

Rhonda Lipkin
Independent Verification Agent, *L.J. v. Massinga*
rhonda.lipkin@gmail.com
410-499-3752

To: Dr. Randi Walters, BCDSS Executive Director
From: Rhonda Lipkin and Lisa Mathias, L.J. IVA Office
Date: June 1, 2020 (by email only)
Re: MATCH FY'25 Contract SOW – IVA Response

Thank you for the opportunity to provide feedback on HCAM's Scope of Work (SOW) for the MATCH contract with BCDSS for July 1, 2020 – June 30, 2025. We are pleased to see the following included in the new MATCH contract:

1. MATCH staff to create Comprehensive Health Assessment (CHA).
2. Addition of post-permanency MCM services. Note: these services are needed especially by aging out youth and children reunifying with parents.
3. Significant increase in staffing, including addition of Reunification Liaison, Reproductive Health RN, CHA case writers, and substantially more MCMs and supervisors.
4. Addition of written requirement for MATCH to enter new entrant information and documentation into CHESSIE/CJAMs.
5. Addition of annual FIMs for passport review and scheduling with required attendance by MATCH.
6. Upgrade of Quality Assurance requirements, especially the requirements of the involvement of the Medical Director and that an external QA licensed professional provide a semi-annual assessment of pertinent quality measures.

The following are the major areas of concern, including issues raised repeatedly by the IVA and recommended in the HMA assessment. Will all of these be able to be addressed in Guidelines drafted collaboratively between MATCH and BCDSS? If any of these concerns would require contract changes, we urge the agency to address these critical issues now instead of trying to amend the contract later.

1. SOW does not make clear who is responsible for scheduling appointments for care after new entrant exams (except that scheduled during the new annual passport review).
2. SOW does not address who is responsible for obtaining medical records.
3. Medical Records need to be reviewed promptly after appointments to determine need for follow-up rather than waiting for annual health case reviews.

MATCH FY25 Contract SOW – IVA Response

June 1, 2020

Page Two

4. Removal of requirement of creation of health plan. What documentation will there be of the health case reviews and necessary next steps?
5. All medical information and records of contacts need to go into the SACWIS system.
6. Contractual location of MATCH staff at 1510 Guilford. Even if co-location might be delayed due to COVID concerns, this should still be the goal.
7. SOW requires initial health screen in 5 working rather than 5 calendar days. This does not reflect the requirements of Measure 75 or its signed measure instructions.
8. Contract needs to retain requirements that there be Practice Guidelines and that changes must be approved by BBCDSS Director. (Current Requirements 5.O – not in new SOW).
9. Reduction in FTE for Medical Director. No justification is given for reduction in time, and it seems to conflict with additional requirement to oversee QA/QI process.

We are happy to answer any questions or discuss any concerns that you might have.

cc: Lourdes Padilla
Gregory James
Mitchell Mirviss
David Beller
Brandi Stocksdales
James Becker
Steven Cohen
Jennifer Rosen
Judy Meltzer
Kathleen Noonan
Kimberly Irvine
Michelle Farr
Sheritta Barr-Stanley