

Exhibit A
Scope of Work

1. Service Overview

Contractor agrees to provide to the California Department of Public Health (CDPH) the services described herein for the project entitled "A Person-Centered Approach to Reducing Transfer, Discharge and Eviction" which aims to reduce discharge and eviction complaints by developing and delivering training for skilled nursing facility staff, surveyors, legal services, and Long-Term Care Ombudsman representatives on understanding the legal requirements for appropriate transfer and discharge, and around implementing a person-centered approach for improving the quality of the nursing home experience for residents and quality of the workplace for facility staff, thus reducing transfer, discharge, and eviction complaints. Eight in person day long sessions will be conducted throughout the state, in addition to a companion video that will be posted on the web for future reference.

Per the Federal Code of Regulations §488.433, the California Department of Public Health (CDPH) has authority to contract for these local assistance services.

2. Service Location

The training services shall be performed at various locations throughout the state, including San Diego, Los Angeles, Riverside/San Bernardino, Fresno, San Jose, Sacramento, Chico, and Oakland/Berkeley.

3. Service Hours

The services shall be provided during working hours of 8:00 am to 5:00 pm, Monday through Friday, except official holidays.

4. Project Representatives

A. The project representatives during the term of this agreement will be:

California Department of Public Health Cassie Dunham, Chief of Field Operations Telephone: (916) 324-1261 Fax: (916) 324-4820 E-mail: cassie.dunham@cdph.ca.gov	National Consumer Voice for Quality Long-Term Care Lori Smetanka, Executive Director Telephone: (202) 332-2275 E-mail: LSmetanka@theconsumervoice.org
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B. Direct all inquiries to:

<p>California Department of Public Health Center for Health Care Quality Licensing & Certification Program Attention: Heather Chamizo, SSM III 1615 Capitol Ave, MS 0512 Sacramento, CA 95899-7377</p> <p>Telephone: (916) 322-5406 Fax: (916) 324-4820 E-mail: Heather.Chamizo@cdph.ca.gov</p>	<p>National Consumer Voice for Quality Long-Term Care Lori Smetanka, Executive Director 1001 Connecticut Ave, NW, Suite 632 Washington, DC 20036</p> <p>Telephone: (202) 332-2275 E-mail: LSmetanka@theconsumervoice.org</p>
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C. All payments from CDPH to the Contractor; shall be sent to the following address:

Remittance Address
Federal ID # 52-1122531
FI\$CAL ID #
Contractor: The National Consumer Voice for Quality Long-Term Care
Lori Smetanka, Executive Director
1001 Connecticut Ave., NW, Suite 632
Washington, DC 20036
19-10220
LSmetanka@theconsumervoice.org

D. Either party may make changes to the information above by giving written notice to the other party. Said changes shall not require an amendment to this agreement.

5. Services to be Performed

A. A Person-Centered Approach to Reducing Transfer, Discharge and Eviction project will provide eight daylong sessions for approximately 150-200 attendees at various locations throughout the state, including San Diego, Los Angeles, Riverside/San Bernardino, Fresno, San Jose, Sacramento, Chico, and Oakland/Berkeley. The content of the training will be developed in consultation with a project advisory group that will include representatives of stakeholders including residents, facility staff, licensing and certification, legal services, ombudsman and advocacy groups, and trade associations during four in-person planning meetings. Additionally, four Subject Matter Experts (SMEs): Sonya Barsness, Eric Carlson, David Farrell, and Jamie Freschi, will be contracted to develop and deliver the eight statewide training sessions, and associated materials for these sessions. The SMEs will develop a companion video to accompany the in-person training that will be posted on the California State Ombudsman Program and the Consumer Voice

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websites for initial or refresher training.

- B. Contractor will schedule and attend in person or teleconference meetings and reserve the meeting space or provide the teleconference resources as needed.

6. Reporting Requirements

- A. Provide a summary report of training pre-test and post-test questions to determine participants' understanding of the legal reasons a facility can discharge or transfer a resident.
- B. Complete an assessment of ombudsman complaint data related to transfer-discharge, and data for appeal hearings heard by DHCS Office of Administrative Hearings and Appeals prior to trainings, immediately after completion of all training sessions, and six months after training completion.
- C. Provide quarterly progress reports including the number of facilities with at least one manager receiving training, the overall number of attendees at the training, and the pre-test and post-test questionnaire results.

7. 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.

8. CDPH Responsibilities

CDPH agrees to provide the following services:

- A. Review submitted reports and provide feedback within 10 business days of receipt.