

7

INTERAGENCY AGREEMENT
BETWEEN
CUYAHOGA COUNTY
EMPLOYMENT & FAMILY SERVICES
AND
THE METROHEALTH SYSTEM

This Agreement entered into this ____ day of _____ 2012 by and between Cuyahoga County on behalf of Employment & Family Services (EFS) and The MetroHealth System in accordance with the Ohio Revised Code and applicable Federal, state, and local regulations, and within the scope of policies promulgated by Cuyahoga County, Ohio.

WHEREAS the term of this agreement is in effect for the period January 1, 2012 through December 31, 2012 and the total costs contained within this Interagency Agreement will not exceed \$185,013.37; and

WHEREAS EFS has a continuing need for a Healthy Start and Child Care Assistance Hotline; and

WHEREAS The MetroHealth System is the county hospital that provides a vast array of medical services;

THEREFORE EFS and The MetroHealth System agree to the following:

1. The MetroHealth System shall:
 - 1.1. Manage the functions of a Healthy Start and Child Care Assistance Hotline as described in Appendix A and B.
 - 1.2. Ensure the hotline staff provides user-friendly assistance and service for Healthy Start and Child Care Assistance to the array of resident callers seeking assistance.
 - 1.3. Provide monthly reporting for all calls received and applications completed as detailed in the statements of work described in Appendix A and B.
 - 1.4. Comply with all Federal and State laws applicable to EFS and EFS' customers concerning the confidentiality of identities as defined in Appendix C.
 - 1.5. Invoice Employment & Family Services on a monthly basis for costs incurred in accordance with the budget included in Appendix D.

2. Employment and Family Services shall:

2.1. Provide **\$185,013.37** for the purpose of carrying out the activities described above for the period **January 1, 2012 through December 31, 2012** as specified in Appendices A, B, C and D. MetroHealth shall submit a monthly invoice to EFS for the accrued fees, and payment shall be due within forty-five (45) days of EFS' receipt of the monthly invoice.

2.2. Monitor hotline activities, service quality and customer needs on a monthly basis.

3. Electronic Signatures:

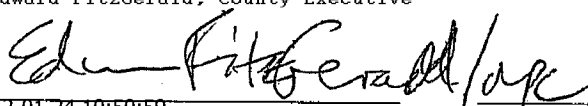
By entering into this Agreement MetroHealth System agrees on behalf of its officers, employees, subcontractors, subgrantees, agents or assigns, to conduct this transaction by electronic means by agreeing that all documents requiring county signatures may be executed by electronic means, and that the electronic signatures affixed by the County to said documents shall have the same legal effect as if that signature was manually affixed to a paper version of the document. MetroHealth System also agrees on behalf of the aforementioned entities and persons, to be bound by the provisions of the Chapters 304 and 1306 of the Ohio Revised Code as they pertain to electronic transactions, and to comply with the electronic signature policy of Cuyahoga County.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement.

COUNTY OF CUYAHOGA, OHIO

Edward FitzGerald, County Executive

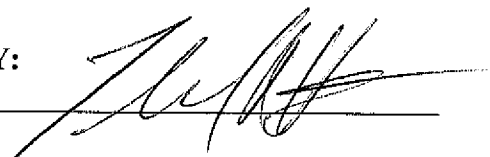
BY:


2012-01-24 10:50:59
Edward FitzGerald, County Executive

Date

THE METROHEALTH SYSTEM

BY:


12/6/11
Date

Approved As To Form
MHS Office of General Counsel
By SCR Date 11/30/11

APPENDIX A

STATEMENT OF WORK (Agency)

EFS agrees to enter into an Interagency Agreement with The MetroHealth System hereinafter referred to as MetroHealth, for the period January 1, 2012 to December 31, 2012 to operate the Employment & Family Services Healthy Start and Child Care Assistance Hotline.

I. Hotline Objectives:

- a. Provide telephone hotline services twelve (12) hours a day, 9:00 a.m. – 9:00 p.m., Monday through Friday, including holidays.
- b. Provide a customized recording for after-hour callers and callers who may be put on hold during operational hours as well as a customized recording which directs incoming calls to an automated telephone system which provides telephone numbers for information on existing Child Care and Healthy Start cases.
- c. Provide equal access to services through a customized recording which directs incoming calls from Limited English Proficient (LEP) customers to appropriate bilingual staff and/or interpreters during official hotline hours. MetroHealth will report the utilization of interpretation services by language. Services will be provided at no cost to the caller.
- d. Answer inbound telephone calls from residents of Cuyahoga County interested in applying for Healthy Start and/or Child Care Assistance programs and assist callers with completing an application for Healthy Start and/or Child Care Assistance program. Mail completed packets to customers within one business day of phone call.
- e. Mail application packets within one business day of phone call, for customers who do not wish to complete the application process via telephone.
- f. Make appropriate referrals to EFS programs for customers who require additional information and/or services or to other community resources.
- g. Maintain a database of customer information available to Employment & Family Services for the purpose of program monitoring. The database will include, at a minimum, customer name, address, phone number, social security number, call source, service requested, disposition and outcome of the call.

II. Performance Measures

- a. Customer satisfaction
- b. Quality of service
- c. Blockage rate, abandonment rate, and service levels (i.e. the common speed at which is determined reasonable to answer and or respond to calls)

III. Hotline Reporting

- a. Submit monthly reports to include, but not limited to the following:
 - Demographic information of callers, including name, complete address including home zip code, phone, SS#, source and call disposition
 - Number of calls received by service type and language
 - Number of calls offered
 - Number of calls answered
 - Number and percent of calls terminated
 - Number and percent of calls abandoned
 - Number of applications processed electronically by service type
 - Number of applications mailed by service type
 - Number of Spanish applications mailed
 - Number and type of additional referrals
- b. Submit quarterly customer satisfaction data
- c. Submit quarterly interpretation services data

MetroHealth will attend quarterly meetings with the EFS staff and in-service trainings to ensure continuity of service delivery and effective program management.

MetroHealth must maintain an accounting system and supporting fiscal records adequate to enable the Agency to audit and otherwise verify all payments made.

MetroHealth will conduct quarterly customer satisfaction calls to monitor the quality of the service rendered.

APPENDIX B

Program Design (MetroHealth)

Target Population

Pregnant women and low income families with children.

Executive Summary of the MetroHealth System

MetroHealth has been successfully and compassionately serving the northeastern Ohio community for the past 170 years. The MetroHealth Line has experience as being the telephone health line provider to all of the Medicaid HMO's except Caresource. The MetroHealth Line has also been the vendor for the County's Healthy Start Program with great success. The MetroHealth Line provides telephone services to all physician practices in the MetroHealth System as well as any resident in Cuyahoga County. We have a highly trained and dedicated staff assigned to this project. We have 24 hour coverage in the event of any technical issues and Administrative back up to trouble shoot any problems. We are located in Cuyahoga County which makes us very accessible to your organization for on site visitation, training and auditing. We also have 15 locations throughout the County to distribute the Healthy Start and Child Care Program applications.

Scheduled Activities

Answer Calls: The staff of the MetroHealth Line will continue, with no disruption in service, to provide telemarketing answering services related to the Healthy Start and Child Care Assistance programs. Through the use of a dedicated telephone line with a LED display, calls coming in on that line are identified as Healthy Start calls and the staff member answers, "Healthy Start Hotline, may I help you?" or "Child Care Assistance Program, may I help you?" Operator will state his/her name. The staff is fully oriented to both Healthy Start and Child Care Programs and is able to answer questions both about health in general and about the application process for the programs.

The Hotline is Live and Language and Hearing Considerations: The MetroHealth Line is available 12 hours per day, 5 days per week to offer this service for Healthy Start and Child Care. The hours of operations for both programs are Monday through Friday, including holidays from 9am to 9pm. There is voicemail box available for after hour calls. All calls are returned the next business day. This service is also available in Spanish and for the hearing impaired via TTY. The MetroHealth System has a contract with Pacific Interpreters, that offer interpreter services for over 150 additional languages, available to translate over the phone. This service is available at no additional cost.

Interview, Assessments and Referrals: The hotline has two RNs during day shift; one RN for the evening shift; three clerical staff for day and one on evening shift. While the Liaison Staff [Clerical Staff] of the MetroHealth Line will predominantly answer the calls, they have the unique advantage of working side-by-side with TeleTriage Registered Nurses; many are Board Certified Telehealth Nurses. This departmental structure has resulted in our Liaison staff developing a higher level of analytical skills and trained interviewer skills. This skill set helps

our staff elicit important information from the callers to fully assess their needs and generates referrals to other County Programs. This has also helped identify some of the callers pressing health care needs, which then has been transferred to a nurse for immediate guidance. This is an extremely important value added feature to assist our community, as well as the County in identifying and assisting people into appropriate levels of assistance needed. The staff is also well versed regarding the following agencies and refers customers to the following programs; Bureaus of Children with Medical Handicaps, Child Support Enforcement Agency, Head Start, Ohio Relay Service, WIC, Cuyahoga County Office, 211/First Call for Help and Department of Child and Family Services.

Call Tracking and Follow Up: The staff tracks every call and gathers information for monthly reports. Information gathered is as follows: the source of where the phone number was obtained, the reason for the call, the disposition of the call and patient demographics (including name, complete address, telephone number and social security number). Reports are compiled, analyzed and sorted monthly and sent to the Department of Employment and Family Services (EFS). All of this information is maintained in a confidential computerized database available only to EFS staff. The daily statistics are kept to ensure benchmarks are being met. Phone calls are reviewed to ensure information given to the client is correct and that the call was handled in a professional manner. Quarterly meetings are held with EFS staff to discuss issues and program updates.

Application Completion: All MetroHealth Line staff is computer literate and can easily complete information on a computerized Healthy Start/Child Care Application screen in the customized database.

Voter Registration information is included in all packages sent.

Application Mailing and returned Mail Follow Up: We will also supply a dated list of every caller and packet they were sent. If the county returns any returned mail to us, we will also call each caller back to re-verify his or her address. This will accomplish three things:

- 1) Decrease delivery time
- 2) Increase caller satisfaction
- 3) Increase successfully delivered packets, at no additional cost.

Staffing

One (1) RN shift
Two (2) clerical day shift

Supervision dedicated to the MetroHealth Nurse Advice Line/Physician Referral who oversee the operations, which also include Healthy Start and Childcare Assistance programs.

- 1 Registered Nurse Manager
- 1 Registered Nurse Supervisor
- 1 Registered Charge Nurse per shift
- 1 Operations Supervisor

Performance Benchmarks

Performance Outcome	Benchmark	Measure
Calls are Answered Timely	Abandonment rate less than 7% monthly	Daily symposium report
Quality of Calls	100% of all incoming calls are handled professionally and callers are given complete information	Telephone call audits/Daily symposium report
Customer Satisfaction	90% of all callers surveyed will be satisfied with hotline services.	Customer satisfaction survey results

Continuous Quality Improvement Activities

- Telephone Call Audits/Reviews –MetroHealth will use an audit tool to monitor the quality of the call
- Customer satisfaction - MetroHealth will issue on a monthly basis thirty (30) random surveys to assess customer satisfaction.

APPENDIX C

CLIENT DATA CONFIDENTIALITY

By receiving client data in any form whatsoever from Employment & Family Services the parties to this agreement shall protect the confidentiality of said data as per the requirements of Ohio Administrative Code 5101:1-1-03, the regulations promulgated by the United States Department of Health and Human Services, the provisions of HIPAA, specifically 45 CFR 164.501, any amendments thereto, and as detailed below.

Definition- "Client data" is any information that is, or can be, related to an individual client including all personal health information (PHI) as defined at 45 CFR 164.501.

Permitted Uses and Disclosures- The Provider and its agents and subcontractors shall not use or disclose client data except as specifically stated in the contract / agreement captioned below.

Safeguards- The Provider shall use appropriate safeguards to protect against use or disclosure not provided for in this agreement.

Reporting of Disclosure- The Provider shall promptly report to EFS any knowledge of uses or disclosures of client data that are not in accordance with this Agreement or applicable law. In addition, the Provider shall mitigate any adverse effects of such a breach to the extent possible.

Agents and Subcontractors- The Provider ensures that all its agents and subcontractors that receive client data from or on behalf of EFS agree to the same restrictions and conditions that apply to Contactor with respect to the use or disclosure of the client data.

Accessibility of Information- The Provider shall make available to EFS such information as EFS may require to fulfill EFS' obligations to provide access to, provide a copy of, and account for disclosures with respect to client data pursuant to HIPAA and regulations promulgated by the United States Department of Health and Human Services, including, but not limited to, 45 CFR 164.154 and 164.528 and any amendments thereto.

Amendments of Information- The Provider shall make client data available to EFS in order for EFS to fulfill its obligations pursuant to HIPAA to amend the information and shall, as directed by EFS, incorporate any amendments into the information held by the Provider and ensure incorporation of any such amendments into information held by its agents or subcontractors.

Disclosure- The Provider shall make available its internal practices, books and records relating to use and disclosure of client data received from EFS, or created or received by the Provider on behalf of EFS, to EFS and to the Secretary of the U.S. Department of Health and Human Services for the purposes of determining EFS' compliance with

HIPAA and the regulations promulgated by the U.S. Department of Health and Human services and any amendments thereto.

Material Breach- In the event of a material breach of the Provider's obligation under this section, EFS may at its option terminate this agreement. Termination of this agreement shall not effect any provision of this agreement which, by its wording or its nature, is intended to remain effective and to continue to operate in the event of termination.

Return or Destruction of Information- Upon termination of this Agreement, Provider, at EFS' option, shall return to EFS, or destroy, all client data in its possession, and keep no copies of the information except as requested by EFS or required by law. If the Provider or its agents or subcontractors destroy any client data then the Provider will provide to EFS documentation evidencing such destruction. Any client data maintained by Provider shall continue to be extended the same protections set forth in this Agreement for as long as it is maintained.

APPENDIX D

BUDGET

EFS agrees to pay MetroHealth System for the costs described below to the degree they are determined to be fair and reasonable for providing a Healthy Start Telemarketing and Child Care Assistance Hotline for eligible recipients in an amount not to exceed **\$185,013.37**.

- I. The Agency agrees to reimburse MetroHealth System for costs incurred for salaries and fringe benefits for the following positions in an amount not to exceed **\$139,880.00**.

Liaison Specialists (2)	\$ 70,000.00
RN	\$ 21,000.00
Nursing Supervisor	\$ 10,625.00
 Fringe Benefits	 \$ 38,255.00

To receive reimbursement for these costs, MetroHealth System must submit an invoice detailing the actual expenses incurred during the billing month with the appropriate supporting documentation.

- II. The Agency agrees to reimburse MetroHealth System for Direct costs incurred in an amount not to exceed **\$37,633.37**.

Occupancy	\$ 22,033.37
Consumable Supplies	\$ 15,600.00

To receive reimbursement for these costs, MetroHealth System must submit an invoice detailing the actual expenses incurred during the billing month with the appropriate supporting documentation.

- III. The Agency agrees to reimburse MetroHealth System for Administrative Overhead costs in an amount not to exceed **\$ 7,500.00**.

Information Services, Telecommunications \$ 7,500.00

To receive reimbursement for indirect costs, MetroHealth System must submit an invoice for the costs incurred/allocated during the billing month.

- IV. In order to meet the objectives of this program, the Agency agrees to allow for the shifting of dollars within line items as necessary without a formal amendment and without exceeding the approved contract amount. MetroHealth System must submit this request in writing to the designated Contract Specialist for prior approval.

- V. MetroHealth System agrees that the services being contracted for are not available from MetroHealth System on a non-reimbursable basis for less than the unit rate and that the level of service to public assistance and food stamp assistance recipients is guaranteed.
- VI. MetroHealth System understands that failure to comply with these provisions may result in MetroHealth System refunding any funds received from EFS that were in violation of any provisions contained above.
- VII. For payment processing, an invoice must be submitted by the 15th of the month directly to:

Employment & Family Services
Division of Contracting
c/o Larry Ganim, Contract Specialist
1641 Payne Ave. Room 510
Cleveland, Ohio 44114
Phone: (216) 987-8242; Fax (216) 987-7090
Email: ganiml@odjfs.state.oh.us.