

# **Exhibit A**

## **TRAUMA FOCUSED – COGNITIVE BEHAVIORAL THERAPY**

### **STATEMENT OF WORK (SOW)**

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# STATEMENT OF WORK (SOW)

## 1.0 SCOPE OF WORK

Contractor, in collaboration with the Los Angeles County (LAC or County) Department of Mental Health (DMH or Department), will train mental health clinicians from LACDMH directly-operated clinics and contracted mental health clinicians on Trauma-Focused Cognitive Behavioral Therapy (TF-CBT). Training includes all required components that are necessary for certification and proficiency in TF-CBT.

### TF-CBT Background

TF-CBT is an Evidence-Based Practice (EBP) that includes specialized mental health services delivered by clinical staff, as part of multi-disciplinary treatment teams. TF-CBT has been widely researched and has cultural adaptations. Services have the potential to reduce symptoms of depression and psychological trauma, which may be the result of any number of traumatic experiences (e.g., child sexual abuse, domestic violence, traumatic loss, etc.) for young children, children, and transition-age youth (TAY) receiving these services.

Proficiency in TF-CBT enables clinicians to provide TF-CBT services to age groups 3-18. These services are intended as a prevention and early intervention strategy for those who may be at risk for symptoms of trauma, particularly those individuals who are not currently receiving mental health services.

## 2.0 SPECIFIC WORK REQUIREMENTS

**2.1** Contractor shall provide all TF-CBT trainings in a 100% virtual environment in 18 separate cohorts throughout the contract term, each consisting of 40 participants as referred by LACDMH. Each of the 18 training cohorts shall be provided as follows:

**2.1.1** Contractor will schedule initial training in four half-day periods;

**2.1.2** Contractor will schedule and lead group technical assistance follow-up calls. Each group shall consist of a maximum of eight participants per group and shall participate in 12 technical calls. Each call shall be scheduled in one-hour increments; Contractor will authenticate the identity of all call participants prior to discussing any Personal Health Information (PHI) on calls.

A. Contractor will obtain and document all required permissions when recording calls containing PHI in accordance with applicable state and federal laws.

B. Contractor will ensure that the minimum necessary amount of PHI is discussed during calls, adhering to the 'Minimum Necessary Rule' as outlined in Health Insurance Portability and Accountability Act (HIPAA) regulations.

C. Contractor will report any potential breaches or incidents involving PHI during call handling to the LACDMH Department Information Security Officer (app-diso-LACDMH@lacounty.gov ) within 48 hours of discovery;

**2.1.3** Contractor will schedule booster trainings six months post initial training; and

- 2.1.4 For all clinicians that complete their training, Contractor will review and score a one-hour audio recording of a TF-CBT session between a trained clinician and a client.
  - A. The specific digital recorder and software used to download audio files will be pre-approved by the LACDMH Security Division for HIPAA compliance.
  - B. Contractor shall issue certificates of proficiency to trainees that receive a passing rating in the audio recording in Section 2.1.4 above.

**Virtual Training Environment**

- 2.2 Contractor shall ensure that all virtual training environments are HIPAA compliant to protect the privacy and security of PHI shared or discussed during training sessions.
  - 2.2.1 Contractor shall provide access to all on-line trainings for TF-CBT to all trainees.
  - 2.2.2 Contractor’s web-based portal will undergo a security audit by LACDMH Security Division to ensure HIPAA compliance before it is used for training.
  - 2.2.3 Contractor will ensure end-to-end encryption for any and all data transmissions that may contain PHI.
  - 2.2.4 Contractor’s shared folder(s) used to store training information must be encrypted at rest.

**3.0 QUALITY CONTROL**

Contractor will establish and utilize a comprehensive Quality Control Plan (Plan) to ensure the County receives a consistently high level of service throughout the term of the Contract. The Plan must be submitted to LACDMH staff for review, upon request. The QCP must include, but may not be limited to, the following:

- 3.1 Method of monitoring to ensure that Contract requirements are being met;
- 3.2 Contractor’s regular security audits, at least annually, to verify compliance with HIPAA regulations.
- 3.3 A record of all inspections conducted by the Contractor, any corrective action taken, the time a problem was first identified, a clear description of the problem, and the time elapsed between identification and completed corrective action.

**3.4 Data Collection**

Contractor will track participant attendance at all training events (the initial four half-day trainings, the six-month booster and all technical assistance follow-up calls) and report on attendance, upon LACDMH’s request. Contractor will also report on all audio reviews.

## 4.0 QUALITY ASSURANCE PLAN

LACDMH will evaluate the Contractor's performance under this Contract using the quality assurance procedures as defined in the Contract, Paragraph 8.15 (County's Quality Assurance Plan).

### 4.1 Meetings

Contractor will be required to attend all scheduled meetings as necessary.

### 4.2 Contract Discrepancy Report

**4.2.1** Verbal notification of a Contract discrepancy will be made to the Contractor's Project Monitor as soon as possible whenever a Contract discrepancy is identified. The problem must be resolved within a time period mutually agreed upon by LACDMH and the Contractor.

**4.2.2** LACDMH staff will determine whether a formal Contract Discrepancy Report (CDR) (Attachment I) will be issued. Upon receipt of this document, the Contractor is required to respond in writing to LACDMH staff within five business days acknowledging the reported discrepancies or presenting contrary evidence.

**4.2.3** A plan for correction of all deficiencies identified in the CDR must be submitted to LACDMH staff within 10 business days of receipt of the CDR.

### 4.3 County Observations

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

## 5.0 RESPONSIBILITIES

LACDMH's and the Contractor's responsibilities are as follows:

### LACDMH

#### 5.1 Personnel

LACDMH will administer the Contract according to Paragraph 6.0 (Administration of Contract – County) of the Contract. Specific duties will include:

**5.1.1** Monitoring the Contractor's performance in the daily operation of the Contract.

**5.1.2** Providing direction to the Contractor in areas relating to policy, information, and procedural requirements.

**5.1.3** Preparing amendments in accordance with the Contract, Subparagraph 8.1 - Amendments.

**5.1.4** Intentionally Omitted

**CONTRACTOR**

**5.2 Contractor’s Project Manager**

- 5.2.1 Contractor must provide a full-time Contractor’s Project Manager or designated alternate. LACDMH must have access to the Project Manager during hours of operation as defined by LACDMH. Contractor will provide a telephone number and e-Mail address where the Project Manager may be reached during normal business hours.
- 5.2.2 Project Manager will act as a central point of contact with LACDMH.
- 5.2.3 Project Manager/alternate must have full authority to act for Contractor on all matters relating to the daily operation of the Contract. Project Manager/alternate must be able to effectively communicate, in English, both orally and in writing.

**5.3 Personnel**

- 5.3.1 All personnel who will have access to or handle PHI must undergo annual HIPAA training before engaging in any activity involving PHI during the execution of this Contract.

**5.4 Intentionally Omitted**

**5.5 Materials and Equipment**

- 5.5.1 The purchase of all materials/equipment to provide the needed services is the responsibility of the Contractor. Contractor must use materials and equipment that are safe for the environment and safe for use by the employee.

**5.6 Contractor Staff Training**

- 5.6.1 Contractor must provide training programs for all new employees and continuing in-service training for all staff that work on this Contract.
- 5.6.2 All staff that work on this Contract must be trained in their assigned tasks and in the safe handling of equipment and Protected Health Information. All equipment must be checked daily for safety. All staff must wear safety and protective gear according to OSHA standards.

**5.7 Contractor’s Administrative Office**

Contractor must maintain an administrative office with a telephone in the company’s name where Contractor conducts business. The office will be staffed during the hours of 8 a.m. to 5 p.m. (PST), Monday through Friday, by at least one employee who can respond to inquiries which may be received about the Contractor’s performance of the Contract. When the office is closed, an answering service must be provided to receive calls and take messages. **Contractor must answer calls received by the answering service within 48 hours of receipt of the call.**

**6.0 - 8.0 INTENTIONALLY OMITTED**

**7.0 ADDITION AND/OR DELETION OF FACILITIES, SPECIFIC TASKS AND/OR WORK HOURS**

**9.1** All changes must be made in accordance with Subparagraph 8.1 (Amendments) of the Contract.

**8.0 - 12.0 INTENTIONALLY OMITTED**

**13.0 GREEN INITIATIVES**

**13.1** Contractor must use reasonable efforts to initiate “green” practices for environmental and energy conservation benefits.

**13.2** Contractor must notify County’s Project Manager of Contractor’s new green initiatives prior to Contract commencement.

**14.0 INTENTIONALLY OMITTED**

# CONTRACT DISCREPANCY REPORT

**CONTRACTOR RESPONSE DUE BY \_\_\_\_\_ (enter date and time)**

<b>Date:</b> <u>Click or tap here to enter text.</u>		<b>Contractor Response Received:</b> <u>Click or tap here to enter text.</u>	
<b>Contractor:</b> <u>Click or tap here to enter text.</u>	<b>Contract No.:</b> <u>Click or tap here to enter text.</u>	<b>County's Project Manager:</b> <u>Click or tap here to enter text.</u>	
<b>Contact Person:</b> <u>Click or tap here to enter text.</u>	<b>Telephone:</b> <u>Click or tap here to enter text.</u>	<b>County's Project Manager Signature:</b>	
<b>Email:</b> <u>Click or tap here to enter text.</u>		<b>Email:</b> <u>Click or tap here to enter text.</u>	

A contract discrepancy(s) is specified below. The Contractor will take corrective action and respond back to the **County personnel** identified above by the date required. Failure to take corrective action or respond to this Contract Discrepancy Report by the date specified may result in the deduction of damages.

No.	Contract Discrepancy	Contractor's Response*	County Use Only		
			Date Correction Due	Date Completed	Approved
1	<u>Click or tap here to enter text.</u>	<u>Click or tap here to enter text.</u>	<u>Click or tap here to enter text.</u>	<u>Click or tap here to enter text.</u>	<u>Click or tap here to enter text.</u>
2	<u>Click or tap here to enter text.</u>	<u>Click or tap here to enter text.</u>	<u>Click or tap here to enter text.</u>	<u>Click or tap here to enter text.</u>	<u>Click or tap here to enter text.</u>
3	<u>Click or tap here to enter text.</u>	<u>Click or tap here to enter text.</u>	<u>Click or tap here to enter text.</u>	<u>Click or tap here to enter text.</u>	<u>Click or tap here to enter text.</u>

\*Use additional sheets if necessary

<u>Click or tap here to enter text.</u> <b>Contractor's Representative Signature</b>	<u>Click or tap here to enter text.</u> <b>Date Signed</b>
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<b>Additional Comments:</b> <u>Click or tap here to enter text.</u>