

EXHIBIT A

SCOPE OF WORK

Introduction

SAN BENITO County and the California Department of Social Services (CDSS) hereby enter into this 5-year Agreement for conducting first-level Quality Assurance (QA) and/or Case Review.

Background

In accordance with federal and state statutes 45 CRG 1355.34I(3) and WIC 10601.2 (a), local county child welfare agencies are responsible for implementing a qualitative case review process for child welfare services by child welfare and probation agencies. All 58 counties in California are required to complete a randomly sampled list of cases based on the combined caseload size of the county probation agency and child welfare agency, including both in-home and out-of-home cases. Cases are pulled on a continuous quarterly basis and provided to each county by the CDSS. The entire continuum of child welfare, from investigation through adoption is subject to review. All cases must be reviewed in accordance with state and federal policies and procedures utilizing the federal Onsite Review Instrument, which is published by the Children's Bureau of the Administration for Children and Families. Cases are reviewed by designated county staff reviewers. Upon completion of each case review, counties conduct a first level QA process to maintain the integrity of the review. Counties designate certified review staff to conduct initial QA. Additionally, CDSS staff conducts QA reviews on a select subset of cases reviewed in each county. If a county believes that a given case should not be reviewed based on a set of pre-determined elimination criteria, a formal request is submitted to CDSS. The request must contain sufficient information regarding the specific criteria for CDSS to make a final determination. If CDSS determines a case is appropriate for elimination a replacement case is transmitted to the county.

A. SAN BENITO County Responsibilities:

1. Evaluate the case list for possible case eliminations and submit case inquiry form to CDSS for elimination within 10 business days of receiving the case list.
2. Coordinate with the CDSS to secure key participant interviews including, but not limited to identifying, contacting and scheduling interviews.
3. Track and address safety and policy concerns.
4. Identify at least one staff with Online Monitoring System (OMS) access to coordinate with the CDSS and act as a point of contact.
5. Prepare all necessary case files and provide access to all needed case records.
6. Provide appropriate work space for the duration of the review including, but not limited to:
 - a. Internet, telephone, and printer access
 - b. Private interview room

Please check one of the two check boxes below indicating your preference.

B. CDSS Responsibilities: Case Review and Quality Assurance ☐

1. Review the case record and process inquiries as needed.
2. Complete the On-Site Review Instrument (OSRI).
3. Report all safety and policy concerns to the county contact and follow-up.
 - a. CDSS Case Review staff will review the case and county-level QA information in the OMS. The CDSS Case Review staff will then set-up debriefs with counties in person or remotely via phone or online meeting.
4. Identify and interview case review key participants in collaboration with the county contact.
5. Follow security, retention, and destruction policies for case review material.
6. Perform first-level QA.
7. Provide feedback and technical assistance to the reviewer on the accuracy of the case review.
8. Report out aggregate case review findings.
9. Provide OMS access to the county contact.

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C. CDSS Responsibilities: Quality Assurance Only ☒

1. Perform first-level QA.
2. Report all safety and policy concerns to the county contact and follow-up.
 - a. CDSS Case Review staff will review the case and county-level QA information in the OMS. The CDSS Case Review staff will then set-up debriefs with counties in person or remotely via phone or online meeting.
3. Provide feedback and technical assistance to the reviewer on the accuracy of the case review.
4. Report out aggregate case review findings.
5. Provide OMS access to the county contact.

D. The project representatives during the term of this Agreement will be:

<u>CDSS</u>	<u>Contractor</u>
<u>Name:</u>	<u>Tracey Belton</u>
<u>Title</u>	<u>Deputy Director</u>
<u>Address</u>	<u>1111 San Felipe Rd #205</u>
<u>Address (cont)</u>	<u>Hollister, Ca. 95023</u>
<u>Phone:</u>	<u>(831) 630-5146</u>
<u>Email:</u>	<u>tbelton@cosb.us</u>

The project representatives may be changed by written notice to the other party, within ten (10) working days of the change. Said changes shall not require an amendment to this Agreement.

E. Additional Guidelines

1. If counties enter this contract after Quarter 1 has begun, the County will reimburse the CDSS at a pro-rated cost.
2. If counties enter this contract after Quarter 1 has begun, the CDSS will be responsible for a pro-rated number of cases.
3. If counties opt out of this contract, written notice must be provided no later than March 1st.