-002516-6**

May 2016

PROGRAM REVIEW – PART 3 OF 3 CONDUCTED BY:

Adjoa Jones/ Veronica Carter

On April 11-12, 2016, the County of Los Angeles Department of Public Health Children's Health Outreach Initiatives conducted its fiscal year 2015-2016 program review of the DHCS SB18 Medi-Cal Outreach and Enrollment Services Agreement provided by City of Pasadena Public Health Department, Contract Number PH-002516-6. These services are provided to increase health access and care for children and their families in Los Angeles County through Medi-Cal and other no/low cost programs. This program review was based on County contract requirements, including the Additional Provisions, Exhibit-A.3 (Statement of Work), and Exhibit B-3.2 (Scope of Work). Attached to this report is a list of persons who participated in the entrance and exit conferences.

PROGRAM DESCRIPTION

City of Pasadena Public Health Department (PPHD) entered into a contractual agreement with the County of Los Angeles to provide outreach and enrollment services to newly eligible but uninsured persons in Service Planning Area 3 within Los Angeles County. These services include: community outreach, enrollment, utilization, non-agency redetermination, and retention activities including events, presentations, referrals, and application assistance for Medi-Cal and other no/low cost programs. These services are necessary to increase access to health care for uninsured children and their families.

The term of this contract is July 1, 2015 through June 30, 2016.

The source of funding for this contract is provided by the California Department of Health Care Services administered through the Los Angeles County Department of Public Health. The maximum County obligation for this contract is \$38,347 for the term July 1, 2015 through June 30, 2016.

Utilization of Contract Funds

From July 1, 2015 through March 31, 2016, City of Pasadena Public Health Department invoiced the County for \$16,685 of its \$38,347 allocation for this current contract term.

THE PROGRAM REVIEW FINDINGS ARE AS FOLLOWS:

ADMINISTRATIVE REVIEW ITEMS

At the time of this review, the Contractor had one (1) Outreach Worker at 75% FTE funded under this contract.

Finding #1 Contract Requirement, Exhibit A.3, Statement of Work, Paragraph 9, Invoices

Contractor was given approval to submit monthly invoices within 45 calendar days after the close of each calendar month. During the contract term, Contractor did not consistently submit their monthly billings to DPH within the previously approved timeframe from July 2015 through February 2016.

Recommendation

Contractor shall ensure that the monthly invoices are submitted to DPH within forty-five (45) calendar days after the close of each calendar month as stipulated in the DPH letter dated, October 13, 2015 approving the submission date extension request.

Finding #2 Contract Requirement, Exhibit A.3, Statement of Work, Paragraph 10, Reports

During the contract term, Contractor did not consistently submit their monthly reports to DPH by the 15th

day of each calendar month as required in the Contract. The monthly reports for December 2015 (received on 03/24/16), January 2016 (received on 05/18/16), February 2016 (received on 5/18/16) were not submitted to DPH on time.

Recommendation

Contractor shall take necessary steps to submit monthly reports to DPH within 15 days after the end of each calendar month as stipulated in the contract.

PROGRAMMATIC REVIEW ITEMS

Finding #1 Contract Requirements, Exhibit B-3.2, Scope of Work, Objective 1.1 Outreach Numbers

Contractor proposed to successfully engage at minimum 200 of the target population in SPA 3 through an outreach/in-reach contact. As of March 31, 2016, the Contractor had successfully engaged 13 (6%) of the target population in SPA 3. Contractor should have had a minimum of 150 (75%) which had been successfully engaged through an outreach/in-reach contact.

Recommendation

Contractor shall ensure that staff successfully engage 200 of the target population in SPA 3 through an outreach/in-reach contact. Contractor shall outline programmatic strategies to meet this goal and submit with the POCA.

Finding #2 Contract Requirements, Exhibit B-3.2, Scope of Work, Objectives 1.1b, 1.1 c, 1.1d, and 1.1e Outreach Activities

Contractor did not have appropriate documentation on file to support outreach activities, including calendar of outreach, outreach event summaries, and client sign-in sheets on file to review and verify outreach and in-reach events. In addition, review of the CHOI data system shows that there were no outreach activities conducted for the months of December 2015, January 2016 and February 2016.

Recommendation

Contractor shall ensure that outreach activities are conducted as outlined in their outreach protocol and documentation is completed as required in the Scope of Work. Contractor shall review and revise any outreach materials, such as event summaries, sign-in sheets, etc. as necessary. Also, Contractor shall outline programmatic strategies to meet this goal and submit with the POCA.

Finding #3 Contract Requirements, Exhibit B-3.2, Scope of Work, Objective 2.1, Enrollment Applications

Contractor did not complete enrollment applications for 85 clients in SPA 3 for Medi-Cal, Healthy Kids and other no/low cost plans. According to the Year-to Date (YTD) totals from the detail report, as of March 31, 2016, Contractor reported 14 (16%) enrollment applications were completed, though the Contractor should have been at a minimum of 64 (75%) applications.

Recommendation

Contractor shall monitor the monthly report numbers for Objective 2.1 to ensure they are on target to meet the SOW objective. Contractor shall outline programmatic strategies to ensure that the minimum number of enrollment applications are completed for clients in SPA 3 and submit with the POCA.

Finding #4 Contract Requirements, Exhibit B-3.2, Scope of Work, Objectives 2.2 and 2.3, Enrollment Verification and Enrollments Confirmed

Upon review of the Objective 2.2 and 2.3 Detail Reports for October 2015, November 2015 and December 2015, it appears that the Contractor has not investigated and confirmed the enrollment status of all (100%) of clients whose applications were assisted or facilitated by Contractor's staff within 90 days of application completion date.

Recommendation

Each month, Contractor is to investigate the enrollment status of 100% of clients who completed applications. Contractor shall capture and monitor this objective's numbers in the monthly report. Contractor shall take steps to monitor enrollment activities, including when and how this task is to be completed by staff. Contractor's staff are to attempt to contact clients at minimum three (3) times via telephone within 90 days after the application is submitted. The attempt date is to be entered into the CHOI data system, as well as the client files. MEDS/AEVS checks or calls to health insurance programs should be made only if staff are unable to contact clients by telephone or in person. Contractor shall provide a detailed explanation regarding not ensuring that 100% attempted contact was made to clients whose application were assisted or submitted by staff within 90 days after application and submit with the POCA. Appropriate documentation shall be entered in client files and data system. Contractor shall run the Enrollment Verification Follow-Up report in the CHOI system on a regular basis to avoid a backlog on client follow-up activities.

Finding #5 Contract Requirements, Exhibit B-3.2, Scope of Work, Objective 3.1 Troubleshooting Numbers

Contractor did not provide ongoing assistance to 60 clients experiencing problems with enrollment, utilizing benefits or retention of services. According to the Year-to Date (YTD) totals from the detail report, as of March 31, 2016, Contractor reported provided ongoing assistance to 17 (28%) clients who had troubleshooting issues, though the Contractor should have been at a minimum of 45 (75%) clients who had been provided with ongoing assistance.

Recommendation

Contractor shall provide a detailed explanation regarding not providing ongoing assistance to a minimum of 130 clients experiencing problems with enrollment, utilizing benefits or retention of services and submit with the POCA.

Finding #6 Contract Requirements, Exhibit B-3.2, Scope of Work, Objective 4.2, Redetermination Assistance – Non-Agency

Contractor proposed to provide redetermination and renewal assistance to 180 clients needing assistance with their renewal documentation. As of March 31, 2016, Contractor provided redetermination and renewal assistance to 23 clients who: a) submitted their original application elsewhere, but have requested redetermination assistance from the Contractor or b) submitted their original application with

the Contractor and have already renewed that coverage at least one time since their original enrollment confirmation date. As of March 2016, Contractor was at 13% of their target goal, but should have had a minimum of 135 clients, (75%) of their target goal. It appears that Contractor is not on target for reaching their non-agency redetermination and renewal assistance goal of 180 clients by the end of contract term the per Scope of Work requirements.

Recommendation

Contractor shall ensure that 180 clients of the target population in SPA 3 are provided non-agency redetermination and renewal assistance. Contractor shall monitor the monthly report numbers for Objective 4.2 to ensure they are on target to meet the SOW objective. Contractor shall outline programmatic strategies to ensure that the minimum number of clients needing assistance with completing their renewal and redetermination documents is met and submit with the POCA.

ADDITIONAL COMMENTS

This fiscal year 2015-2016, PPHD had a tremendous setback to programs and services due to loss of staff performing CHOEUR services, as well as direct management oversight to the program staff for several months, of which we are aware new appointments were made on November 30, 2015 and during the month of March 2016. The newly appointed PPHD Program Director, Romesh Anketell and Vicky Pulatian, Outreach Worker (Community Services Representative) have diligently working to improve and restore consistent CHOEUR program activities and services. The Contractor has routinely been in contact with the CHOI Contract Manager for technical assistance, updates, and submission of necessary documents.

Additionally, PPHD staff have been very responsive to requests from the CHOI office. The staff eagerly participates by responding to DPH request and providing input and feedback for the continued improvement and success of program services. PPHD staff exhibit efficient abilities to improve and advance the success of the Children's Health Outreach, Enrollment, Utilization and Retentions Services.

LIST OF PARTICIPANTS
ENTRANCE CONFERENCE

Date: April 11, 2016

NAME	AFFILIATION	ADDRESS/PHONE NUMBER
Romesh Anketell	Program Coordinator	City of Pasadena Public Health Department 1845 N. Fair Oaks Avenue Pasadena, CA 91103 (626) 744-6117
Adjoa Jones	Contract Program Manager	Children's Health Outreach Initiatives 600 South Commonwealth, Suite 805 Los Angeles, CA 90005 (213) 637-8475

CHOEUR (First 5 LA) Services - Fiscal Year July 1, 2015 through December 31, 2015
 DHCS (AB82 and SB18) Services - Fiscal Year July 1, 2015 through June 30, 2016

EXIT CONFERENCE

Date: April 12, 2016

NAME	AFFILIATION	ADDRESS/PHONE NUMBER
Romesh Anketell	Program Coordinator	City of Pasadena Public Health Department 1845 N. Fair Oaks Avenue Pasadena, CA 91103 (626) 744-6117
Vicky Pulatian	Community Services Representative	City of Pasadena Public Health Department 1845 N. Fair Oaks Avenue Pasadena, CA 91103 (626) 744-6086
Adjoa Jones	Contract Program Manager	Children's Health Outreach Initiatives 600 South Commonwealth, Suite 805 Los Angeles, CA 90005 (213) 637-8475

CHOEUR (First 5 LA) Services - Fiscal Year July 1, 2015 through December 31, 2015
 DHCS (AB82 and SB18) Services - Fiscal Year July 1, 2015 through June 30, 2016

PLAN OF CORRECTIVE ACTION

First 5 Grant

Recommendation Number	Summary Statement of Recommendations	Contractor's Plan of Correction (Each corrective action should be cross-referenced to the appropriate recommendation. Please state agreement/disagreement with each recommendation.)	Responsible Person	Completion Date
Administrative #1	Contractor shall ensure that the monthly invoices are submitted to DPH within 45 days after the close of each calendar month.	Due to a city-wide transition in financial software systems, the City of Pasadena Public Health Department (PPHD) was unable to prepare invoices during this time-frame for the first half of FY 15-16. The transition has completed and PPHD will ensure that invoices are submitted within 15 days after the close of each calendar month.	Genevieve Chu, Romesh Anketell	Monthly, starting July 2016
Programmatic #1	Contractor shall ensure that staff successfully engage 288 of the target population in SPA 3 through an outreach/in-reach contact.	For the first half of FY 15-16, PPHD had a staffing shortage for the First 5 grant. Without staff for several months, target numbers were out of reach. As of March 2016, the program is fully staffed and making steady progress to meeting program deliverables. Using the CHOI database reports, the Program Coordinator and Community Services Representative responsible for outreach will meet monthly to review monthly numbers and devise strategies to meet the target engagement number of 288.	Romesh Anketell, Vicky Pulatian	Monthly, starting July 2016
Programmatic #2	Contractor shall ensure that outreach activities are conducted as outlined in their outreach protocol and documentation is completed as required in the Scope of Work.	PPHD will ensure that outreach activities are conducted as outlined by DPH. New staff have been trained on program objectives and daily responsibilities. The Program Coordinator and Community Services Representative responsible for outreach and enrollment will meet monthly to review the prior work's outreach documentation to ensure that protocol is being followed.	Romesh Anketell, Vicky Pulatian	Monthly, starting July 2016
Programmatic #3	Contractor shall monitor the monthly report numbers for Objective 2.1 to ensure they are on target to meet the SOW objective. Contractor shall outline programmatic strategies to ensure that the minimum number of enrollment applications are completed for clients in SPA 3 and submit with the POCA.	For the first half of FY 15-16, PPHD had a staffing shortage for the First 5 grant. Without staff for several months, target numbers were out of reach. As of March 2016, the program is fully staffed and making steady progress to meeting program deliverables. PPHD will ensure that deliverables are met moving forward. The Program Coordinator and Community Services Representative responsible for outreach and enrollment will meet monthly to discuss progress towards meeting SOW deliverables. Outreach strategies will be developed at the beginning of the year and refined each month to ensure targeted outreach that will result in new enrollment applications. The Program Coordinator will maintain communication with the DPH grant manager each month to ensure steady progress.	Romesh Anketell, Vicky Pulatian	Monthly, starting July 2016

Programmatic #4	<p>Each month, Contractor is to investigate the enrollment status of 100% of clients who completed applications. Contractor shall capture and monitor this objective's numbers in the monthly report.</p> <p>Contractor shall take steps to monitor enrollment activities, including when and how this task is to be completed by staff. Contractor's staff are to attempt to contact clients at minimum three (3) times via telephone within 90 days after the application is submitted.</p>	<p>For the first half of FY 15-16, PPHD had a staffing shortage for the First 5 grant. Without staff for several months, target numbers were out of reach. As of March 2016, the program is fully staffed and making steady progress to meeting program deliverables. PPHD will ensure that deliverables are met moving forward. The Program Coordinator and Community Services Representative responsible for outreach and enrollment will meet monthly to review monthly numbers and devise strategies to meet target numbers. The monthly meetings will also be used to check the calendar and discuss clients that need to be contacted for utilization confirmation and ensure that at least three contact attempts are being made within 90 days of application submission. The program coordinator will maintain communication with the DPH grant manager each month to ensure steady progress.</p>	Romes Anketell, Vicky Pulatian	Monthly, starting July 2016
Programmatic #5	<p>Contractor shall provide a detailed explanation regarding not providing ongoing assistance to a minimum of 130 clients experiencing problems with enrollment, utilizing benefits or retention of services and submit with the POCA.</p>	<p>For the first half of FY 15-16, PPHD had a staffing shortage for the First 5 grant. Without staff for several months, target numbers were out of reach. As of March 2016, the program is fully staffed and making steady progress to meeting program deliverables. PPHD will ensure that deliverables are met moving forward. The Program Coordinator and Community Services Representative responsible for outreach and enrollment will meet monthly to discuss the status of troubleshooting assistance. A mid-year check-in will help to evaluate progress towards meeting the 130 client troubleshooting target. The program coordinator will maintain communication with the DPH grant manager each month to ensure steady progress.</p>	Romes Anketell, Vicky Pulatian	Monthly, starting July 2016
Programmatic #6	<p>Each month, Contractor shall ensure that staff offer utilization assistance and make successful contact with 70% of clients either in person or by telephone at 4-6 months</p>	<p>For the first half of FY 15-16, PPHD had a staffing shortage for the First 5 grant. Without staff for several months, target numbers were out of reach. As of March 2016, the program is fully staffed and making steady progress to meeting program deliverables. PPHD will ensure that deliverables are met moving forward. The Program Coordinator and Community Services Representative responsible for outreach and enrollment will meet monthly to discuss progress towards meeting SOW deliverables and troubleshoot any potential barriers. Monthly CHOI database reports will be examined each month to identify progress towards meeting the 70% target. The program coordinator will maintain communication with the DPH grant manager each month to ensure steady progress.</p>	Romes Anketell, Vicky Pulatian	Monthly, starting July 2016
Programmatic #7	<p>Contractor shall ensure that they are on target to meet their goal of offering redetermination assistance to 65% of clients whose applications were assisted or facilitated in Objective 2.1 and were confirmed enrolled.</p>	<p>For the first half of FY 15-16, PPHD had a staffing shortage for the First 5 grant. Without staff for several months, target numbers were out of reach. As of March 2016, the program is fully staffed and making steady progress to meeting program deliverables. PPHD will ensure that deliverables are met moving forward. The Program Coordinator and Community Services Representative responsible for outreach and enrollment will meet monthly to discuss progress towards meeting SOW deliverables and troubleshoot any potential barriers. Monthly CHOI database reports will be examined each month to identify progress towards meeting the 65% target. The program coordinator will maintain communication with the DPH grant manager each month to ensure steady progress.</p>	Romes Anketell, Vicky Pulatian	Monthly, starting July 2016

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PLAN OF CORRECTIVE ACTION

AB 82 Grant

Recommendation Number	Summary Statement of Recommendations	Contractor's Plan of Correction (Each corrective action should be cross-referenced to the appropriate recommendation. Please state agreement/disagreement with each recommendation.)	Responsible Person	Completion Date
Administrative #1	Contractor shall ensure that the monthly invoices are submitted to DPH within 45 days after the close of each calendar month.	Due to a city-wide transition in financial software systems, the City of Pasadena Public Health Department (PPHD) was unable to prepare invoices during this time-frame for the first half of FY 15-16. The transition has completed and PPHD will ensure that invoices are submitted within 45 days after the close of each calendar month moving forward.	Genevieve Chu, Romesh Anketell	Monthly, starting July 2016
Administrative #2	Contractor shall ensure that monthly reports are submitted to DPH within 15 days after the close of each calendar month.	During the months of November 2015 to February 2016, PPHD had a staffing vacancy for the Program Coordinator position. As of March 2016, that position has been filled and PPHD has caught up on overdue monthly reports and will ensure moving forward that reports are submitted within 15 days after the close of each calendar month.	Romesh Anketell	Monthly, starting July 2016
Programmatic #1	Contractor shall ensure that staff successfully engage 152 of the target population in SPA 3 through an outreach/in-reach contact. Contractor shall outline programmatic strategies to meet this goal and submit with the POCA.	For the first half of FY 15-16, PPHD had a staffing shortage for the AB 82 grant. Without staff for several months, target numbers were out of reach. As of March 2016, the program is fully staffed and making steady progress to meeting program deliverables. New staff have been trained and will maintain communication with PPHD Program Coordinator and DPH grant manager. Using the CHOI database reports, the Program Coordinator and Community Services Representative responsible for outreach will meet monthly to review monthly numbers and devise strategies to meet the target engagement number of 152. The Program Coordinator will maintain communication with the DPH grant manager each month to ensure steady progress.	Romesh Anketell, Vicky Pulatian	Monthly, starting July 2016
Programmatic #2	Contractor shall ensure that outreach activities are conducted as outlined in their outreach protocol and documentation is completed as required in the Scope of Work. Contractor shall review and revise any outreach materials, such as event summaries, sign-in sheets, etc. as	PPHD will ensure that outreach activities are conducted as outlined by DPH. New staff have been trained on program objectives and daily responsibilities. The Program Coordinator and Community Services Representative responsible for outreach and enrollment will meet monthly to review the prior work's outreach documentation to ensure that protocol is being followed.	Romesh Anketell, Vicky Pulatian	Monthly, starting July 2016
Programmatic #3	Contractor shall monitor the monthly report numbers for Objective 2.1 to ensure they are on target to meet the SOW objective.	For the first half of FY 15-16, PPHD had a staffing shortage for the AB 82 grant. Without staff for several months, target numbers were out of reach. As of March 2016, the program is fully staffed and making steady progress to meeting program deliverables. PPHD will ensure that deliverables are met moving forward. The Program Coordinator and Community Services Representative responsible for outreach and enrollment will meet monthly to discuss progress towards meeting SOW deliverables. Outreach strategies will be developed at the beginning of the year and refined each month to ensure targeted outreach that will result in new enrollment applications. The Program Coordinator will maintain communication with the DPH grant manager each month to ensure steady progress.	Romesh Anketell, Vicky Pulatian	Monthly, starting July 2016

Programmatic #4	<p>Each month, Contractor is to investigate the enrollment status of 100% of clients who completed applications. Contractor shall capture and monitor this objective's numbers in the monthly report.</p> <p>Contractor shall take steps to monitor enrollment activities, including when and how this task is to be completed by staff. Contractor's staff are to attempt to contact clients at minimum three (3) times via telephone within 90 days after the application is submitted.</p>	<p>For the first half of FY 15-16, PPHD had a staffing shortage for the AB 82 grant. Without staff for several months, target numbers were out of reach. As of March 2016, the program is fully staffed and making steady progress to meeting program deliverables. PPHD will ensure that deliverables are met moving forward. The Program Coordinator and Community Services Representative responsible for outreach and enrollment will meet monthly to review monthly numbers and devise strategies to meet target numbers. The monthly meetings will also be used to check the calendar and discuss clients that need to be contacted for utilization confirmation and ensure that at least three contact attempts are being made within 90 days of application submission. The program coordinator will maintain communication with the DPH grant manager each month to ensure steady progress.</p>	Romes Anketell, Vicky Pulatian	Monthly, starting July 2016
Programmatic #5	<p>Each month, Contractor shall ensure that staff offer utilization assistance and make successful contact with 70% of clients either in person or by telephone at 4-6 months</p>	<p>For the first half of FY 15-16, PPHD had a staffing shortage for the AB 82 grant. Without staff for several months, target numbers were out of reach. As of March 2016, the program is fully staffed and making steady progress to meeting program deliverables. PPHD will ensure that deliverables are met moving forward. The Program Coordinator and Community Services Representative responsible for outreach and enrollment will meet monthly to discuss progress towards meeting SOW deliverables and troubleshoot any potential barriers. Monthly CHOI database reports will be examined each month to identify progress towards meeting the 70% target. The program coordinator will maintain communication with the DPH grant manager each month to ensure steady progress.</p>	Romes Anketell, Vicky Pulatian	Monthly, starting July 2016
Programmatic #6	<p>Contractor shall ensure that they are on target to meet their goal of offering redetermination assistance to 65% of clients whose applications were assisted or facilitated in Objective 2.1 and were confirmed enrolled.</p>	<p>For the first half of FY 15-16, PPHD had a staffing shortage for the AB 82 grant. Without staff for several months, target numbers were out of reach. As of March 2016, the program is fully staffed and making steady progress to meeting program deliverables. PPHD will ensure that deliverables are met moving forward. The Program Coordinator and Community Services Representative responsible for outreach and enrollment will meet monthly to discuss progress towards meeting SOW deliverables and troubleshoot any potential barriers. Monthly CHOI database reports will be examined each month to identify progress towards meeting the 65% target. The program coordinator will maintain communication with the DPH grant manager each month to ensure steady progress.</p>	Romes Anketell, Vicky Pulatian	Monthly, starting July 2016

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PLAN OF CORRECTIVE ACTION

SB 18 Grant

Recommendation Number	Summary Statement of Recommendations	Contractor's Plan of Correction (Each corrective action should be cross-referenced to the appropriate recommendation. Please state agreement/disagreement with each recommendation.)	Responsible Person	Completion Date
Administrative #1	Contractor shall ensure that the monthly invoices are submitted to DPH within 45 days after the close of each calendar month.	Due to a city-wide transition in financial software systems, the City of Pasadena Public Health Department (PPHD) was unable to prepare invoices during this time-frame for the first half of FY 15-16. The transition has completed and PPHD will ensure that invoices are submitted within 45 days after the close of each calendar month moving forward.	Genevieve Chu, Romesh Anketell	Monthly, starting July 2016
Administrative #2	Contractor shall ensure that monthly reports are submitted to DPH within 15 days after the close of each calendar month.	During the months of November 2015 to February 2016, PPHD had a staffing vacancy for the program coordinator position. As of March 2016, that position has been filled and PPHD has caught up on overdue monthly reports and will ensure moving forward that reports are submitted within 15 days after the close of each calendar month.	Romesh Anketell	Monthly, starting July 2016
Programmatic #1	Contractor shall ensure that staff successfully engage 288 of the target population in SPA 3 through an outreach/in-reach contact.	For the first half of FY 15-16, PPHD had a staffing shortage for the SB 18 grant. Without staff for several months, target numbers were out of reach. As of March 2016, the program is fully staffed and making steady progress to meeting program deliverables. New staff have been trained and will maintain communication with PPHD Program Coordinator and DPH grant manager. Using the CHOI database reports, the Program Coordinator and Community Services Representative responsible for outreach will meet monthly to review monthly numbers and devise strategies to meet the target engagement number of 288. The Program Coordinator will maintain communication with the DPH grant manager each month to ensure steady progress.	Romesh Anketell, Vicky Pulatian	Monthly, starting July 2016
Programmatic #2	Contractor shall ensure that outreach activities are conducted as outlined in their outreach protocol and documentation is completed as required in the Scope of Work. Contractor shall review and revise any outreach materials, such as event summaries, sign-in sheets, etc. as necessary.	PPHD will ensure that outreach activities are conducted as outlined by DPH. New staff have been trained on program objectives and daily responsibilities. The Program Coordinator and Community Services Representative responsible for outreach and enrollment will meet monthly to review the prior work's outreach documentation to ensure that protocol is being followed.	Romesh Anketell, Vicky Pulatian	Monthly, starting July 2016
Programmatic #3	Contractor shall monitor the monthly report numbers for Objective 2.1 to ensure they are on target to meet the SOW objective.	For the first half of FY 15-16, PPHD had a staffing shortage for the SB 18 grant. Without staff for several months, target numbers were out of reach. As of March 2016, the program is fully staffed and making steady progress to meeting program deliverables. PPHD will ensure that deliverables are met moving forward. The Program Coordinator and Community Services Representative responsible for outreach and enrollment will meet monthly to discuss progress towards meeting SOW deliverables. Outreach strategies will be developed at the beginning of the year and refined each month to ensure targeted outreach that will result in new enrollment applications. The Program Coordinator will maintain communication with the DPH grant manager each month to ensure steady progress.	Romesh Anketell, Vicky Pulatian	Monthly, starting July 2016

Programmatic #4	<p>Each month, Contractor is to investigate the enrollment status of 100% of clients who completed applications. Contractor shall capture and monitor this objective's numbers in the monthly report.</p> <p>Contractor shall take steps to monitor enrollment activities, including when and how this task is to be completed by staff. Contractor's staff are to attempt to contact clients at minimum three (3) times via telephone within 90 days after the application is submitted.</p>	<p>For the first half of FY 15-16, PPHD had a staffing shortage for the SB 18 grant. Without staff for several months, target numbers were out of reach. As of March 2016, the program is fully staffed and making steady progress to meeting program deliverables. PPHD will ensure that deliverables are met moving forward. The Program Coordinator and Community Services Representative responsible for outreach and enrollment will meet monthly to review monthly numbers and devise strategies to meet target numbers. The monthly meetings will also be used to check the calendar and discuss clients that need to be contacted for utilization confirmation and ensure that at least three contact attempts are being made within 90 days of application submission. The program coordinator will maintain communication with the DPH grant manager each month to ensure steady progress.</p>	Romes Anketell, Vicky Pulatian	Monthly, starting July 2016
Programmatic #5	<p>Each month, Contractor shall ensure that staff offer utilization assistance and make successful contact with 70% of clients either in person or by telephone at 4-6 months</p>	<p>For the first half of FY 15-16, PPHD had a staffing shortage for the SB 18 grant. Without staff for several months, target numbers were out of reach. As of March 2016, the program is fully staffed and making steady progress to meeting program deliverables. PPHD will ensure that deliverables are met moving forward. The Program Coordinator and Community Services Representative responsible for outreach and enrollment will meet monthly to discuss progress towards meeting SOW deliverables and troubleshoot any potential barriers. Monthly CHOI database reports will be examined each month to identify progress towards meeting the 70% target. The program coordinator will maintain communication with the DPH grant manager each month to ensure steady progress.</p>	Romes Anketell, Vicky Pulatian	Monthly, starting July 2016
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PLAN OF CORRECTIVE ACTION

First 5 Grant

Recommendation Number	Summary Statement of Recommendations	Contractor's Plan of Correction (Each corrective action should be cross-referenced to the appropriate recommendation. Please state agreement/disagreement with each recommendation.)	Responsible Person	Completion Date
Administrative #1	Contractor shall ensure that the monthly invoices are submitted to DPH within 45 days after the close of each calendar month.	Due to a city-wide transition in financial software systems, the City of Pasadena Public Health Department (PPHD) was unable to prepare invoices during this time-frame for the first half of FY 15-16. The transition has completed and PPHD will ensure that invoices are submitted within 15 days after the close of each calendar month.	Genevieve Chu, Romesh Anketell	Monthly, starting July 2016
Programmatic #1	Contractor shall ensure that staff successfully engage 288 of the target population in SPA 3 through an outreach/in-reach contact.	For the first half of FY 15-16, PPHD had a staffing shortage for the First 5 grant. Without staff for several months, target numbers were out of reach. As of March 2016, the program is fully staffed and making steady progress to meeting program deliverables. Using the CHOI database reports, the Program Coordinator and Community Services Representative responsible for outreach will meet monthly to review monthly numbers and devise strategies to meet the target engagement number of 288.	Romesh Anketell, Vicky Pulatian	Monthly, starting July 2016
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PLAN OF CORRECTIVE ACTION

AB 82 Grant

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NAME OF AGENCY

PLAN OF CORRECTIVE ACTION

SB 18 Grant

Recommendation Number	Summary Statement of Recommendations	Contractor's Plan of Correction (Each corrective action should be cross-referenced to the appropriate recommendation. Please state agreement/disagreement with each recommendation.)	Responsible Person	Completion Date
Administrative #1	Contractor shall ensure that the monthly invoices are submitted to DPH within 45 days after the close of each calendar month.	Due to a city-wide transition in financial software systems, the City of Pasadena Public Health Department (PPHD) was unable to prepare invoices during this time-frame for the first half of FY 15-16. The transition has completed and PPHD will ensure that invoices are submitted within 45 days after the close of each calendar month moving forward.	Genevieve Chu, Romesh Anketell	Monthly, starting July 2016
Administrative #2	Contractor shall ensure that monthly reports are submitted to DPH within 15 days after the close of each calendar month.	During the months of November 2015 to February 2016, PPHD had a staffing vacancy for the program coordinator position. As of March 2016, that position has been filled and PPHD has caught up on overdue monthly reports and will ensure moving forward that reports are submitted within 15 days after the close of each calendar month.	Romesh Anketell	Monthly, starting July 2016
Programmatic #1	Contractor shall ensure that staff successfully engage 288 of the target population in SPA 3 through an outreach/in-reach contact.	For the first half of FY 15-16, PPHD had a staffing shortage for the SB 18 grant. Without staff for several months, target numbers were out of reach. As of March 2016, the program is fully staffed and making steady progress to meeting program deliverables. New staff have been trained and will maintain communication with PPHD Program Coordinator and DPH grant manager. Using the CHOI database reports, the Program Coordinator and Community Services Representative responsible for outreach will meet monthly to review monthly numbers and devise strategies to meet the target engagement number of 288. The Program Coordinator will maintain communication with the DPH grant manager each month to ensure steady progress.	Romesh Anketell, Vicky Pulatian	Monthly, starting July 2016
Programmatic #2	Contractor shall ensure that outreach activities are conducted as outlined in their outreach protocol and documentation is completed as required in the Scope of Work. Contractor shall review and revise any outreach materials, such as event summaries, sign-in sheets, etc. as necessary.	PPHD will ensure that outreach activities are conducted as outlined by DPH. New staff have been trained on program objectives and daily responsibilities. The Program Coordinator and Community Services Representative responsible for outreach and enrollment will meet monthly to review the prior work's outreach documentation to ensure that protocol is being followed.	Romesh Anketell, Vicky Pulatian	Monthly, starting July 2016
Programmatic #3	Contractor shall monitor the monthly report numbers for Objective 2.1 to ensure they are on target to meet the SOW objective.	For the first half of FY 15-16, PPHD had a staffing shortage for the SB 18 grant. Without staff for several months, target numbers were out of reach. As of March 2016, the program is fully staffed and making steady progress to meeting program deliverables. PPHD will ensure that deliverables are met moving forward. The Program Coordinator and Community Services Representative responsible for outreach and enrollment will meet monthly to discuss progress towards meeting SOW deliverables. Outreach strategies will be developed at the beginning of the year and refined each month to ensure targeted outreach that will result in new enrollment applications. The Program Coordinator will maintain communication with the DPH grant manager each month to ensure steady progress.	Romesh Anketell, Vicky Pulatian	Monthly, starting July 2016

Programmatic #4	<p>Each month, Contractor is to investigate the enrollment status of 100% of clients who completed applications. Contractor shall capture and monitor this objective's numbers in the monthly report.</p> <p>Contractor shall take steps to monitor enrollment activities, including when and how this task is to be completed by staff. Contractor's staff are to attempt to contact clients at minimum three (3) times via telephone within 90 days after the application is submitted.</p>	<p>For the first half of FY 15-16, PPHD had a staffing shortage for the SB 18 grant. Without staff for several months, target numbers were out of reach. As of March 2016, the program is fully staffed and making steady progress to meeting program deliverables. PPHD will ensure that deliverables are met moving forward. The Program Coordinator and Community Services Representative responsible for outreach and enrollment will meet monthly to review monthly numbers and devise strategies to meet target numbers. The monthly meetings will also be used to check the calendar and discuss clients that need to be contacted for utilization confirmation and ensure that at least three contact attempts are being made within 90 days of application submission. The program coordinator will maintain communication with the DPH grant manager each month to ensure steady progress.</p>	Romes Anketell, Vicky Pulatian	Monthly, starting July 2016
Programmatic #5	<p>Each month, Contractor shall ensure that staff offer utilization assistance and make successful contact with 70% of clients either in person or by telephone at 4-6 months</p>	<p>For the first half of FY 15-16, PPHD had a staffing shortage for the SB 18 grant. Without staff for several months, target numbers were out of reach. As of March 2016, the program is fully staffed and making steady progress to meeting program deliverables. PPHD will ensure that deliverables are met moving forward. The Program Coordinator and Community Services Representative responsible for outreach and enrollment will meet monthly to discuss progress towards meeting SOW deliverables and troubleshoot any potential barriers. Monthly CHOI database reports will be examined each month to identify progress towards meeting the 70% target. The program coordinator will maintain communication with the DPH grant manager each month to ensure steady progress.</p>	Romes Anketell, Vicky Pulatian	Monthly, starting July 2016
Programmatic #6	<p>Contractor shall ensure that they are on target to meet their goal of offering redetermination assistance to 65% of clients whose applications were assisted or facilitated in Objective 2.1 and were confirmed enrolled.</p>	<p>For the first half of FY 15-16, PPHD had a staffing shortage for the SB 18 grant. Without staff for several months, target numbers were out of reach. As of March 2016, the program is fully staffed and making steady progress to meeting program deliverables. PPHD will ensure that deliverables are met moving forward. The Program Coordinator and Community Services Representative responsible for outreach and enrollment will meet monthly to discuss progress towards meeting SOW deliverables and troubleshoot any potential barriers. Monthly CHOI database reports will be examined each month to identify progress towards meeting the 65% target. The program coordinator will maintain communication with the DPH grant manager each month to ensure steady progress.</p>	Romes Anketell, Vicky Pulatian	Monthly, starting July 2016

Authorized Signature: _____

Date: _____

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City of Pasadena

NAME OF AGENCY



COUNTY OF LOS ANGELES

Public Health

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August 4, 2016

Michael Johnson, Director of Public Health
Pasadena Public Health Department
1845 N. Fair Oaks Avenue
Pasadena, California 91103

Dear Mr. Johnson:

PROGRAM REVIEW OF CONTRACT NUMBER PH002516-6, CHILDREN'S HEALTH OUTREACH, ENROLLMENT, UTILIZATION, AND RETENTION SERVICES AND THE DEPARTMENT OF HEALTH CARE SERVICES AB82 AND SB18 MEDI-CAL SERVICES

Thank you for your agency's submission of the FY 2015-2016 Plan of Corrective Action (POCA) received on July 29, 2016, in response to our June 29, 2016 correspondence concerning the program review of your CHOEUR and DHCS Medi-Cal Services Contract PH002516-6. The Children's Health Outreach Initiatives staff reviewed your plan and determined that it is satisfactorily responsive. This concludes your FY 2015-2016 Program Review.

Thank you for your cooperation during this review process. If you have any questions or need additional information, please contact Adjoa Jones, Contract Manager, at (213) 637-8475.

Sincerely,

Vivian Cost For

Ayda Ghebregzghi, Director
Children's Health Outreach Initiatives

AG:aj

- c: Romesh Anketell, Program Coordinator, PPHD
- Manuel Carmona, Management Analyst IV, PPHD
- Contract File