



**Contract Number**

20-980 A-2

**SAP Number**

N/A

## Department of Public Health

<b>Department Contract Representative</b>	Michael Shin, HS Contracts
<b>Telephone Number</b>	(909) 580-8146
<b>Contractor</b>	Public Health Institute
<b>Contractor Representative</b>	Rebecca Silva
<b>Telephone Number</b>	(510) 285-5561
<b>Contract Term</b>	October 16, 2020 through August 31, 2021
<b>Original Contract Amount</b>	Non-Financial
<b>Amendment Amount</b>	\$0
<b>Total Contract Amount</b>	\$0
<b>Cost Center</b>	N/A

**IT IS HEREBY AGREED AS FOLLOWS:**

**AMENDMENT NO. 2:**

It is hereby agreed to amend Contract No. 20-980, effective upon execution, as follows:

**ATTACHMENTS:**

Replace **Attachment C – Public Health Institute San Bernardino County Contact Tracing Support Scope of Work** with revised **Attachment C – Public Health Institute San Bernardino County Contact Tracing Support Scope of Work** (Attached).

All other terms and conditions of the Contract No. 20-980 shall remain in full force and effect.

COUNTY OF SAN BERNARDINO

►

Curt Hagman, Chairman, Board of Supervisors

Dated: \_\_\_\_\_

SIGNED AND CERTIFIED THAT A COPY OF THIS  
DOCUMENT HAS BEEN DELIVERED TO THE  
CHAIRMAN OF THE BOARD

Lynna Monell  
Clerk of the Board of Supervisors  
of the County of San Bernardino

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

PUBLIC HEALTH INSTITUTE

\_\_\_\_\_  
(Print or type name of corporation, company, contractor, etc.)

By ► \_\_\_\_\_  
(Authorized signature – sign in blue ink)

Name Rebecca Silva  
\_\_\_\_\_  
(Print or type name of person signing contract)

Title Senior Director of Grants & Contracts  
\_\_\_\_\_  
(Print or Type)

Dated: \_\_\_\_\_

Address 555 12<sup>th</sup> Street, 10<sup>th</sup> Floor  
\_\_\_\_\_

Oakland, CA 94607-4046  
\_\_\_\_\_

**FOR COUNTY USE ONLY**

Approved as to Legal Form

►  
Adam Ebright, Deputy County Counsel

Date \_\_\_\_\_

Reviewed for Contract Compliance

►  
Jennifer Mulhall-Daudel, Contracts Manager

Date \_\_\_\_\_

Reviewed/Approved by Department

►  
Andrew Goldfrach, Interim Director

Date \_\_\_\_\_

**Public Health Institute  
San Bernardino County Contact Tracing Support  
Scope of Work**

The Public Health Institute (PHI) will complete the following activities in partnership with County of San Bernardino, Department of Public Health and Arrowhead Regional Medical Center (collectively referred to as “DPH”) to support the successful implementation of case investigation, contact tracing, COVID-19 counseling, daily case/contact management, and on-site vaccine support to control and suppress severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) and the coronavirus disease (COVID-19). These activities are conducted as phase one of the Kaiser Permanente and Public Health Institute initiative to enhance and augment state- and county-led efforts to suppress COVID-19 in California. This scope of work involves recruitment, management support, and public health surveillance for the contact tracing support program, directed by DPH. The period of performance for the activities conducted in phase one of this initiative is October 5, 2020 to later than August 31, 2021. Actual dates to be decided by mutual agreement.

**Key Deliverables and Objectives:**

**RECRUITMENT:**

- Recruit and maintain contact tracing staff, COVID-19 counseling, supervision, and infrastructure in support of DPH COVID-19 contact tracing activities.
- Recruit and screen contact tracing staff ready for required trainings. The contact tracing staff will be recruited by PHI according to the following initial schedule:
  - Two micro-teams hired and ready for training on 10/05/2020 and prepared to begin work activities by 10/12/2020.
  - Two additional micro-teams hired and ready for training 10/19/2020 and prepared to ready to begin work activities by 10/26/2020.
- All PHI contact tracing staff will work remotely based at their own residence for the identified period of performance.
- PHI’s staff members providing support to DPH vaccine clinics will work on-site at county-run sites identified by DPH in accordance with the parameters described below in this scope of work.
- PHI will give preference to applicants who are resident within San Bernardino County and the Inland Empire region. To ensure rapid scale up, respond to a surge in cases and to ensure micro-teams reflect priority cultural and demographic needs PHI may select candidates from additional geographic areas.
- Implement and manage the recruitment, application, application review, and selection process for all staff.
  - Implement a scoring rubric to screen and review contact tracing applicants.
  - Maintain a user-friendly online recruitment and application system that allows applicants to store their professional and contact data (resume, technical skill detail, education, etc.)
  - Conduct a thorough review of each applicant’s materials to ensure only those with complete applications are moved to the next stage of the application review

**San Bernardino County Public Health Department**  
**Contact Tracing Support**  
**Public Health Institute Scope of Work**

- process for continued consideration.
- Check finalist's references and complete background checks, per requirements.
- Issue electronic letters of intent to selected finalists.
- Execute employment offer letters.
- PHI will recruit diverse candidates and preference will be given to bilingual traditional health worker candidates speaking the top two non-English languages in the SBC-PHD service area (Spanish, Cantonese, Mandarin). For other non-English languages, PHI will use interpreters for real-time translation (either in-house or via a language line).
- PHI will determine workforce needs/hiring targets based on the following criteria in addition to DPH health equity objectives:
  - Demographics of the county, focusing on communities experiencing/at risk of disproportionate COVID-19 impact. This could include language, experience with priority communities (e.g. food-chain workers, farmworkers etc.), lived experience, etc.
  - Ability to support DPH in meeting the State of California and California Department of Public Health (CDPH) requirements related to timely processing and management of contact tracing and active monitoring.
  - Other - to be determined in agreement with DPH.

**CASE INVESTIGATION AND CONTACT TRACING:**

- Conduct Case Investigations, Case Contacts (exposures), COVID-19 Counseling, and Daily Monitoring. Estimated number of contacts made is between 500 - 700 individuals for each micro-team per 5-day week. Actual productivity will depend upon type of call: Case Investigation, Contact Tracing, or Active Daily Monitoring.
- Meet the CDPH/State of California metrics related to contact tracing and reporting timelines (<https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/Guidance.aspx>).
- Ensure complete and timely interviews as assessed by DPH data quality assurance team.
- Call case and contact up to 3 times each (4 hours apart) within 24 hours. If unable to reach a contact after all contact attempts are made, PHI will triage to DPH for follow-up.
- Contact each case and contact under active monitoring for the duration of their isolation or quarantine period daily. Cases and contacts under isolation and quarantine will also be screened for onset of COVID-19 like symptoms.
- Conduct telephone interviews with contacts according to procedures and specifications determined by DPH.
- Call during evening, daytime and weekend hours to reach respondents with non-traditional schedules, determined in coordination with DPH.
- Administer interviews in English, Spanish, and additional languages needed by most residents living in San Bernardino County.
- Create micro-team assignments to include predominantly Spanish speakers on every team.
- Database, database management and reports in predetermined format as agreed with

**San Bernardino County Public Health Department**  
**Contact Tracing Support**  
**Public Health Institute Scope of Work**

SBC- PHD.

- In accordance with, and as permitted by HIPPA regulations, PHI will establish protocols for human subject protection consistent with federal Common Rule.

**DATA & TECHNOLOGY FOR CASE INVESTIGATION AND CONTACT TRACING:**

- DPH will develop and provide PHI direction for data management flows between DPH and PHI's contact tracing teams.
- In addition to the identified DPH and State of California contact tracing systems, PHI will utilize a cloud based COVID-19 solution in consultation with DPH to ensure seamless data collection operability. The identified platform shall provide abundant functionality, allowing the import/export of data in multiple file formats.
- Complete the State of California reporting requirements for contact tracing required for CalREDIE or CalCONNECT.
- Implementation of contact tracing support services by PHI is dependent on the execution of a data sharing agreement mutually agreed upon by PHI and DPH.
- PHI will identify and procure the necessary equipment and technology (hardware and software) required for a successful remote contact tracing workforce and ensure contact tracing staff have the required equipment to carry out their duties and responsibilities effectively (e.g. computers, phones, headsets, etc.).
- Provide VOIP phone numbers and headsets.
- Provide IT support to all users for local and network IT issues, if applicable.

**TRAINING FOR CASE INVESTIGATION AND CONTACT TRACING:**

- Execute a seamless onboarding and training process for incoming contact tracing staff to ensure a successful entry into the contact tracing program.
- Work collaboratively with DPH and CDPH, as needed, for training on the DPH and State of California contact tracing systems as well as a cloud based COVID-19 data solution (such as Sara Alert).
- In addition to contact tracing training, contact tracing staff will undergo training in HIPAA compliance, confidentiality training, refusal conversions, and data entry processes.
- Develop performance standards for micro-teams in alignment with DPH. Staff not meeting performance standards will receive accelerated progressive discipline, up to and including termination in accordance with PHI employment policies and applicable employment laws. If someone is not meeting minimum standards, or violating a PHI policy, action will be taken to immediately prevent further work until an investigation can be completed.
- PHI will manage the employees in accordance with all PHI policies and procedures including requiring some specific training for all employees such as harassment prevention training.

**OTHER RELATED TO CASE INVESTIGATION AND CONTACT TRACING:**

- PHI will schedule regular meetings with DPH staff to review progress, concerns, data issues, or computer system issues. Schedule and timing of meetings will be confirmed

**San Bernardino County Public Health Department**  
**Contact Tracing Support**  
**Public Health Institute Scope of Work**

in writing between PHI and DPH.

- PHI will ensure effective communications with the DPH staff and teams as necessary, including the nurse managers and the COVID-19 response teams and others.
- Submit data to DPH staff regarding number of cases, contacts attempted, and contacts reached, and any other required work-scope data as agreed.
- Submit weekly quality control reports to DPH staff as agreed.
- Utilize hardware and software to comply with DPH Public Health Information Technology Standards and Security Policies.
- Employ technology and internal controls to protect the privacy, confidentiality, and security of survey respondents.
- Maintain adequate personnel and financial records to support costs associated with this agreement.
- Perform systematic, unobtrusive audio monitoring of contact tracers; interviewers will be monitored every shift.
- Database maintenance in support of public health as required or permitted by law.
- During the implementation of this agreement, PHI may redeploy other PHI staff for contact tracing to provide surge response to COVID-19 outbreaks and cases.

**ON-SITE VACCINE SUPPORT:**

PHI staff will provide logistics support to DPH COVID-19 vaccine clinics across San Bernardino County. In the course of this activity, PHI will neither generate nor create *Health Information* (as defined at [45 CFR § 160.103](#)) insofar as PHI is not a health care provider, health plan, public health authority, or health care clearinghouse, and is not engaged in any of these capacities.

**PHI Responsibilities**

- Provide supervision of PHI's staff. Supervision may be remote and/or on-site and in coordination with facility leads. DPH will provide training on on-site duties and daily direction to PHI's staff.
- Arrive on-site at the scheduled time for shifts agreed upon in writing by PHI and DPH.
- Greet patients and help patients fill out consent forms and intake forms as needed.
- Direct patients to appropriate stations.
- Provide interpretation as needed regarding clinic logistics.
- Observe patients who have received the vaccine and alert medical staff if necessary.
- Provide on-site logistical and operational support for safe, efficient operations.
- Provide patients with general vaccine facts and education using scripts prepared by DPH.
- Escalate any issues that are outside of the scope of items listed above to the nursing staff.
- Contractor staff will not administer vaccines or provide other medical services or advice.

**San Bernardino County Public Health Department  
Contact Tracing Support  
Public Health Institute Scope of Work**

**DPH Responsibilities**

- Provide training to PHI staff regarding best practices, evidence-based practices, and organizational policies and procedures that are compliant with health and safety guidelines and relevant policies and procedures.
- PHI and DPH will meet regularly to review progress, concerns, and potential systems improvements.
- DPH will make vaccines available to PHI staff in on-site roles and will provide PHI staff with all PPE necessary to ensure staff's safety.
- On-site work settings will adhere to mutually agreed safety protocols, to be documented in writing.

**COMPENSATION TERMS:**

San Bernardino County Public Health Department agrees to accept this scope of work at no cost to the county. Public Health Institute is being compensated through a grant from Kaiser Permanente for work performed.