

ATTACHMENT M

SCOPE OF WORK

SCOPE OF WORK – PART B HCP USE A SEPARATE SCOPE OF WORK FOR EACH PROPOSED SERVICE CATEGORY	
Contract Number:	Leave Blank
Contractor:	TruEvolution
Grant Period:	April 1, 2026 – March 31, 2027
Service Category:	Non-Medical Case Management
Service Goal	The service goal for Non-Medical Case Management is to provide client-centered care coordination that supports people living with HIV in accessing and remaining engaged in medical care and essential supportive services. In alignment with the Standards of Care listed in Exhibit I, services focus on comprehensive assessment, individualized service planning, timely linkage and referral, and ongoing follow-up to address barriers to care. The goal is to improve retention in care, support viral suppression, and promote equitable, high-quality health outcomes.

Service Health Outcomes:

- $\geq 85\%$ of NMCM clients will have at least one documented HIV medical visit in each 6-month period during the project year.
- $\geq 90\%$ of NMCM clients will have at least one documented viral load test during the project year.
- $\geq 80\%$ of NMCM clients will achieve or maintain viral suppression (< 200 copies/mL) by the end of the project year.
- $\geq 90\%$ of NMCM clients will be enrolled or maintained in eligible medical insurance and/or medication assistance programs (EX: Medi-Cal, ADAP, premium assistance) throughout the project year.
- $\geq 95\%$ of NMCM clients will have a completed initial individualized care plan, and $\geq 85\%$ will have a documented 6-month care plan reassessment.

All service-specific outcomes will be tracked at the client level using TruEvolution's internal case management and data tracking systems, which document service encounters, care plans, referrals, and supporting medical verification. Outcome data will be reviewed on an ongoing basis to assess program performance, identify clients at risk of falling out of care, and ensure that Non-Medical Case Management services are effectively supporting improved retention in care and viral suppression among

	clients.						
			SA4 San B West	SA5 San B East	SA6 San B Desert		GY 26/27 TOTAL
Proposed Number of Clients			4	3	1		8
Proposed Number of Visits = Regardless of number of transactions or number of units *** Assumes 12 visits or check-ins per client per year			48	36	12		96
Proposed Number of Units = Transactions or 15 min encounters (See Attachment N) *** Assumes an average of 3 units per visit			192	144	48		384
Group Name and Description (must be HIV+ related)	Open/ Closed	Expected Avg. Attend. per Session	Session Length (hours)	Sessio ns per Week	Group Durati on		Outco me Measure s
•N/A							

PLANNED SERVICE DELIVERY AND IMPLEMENTATION ACTIVITIES:	SERVICE AREA	TIMELINE	PROCESS OUTCOMES
Client Intake, Assessment, and Care Planning: <ul style="list-style-type: none"> • Conduct NMCM intake for Ryan White-eligible HIV-positive clients • Complete initial needs and acuity assessments • Develop individualized, client-centered care plans • Establish service goals and referral priorities 	SA4, SA5, SA6	04/01/26-03/31/27	<ul style="list-style-type: none"> • ≥ 95% of clients complete NMCM intake and initial assessment • ≥ 95% of clients have an individualized care plan on file • Client service needs clearly identified and documented
Service Coordination, Benefits Navigation, and Follow-Up	SA4, SA5, SA6	04/01/26-03/31/27	• ≥90% of clients maintain active insurance or medication assistance

<ul style="list-style-type: none"> • Provide benefits counseling and assistance with Medi-Cal, ADAP, and other eligible programs • Coordinate referrals to medical, housing, food, legal, and transportation services • Maintain regular client contact through face-to-face and over the phone encounters • Conduct 6-month care plan reassessments 			<ul style="list-style-type: none"> • $\geq 85\%$ of clients complete 6-month care plan reassessments • Reduced service access barriers impacting retention in care
<p>Monitoring, Case Conferencing, and Quality Improvement</p> <ul style="list-style-type: none"> • Track client-level outcomes related to medical visits and viral load monitoring • Participate in case conferencing with Medical Case Management and clinical providers • Identify clients at risk of falling out of care and initiate re-engagement activities • Review outcome data to inform quality improvement 	SA4, SA5, SA6	04/01/26-03/31/27	<ul style="list-style-type: none"> • $\geq 85\%$ of clients have at least one medical visit per 6-month period • $\geq 90\%$ of clients have a documented viral load test annually • Continuous monitoring supports improved retention and viral suppression

ATTACHMENT N

PROGRAM BUDGET AND ALLOCATION PLAN

TruEvolution
 Ryan White Part B NCMC
 Line Item Budget
 Budget Period 4/1/2026 - 3/31/2027

	Salary	Program FTE	Program Cost	Direct Costs	Admin Costs	CQM Costs	Program Total
Personnel							
Smith, Curtis Director Community Health Programs	\$ 115,500	0.25	\$ 28,875.00	\$ -	\$ -	\$ -	\$ 28,875.00
Alvarez, Laura Community Health Program Client Care Coordinator	\$ 65,520	0.50	\$ 32,760.00	\$ -	\$ -	\$ -	\$ 32,760.00
TBD Community Health Non-Medial Case worker	\$ 56,784	0.00	\$ -	\$ -	\$ -	\$ -	\$ -
Personnel Subtotal			\$ 61,635.00	\$ -	\$ -	\$ -	\$ 61,635.00
Fringe							
		Percent	Program Cost	Direct Costs	Admin Costs	CQM Costs	Program Total
FICA		7.65%	\$ 4,715.08	\$ -	\$ -	\$ -	\$ 4,715.08
Staff Insurance		1.00%	\$ 616.35	\$ -	\$ -	\$ -	\$ 616.35
Retirement		1.05%	\$ 647.17	\$ -	\$ -	\$ -	\$ 647.17
Disability		6.00%	\$ 3,698.10	\$ -	\$ -	\$ -	\$ 3,698.10
Worker's Compensation		0.0%	\$ -	\$ -	\$ -	\$ -	\$ -
Other Benefits		0.0%	\$ -	\$ -	\$ -	\$ -	\$ -
Fringe Subtotal		15.7%	\$ 9,676.70	\$ -	\$ -	\$ -	\$ 9,676.70
Total Personnel							\$ 71,311.70

Personnel Without Benefits

\$	-	0.20	\$	-	\$	-	\$	-	\$	-
\$	-	0.20	\$	-	\$	-	\$	-	\$	-

Personnel Subtotal \$ - \$ - \$ - \$ - \$ -

Total Personnel Without Benefits

\$ -

Travel

Local Travel
Long Distance Travel

Program Cost	Direct Costs	Admin Costs	CQM Costs	Program Total
\$ -	\$ -	\$ -	\$ -	\$ -
\$ -	\$ -	\$ -	\$ -	\$ -
\$ -	\$ -	\$ -	\$ -	\$ -

Travel Total

Supplies

Equipment < \$5,000
Office Supplies
Printing/Advertising Costs*

Program Cost	Direct Costs	Admin Costs	CQM Costs	Program Total
\$ 1,000.00		\$ -		\$ 1,000.00
\$ 617.93		\$ -		\$ 617.93
\$ -		\$ -		\$ -

Supplies Total \$ 1,617.93 \$ - \$ - \$ - \$ 1,617.93

Contractual		Program Cost	Direct Costs	Admin Costs	CQM Costs	Program Total
Laboratory		\$ -	\$ -			\$ -
Cleaning		\$ -	\$ -	\$ -	\$ -	\$ -
Security						\$ -
Consultants						\$ -
Other						\$ -
	Contractual Total	\$ -	\$ -	\$ -	\$ -	\$ -

Other		Program Cost	Direct Costs	Admin Costs	CQM Costs	Program Total
Rent*			\$ -	\$ -	\$ -	\$ -
Property Insurance*		\$ -	\$ -	\$ -	\$ -	\$ -
Utilities*		\$ -	\$ -	\$ -	\$ -	\$ -
Licenses (Essential Software/Staff Licenses)		\$ 1,199.37	\$ -	\$ -	\$ -	\$ 1,199.37
Repair & Maintenance		\$ -	\$ -	\$ -	\$ -	\$ -
Membership Dues		\$ -	\$ -	\$ -	\$ -	\$ -
Staff Recruitment		\$ -	\$ -	\$ -	\$ -	\$ -
	Equipment Total	\$ 1,199.37	\$ -	\$ -	\$ -	\$ 1,199.37

Program Income

Separate Training						
Direct		\$ 74,129.00	\$ -			\$ 74,129.00
Admin				\$ -		\$ -
CQM					\$ -	\$ -
Indirect		\$ -				\$ -
\$		\$ 74,129.00	\$ -	\$ -	\$ -	\$ 74,129.00
%		100%	0%	0%	0%	100%

* Only include these in "Other" if they are not already included in Indirect