

## EXHIBIT A-1 AMENDED SCOPE OF WORK

### I. Purpose of Agreement

The purpose of this contract is to establish an agreement and Scope of Services between the Denver Department of Public Health & Environment (DDPHE), Office of HIV Resources and **It Takes a Village**.

It Takes a Village has been awarded the following amounts in Ryan White Part A funds:

- **\$262,991** in Fiscal Year 2018 (March 1, 2018 – February 28, 2019)
- **\$251,224** in Fiscal Year 2019 (March 1, 2019 – February 29, 2020)
- **Cumulative Maximum Contract Amount: \$514,215**

### II. Services and Conditions

To provide the following services to individuals living with HIV/AIDS in the Denver Transitional Grant Area (TGA), which includes and is limited to, Adams, Arapahoe, Broomfield, Denver, Douglas, and Jefferson counties, in accordance with the Service Standards for the following service categories:

SERVICE CATEGORY	FUNDING SOURCE	FY 2018 AWARD NUMBER	FY 2018 AWARD AMOUNT	FY 2018 Actual expenditures
Medical Case Management	RW Part A	18-MCM-7712-A	\$74,844	\$76,566
Psychosocial Support Services	RW Part A	18-PSS-7712-A	\$16,385	\$16,364
Early Intervention Services	RW MAI	18-EIS-7712-M	\$20,820	\$20,393
Medical Case Management	RW MAI	18-MCM-7712-M	\$49,376	\$49,618
Mental Health Services	RW MAI	18-MHS-7712-M	\$23,079	\$19,258
Psychosocial Support Services	RW MAI	18-PSS-7712-M	\$9,747	\$8,088
Substance Abuse Outpatient Care	RW MAI	18-SAO-7712-M	\$68,740	\$60,880
<b>FY 2019 MAXIMUM REIMBURSABLE AMOUNT:</b>			<b>\$262,991</b>	<b>\$251,167</b>
SERVICE CATEGORY	FUNDING SOURCE	FY 2019 AWARD NUMBER	FY 2019 AWARD AMOUNT	
Medical Case Management	RW Part A	19-MCM-7712-A	\$72,998	
Psychosocial Support Services	RW Part A	19-PSS-7712-A	\$14,816	
Early Intervention Services	RW MAI	19-EIS-7712-M	\$21,241	
Medical Case Management	RW MAI	19-MCM-7712-M	\$50,374	
Mental Health Services	RW MAI	19-MHS-7712-M	\$23,546	
Psychosocial Support Services	RW MAI	19-PSS-7712-M	\$9,944	

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Substance Abuse Outpatient Care	RW MAI	19-SAO-7712-M	\$70,129
<b>FY 2019 MAXIMUM REIMBURSABLE AMOUNT:</b>			<b>\$263,048</b>

**III. Process and Outcome Measures**

**A. Process Measures**

**It Takes a Village** will provide:

SERVICE CATEGORY	FY 2018 AWARD NUMBER	UNDUPLICATED CLIENTS	SERVICE UNITS DELIVERED
Medical Case Management	18-MCM-7712-A	32	320
Psychosocial Support Services	18-PSS-7712-A	16	180
Early Intervention Services	18-EIS-7712-M	10	70
Medical Case Management	18-MCM-7712-M	35	350
Mental Health Services	18-MHS-7712-M	15	150
Psychosocial Support Services	18-PSS-7712-M	8	48
Substance Abuse Outpatient Care	18-SAO-7712-M	35	350

SERVICE CATEGORY	FY 2019 AWARD NUMBER	UNDUPLICATED CLIENTS	SERVICE UNITS DELIVERED
Medical Case Management	19-MCM-7712-A	32	320
Psychosocial Support Services	19-PSS-7712-A	20	100
Early Intervention Services	19-EIS-7712-M	10	70
Medical Case Management	19-MCM-7712-M	35	350
Mental Health Services	19-MHS-7712-M	20	120
Psychosocial Support Services	19-PSS-7712-M	10	50
Substance Abuse Outpatient Care	19-SAO-7712-M	35	350

**IV. Quality Management Program**

**A. Quality Management Plan**

- i.) Contractor will be required to submit a FY 2019 Quality Management Plan. **Quality Management Plans will be due on November 30, 2019.** Quality Management Plans must include the following elements:
  - o A quality statement
  - o A description of the quality management structure
  - o Performance measures
  - o Annual quality goals
  - o Quality improvement plans
  - o Quality management plan implementation
  - o An explanation of how the quality management plan will be evaluated and updated

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- Capacity building
- Communication

### **B. Quality Management Activities**

- i.) Contractor will be required to document at least one quality improvement activity in the Fiscal Year
- ii.) Quality Improvement activities should be related to the Quality Management Plan, and impact the sub-recipients identified annual quality goals
- iii.) Updates on quality improvement activities will be submitted to DHR, or designee, on a quarterly basis
- iv.) Contractor will hold Quality Committee meetings, meetings will be held at a minimum of quarterly

### **V. Quality Management Infrastructure and Capacity Building**

Contractor will be required to identify one contact person for all Quality Management related deliverables

Contractor will be required to have two staff members participate in a DHR hosted, Quality Management Training

### **VI. Schedule of Payments for Services**

**A.** The City and County of Denver may withhold payment due under this Agreement until the Contractor submits a satisfactory Audit Report Package that covers the Contractor's most recent fiscal year. If there are material findings in the audit, the City and County of Denver may withhold reimbursement until the audit findings are resolved to the City and County of Denver's satisfaction.

**B.** Invoice packages will be due no later than the 15th of the month following the month of service. Reporting schedule detailed below in Section VI (D). Three or more occurrences of a late invoice shall be considered a contract compliance issue.

**C.** The Contractor shall submit a complete invoice package monthly using required DDPHE HIV Resources invoice forms. A complete invoice package will include the following:

**Item 1:** a complete monthly invoice summary for the service month;

**Item 2:** a complete Individual Service Category Invoice (Forms I-1, I-2, I-3, I-4) for the service month for each award/service category;

**Item 3:** supporting documentation for all expenses;

**Item 4:** an attestation to complete CAREWARE data entry **or** a complete data upload for the service month; and

**Item 5:** a quarterly narrative report once per quarter (four times per year).

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**D.** Contractor invoicing schedule is as follows:

SERVICE MONTH	INVOICE PACKAGE DUE BY	INVOICE PACKAGE INCLUDES:
March 2019	April 15, 2019	Items 1, 2, 3, and 4
April 2019	May 15, 2019	Items 1, 2, 3, and 4
May 2019	June 17, 2019	Items 1, 2, 3, and 4
June 2019	July 15, 2019	Items 1, 2, 3, 4, and 5
July 2019	August 15, 2019	Items 1, 2, 3, and 4
August 2019	September 16, 2019	Items 1, 2, 3, and 4
September 2019	October 15, 2019	Items 1, 2, 3, 4, and 5
October 2019	November 15, 2019	Items 1, 2, 3, and 4
November 2019	December 16, 2019	Items 1, 2, 3, and 4
December 2019	January 15, 2020	Items 1, 2, 3, 4, and 5
January 2020	February 17, 2020	Items 1, 2, 3, and 4
February 2020	March 16, 2020	Items 1, 2, 3, and 4
<b>Final 2020 Invoice</b>	<b>April 15, 2020</b>	<b>Items 1, 2, 3, 4, and 5</b>

### **VII. Disallowances and Review of Reports**

The City and County of Denver may review the budget, management, financial and audit reports, and any other materials or information the City and County of Denver may consider appropriate to assess whether any expenditures by the Contractor are disallowed by the City and County of Denver. **Exhibit E** describes expenditures that will be disallowed by The City and County of Denver. The City and County of Denver may disallow reimbursement for services or expenditures that were not provided or approved in accordance with the terms of this Agreement. The Contractor shall not unreasonably refuse to provide expenditure information related to this Agreement that the City and County of Denver may reasonably require. These disallowances will be deducted from any payments due the Contractor, or if disallowed after contract termination, the Contractor shall remit the disallowed reimbursement to the City and County of Denver according to a schedule to be determined by the City and County of Denver at its sole discretion. Despite the City and County of Denver's approval of expenditures, if a review or an audit conducted by the City, State or federal governments results in final disallowances of expenditures, the Contractor shall remit the amount of those disallowances to the City and County of Denver according to a schedule to be determined by the City and County of Denver at its sole discretion following written notice of disallowances to the Contractor. This Section survives termination or expiration of this Agreement.

### **VIII. Administrative Cost Limit**

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The Contractor's total administrative costs cannot exceed **10%** of the Maximum Reimbursable Amount. Administrative costs are defined as the costs incurred for usual and recognized overhead, including established indirect rates for agencies; management and oversight of specific programs funded under this contract; and other types of program support such as quality assurance, quality control, and related activities. Examples of administrative costs include:

- Salaries and related fringe benefits for accounting, secretarial, and management staff, including those individuals who produce, review and sign monthly program and fiscal reports;
- Consultants who perform administrative, non-service delivery functions;
- General office supplies;
- Travel costs for administrative and management staff;
- General office printing and photocopying;
- General liability insurance; and
- Audit fees.

Administrative costs can be direct or indirect. Direct costs are costs that can be directly charged to the program and which are incurred in the provision of direct services. Indirect costs are defined as the administrative costs that are incurred for common or joint activities that cannot be identified specifically with a particular project or program.

### **IX. Performance Management and Reporting**

#### **A. Performance Management**

Monitoring may be performed by the DDPHE HIV Resources staff and/or designee. Contractor may be reviewed for:

1. **Quality Monitoring:** The quality of the services being provided and the effectiveness of those services addressing the needs of the Denver TGA.
2. **Program Monitoring\*:** Review and analysis of current program information to determine the extent to which contractors are achieving established contractual goals;
3. **Fiscal Monitoring\*:** Review financial systems and billings to ensure that contract funds are allocated and expended in accordance with the terms of the agreement.
4. **Administrative Monitoring:** Monitoring to ensure that the requirements of the contract document, Federal, State and City and County regulations, and DDPHE policies are being met.

*\* DDPHE HIV Resources and/or its designee may provide regular performance monitoring and reporting. DDPHE HIV Resources and/or its designee, may manage any performance issues and may develop interventions that will resolve concerns.*

#### **B. Reporting**

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The following reports shall be developed and delivered to the City as stated in this section.

Report # and Name	Description	Due Date	Reports to be sent to:
1. CAREWare Reporting	<p>Contractor is required to enter client-level data monthly into CAREWare for all funded services including:</p> <ol style="list-style-type: none"> <li>1. All client-level information needed to create the HRSA-defined electronic Unique Client Identifier (eUCI) including, but not limited to:               <ol style="list-style-type: none"> <li>a. Client legal first and last name</li> <li>b. Client full date of birth</li> <li>c. Client gender</li> </ol> </li> <li>2. Demographic information</li> <li>3. Client encounters and/or service units</li> <li>4. Additional socio-demographic data and primary care status measures</li> </ol> <p>Contractor may enter client-level data into CAREWare using two different methodologies:</p> <ol style="list-style-type: none"> <li>1. Direct manual data entry via the CAREWare interface; or</li> <li>2. Provider Data Import (PDI).</li> </ol>	the 15 <sup>th</sup> of each month	Into CAREWare system
2. Ryan White Part A Service Report (RSR)	<p>Includes, but is not limited to:</p> <ul style="list-style-type: none"> <li>• Data input throughout the calendar year, due the 15<sup>th</sup> of each month for the month prior</li> <li>• Run provider RSR reports to clean existing data and/or input missing data with technical assistance from DHR</li> <li>• Review finalized RSR report with DHR</li> <li>• Generate client-level XML file and upload into the</li> </ul>	February 26, 2019	<p>Into CAREWare system for data entry</p> <p>Into HRSA Web Application for RSR final reporting</p>

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Report # and Name	Description	Due Date	Reports to be sent to:
	HRSA Web Application (per HRSA requirement) <ul style="list-style-type: none"> <li>Submit RSR report into HRSA Web Application</li> </ul>		
1. 1 <sup>st</sup> Quarter report	Report shall: <ul style="list-style-type: none"> <li>Review and verify the # of clients served, the number of service units, the amount of funding expended</li> <li>Document quality improvement projects conducted</li> <li>Provide an update on changes to staff including vacancies and new staff</li> <li>Summarize successes, weaknesses and needs for the period of March 1, 2019 through May 31, 2019</li> </ul>	July 15, 2019	Fiscal Officer/Grant Administrator <a href="mailto:Terra.hasemanswazer@denvergov.org">Terra.hasemanswazer@denvergov.org</a>  Quality Administrator <a href="mailto:hivresources@denvergov.org">hivresources@denvergov.org</a>  Nick Roth <a href="mailto:Nicholas.roth@denvergov.org">Nicholas.roth@denvergov.org</a>
2. Mid-Year Report	Report shall: <ul style="list-style-type: none"> <li>Review and verify the # of clients served, the number of service units, the amount of funding expended</li> <li>Document quality improvement projects conducted</li> <li>Provide an update on changes to staff including vacancies and new staff</li> <li>Summarize successes, weaknesses and needs for the period of March 1, 2019 through August 31, 2019</li> </ul>	October 15, 2019	Fiscal Officer/Grant Administrator <a href="mailto:Terra.hasemanswazer@denvergov.org">Terra.hasemanswazer@denvergov.org</a>  Quality Administrator <a href="mailto:hivresources@denvergov.org">hivresources@denvergov.org</a>  Nick Roth <a href="mailto:Nicholas.roth@denvergov.org">Nicholas.roth@denvergov.org</a>
3. 3 <sup>rd</sup> Quarter Report	Report shall: <ul style="list-style-type: none"> <li>Review and verify the # of clients served, the number of service units, the amount of funding expended</li> <li>Document quality improvement projects conducted</li> </ul>	January 15, 2020	Fiscal Officer/Grant Administrator <a href="mailto:Terra.hasemanswazer@denvergov.org">Terra.hasemanswazer@denvergov.org</a>  Quality Administrator <a href="mailto:hivresources@denvergov.org">hivresources@denvergov.org</a>  Nick Roth <a href="mailto:Nicholas.roth@denvergov.org">Nicholas.roth@denvergov.org</a>

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Report # and Name	Description	Due Date	Reports to be sent to:
	<ul style="list-style-type: none"> <li>• Provide an update on changes to staff including vacancies and new staff</li> <li>• Summarize successes, weaknesses and needs for the period of March 1, 2019 through November 30, 2019</li> </ul>		
4. Year End Report	Report shall: <ul style="list-style-type: none"> <li>• Review and verify the # of clients served, the number of service units, the amount of funding expended</li> <li>• Document quality improvement projects conducted</li> <li>• Provide an update on changes to staff including vacancies and new staff</li> <li>• Summarize successes, weaknesses and needs for the period of March 1, 2019 through February 29, 2020</li> </ul>	April 15, 2020	Fiscal Officer/Grant Administrator <a href="mailto:Terra.hasemanswazer@denvergov.org">Terra.hasemanswazer@denvergov.org</a>  Quality Administrator <a href="mailto:hivresources@denvergov.org">hivresources@denvergov.org</a>  Nick Roth <a href="mailto:Nicholas.roth@denvergov.org">Nicholas.roth@denvergov.org</a>
5. Quality Management Plan	Plan(s) shall demonstrate all Quality Management activities, including Quality Management infrastructure, specific quality improvement activities, planning, and monitoring, etc.	November 30, 2019	Quality Administrator <a href="mailto:Hivresources@denvergov.org">Hivresources@denvergov.org</a>
6. Other reports as reasonably requested by the City.	To be determined (TBD)	TBD	TBD

### **X. Budget**

- A.** Contractor shall provide the identified services for the City under the support and guidance of the Denver Department of Public Health & Environment (DDPHE), Office of HIV Resources using best practices and other methods for fostering a sense of collaboration and communication.
- B.** Contractor shall submit a complete budget package using required DDPHE HIV Resources budget forms.
- C.** Contractor may not reallocate funding across awards/service categories.



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**D.** The budget for this agreement is attached as an exhibit.

### **XI. Required Acknowledgement and Disclaimer Language**

**A.** HRSA requires subrecipients to use the following acknowledgement and disclaimer on all products produced by HRSA grant funds:

“This [project/publication/program/website, etc.] [is/was] supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award totaling \$XX with XX percentage financed with non-governmental sources. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by HRSA, HHS, or the U.S. Government. For more information, please visit HRSA.gov.”

**B.** Subrecipients are required to use this language when issuing statements, press releases, requests for proposals, bid solicitations, and other HRSA supported publications and forums describing projects or programs funded in whole or in part with HRSA funding.

- Examples of HRSA supported publications include, but are not limited to, manuals, toolkits, resources guides, case studies, and issues briefs.

### **XII. Other**

Contractor shall submit updated documents which are directly related to the delivery of services.

Additional document requirements for this contract include:

- A.** NEW Individual Service Category Budget Form B3: Service Target Projections
- B.** NEW Contract Summary Data Form A-3: Summary of Funding Sources
- C.** NEW Individual Service Category Budget Form B-2: Personnel Schedule
- D.** Organizational Chart