



Application Detail

Application ID	852218
Submitted	Mar 17, 2023
Status	In progress
Applicant(s)	Cynthia Harlowe (harlowec@armc.sbcounty.gov) Andrew Goldfrach (goldfracha@armc.sbcounty.gov) Leonard Hernandez (leonard.hernandez@cao.sbcounty.gov)
Program and cycle	CITED Application Round 1 Application 1 data entry cycle
Tags	No tags
Forms	CITED CA Progress Report 1 (Cynthia Harlowe)

Instructions

Instructions



CITED Progress Report Overview

To receive funding, organizations must complete and sign this quarterly progress report in its entirety. For this form to be considered complete, all components must be filled out and the progress report must be signed by the authorized representative of the entity awarded CITED funding.

Please complete each section of the report as thoroughly as possible. Awardees who fail to submit progress reports or fail to adequately document progress toward funding milestones may be precluded from receiving additional PATH funding.

Awardees should be prepared to report on the following areas:

- Project Milestones
- Retroactive Accomplishments (if applicable)
- Summary of Key Activities
- Key Accomplishments
- Stakeholder Collaboration
- Milestone Challenges
- Deviation from Original Budget Plan
- Major Changes
- PATH Collaborative Participation
- Lessons Learned
- Upcoming Activities
- Future Challenges
- Technical Assistance Marketplace
- Additional Comments
- Attestation Certification

Documentation that serves as proof of expenses and/or completion of a milestone related to CITED funding must be uploaded along with a narrative description unless you have been notified that documentation has been waived. Please gather any documentation that you will need to support your narrative report (e.g., finance reports; invoices or receipts of purchase; employee payroll records, etc.). We recommend reviewing the PATH CITED Progress Report Tip Sheet and FAQ prior to submitting your report.

Progress reports will be reviewed by the TPA and approved by DHCS. Once your progress report is approved, the TPA will disburse funds within 45 days.

If there are any concerns or questions regarding information included in the progress report, the TPA will reach out to the organization to discuss as needed.

If you have any questions about this progress report, please contact cited@ca-path.com.

Progress Report Tips

1. All required fields are labeled with an asterisk (*) throughout the progress report.
2. While completing the report, you may move between sections, however you will not be able to submit the progress report until all required fields contain a response.
3. Be sure to upload all required documentation needed to successfully complete the progress report unless you have received explicit PATH TPA approval to waive document submission.

Grants Connect will auto-save your progress. If your connection is disrupted, or if you accidentally close out of your browser window, your progress will be saved upon logging back in.

4. Once your progress report has been submitted, if you find errors or need to make edits please email cited@ca-path.com. **Revision requests must be sent to the TPA 72 hours prior to the deadline. For example, if the deadline for submission is April 14, then the last date for revision request is April 10.**
5. Before submitting your progress report, review it thoroughly and carefully to ensure that responses in each of the sections is detailed and complete (e.g., spelling, grammar, and punctuation). Additionally, please be sure the correct attachments are uploaded. All sections must be complete for the report to be submitted.
6. When completing the progress report, refer to your approved application/additional information request or previous progress report. To ensure continuity, the associated funding amount and **milestones must be equal to what was approved**. If your milestones do not match the total approved funding amount, Grants Connect will prompt applicants to revise or add an additional milestone(s) until the funding amounts match.
7. Any modifications (e.g., line-item budget or activity adjustments) need to be requested in the appropriate section, under the corresponding milestone for additional approval.
 - a. Note: Major changes or modifications made to the submitted and approved application milestones could result in a delay in payment.
8. All documents uploaded should be titled so that it's clear which milestone the document is associated with. **Tip:** *To ensure the right documentation is attached to the right milestone, please include the number of the milestone achieved in the title of your documentation (e.g., Milestone 1_Paystub for LCM Hired 2023-01-18).*

Applicant Information

Applicant Information

Organization Name

San Bernardino County

First Name of Person Completing Report *

Cynthia

Last Name of Person Completing Report *

Harlowe

Title of Person Completing Report *

CalAIM & PHM Consultant

Email of Person Completing Report *

harlowec@armc.sbcounty.gov

Milestones

Please indicate if your entire project is complete or in progress. *

In progress

Milestones

The below information has been populated from your original application. Please complete all questions next to each milestone, about that specific milestone. You will have the option to add additional milestones on the funding page. To add additional milestones you will need to reduce funding on your current milestones. If you have updates to your Milestones due to the final approved amount, changes to your project, or other factors, please select yes to the question 'Do you need to update Milestone?' Provide a summary on any updates or changes to this milestone.

Milestone 1

Milestone 1 From Application

ECM RN Care Manager

Funding amount Milestone 1

\$808,620.00 USD

Anticipated Completion Date Milestone 1

Nov 30, 2023

Please select the status of Milestone 1. *

Not yet started

Milestone 1 Progress Summary *

The County Board of Supervisors requires budgeting and approval of all purchases. The purchasing process will reopen 7/1/2023. The DPH EHR enhancements will be added to the Fiscal Year 2023-24 budget for purchasing.

Milestone 1 Funding Amount.

\$246,750.00 USD

Milestone 1 Completion Date *

Mar 31, 2025

Do you need to rename Milestone 1? *

Yes

Renamed Milestone 1 *

DPH EHR enhancements & expansion for stack/billing module, and Care Trax System

Is Milestone 1 a retroactive milestone? *

No

Milestone 2

Milestone 2 Application

ECM Clinical Therapist/Social Worker II

Funding amount Milestone 2

\$299,119.00 USD

Anticipated Completion Date Milestone 2

Nov 30, 2023

Please select the status of Milestone 2 *

Not yet started

Milestone 2 Progress Summary *

The County Board of Supervisors requires budgeting and approval of all purchases. The purchasing process will reopen 7/1/2023. The DPH software program interface development will be added to the Fiscal Year 2023-24 budget for purchasing.

Milestone 2 Funding Amount.

\$336,000.00 USD

Milestone 2 Completion Date *

Mar 31, 2025

Do you need to rename Milestone 2? *

Yes

Renamed Milestone 2: *

DPH CalAIM & Lab reporting, EPIC Compass Rose & Healthy Planet, development of interfaces

Is Milestone 2 a retroactive milestone? *

No

Milestone 3

Milestone 3 From Application

Community Health Worker

Please select the status of Milestone 3 *

In progress

Milestone 3 Progress Summary *

Funding amount Milestone 3

\$1,074,164.00 USD

Anticipated Completion Date Milestone 3

Nov 30, 2023

The DBH Clinic Assistant (CA) and two Community Health Worker (CHW) positions are in different stages in the recruitment and on-boarding process. The two CHWs were hired 5/6/2023 and are in the on-boarding process. The CA position is in the recruitment process.

Milestone 3 Funding Amount

\$290,650.05 USD

Milestone 3 Completion Date *

Mar 31, 2025

Do you need to rename Milestone 3? *

Yes

Rename Milestone 3: *

DBH Community Health Workers and Clinic Assistant

Is Milestone 3 a retroactive milestone? *

No

Milestone 4

Milestone 4 From Application

Care Assistant

Funding amount Milestone 4

\$92,563.00 USD

Anticipated Completion Date Milestone 4

Nov 30, 2023

Please select the status of Milestone 4: *

In progress

Milestone 4 Progress Summary *

The DBH ECM Program Leadership Team and Information Technology (IT) staff are in the planning process for the DBH EHR (Avatar) and Managed Care Plan (Inland Empire Health Plan) ECM program interface. DBH has reached out to IEHP to coordinate with their IT team to begin the development process.

Milestone 4 Funding Amount.

\$315,000.00 USD

Milestone 4 Completion Date *

Mar 31, 2025

Do you need to rename Milestone 4? *

Yes

Rename Milestone 4 *

Avatar to IEHP (MCP) interface and Avatar to EPIC interface

Do you need to add retroactive activities for Milestone 4? *

No

Milestone 5

Milestone 5 Application

Alcohol and Drug Counselor

Funding amount Milestone 5

\$261,984.00 USD

Anticipated Completion Date Milestone 5

Nov 30, 2023

Please select the status of Milestone 5. *

In progress

Milestone 5 Progress Summary *

The County Board of Supervisors requires budgeting and approval of all purchases. The purchasing process will reopen 7/1/2023. The DBH software and licensing fees will be added to the Fiscal Year 2023-24 budget for purchasing.

Milestone 5 Funding Amount

\$179,760.00 USD

Milestone 5 Completion Date *

Mar 31, 2025

Do you need to rename Milestone 5? *

Yes

Renamed Milestone 5 *

Software purchase, licensing fees for Avatar and Order Connect

Is Milestone 5 a retroactive milestone? *

No

Milestone 6

Milestone 6 From Application

EPIC Analyst II

Funding amount Milestone 6

\$220,287.00 USD

Anticipated Completion Date Milestone 6

Aug 31, 2023

Please select the status of Milestone 6: *

In progress

Milestone 6 Progress Summary *

The consultant EPIC Analyst II began in December 2022 and will complete his contract 6/30/2023. Prior to 6/30 a full time employee will be brought on to continue the project.

Milestone Funding 6

\$341,816.50 USD

Milestone 6 Completion Date *

Mar 31, 2025

Do you need to rename Milestone 6? *

No

Is Milestone 6 a retroactive milestone? *

No

Milestone 7

Milestone 7 From Application

DPH IT/data system hardware and equipment

Funding amount Milestone 7

\$37,000.00 USD

Anticipated Completion Date Milestone 7

Nov 30, 2023

Please select the status of Milestone 7: *

Not yet started

Milestone 7 Progress Summary *

The County Board of Supervisors requires budgeting and approval of all purchases. The purchasing process will reopen 7/1/2023. The DPH IT/data system hardware and equipment will be added to the Fiscal Year 2023-24 budget for purchasing.

Milestone Funding 7

\$19,530.00 USD

Milestone 7 Completion Date *

Mar 31, 2025

Do you need to rename Milestone 7? *

No

Is Milestone 7 a retroactive milestone? *

No

Milestones 2

Milestones Page 2

Milestone 8

Milestone 8 From Application

Please select the status of Milestone 8: *

Not yet started

Milestone 8 Progress Summary *

DBH IT/data system hardware and equipment

Funding amount Milestone 8

\$607,347.00 USD

Anticipated Completion Date Milestone 8

Sep 30, 2023

The County Board of Supervisors requires budgeting and approval of all purchases. The purchasing process will reopen 7/1/2023. The DPH IT system upgrades will be added to the Fiscal Year 2023-24 budget for purchasing.

Milestone 8 Funding Amount.

\$19,950.00 USD

Milestone 8 Completion Date. *

Mar 31, 2025

Do you need to rename Milestone 8? *

Yes

Renamed Milestone 8: *

DPH IT system upgrades ESRI, Tableau, and SAS.

Is Milestone 8 a retroactive milestone? *

No

Milestone 9

Milestone 9 From Application

ARMC IT/data system hardware and equipment

Funding amount Milestone 9

\$28,000.00 USD

Anticipated Completion Date Milestone 9

Sep 30, 2023

Please select the status of Milestone 9: *

Not yet started

Milestone 9 Progress Summary *

The County Board of Supervisors requires budgeting and approval of all purchases. The purchasing process will reopen 7/1/2023. The ARMC IT/data system hardware and equipment will be added to the Fiscal Year 2023-24 budget for purchasing.

Milestone Funding 9

\$29,400.00 USD

Milestone Completion Date 9 *

Mar 31, 2025

Do you need to rename Milestone 9? *

No

Is Milestone 9 a retroactive milestone? *

No

Milestone 10

Milestone 10 From Application

DPH Software including licensing fees

Funding amount Milestone 10

\$235,000.00 USD

Anticipated Completion Date Milestone 10

Nov 30, 2023

Please select the status of Milestone 10. *

Not yet started

Milestone 10 Progress Summary *

The County Board of Supervisors requires budgeting and approval of all purchases. The purchasing process will reopen 7/1/2023. The DPH staff on-boarding and training will be added to the Fiscal Year 2023-24 budget for purchasing.

Milestone 10 Funding Amount

\$10,500.00 USD

Milestone 10 Completion Date *

Mar 31, 2025

Do you need to rename Milestone 10? *

Yes

Renamed Milestone 10:

DPH on-boarding and staff training ESRI, Tableau, and SAS

Is Milestone 10 a retroactive milestone? *

No

Milestone 11

Milestone 11 From Application

DBH IT implementation support

Funding amount Milestone 11

\$913,080.00 USD

Anticipated Completion Date Milestone 11

Nov 30, 2023

Please select the status of Milestone 11. *

Not yet started

Milestone 11 Progress Summary *

This milestone is dependent on the completion of milestone #4 which is the Avatar to IEHP ECM program interface. The DBH staff training will begin once the interface is operational.

Milestone 11 Funding Amount.

\$52,500.00 USD

Milestone 11 Completion Date *

Mar 31, 2025

Do you need to rename Milestone 11? *

Yes

Renamed Milestone 11: *

Is Milestone 11 a retroactive milestone? *

No

Milestone 12

Milestone 12 From Application

ECM Delivery Support

Funding amount Milestone 12

\$174,087.00 USD

Anticipated Completion Date Milestone 12

Dec 31, 2023

Please select the status of Milestone 12. *

Not yet started

Milestone 12 Progress Summary *

The County Board of Supervisors requires budgeting and approval of all purchases. The purchasing process will reopen 7/1/2023. The purchase of the vehicle for the DBH ECM staff will be added to the FY2023-24 budget.

Milestone 12 Funding Amount

\$91,395.91 USD

Milestone 12 Completion Date *

Mar 31, 2025

Do you need to rename Milestone 12? *

Yes

Renamed Milestone 12: *

DBH ECM Delivery Support

Is Milestone 12 a retroactive milestone? *

No

Milestone 13

Milestone 13 Application

ECM Shared office space

Funding amount 13

\$1,335,600.00 USD

Anticipated Completion Date 13

Mar 31, 2024

Please select the status of Milestone 13: *

In progress

Milestone 13 Progress Summary *

The County Board of Supervisors requires budgeting and approval of all purchases. The purchasing process will reopen 7/1/2023. The DBH ECM Team office space rent and equipment will be added to the Fiscal Year 2023-24 budget for purchasing.

Milestone Funding 13

\$26,250.00 USD

Milestone Completion Date 13 *

Mar 31, 2025

Do you need to rename Milestone 13? *

Yes

Renamed Milestone 13 *

DPH Care Trax System staff training

Is Milestone 13 a retroactive milestone? *

No

Milestones 3

Funding

Final Awarded Amount

\$2,781,853.10 USD

Please select all completed milestones you are requesting payment for. *

None

Total updated funding requested amount in this progress report.

\$2,781,853.10 USD

Completed milestone funding amount requested

\$0.00 USD

Do you need to add new milestones to support your updated funding amount. *

Yes

How many new milestones do you need to add? *

4

New Milestone 1

Please describe your new Milestone 1 *

The New Milestone 1 will be utilized for the hiring and on-boarding of three DPH Community Health Workers as awarded in the CITED 1B grant.

New Milestone Anticipated Completion Date 1 *

Mar 31, 2025

New funding amount 1

\$223,454.70 USD

New Milestone 2

Please describe new Milestone 2 *

The NEW Milestone 2 will be utilized to purchase IT hardware and equipment for members of the DBH ECM team as awarded in the CITED 1B grant.

New Anticipated Milestone Completion Date 2 *

Mar 31, 2025

New funding amount 2

\$26,600.03 USD

New Milestone 3

Please describe new Milestone 3 *

The New Milestone 3 will be utilized for the consultant fees to set up ECM in Avatar, develop forms, implement referral tracking, and develop reports as awarded in the CITED 1B grant .

New Anticipated Milestone Completion Date 3 *

Mar 31, 2025

New funding amount 3

\$454,650.00 USD

New Milestone 4

Please describe new Milestone 4 *

The New Milestone 4 will be utilized to purchase a vehicle for the ARMC ECM team to allow for the delivery of outreach and services to the ECM recipient/potential recipient in the area where they reside, as awarded in the CITED 1B grant .

New Anticipated Milestone Completion Date 4 *

Mar 31, 2025

New funding amount 4

\$91,395.91 USD

Activities

Activities

Please select activities you completed this reporting period: *

NA-Did not complete activities

Have any deviations from the original submitted budget plans or activities occurred? *

Yes

Please explain deviations from original submitted budget plans or activities. *

The original budget submitted by the County was for CITED 1. The County was awarded CITED 1B funds and have adjusted the milestones accordingly.

Have there been any major changes or experiences that have, or will have, an impact on the work supported by CITED funding (i.e., change in staff or funding amount change)? *

No

What are some overall lessons learned with the activities that were conducted? *

N/A

Please describe how funds were used to assist in achieving CalAIM Goals (i.e., reducing health disparities, reducing underserved population or marginalized populations barriers to care, increasing continuity of care)? *

N/A. The funds will not be utilized until the County Board of Supervisors approves the Department budgets and authorizes the purchase of equipment and the hiring of additional ECM related staff.

Please describe how funds were used to enable the transition, expansion, and/or development of ECM and/or Community Supports capacity and infrastructure for your organization during this past quarter. *

N/A. The funds will not be utilized until the County Board of Supervisors approves the Department budgets and authorizes the purchase of equipment and the hiring of additional ECM related staff.

Briefly describe 1-2 successes of how CITED funding has improved the implementation of ECM/Community Support. *

N/A. The funds will not be utilized until the County Board of Supervisors approves the Department budgets and authorizes the purchase of equipment and the hiring of additional ECM related staff.

If applicable, please provide a brief description of your progress toward contracting or strong intent to contract with MCP. *

N/A. The funds will not be utilized until the County Board of Supervisors approves the Department budgets and authorizes the purchase of equipment and the hiring of additional ECM related staff.

List any program related activities you have scheduled in the next three months that relate to your submitted budget plan and activities. *

The County Board of Supervisor requires budgeting and approval of all purchases. The purchasing process will reopen 7/1/2023. The equipment and staffing funded under the CITED 1B grant will be added to the Fiscal Year 2023-24 budget for purchasing. The County Departments will then start staff recruitment or the equipment purchasing process.

Are you using or do you intend to use the TA Marketplace? *

Yes

Did your organization or will your organization participate in the PATH-funded Collaborative Planning and Implementation group? *

No

Include any additional comments you would like to share that have not already been captured in the previous sections.

No answer

Service capacity and utilization

Service capacity and utilization

Did your organization have new direct service staff onboard during this reporting period as a result of CITED funding? *

No

For each of the items below, please report only those data which are related to the services supported in whole or in part by CITED funding.

ECM

Was your organization's ability to provide ECM services in this reporting period impacted by CITED funding? *

No

Community Support

Was your organization's ability to provide Community Support Services, during this period, impacted by CITED funds? *

No

Please explain why CITED funding has not impacted your ability to provide ECM or Community Support services this quarter. *

The County Board of Supervisors requires budgeting and approval of all purchases. The purchasing process will reopen 7/1/2023. The County Departments will submit their revised budgets to include the CITED 1B funding. Once they have obtained Board approval they will begin the hiring and equipment purchasing processes.

Initiatives

Initiatives

Describe any initiatives that support the successful completion of the key program activities.

Quality Improvement Initiatives *

San Bernardino County has two main Quality Initiatives in the development and implementation stages. The first initiative is the expansion of ECM and CS services through the addition of ECM teams to the DBH, DPH, and ARMC ECM programs and the purchase of vehicles to allow the staff to meet with community members in the area where they reside. The second initiative is the development of the Information Technology (IT) infrastructure to support and enhance health information exchange between entities providing ECM and/or CS services and the Managed Care Plans. The IT infrastructure enhancements will support core monitoring, data reporting and closed-loop referral systems.

Under-served or under-resourced community outreach *

DHCS Medi-Cal enrollment by ethnicity for San Bernardino in June 2021 indicates that the community population consists of 56.7% Hispanic, 16.8% White, 10.4% Black, 4.8% Asian, and 11.1% Unreported. In order to support the Quality Initiatives the County is providing services that are both culturally and linguistically appropriate for members of the community who are often overlooked or underserved. Additionally, the County will continue conducting outreach activities, in keeping with the Whole-Person-Care philosophy, in the areas where members actually reside, whether that be a residence or a homeless encampment. The ECM and Community Supports Services staff are culturally diverse and have "lived experience" that will continue to support these initiatives.

Stakeholder Collaboration *

The County Departments providing ECM and Community Supports Services consist of Arrowhead Regional Medical Center (ARMC), the Department of Behavioral Health (DBH), the Department of Public Health (DPH), and the Department of Community Revitalization. The Departments have had multiple meetings to collaborate on the ECM and Community Supports Services provided by the County and the development of plans to expand the program to better serve the underserved members of the community. The county has two Managed Care Plans (MCP). Inland Empire Health Plan (IEHP) with 72.6% and Molina Healthcare with 8.0% of Medi-Cal enrollment. SB County has a minimum of 4 quarterly meetings with IEHP to ensure program alignment. At the quarterly and supplementary meetings funding is reviewed to ensure program alignment. SB County is also in contract negotiations with Molina Healthcare, its other MCP. The MCP's work together with SB County to ensure both program alignment.

Sustainability Implementation *

Sustaining the Enhanced Care Management (ECM) and Community Supports (CS) programs once the CITED funding ends will be accomplished through funds from multiple sources. The ongoing provider workforce and program maintenance costs for Arrowhead Regional Medical Center (ARMC) and the Department of Public Health (DPH) will be funded through the

Managed Care Plan (MCP) ECM per member per month payment. The ongoing provider workforce and program maintenance costs for the Department of Behavioral Health (DBH) and Community Supports (CS) will be funded through a combination of funding from the Mental Health Services Act and the Managed Care Plan (MCP) ECM per member per month payment and CS service payments.

Other Initiatives *

N/A.

Attestations

Attestations

Please check the box below to agree that the following terms and conditions.

- a. Funding received through the CITED Program will not duplicate or supplant¹ funds received through other programs or initiatives or by other federal, state, or local funding sources.
- b. DHCS may, in its reasonable discretion, modify payment dates or amounts and will notify Applicant of any such changes in writing.
- c. Applicant may be subject to audit or inquiry with respect to the receipt and use of grant funds at any time. Applicant must respond to inquiries, communications, and reasonable requests for additional information or documentation from DHCS or the TPA within one (1) business day of receipt and must provide any requested information within five (5) business days, unless an alternative timeline is approved by DHCS.
- d. Applicant must alert DHCS and the TPA within twenty-four (24) hours if circumstances prevent it from carrying out any of the activities described in the submitted and approved grant application and the completed additional information request. In such cases, Applicant may be required to return unused funds to DHCS if an alternative solution cannot be reached.
- e. DHCS reserves the right to receive, use, and reproduce all reports and data produced, delivered, or generated by or about Applicant and its activities pursuant to this grant and may authorize others to do so without limitation, except as restricted by applicable law.

I agree to the above terms and conditions. *

True

Cynthia Harlowe

Signed by Cynthia Harlowe on May 12, 2023