

Exhibit A

Scope of Work

Service Overview

Contractor agrees to provide to the California Department of Public Health (CDPH) the services described herein.

The Quality Care Health Foundation's (QCHF) Certified Nursing Assistant (CNA) Training Kickstarter Project shall collaborate with skilled nursing facilities (SNF) to address sustainability of future CNAs in the workforce. To address this very important task, the contractor shall assist interested SNFs in developing California Department of Public Health approved facility-based training programs to continue training additional CNAs in the future. The authority for this contract is based on Health and Safety Code 1337 - 1338.5.

Service Location

The services shall be performed at various SNFs throughout the State of California.

Progress Reports or Meetings

- A. Contractor shall submit quarterly progress reports and meet monthly with the state liaison contract manager liaison to ensure that project deliverables are being met.
- B. At the conclusion of this agreement the Contractor shall submit a comprehensive final report no later than the contract expiration date or a date mutually agreed upon with Program Project Manager.

Services to be Performed

Contractor shall perform the following services:

- A. Develop an agenda and meet with the Employment Development Department (Labor & Workforce Development Agency) within the first 15 days of the contract to coordinate CNA training efforts.
- B. Provide funds, best practice resources, technical assistance and training to facilitate the initial development to the CNA workforce in facilities. The Contractor shall provide site visits to facilities as needed to assist in the development of the CNA programs and cultural enhancements to encourage staff retention.
- C. The goals under this agreement are to enroll and certify up to 1,000 students in CNA training programs and develop 60 new CDPH approved in-house CNA training programs.
 - 1. Recruit five (5) of ten (10) pilot facilities in counties where there is potential shortage of CNAs in order to meet the 3.5/2.4 statutes.
(see link: <https://www.cdph.ca.gov/Programs/CHCQ/LCP/Pages/2-4-3-5-Shortage-Areas.aspx>)

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- b. Each SNF involved shall train a maximum of five CNAs, totaling up to 500 CNAs during the first six months of the contract. SNFs shall provide the training through their in-house training program, through a community college, or through a private vocational school CNA Program. During the second year of the contract, each facility with an approved in-house CNA training program shall train additional CNAs through their own program, totaling up to another 500 CNAs in the program.
- c. Provide education that covers topics such as, employee hiring and retention best practices, advanced Director of Staff Development training in teaching the adult learner and the development of career ladders for entry level workers and the development of a quality work environment. Webinars will be provided that will include learning goals and objectives on the following topics:
 - 1. Successful in-house CNA Training Program Application.
 - 2. Interviewing and hiring the right candidate.
 - 3. Developing a successful employee retention program.
 - 4. Developing a quality work environment.
 - 5. Teaching the adult learner.
 - 6. Developing facility career ladders.

These webinars would be prerecorded. The facility would sign in to the webinar library and view the webinar at their convenience.

Goal 1: Provide funds, best practice resources, technical assistance and training to facilitate the initial development of a quality CNA.

Objective 1: Develop policies, procedures and a process to oversee the CNA Training Kickstarter Contract,

1. Tasks:

- a) Hire a Project Manager I with background in nursing home operations and communications.
 - i. Project Director and subcontractors will provide background/insight in nursing home operations to the Project Manager who will be responsible for tasks b. - f.
- b) Develop policies and procedures to govern CNA Training Kickstarter contract.
- c) Develop application process for participating SNFs.
- d) Create checklists and information required for student enrollment documents, graduation documentation and certification documentation.
- e) Develop outreach plan and necessary materials.
- f) Develop and compile web-based resources for developing facility based training programs, public and private CNA training programs available.

2. Time Line: July 1, 2018 to September 30, 2018

Objective 2: Promote CNA training program to facilities.

1. Tasks:

- a) Promote CNA Training Kickstarter Contract to long-term care/skilled nursing facilities statewide.
- b) Process facility applications and enrollment documentation.

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- c) Disburse funds to facilities according to each checkpoint.
- d) Monitor/track CNA certifications.

2. Time Line: September 30, 2018 to June 30, 2020

Objective 3: Provide funding to facilities for CNA training.

1. Tasks:

- a) Provide funds for immediate CNA training at a pre-existing CDPH-approved training program.
- b) Provide funds for a pilot study of 10 facilities interested in developing a facility based training program.
- c) Conduct webinar, site visits and support calls.

2. Time Line: September 30, 2018 to June 30, 2020

Objective 4: Provide technical assistance to facilities to apply for CDPH approved training program.

1. Task:

- a) Assess outcomes for the facilities that participated in the pilot- challenges and successes in attaining CDPH approval as a facility-based training program.
- b) Research materials helpful for facilities in developing their own program i.e., samples of best practices.
- c) Provide technical assistance in helping facilities apply for a CDPH approved training program through webinars, site visits, and support calls.
- d) Provide funds for remaining 50 facilities for in-house CNA Training Program applications.
- e) Provide funds for training of the remaining 500 CNAs through newly approved in-house CNA Training Programs.

2. Time Line: December 31, 2018 to June 30, 2020

Objective 5: Webinar Training and support calls.

1. Task:

- a) Participating facilities will view webinars pertaining to the phase of the grant cycle that they are involved in.
- b) Phase 1, recruitment and training of 500 CNAs, the facility will participate in webinars 2, 3, 4, and 6.
- c) Phase 2, applying for an in-house CNA Training Program, facilities will view webinars 1, 2, 3, 4, 5, and 6.
- d) Each facility enrolled in the grant project will participate in the monthly support calls.

2. Time Line: September 30, 2018 to June 30, 2020

Objective 6: QCHF evaluates CNA trainings.

1. Task:

- a) Evaluate results of CNA training, certification and retention.
 - i. 1,000 CNAs will receive training.
 - ii. 900 CNAs will receive certification.

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- iii. 800 CNAs will be retained at their facility 12 months after receiving their certification.
- b) Evaluate results of SNF's approved to become a training site.
 - i. 60 facilities will apply for CDPH approval of their Nursing Assistant Training Program (NATP).
 - ii. 55 facilities will receive CDPH approval of their NATP.
 - iii. 50 facilities will provide training to CNAs in their facility in-house NATP.

2. Time Line: September 30, 2018 to June 30, 2020

Reporting Requirements

- A. Provide a performance timeline and status points for all activities included in this contract.
- B. Provide status updates via teleconference or during an in person meeting on a quarterly basis starting with the execution of the contract.
- C. Provide a report, summarizing the data and analysis for each objective. Each report shall be submitted to the CDPH Contract Representative 30 days after each goal is completed.
- D. Contractor shall submit written quarterly reports to the CDPH/Licensing and Certification program regarding program operations and submit any and all requested data or information upon request. The reports shall include relevant data tables representing the status of facilities enrolled and sustained as well as pilot test results.

Subcontractor Requirements

- A. All subcontracting must comply with the requirements of the State Contracting Manual, Sections 3.03, 3.06, 3.18, and 4.04, as applicable.

CDPH Responsibilities

- A. CDPH agrees to provide the following services:
- B. Review and provide feedback of the performance timeline within 10 business day of receipt.
- C. Schedule and attend meeting updates in person or via teleconference and reserve meeting space or provide teleconference resources.
- D. Review reports and materials submitted by QCHF and provide feedback within 10 business days.
- E. Contractor must meet abide by all state and federal requirements pertaining to the work required in this contract.