

**SECOND ADDENDUM TO CONTRACT FOR SERVICES  
BY INDEPENDENT CONTRACTOR**

THIS SECOND ADDENDUM is to that Contract for Services entered into on September 21, 2023, and amended on January 2, 2024, by and between the County of Siskiyou (“County”) and Solutions West, Inc (“Contractor”) and is entered into on the date when it has been both approved by the Board and signed by all other parties to it.

WHEREAS, the Contract expires on June 30, 2024, and services continue to be required after that date; and

WHEREAS, the cost of services to be provided under the Contract is expected to exceed the amount provided in the Contract; and

WHEREAS, the parties desire to increase the amount of compensation payable under the Contract; and

WHEREAS, the Scope of Service, Exhibit A, needs to be revised to reflect additional duties.

NOW THEREFORE, THE PARTIES MUTUALLY AGREE AS FOLLOWS:

Paragraph 1.01 of the Contract, Contract Term, shall be amended to extend the term of the Contract through December 31, 2024.

Paragraph 3.01 of the Contract, Specific Services, Exhibit “A”, shall be deleted and replaced in its entirety with the new Exhibit “A”, Scope of Services, attached hereto and hereby incorporated by reference.

Paragraph 4.01 of the Contract, Compensation, shall be amended to add an additional ONE HUNDRED THOUSAND, AND NO/100 CENTS (\$100,000.00), to increase the compensation payable under the Contract to an amount not to exceed SIX HUNDRED FOURTEEN THOUSAND, ONE HUNDRED THREE DOLLARS AND NO/100 CENTS (\$614,103.00) for the term of the Contract.

All other terms and conditions of the Contract shall remain in full force and effect.

IN WITNESS WHEREOF, County and Contractor have executed this second addendum on the dates set forth below, each signatory represents that they have the authority to execute this agreement and to bind the Party on whose behalf their execution is made.

COUNTY OF SISKIYOU

Date: \_\_\_\_\_

\_\_\_\_\_  
MICHAEL N KOBSEFF, CHAIR  
Board of Supervisors  
County of Siskiyou  
State of California

ATTEST:  
LAURA BYNUM  
Clerk, Board of Supervisors

By: \_\_\_\_\_  
Deputy

CONTRACTOR: Solutions West, Inc.

Date: 6/24/2024

DocuSigned by:  
Renee Carter  
\_\_\_\_\_  
Renee Carter, President & CEO

Date: 6/21/2024

DocuSigned by:  
Cale Bryan  
\_\_\_\_\_  
Cale Bryan, Managing Director

License No.: \_\_\_\_\_  
(Licensed in accordance with an act providing for the registration of contractors)

Note to Contractor: For corporations, the contract must be signed by two officers. The first signature must be that of the chairman of the board, president or vice-president; the second signature must be that of the secretary, assistant secretary, chief financial officer or assistant treasurer. (Civ. Code, Sec. 1189 & 1190 and Corps. Code, Sec. 313.)

TAXPAYER I.D. ON FILE

ACCOUNTING:  
Fund Organization Account  
2120 501010 723000

Encumbrance number (if applicable) E2400362

If not to exceed, include amount not to exceed: \$614,103.00

*If needed for multi-year contracts, please include separate sheet with financial information for each fiscal year.*

**COUNTY OF SISKIYOU  
CONTRACT FOR SERVICES**

**Exhibit "A"**

A. Specific Services

1. Pursuant to Section 3.01, County shall:
  - a. Provide a program and technical single point of contact for Solutions West Project Manager and Supervisors.
  - b. Provide county specific policy guidance and escalations as needed.
  - c. Perform random case reviews on work performed by Solutions West staff. Report findings, including discrepancies and errors to Solutions West management and supervisory staff for resolution.
  - d. Authorize final Medi-Cal eligibility determinations.
  - e. Receive and review Weekly Productivity Reports and as needed, remove barriers to completing scheduled events.
  - f. Report concerns to Solutions West regarding staffing concerns and if necessary, request immediate termination of any Solutions West employees without appeal.
  - g. Conduct random state system audits, when determined necessary.
  - h. Investigate potential or suspected breaches of confidentiality and report findings to Department of Health Care Services as required under state law. Report findings to Solutions West.
  - i. Establish remote sign-on access to California State Automated Welfare System (CalSAWS), California Healthcare Eligibility, Enrollment, and Retention System (CalHEERS), and Medi-Cal Eligibility Data Systems (MEDS), for all assigned Contractor staff. Contractor must be in compliance with requirements as stated in Department Health Care Services Letter I-23-35 before access will be provided. <https://www.dhcs.ca.gov/services/medi-cal/eligibility/letters/Documents/I23-35.pdf>
  - j. Under California Department of Social Services, MPP Section 23-601-11, County has been delegated authority to delegate to the contractor the delivery of services, but shall retain ultimate program and fiscal responsibility for all contracted work.
2. Pursuant to Section 3.01, Contractor shall provide oversight and supervision to subject matter experts who will assist with the processing of overdue and current Medi-Cal redeterminations to temporarily increase capacity through the Medi-Cal unwinding period, due to lifting of the Public Health Emergency.

As permitted under California Code Welfare and Institutions Code, Division 9 Public Social Services, Part 2 Administration, Chapter 2

General Provisions, Section 10503, Solutions West will quickly mobilize and adjust to County-specific procedures to immediately assist with data entry and case follow-up activities. Staffing roles to assist with the effort are described in Chart 1.

3. Pursuant to Section 3.01, Contractor shall:
  - a. Provide oversight of the Support Specialist team, distribute work, and conduct quality reviews, through the support of the contracted Supervisor.
  - b. Deliver Weekly Productivity Reports to County which include:
    - i. Cases reviewed;
    - ii. Hours expended; and
    - iii. Issues, risks, and any other items deemed necessary, as identified by the contracted supervisor.
  - c. Support Specialists will:
    - i. Complete data entry updates in appropriate system of record for completion of Medi-Cal redeterminations;
    - ii. Image client verification documents through virtual print and index documents/verifications received as appropriate per county policy.
    - iii. Process system tasks including, but not limited to, completion of Medi-Cal Ex Parte process, sending first or second requests for documents/verifications, update status of tasks, process Applicant/Recipient Income and Eligibility Verification System (IEVS) reports, Asset Verification Reports, update data related to address change, age change, income change, change reported, Medi-Cal 355 form, redetermination reports, Other Health Coverage (OHC) change, and conduct phone interviews with customers directly.
    - iv. Contact customers as needed to obtain necessary documentation and clarify information to complete the work assigned.
    - v. Enter required journal records on all actions performed.
  - e. Project Manager will:
    - i. Provide daily operational oversight of all Support Specialist and Supervisor activities.
    - ii. Serve as an escalation point to Solutions West Supervisors and County leadership.
    - iii. Interface with county leadership on items including, but not limited to, work quality, policy, productivity, budget, and

resource staffing.

d. Confidentiality:

- i. Each Solutions West project team member will sign and comply with the terms of the county Confidentiality Agreement.
- ii. Solutions West project team will oversee that work and documents remain secure and compliant with Personal Identification Information (PII) requirements.

Chart 1.

Roles	
Support Specialist	Support Specialist's will provide Medi-Cal processing assistance through a variety of actions. This will include reviewing renewal packets, contacting clients to complete phone interviews, sending the appropriate form(s) requesting additional verification(s) as required by program/county policy and updating data collection pages in CalSAWS.
Supervisor	The Supervisor will provide oversight and conduct case quality reviews for 100% of cases assigned. They will also provide policy and process guidance to Support Specialists.
Project Manager	The Project Manager provides daily administrative and executive oversight of the project team. The Project Manager will be responsible for maintaining quality and consistent communication of project deliverables to county leadership team.

Staffing Calendar

<b>Resource Staffing Calendar</b>						
<b>Service Term - July 1, 2024 - December 31, 2024</b>						
<b>Resource</b>	<b>Jul-24</b>	<b>Aug-24</b>	<b>Sep-24</b>	<b>Oct-24</b>	<b>Nov-24</b>	<b>Dec-24</b>
Project Manager	✓	✓	✓	✓	✓	✓
Supervisor	✓	✓	✓	✓	✓	✓
Support Specialist	✓	✓	✓	✓	✓	✓
Support Specialist	✓	✓	✓	✓	✓	✓
Support Specialist	✓	✓	✓	✓	✓	✓

**B. Compensation**

1. Pursuant to Section 4.01, County shall pay to Contractor as compensation in full for all services and associated costs as reflected in Chart 2.
  - a. The Chart below reflects an all-inclusive hourly service fee by resource type.
  - b. Payment for services will be invoiced monthly for actual hours worked within thirty (30) days of the services provided.
  - c. Fixed price items will be invoiced upon execution of Second Addendum.

**C. Expenses:**

Chart 2.

<b>FY 24/25 Medi-Cal Support Services Costs</b>									
<b>Resources</b>		<b>Jul-24</b>	<b>Aug-24</b>	<b>Sep-24</b>	<b>Oct-24</b>	<b>Nov-24</b>	<b>Dec-24</b>		
<b>Type</b>	<b>Rate</b>	<b>Budgeted Hours</b>			<b>TBD Surplus Hours</b>			<b>Total Hours</b>	<b>Total Cost</b>
Project Manager (1/2 time)	\$81.00	84	84	80				248	\$ 20,088.00
Supervisor	\$68.00	168	168	160				496	\$ 33,728.00
Support Specialist	\$63.00	168	168	160				496	\$ 31,248.00
Support Specialist	\$63.00	168	168	160				496	\$ 31,248.00
Support Specialist	\$63.00	168	168	160				496	\$ 31,248.00
<b>Maximum Hours Per Month</b>		756	756	720				2232	\$ 147,560.00
								Service Hour Total	\$ 147,560.00
								IT Devices & Support - Laptops + Cell Phones*	\$ 2,080.00
								<b>Grand Total</b>	<b>\$ 149,640.00</b>

\*Fixed price items

D. Civil Rights Compliance

1. Pursuant to Section 5.23, County shall:

- a. Ensure Contractors administer programs in a nondiscriminatory manner and in compliance with State and Federal civil rights laws, including Division 21;
- b. Document Certification of Assurance of Compliance Statement and maintain current originals signed by Contractor administrators;
- c. Ensure Contractors provide reasonable accommodations, including, but not limited to, providing auxiliary aids and services to individuals with communication-related disabilities;
- d. Ensure Contractor provides reasonable accommodations to individuals with Limited English Proficiency and/or disabilities;
- e. Ensure Contractors implement and enforce procedures which provide appropriate language services, including how written information is effectively communicated to individuals with Limited English Proficient applicants and recipients;
- f. Provide Contractor staff with training on the requirements of Division 21, including how to inform applicants/recipients of their civil rights;
- g. Address complaints filed with or against a Contractor;
- h. Document the number and nature of civil rights complaints filed with and against contractors, if any, and how the complaints were addressed and/or resolved;
- i. Document any civil rights compliance problems encountered with the Contractor during the contract year, with a description of how they were resolved;
- j. Retain on file, any Civil Rights policy or procedure that will be, or has been implemented to ensure that civil rights compliance problems involving contractors do not recur; and
- k. Document this certification using an Assurance of Compliance Statement or its equivalent from each such contractor and maintain current originals signed by contractor administrators.

2. Pursuant to Section 5.23, Contractor shall:

- a. Administer programs in a nondiscriminatory manner and in compliance with State and Federal civil rights laws, including Division 21 regulations;
- b. Adhere to Assurance of Compliance Statement;
- c. Notify County of all civil rights complaints received within 10 days upon receipt;
- d. Provide reasonable accommodations, including, but not limited to, auxiliary aids and services to individuals with communication-related disabilities or other disabilities;

- e. Provide reasonable accommodations to individuals with Limited English Proficiency;
- f. Implement and enforce procedures which provide appropriate language services and accommodation services, including how written information is effectively communicated to individuals with Limited English Proficiency;
- g. Attend annual Civil Rights training offered by county;
- h. Document the number and nature of civil rights complaints filed with and against contractor, if any, and how the complaints were addressed and/or resolved; and
- i. Retain on file, any Civil Rights policy or procedure that will be, or has been implemented to ensure that civil rights compliance problems involving do not recur.