

1.0 Introductory Letter



Humboldt County DHHS – Public Health
Attention: Rachel Patterson, Administrative Analyst II
507 F Street Eureka, CA 95501

Dear Ms. Rachel Patterson,

Harvey Behavioral Health Outcomes Data Services, Inc. (BHODS) is pleased to submit a proposal in consideration for RFP #DHHS2022-04 “Community Health Data Dashboard”.

BHODS (DUNS # 117719720) is a privately woman, minority-owned S corporation under the ownership and management of Elizabeth (Liz) Harvey, M.S. who oversees all executive aspects of the company. We are certified as a Small Business (Micro) by the state of California (Ref # 2028896). Our mailing address is 6816 E. Katella Rd #1039 Cypress, CA 90630. Our main telephone number is (714) 699-3317. Elizabeth (Liz) Harvey is authorized to sign this submission and to bind Harvey Behavioral Health Outcomes Data Services, Inc. to the contract provided.

BHODS is an in-demand research and evaluation consulting firm, specializing in California’s healthcare and human services industry. Since 2014, we have empowered County governments, foundations, and organizations to make more informed decisions using their data. Our firm is highly attuned to the structure in which health and human services are provided throughout the state of California. Our team has been providing high quality data collection and analysis services to the health industry for a combined total of over three decades and we are excited about the opportunity to partner with Humboldt County DHHS on this important and timely work. Our vision for this project is to develop a comprehensive, web-based, user-friendly Community Health Data Dashboard that will support the County’s ability to expand existing programs and policies and develop new ones, prioritize and allocate resources appropriately, identify areas for improvement, and ultimately support the Humboldt County community’s well-being.

Please do not hesitate to reach out to me should you have any questions.

Sincerely,

Liz Harvey, M.S.
BHODS President and CEO

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3.0 Signature Affidavit

ATTACHMENT A – RFP SIGNATURE AFFIDAVIT


**REQUEST FOR PROPOSALS NO. DHHS2022-04
Community Health Data Dashboard
ATTACHMENT A – SIGNATURE AFFIDAVIT
(Submit with Proposal)**

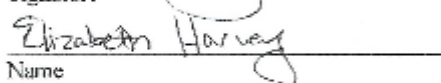
REQUEST FOR PROPOSALS – NO. DHHS[]-[] SIGNATURE AFFIDAVIT	
NAME OF ORGANIZATION/AGENCY:	Harvey Behavioral Health Outcomes Data Services, Inc.
STREET ADDRESS:	600 E. Hotella Blvd # 1039
CITY, STATE, ZIP	Cypress, CA 90630
CONTACT PERSON:	Elizabeth (Liz) Harvey
PHONE #:	(714) 699-3317
FAX #:	N/A
EMAIL:	Liz.Harvey@BHODS.com

Government Code Sections 6250, *et seq.*, the "Public Records Act," define a public record as any writing containing information relating to the conduct of public business. The Public Records Act provides that public records shall be disclosed upon written request, and that any citizen has a right to inspect any public record, unless the document is exempted from disclosure.

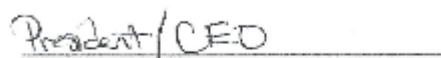
In signing this Proposal, I certify that this firm has not, either directly or indirectly, entered into any agreement or participated in any collusion or otherwise taken any action in restraint of free competition; that no attempt has been made to induce any other person or agency to submit or not to submit a Proposal; that this Proposal has been independently arrived at without collusion with any other Proposer, competitor or potential competitor; that this Proposal has not been knowingly disclosed prior to the opening of Proposals to any other Proposer or competitor; that the above statement is accurate under penalty of perjury.

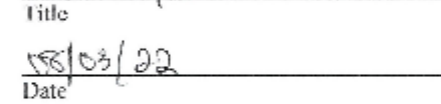
The undersigned is an authorized representative of the above-named agency and hereby agrees to all the terms, conditions and specifications required by the County in Request for Proposals No. DHHS2021-04 and declares that the attached Proposal and pricing are in conformity therewith.



 Signature


 Name



 Title


 Date

This agency hereby acknowledges receipt / review of the following Addendum(s), if any)
 Addendum # [] | Addendum # [] | Addendum # [] | Addendum # []

4.0 Professional Profile

A. Organization Overview

A.1. Harvey Behavioral Health Outcomes Data Services, Inc. (DUNS # 117719720) is a privately woman, minority-owned, S corporation under the ownership and management of Elizabeth (Liz) Harvey, M.S. who oversees all executive aspects of the company. Our headquarters is in Cypress, CA. Our mailing address is 6816 E. Katella Rd. #1039, and our physical address is 5461 Cathy Cir 90630. Our main telephone number is (714) 699-3317. We use data for a mission-driven purpose. The mission of Behavioral Health Outcomes Data Services (BHODS) is to increase data-informed capacity for the health and human services industry to positively impact our communities. We are certified as a Small (Micro) Business in the state of California (Reference #2028896). We were officially incorporated on October 7th, 2020 with California's Secretary of State and are currently in good standing (see *Attachment 3.1 - Certificate of Status* included in **Section 7.0 – Supplemental Documentation** below).

Our company currently has a team of four (4) employees. The leads for this project will be comprised of staff holding Ph.D. and Master's degrees with over 30 years' experience providing data collection, analysis, and reporting services to support population health management for California's health and human services industry. Our past and current clients include: The Sierra Health Foundation, Sonoma County Health and Human Services Department, as well as supporting contracted providers who provide health and MHSA-funded programs and services in various counties across the state, including: Lassen, Amador, Calaveras, Solano, San Mateo, San Bernardino, Riverside, and Los Angeles Counties. Our firm is highly attuned to the structure in which health and human services are provided throughout the state of California. We continually stay abreast of new state initiatives related to health and the need for greater enhanced care coordination and more integrated systems of care that address the Social Determinants of Health (SDoH). Our overall annual budget (assuming no additional growth for the rest of the fiscal year) is approximately \$150,000.

A.2.a. BHODS began in 2014 when founder Liz Harvey, M.S. began as an independent consultant working with a large, Californian statewide nonprofit organization that provided community-based specialty mental health services to children and youth across multiple contracted counties. During her time working with this organization, Liz was instrumental in coordinating multi-site initiatives whose goal was develop more efficient systems to collect, aggregate, and transform outcomes data in ways that were meaningful to inform quality improvement, identify gaps and delays in services, and best practices among organizational leadership and clinical staff. As a result of increasing agency-wide capacity to report on their outcomes to demonstrate positive impact, Liz helped the agency secure an additional \$20 million dollars in additional funding that helped to address significant gaps in services. It was through this experience that Liz was inspired to expand her work to help other partners become more data-informed to support the health and human services industry throughout California.

BHODS was officially incorporated in 2020, when our company began to expand its work into the federal space. BHODS currently leads program evaluation for several SAMHSA grants across the country.

BHODS' core values are: Collaboration, Honesty, Adaptability, Transparency, Integrity, and Excellence. Our core value of Excellence means that we strive to meet our clients' expectations. To provide excellent service for our clients, we develop close, positive collaborative relationships with our clients from the very beginning of our projects. Our team strives to meet our client's expectations using a multi-phased approach. First, we conduct an initial needs assessment to fully understand the project's goals and how these align with the client's overall vision and mission. To provide excellent service and ensure that we meet these goals in a timely manner, we develop a Continuous Quality Improvement (CQI) feedback loop with our clients so that we can consistently determine whether we are meeting our clients' goals and expectations for the project and to course correct as needed.

Sometimes excellent service means that we identify new and creative ways to meet our clients' needs. With respect to innovation, BHODS has a deep understanding of the many problems and issues faced by our clients, and we use this information to continually inspire us to find new ways of meeting these needs. While we consider ourselves "system-agnostic" and do not consider our company as a Software as a Service (SaaS), BHODS provides services that implements technological solutions and is well attuned to a variety of solutions that are closely aligned with the needs of the health and human services industry. We have extensive experience in the customization of the development and implementation of these solutions based on our clients' needs. BHODS prides itself in having qualified staff who have the required technical skills to meet the goals and expectations of this project. We have experience working with many different types of business intelligence and data visualization tools, including, but not limited to: Qlik, Power BI, Yellowfin, and Sisense, all products that we consider to be cutting-edge and meet a variety of needs for our clients.

A.2.b. From October 2014 to September 2020, BHODS was in operation for 5 years and 11 months under a sole proprietorship under the sole direction of Elizabeth Harvey, M.S. In October 2020, BHODS became an official S corporation in the state of California and has remained in this status for approximately 1 year and 10 months.

A.2.c. Our team has a combined total of 30 years' experience providing services equivalent to those set forth in the RFP.

A.2.d. Our team has worked with and provided services equivalent to those set forth in this RFP for a total of seven (7) government agencies, all of which are located here in California.

A.3. Harvey Behavioral Health Outcomes Data Services, Inc. (BHODS) does not have any litigation regarding the provision of Services equivalent to those set forth in this RFP that has been brought by or against our company, including, without limitation, the nature and result of such litigation.

A.4. Harvey Behavioral Health Outcomes Data Services, Inc. (BHODS) does not have any fraud convictions related to the provision of services pursuant to the terms and conditions of public contracts.

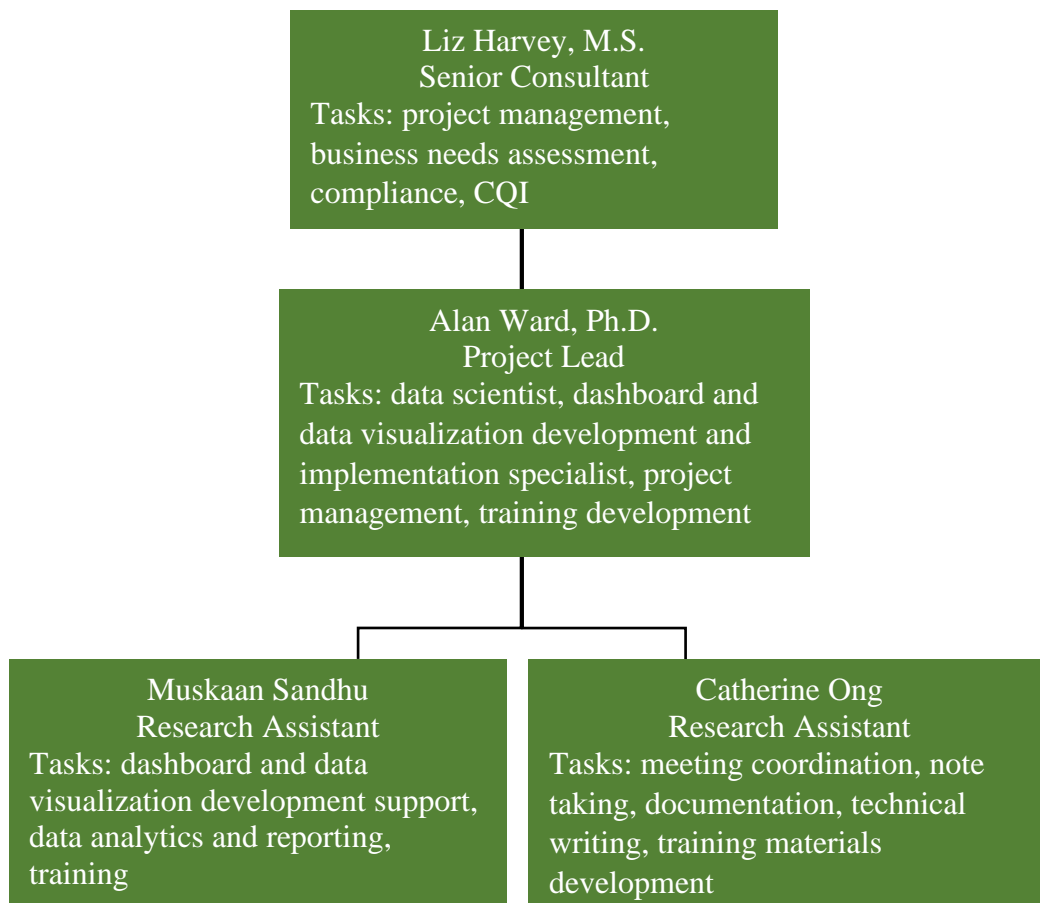
A.5. Harvey Behavioral Health Outcomes Data Services, Inc. (BHODS) does not have any current or prior debarments, suspensions, or other ineligibility to participate in public contracts.

A.6. Harvey Behavioral Health Outcomes Data Services, Inc. (BHODS) does not have any violations of local, state and/or federal regulatory requirements.

A.7. Harvey Behavioral Health Outcomes Data Services, Inc. (BHODS) does not have any controlling or financial interest in any other organizations.

B. Overview of Qualifications and Experience

For this project, the Community Health Data Dashboard Team, under the guidance and oversight by Liz Harvey, M.S., will provide a combined total of 1.0 FTE level of effort towards this project. Below we present BHODS’ organization’s level of effort, key staff, their position within the organization, roles and responsibilities for this project, qualifications, and a chart that represents the organization of our team.



Liz Harvey, M.S.

Liz Harvey, M.S., Founder and CEO of BHODS will be the Senior Consultant and will provide 0.10 FTE towards this project. Liz will be a point of contact and will provide oversight and supervision of the projects' key staff and managing/overseeing the contract, meeting with the County's key project team to share and discuss project updates, support the facilitation of needs assessments during the initial phases of the project, and to track and monitor key project milestones and tasks. Liz brings over a decade of experience leading many research and evaluation projects that span the fields of mental health, criminal justice, addiction disorders, prevention, and developmental research. Her past projects include developing comprehensive dashboards that allow health and human service programs, organizations, and government entities quickly identify opportunities for improvement, gaps in service, and establish targets and benchmarks to meet both short- and long-term goals. Liz is the expert of California's health and human services industry, is extremely knowledgeable of the provision of health and human services that are rendered throughout the state and managed and led many health and human services related evaluation projects involving programs funded by: MediCal, CDSS, MHSA, and SAMHSA. Liz is also knowledgeable of the many other systems that provide services across Californian communities, including residential/housing, child welfare, and law enforcement. Please see *Attachment 3.2 – Liz Harvey, M.S. Resume* in **Section 7.0 Supplemental Documentation** to see a complete view of Liz Harvey's past qualifications and experience.

Alan Ward, Ph.D.

Alan Ward, Ph.D. will be the Project Lead and will provide 0.30 FTE towards this project. Dr. Ward will be the primary points of contact, provide day-to-day management and ongoing technical support for this project. His tasks will include collecting and documenting business needs that align with the project and County goals, defining and planning the calculation and presentation of the County key community health indicators that will be required for the data dashboard, management of the research assistants, and leading the piloting, testing, implementation, and maintenance of the data dashboard in a web-based environment. Dr. Ward will also provide site administrator training and customer support services post website launch as needed.

Dr. Ward received his doctorate from the University of California, San Diego in Political Science. Dr. Ward has over a decade of experience in the field of health and human services, including the ability to develop web-based dashboards for population health management. His other specialties include data science, quantitative analytics, and reporting for the health and human services industry. He is extremely passionate about supporting government entities, nonprofits, and community-based organizations in meeting their data analytic, reporting, and visualization needs to help make a positive impact. In his previous roles, Dr. Ward supported agency leadership, direct service staff, and other analysts at a statewide community-based organization conduct multi-site needs assessments and evaluation plans to operationalize and quantify success for residential, specialty mental health, and MHSA funded programs across multiple sites in Los Angeles County and Riverside Counties. This included engaging key stakeholders to determine relevant metrics, operationalizing these metrics in surveys and

assessments, performing detailed data analyses to determine notable regional or demographic trends or irregularities, and producing stakeholder-specific reports to clearly identify outcomes and propose further action in line with stakeholder interests. His previous work providing analytic and reporting services helped the organization to clearly determine agency-wide opportunities for improvement, service gaps, demonstrate positive impact, and ultimately supported the organization's overall mission and vision. Please see *Attachment 3.3 – Alan Ward, Ph.D. Resume* in **Section 7.0 Supplemental Documentation** to see a complete view of Dr. Alan Ward's past qualifications and experience.

Muskaan Sandhu

Muskaan Sandhu will be a Research Assistant and will provide 0.30 FTE towards this project. Muskaan will help support the development and implementation of the web-based data dashboard, from planning to full implementation. In addition, Muskaan will support the data management aspects of this project, including supporting the research, collection, and integration of all existing public health data sources that will be relevant to present in the Community Health Data Dashboard. Muskaan will also support the provision of ongoing customer support post website launch as needed.

Muskaan is a third-year student at the University of California, Los Angeles and is preparing for a career in Public Health. A Northern California native, Muskaan is in her second year as a Research Assistant with BHODS and is passionate about using the power of data and evaluation to inform and advocate for health equity. In addition to supporting the quantitative data analytics and reporting for SAMHSA related projects for BHODS, Muskaan is also involved with an organization called Justice and Equity in Health. In this role, she supports the ongoing analyses and evaluations of vaccination rate disparities by socioeconomic status throughout Los Angeles County. Please see *Attachment 3.4 – Muskaan Sandhu Resume* in **Section 7.0 Supplemental Documentation** to see a complete view of Muskaan's past qualifications and experience.

Catherine Ong

Catherine Ong will be a Research Assistant and will provide 0.30 FTE towards this project. Catherine will help our team to coordinate and schedule meetings between BHODS and all key County personnel, support the collection and documentation of the needs assessment portion of this project, provide web design and custom branding support, and develop tailored trainings on website features and system administration. Catherine will also support the provision of ongoing customer support post website launch as needed.

Catherine is a third-year student at the University of California, Los Angeles as a Psychobiology major preparing for a career in medicine and is a second year BHODS intern. A Bay Area native, Catherine is deeply interested in mental health, chronic disease prevention, and health equity. In addition to managing BHODS evaluation projects, Catherine is well-versed in facilitating various health screenings and facilitating virtual webinars and in-person health fairs around health promotion through her work with the Pilipinos for Community Health (PCH). Please see *Attachment 3.5 – Catherine Ong Resume* in **Section 7.0 Supplemental Documentation** to see a complete view of Catherine's past qualifications and experience.

Our past work highlighting our experience regarding the provision of Services equivalent to those set forth in this RFP, outcomes, and successes are outlined below.

Victor Community Support Services, various County contracted community-based programs, (2014 – current)

Overview

Victor Community Support Services (VCSS), a statewide, California, community-based organization providing specialty mental health services to children, youth, and families and MediCal beneficiaries, were in need of establishing agencywide systems and processes to monitor and manage the healthcare needs of their service population, identify service gaps and other opportunities for improvement, and to meet all data collection and reporting needs per their contracted requirements among their various County clients. VCSS is a contracted community-based organization across many counties in California, including, but not limited to: Shasta, Butte, Nevada, Yuba, Yolo, San Bernardino, Riverside, and Los Angeles.

Scope of Services

BHODS started their work in 2014 with VCSS by providing program evaluation services for their MHSA Innovation funded project, providing retrospective data collection, analysis, and reporting for a 3-year long project. This entailed developing a central database that combined multiple data sources to provide a comprehensive description of the program's services and impact. BHODS continued to work with VCSS, providing agencywide and regional-specific program evaluation and outcomes data technical support, developing theory of change logic models and data collection and reporting plans for each of VCSS' variety of programs that were informed by both best practices and County and state-specific contracted reporting requirements. From there, BHODS provided quantitative process and outcomes data analytic and reporting services in alignment with agency needs and program requirements. BHODS implemented a monthly Continuous Quality Improvement (CQI) process where monthly dashboards from various data sources for each agency site were generated for review and discussion with each site's Executive Leadership Team. This process allowed the team to identify opportunities for improvement, measure and monitor service productivity and program success, and to align with all contracted reporting requirements. Members of the BHODS team have also developed web-based data dashboards that staff were able to access and pull ad-hoc reports from that aligned with business needs.

Outcome

By developing robust data collection and reporting systems and processes across the agency that supported their population health management and CQI initiatives across the agency, VCSS successfully obtained accreditation through COA in 2017. During their initial review, COA surveyors reported being thoroughly impressed by VCSS' CQI policies and procedures and its implementation throughout the agency. In addition, increasing VCSS' ability to efficiently collect, monitor, transform, and report on their outcomes data in real-time increased agencywide capacity to show the positive impact of their programs to all key stakeholders, including direct

service staff, Executive Leadership, Board Members, and County clients. The ability to provide robust outcomes among their service population also helped to support the expansion of more programs throughout multiple service regions, resulting in over \$20 million dollars of additional funding across various programs.

To date, members of the BHODS team continue to work with VCSS due to our track record of providing high quality reporting services for population health management purposes.

Sierra Health Foundation MediCal Health Navigator's Project (October 2020 – January 2022)

Overview

Our company was hired by Sierra Health Foundation to support their MediCal Health Navigator's Project to meet the California Department of Health Care Services (DHCS) monthly and quarterly data collection and reporting requirements and to track and monitor trends in service productivity and program goal achievement.

Scope of Services

The scope of work for this project included conducting a needs assessment with Sierra Health Foundation's four (4) community-based organization grantees across Amador, Calaveras, Lassen, and Solano Counties to assess their readiness to collect and report on all required data points for the program, and the development of a comprehensive data collection and reporting plan to develop an efficient workflow that enabled grantees to share and upload their monthly reports using a secure, HIPAA-compliant system. submission of all reports to DHCS to support Sierra Health Foundation's ability to meet all DHCS monthly and quarterly reporting requirements.

After the initial needs assessment and data collection and reporting plan development phase was completed, BHODS was re-engaged to implement the data collection and reporting plan for the next two years of the project. This work also involved providing training to grantees, developing data collection and reporting systems, and providing ongoing technical assistance to grantees throughout the duration of the project.

Outcome

BHODS supported the Sierra Health Foundation's ability to increase capacity among grantees to provide the necessary information required by DHCS and consistently submitted all data and reports prior to all monthly, quarterly, and annual deadlines. In addition, BHODS provided additional aggregate information to the Sierra Health Foundation and their grantees that allowed for better decision making for ongoing program implementation. As a result, all deliverables and communications were received by the client organization within the designated time frame as agreed in the contractual agreement. All contract work was completed within the scope of services and time frames set in the original contract.

Mental Health Systems Orange County Patients' Rights Advocacy Services (July 2020 – January 2021)

Overview

BHODS worked with Mental Health Systems (MHS; now transitioning agency name to Turn), a California, community-based organization to develop and implement a data collection, reporting, and dissemination plan as part of fulfilling all county contracted monitoring and outcomes performance requirements for their Patients' Rights Advocacy Services (PRAS) program. On behalf of the County to meet managed care plan requirements, MHS/Turn was contracted to provide Patients' Rights Advocacy Services. This included being responsible for: educating the Orange County healthcare entities and providers about the rights of mental health patients in accordance with the LPS Act and how to ensure that patients' rights are being upheld; provide outreach and education about patients' rights to mental health patients who were under involuntary holds within the County's inpatient and residential systems of care; accompany mental health patients to conservator and/or probable cause hearings; and respond to and address via phone and/or mail about grievances and other concerns from patients receiving inpatient and residential services throughout the County. In addition, MHS/Turn was responsible for submitting DHCS-required reports on behalf of Orange County that provided information on involuntary holds, seclusion and restraint incidents, Electroconvulsive Therapies (ECT), and number of current conservatees. As this was MHS/Turn's first contract that was secured in Orange County, it was critical that the organization was well-equipped and had a robust system for population health management among their service population, and to meet all County and State outcomes monitoring and reporting needs to maintain compliance and in good standing with County contracted requirements.

Scope of Services

BHODS was instrumental in establishing systems and processes that allowed for more efficient outcomes monitoring and reporting systems for population health management and meet all business needs and requirements for the PRAS program. First, BHODS worked closely with the selected database software vendor to ensure that their technological solution met all staff and leadership workflow needs and requirements, that data were accurately captured, and that key performance indicators were calculated accurately on the back end for reporting purposes. Furthermore, BHODS also developed real-time Countywide dashboards using Power BI to monitor and report on patient demographics, voluntary status, and other indicators of program success, such as measuring the efficiency of grievance resolution and other concerns that arose from patients who receive inpatient services, many of whom represented the most acute population in the County who were experiencing crises and significant mental health distress. BHODS met monthly with program staff and leadership to review and discuss the findings from the dashboard data to determine whether the program was meeting their intended goals and identify opportunities for improvement, as well as celebrate success when contracted goals were achieved. BHODS also provided training and technical support to program leadership and staff around the piloting, testing, and go-live environments of the new database, as well as developing training materials for the new internal Outcomes and Compliance Data Analyst who was taking over the data collection and reporting responsibilities for the program.

Outcome

As a result of BHODS developing efficient data collection and workflow systems, MHS was well-equipped to manage the healthcare needs of their service population; address and resolve grievances and concerns in a timely manner, track and monitor their service productivity, and meet all contracted program goals. Furthermore, the development of the Countywide dashboard enabled the MHS to monitor and track trends of incidents over time, have a better understanding of the populations they serve within their program, identify opportunities for improvement, celebrate the positive impact that they were having among their service population, and efficiently submit all DHCS-required reports around seclusion and restraints, conservatorships, and involuntary status on behalf of the County. To this day, MHS' PRAS program continues to use these same data collection and reporting systems that support the successful delivery of their program.

Given our team's qualifications, technical skills, and experience specializing in population health management, we believe that our team will provide a high-quality, Community Health Data Dashboard product that will support various community health improvement efforts for Humboldt County. We are excited about the opportunity to partner with Humboldt County to provide end-to-end support needed to develop and maintain a publicly available web-hosted data dashboard that will help to inform and meet their community health improvement needs, including Community Health Assessments (CHA), and Community Health Improvement Plans (CHIP). Our team will help the County achieve this goal by developing and implementing the best technological solution that will: (a) increase the ability to streamline the ways in which public health information can be obtained and disseminated in real-time; and (b) reduce the number of required coding manhours to clean, transform, and report the data as ongoing data collection takes place.

In working with our firm, BHODS will provide the specialized attention that this project requires that will result in a tailored and accessible Community Health Data Dashboard from which the County and the public at large will greatly benefit.

5.0 Project Description

A. Description of Services

BHODS is ready and available to provide all scope of services as outlined in **Section 3.0** of the RFP: Preliminary Scope of Services. Our services will include the following:

A. Provision of Community Health Dashboard Hosting and Maintenance Services.

1. Community health dashboard platform – The technological solution that BHODS has selected for this project is Qlik Cloud ® Government (<https://www.qlik.com/us/solutions/industries/public-sector>). Using this cloud-based platform, Qlik Cloud® will allow governments like Humboldt County to make better decisions with analytics to ultimately support community health improvement. This solution will enable BHODS to develop a Web-hosted data dashboard that will house all chosen community health indicators on one website

with the ability to search and filter by geography, topic, and subpopulation groups (race/ethnicity, age, and gender) when available. The community dashboard will include maps, charts, and other visualizations. In addition, the community health dashboard will include the capability to upload local data by DHHS – PH staff. The community health dashboard will allow users to download data in CSV and other file types. Please see *Attachment 6 – Humboldt County Dashboard Samples* in **Section 7.0 Supplemental Documentation** to view a sample of Qlik Cloud® Government’s public health use cases.

2. Goal alignment and tracking capabilities - The community health dashboard platform will also include capabilities to create CHAs and CHIPs, allowing for multiple formats to communicate updates and progress to add context and connect data to community goals.
3. Data management – BHODS will provide and manage a list of core community health and quality of life indicators, including the ability to compare and benchmark against other geographies.
4. Web-hosting capability – BHODS will host the website that houses the community dashboard.
5. Web design and custom branding support – BHODS will provide tailored support to create a customized website and dashboard.
6. Site administrator training and customer support services – BHODS will provide ongoing customer support services, including tailored trainings on website features and system administration, the opportunity for regularly scheduled check-in meetings post website launch, and ongoing access to training videos and support materials.

Below we present a project timeline with key dates, service descriptions, method of service delivery, and deliverables/milestones that will be part of the Community Health Data Dashboard Project. This project timeline allows for three (3) months of collecting initial needs assessment information, sourcing existing data sources, identifying future sources of data and other anticipated data collection and uploading needs, and the planning and design of the Community Health Data Dashboard. We anticipate that conducting a comprehensive and thorough needs assessment will allow for a more successful implementation of the dashboard and will allow for ample enough time for the remainder of the year-long contract to develop, pilot, test, and implement (i.e., “go-live) and train site administrators and end-users about the Community Health Data Dashboard’s functionality.

<i>Timeframe</i>	<i>Services</i>	<i>Method of Service Delivery</i>	<i>Deliverable/Key Milestone</i>
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<p>Phase I: Needs Assessment/Planning Contract Start Date (January 30th, 2023 – March 30th, 2023)</p>	<ul style="list-style-type: none"> • Identify potential audiences and end-users for product • Interview key informants and constituents about their vision for a Community Health Data Dashboard • Identify historical and anticipated data sources to be integrated into system • Identify required Community Health Indicators that will be presented in dashboard by Domain and by population (i.e., physical health, behavioral health, children, youth, adults, etc.) • Identify benchmarks for select indicators • Identify calculations for Community Health Indicators • Identify required dashboard filters (e.g., race/ethnicity, gender, age, age group, zip code, etc.) • Design the presentation of the various elements of the dashboard (i.e., filters, visualizations, charts, graphs, colors, ADA compliance, etc.) • Customize dashboard colors and branding in alignment with County requirements 	<ul style="list-style-type: none"> • Hybrid (in-person and video conferencing, emails and/or phone calls) 	<ul style="list-style-type: none"> • Documentation of all business requirements for the dashboard, including all required indicators, domains, available and anticipated data, dashboard design, and presentation
<p>Phase II: Testing Phase</p>	<ul style="list-style-type: none"> • Complete the development of at least 30% of Community 	<ul style="list-style-type: none"> • Virtual (video conferencing, webinars, 	<ul style="list-style-type: none"> • Develop at least 30% of dashboard to

<p>(April 1st, 2023 – May 30th, 2023)</p>	<p>Health Indicator Domains for key informants and constituents to test and to provide feedback on accessibility and functionality</p> <ul style="list-style-type: none"> • Test the various aspects of the dashboard platform, including the ability to both upload and download new data to be integrated into the system • Test the web-based functionality of the platform 	<p>prerecorded videos, emails and/or phone)</p>	<p>be made available for testing purposes</p> <ul style="list-style-type: none"> • Administration of the Phase II survey to obtain feedback about the dashboard’s accessibility and functionality at this phase in the project
<p>Phase III: Pilot Phase (June 1st, 2023 – August 30th, 2023)</p>	<ul style="list-style-type: none"> • Engage key informants and community members to pilot the accessibility and functionality of at least 75% of Community Health Domains within the dashboard • Obtain feedback from all key informants and constituents for dashboard accessibility and functionality 	<ul style="list-style-type: none"> • Virtual (video conferencing, webinars, prerecorded videos, emails and/or phone) 	<ul style="list-style-type: none"> • Develop at least 75% of dashboard to be made available for piloting purposes • Administration of the Phase III survey to obtain feedback about the dashboard’s accessibility and functionality at this phase in the project
<p>Phase IV: Go-Live Phase (Sept 1st, 2023 – Nov 30th, 2023)</p>	<ul style="list-style-type: none"> • Modify and update the dashboard as needed based on any outstanding feedback provided by key informants and community members 	<ul style="list-style-type: none"> • Virtual (video conferencing, webinars, prerecorded videos, emails and/or phone) 	<ul style="list-style-type: none"> • Develop all components of the dashboard to be made available for use by key project participants

			<ul style="list-style-type: none"> Administration of the Phase IV survey to obtain feedback about the dashboard’s accessibility and functionality at this phase in the project
<p>Phase V: Training and Ongoing Technical Assistance Phase (Oct 1st, 2023 – January 30th, 2024)</p>	<ul style="list-style-type: none"> Develop training materials (pre recorded videos, webinars, manuals, one-pagers, quick start guides, etc.) Provide site administrator specific training Provide ongoing website maintenance, technical assistance, and customer service as needed 	<ul style="list-style-type: none"> Hybrid (in-person and video conferencing, emails and/or phone calls) 	<ul style="list-style-type: none"> Finalized training materials (pre recorded videos, webinars, manuals, one-pagers, quick start guides, etc.) Obtain feedback from all key project participants about their experience working with BHODS on this project

B. Quality Assurance Capabilities

To ensure the delivery of a high-quality product, we will develop a feedback loop between our team and all key project staff and other participants in conjunction with deliverables/milestones. This will entail collecting feedback from all key informants and participants of this project throughout the various phases of this project so that we may incorporate this feedback into the development of the dashboard that will meet expectations at the end of the project. As part of this process, we aim to obtain feedback from all community members who accurately represent Humboldt County, which may include, but not limited to: County staff and leadership, community-based organizations, and community members regarding the accessibility and functionality of the Community Health Dashboard. we also aim to incorporate in-person aspects of our service delivery, so that we may interface with our key project partners in both the beginning and ending phases of the project. However, we will revert to strictly virtual delivery of services depending on the status of current or future public health emergencies.

6.0 Cost Proposal

The price quoted below includes BHODS to devote a combined total of 1.0 FTE for 12 months across highly-qualified four (4) team members with experience in data visualization, evaluation, and research, annual licenses for the Qlik Cloud ® Government platform, two (2) in-person visits for same-state local travel, and all anticipated operational costs.

We present below an itemized list of all anticipated costs of this project, including a detailed explanation of how the costs and expenses in each budget line item were estimated and the justification for such costs and expenses.

ATTACHMENT B – COST PROPOSAL FORM

A. Personnel Costs	
<p>Title: Liz Harvey, M.S. Salary Calculation: Four (4) hours multiplied by one hundred twenty-five dollars (\$125) per hour, multiplied by fifty-two (52) weeks, plus thirty percent (30%) for benefits. Duties Description: Contract and project oversight, meeting with County key project leadership and staff, track/monitor the delivery of project's key milestones and deliverables.</p>	\$33,800
<p>Title: Alan Ward, Ph.D. Salary Calculation: Twelve (12) hours multiplied by one hundred dollars (\$100) per hour, multiplied by fifty-two (52) weeks plus thirty percent (30%) for benefits. Duties Description: Project management, needs assessment, dashboard design, development, and implementation, training material development, technical assistance</p>	\$81,120
<p>Title: Muskaan Sandhu Salary Calculation: Twelve (12) hours multiplied by fifty dollars (\$50) per hour, multiplied by fifty-two (52) weeks, plus thirty percent (30%) for benefits. Duties Description: data management, dashboard design, development, and implementation support, feedback survey design and administration, training material development, ongoing customer service and technical assistance</p>	\$40,560
<p>Title: Catherine Ong</p>	\$40,560

<p>Salary Calculation: Twelve (12) hours multiplied by fifty dollars (\$50) per hour, multiplied by fifty-two (52) weeks, plus thirty percent (30%) for benefits.</p> <p>Duties Description: documentation of business needs, meeting coordination, dashboard web design and custom branding, feedback survey design and administration, ongoing technical assistance, and customer service.</p>	
Total Personnel Costs:	\$196,040
B. Operational Costs	
<p>Item: Indirect admin costs</p> <p>Description: This cost includes a portion of the costs for monthly subscriptions to fulfill project requirements, which includes: Microsoft Office 365, Zoom, Quickbooks, virtual mailing services, insurance, contract services</p>	\$5,532
Total Operational Costs:	\$5,532
C. Consumables/Supplies	
<p>Item: Qlik Cloud® Government</p> <p>Description: Dashboard platform to design, develop, and implement a web-based, Countywide dashboard that uses disparate data sources into one integrated, user-friendly platform. This is the estimated cost of a one-year license fee for each user of the BHODS team (\$1,325 for one (1) administrator license, and \$535 per analyst license per year, two (2) licenses total).</p>	\$2,395
<p>Item: ZenDesk Ticketing System License</p> <p>Description: Industry leading ticketing system to handle inquiries and provide technical support for end users of the dashboard. Price is \$49 dollars per user per month, billed annually, for three (3) users total per year.</p>	\$1,764
Total Consumable/Supplies:	\$4,159
D. Transportation/Travel	
<p>Item: Two (2) trips consisting of three (3) night stays for two staff members to meet in-person with key project staff, one (1) trip will take place during the needs assessment portion of the project and one (1) trip towards the end of the project to hand off ownership of the dashboard to County staff</p>	\$4,682

<p>Description: Two (2) round trip flights from Southern CA to Eureka airport: \$1,000; six (6) days of car rental: \$306; six (6) days per diem lodging: \$774; six (6) days per diem meals and incidentals: \$414 Two (2) round trip flights from Southern CA to Eureka airport: \$1,000; six (6) days per diem lodging: \$774; six (6) days per diem meals and incidentals: \$414</p>	
Total Transportation/Travel:	\$4,682
E. Other Costs	
<p>Title: N/A Description: N/A</p>	
Total Other Costs:	\$0.00
Total:	\$210,413

7.0 Supplemental Documentation

We present below the following attachments:

ATTACHMENT 3 – SUPPLEMENTAL DOCUMENTATION

Attachment3.1 - Certificate of Status



Secretary of State Certificate of Status

I, SHIRLEY N. WEBER, PH.D., California Secretary of State, hereby certify:

Entity Name: HARVEY BEHAVIORAL HEALTH OUTCOMES DATA SERVICES INC
Entity No.: 4649323
Registration Date: 10/05/2020
Entity Type: Stock Corporation - CA - General
Formed In: CALIFORNIA
Status: Active

The above referenced entity is active on the Secretary of State's records and is authorized to exercise all its powers, rights and privileges in California.

This certificate relates to the status of the entity on the Secretary of State's records as of the date of this certificate and does not reflect documents that are pending review or other events that may impact status.

No information is available from this office regarding the financial condition, status of licenses, if any, business activities or practices of the entity.



IN WITNESS WHEREOF, I execute this certificate and affix the Great Seal of the State of California this day of May 28, 2022.

A handwritten signature in black ink, appearing to read "S. N. Weber".

SHIRLEY N. WEBER, PH.D.
Secretary of State

Certificate No.: 016440121

To verify the issuance of this Certificate, use the Certificate No. above with the Secretary of State Certification Verification Search available at bizfileOnline.sos.ca.gov.

Attachment 3.2 - Liz Harvey, M.S. Resume

Liz Harvey, M.S.

Orange County, CA

E-Mail: Liz.Harvey@BHODS.com

Phone: 714.699.3317

www.BHODS.com

<https://www.linkedin.com/in/lizharveybhods/>

Summary

Highly sought out performance improvement consultant who is passionate about empowering and inspiring our healthcare system to become more data informed. Over a decade of experience managing and conducting research and evaluation projects spanning the fields of behavioral health, social services, child/adolescent development, and education. Specializes in working with community-based organization and programs to increase capacity and establish data-informed Continuous Quality Improvement systems and processes.

PROFESSIONAL/RESEARCH EXPERIENCE

Founder and CEO, Behavioral Health Outcomes Data Services (BHODS) 08/2018 - present

- Supported behavioral health programs increase funding in excess of \$20M additional dollars by including data and outcomes to justify renewal and expansion of publicly funded programs serving children and transitional aged youth in foster care and residential settings
- Lead evaluator for several SAMHSA funded grants to ensure providers meet grant evaluation requirements
- 14 years total experience managing and conducting research and evaluation projects focusing on family and youth psychosocial well-being among historically underserved populations across California and the nation
- Partnered with organizations such as: RDA, SAE & Associates, Sierra Health Foundation, Acadia Health, Behavioral Health Evaluation Strategies, Victor Community Support Services, and Maryvale to provide ongoing technical support with respect to creating effective data collection reporting plans and systems to meet various state and county contracted program requirements
- Most recent partnerships include supporting Sierra Health Foundation and their grantees for DHCS data collection and reporting requirements for the MediCal Health Navigators Program
- Supported evaluation efforts for a Whole Person Care pilot project in Sacramento County in support of CalAIM initiatives
- 7 years of developing and implementing effective data informed, Continuous Quality Improvement systems for various community-based mental health federal and state-supported programs supported by funding sources such as: SAMHSA, First 5, EPSDT (Medi-Cal), MHSA Innovation and PEI, DHCS, and DCFS
- Consults with multiple site program leadership and staff around operationalizing and measuring quantitative indicators of client well-being that meets program contract requirements
- Presents program data and outcomes and establishes feedback loop discussions with program staff to support continuous program improvement for children's mental health
- Creates scheduled and ad-hoc reports that comply with internal and external stakeholder requirements

- Collaborates with non-profit C-level executives around developing data collection and reporting systems to meet accreditation expectations as set forth by COA, The Joint Commission, and/or CARF
- Assesses business needs related to data entry workflow into EHR and outcome database systems to provide recommendations and action plans to enhance reporting automation
- Collects, analyzes, and reports out on client pre to post quantitative data that demonstrates improved functioning and reduction of symptom distress
- Creates effective assessment tools that measure client experiences and satisfaction

Senior Evaluation Consultant, Midwest Evaluation and Research (MER)

01/2021 – 01/2022

- Oversaw the startup and implementation for the evaluation of 4 Healthy Marriage and Responsible Fatherhood (HMRF) funded programs from the Office of Family Administration (OFA) and the federal HHS department
- Managed and supported the development of evaluation measurement tools for adult and youth HMRF participants
- Developed, maintained, and updated comprehensive evaluation and data collection plans for 2 impact and 2 descriptive studies
- Oversaw the IRB application and approval process for 4 assigned impact and descriptive HMRF evaluation projects
- Ensured that human subjects are protected in the study by adhering to IRB approved procedures to solicit informed consent, protect anonymity and confidentiality, and other related activities
- Provided ongoing training and technical assistance for program staff to establish effective data collection and reporting processes in ways that satisfy OFA requirements and to ultimately increase capacity at the grantee/direct service provider level
- Worked with the grantee staff to formulate, implement, and ensure proper data collection policies and procedures for the impact and descriptive studies and the CQI processes
- Led discussions of findings in CQI meetings among other members of the CQI team
- Guided and trained the local evaluation staff to carry out data collection and management activities
- Worked with senior staff of the nonprofit grantees to resolve performance issues for partner services that are detected in the CQI process
- Attended and participated in HMRF project meetings held by MER, OFA, and the grantee for various purposes, including those that pertain to the CQI process
- Supported the local staff to maintain a secure and organized archive of participant data files with appropriate documentation
- Facilitated regular meetings with each local staff to monitor progress collecting data for their project
- Conducted data analyses using descriptive statistics to track progress made by each partner deliver project services.
- Conducted data analyses using t-tests and other more advanced statistical approaches to assess changes in participant outcomes after they receive services
- Prepared final evaluation reports for funders and partners

Outcomes/Compliance Data Analyst for Patients' Rights Advocacy Services, Mental Health Systems

07/2020 – 01/2021

- Developed logic models, workflows, and evaluation plans/frameworks for the Patients' Rights Advocacy Services (PRAS) program in Orange County to monitor, evaluate, and report on program's effectiveness related to grievance and appeals resolution and other activities related to patients' rights advocacy

- Designed and presented program dashboards that efficiently showcase outcomes related to contract monitoring, productivity, and demographics of populations served throughout Orange County
- Participated in county meetings to present and discuss monthly program performance outcomes data, discuss program productivity, and program progress on contract goals and objectives
- Created and maintained a program-wide database to document, track, and report on advocate service data related to incoming hotline calls, patient grievances, and field-based outreach and education services
- Collaborated with IT staff to design and implement a comprehensive database that would allow program staff to collect and report on required data points in alignment with contract outcome requirements
- Supported program manager in ensuring adherence to program contracted goals and objectives and state requirements
- Developed policies and procedures related to day-to-day program operations such as: facility onsite visits, safety, privacy, and chart auditing
- Prepared and submitted DHCS monthly and quarterly data and reports from all inpatient mental health facilities throughout Orange County related to: involuntary placements, denial of rights, ECT treatments, and seclusion/restraints

Regional Program Analyst, Victor Community Support Services (VCSS) 03/2015 – 12/2018

- Successfully contributed to 20 different Request for Proposals (RFPs) by including outcome and process data that resulted in renewals and expansions in \$20 million dollars to support Victor children’s mental health programs across San Bernardino County
- Provided frequent, data-informed feedback and consultation to executive leadership to enhance program service delivery models, which results in children’s ability to access and receive mental health services in a timely manner
- Oversaw the design, production, and implementation of agency-wide training for staff regarding implementing the Child and Adolescent Needs & Strengths Assessment (CANS), a clinical assessment that leads to improved treatment planning and positive client outcomes
- Collaborated with remotely based teams to set internal benchmarks and design dashboards that track and report program key performance indicators
- Conducted research to support diversification of service types, contracts, and target populations
- Assisted in the development, utilization, troubleshooting, and management of data collection systems to build capacity across all agency sites in the Southern California region
- Provided training and technical support to staff regarding data collection, and outcomes reporting

Holistic Campus Program Analyst, Consultant, Victor Community Support Services 10/2014 – 03/2015

- Transformed raw, uncleaned, retroactive data into a final tri-annual report that evaluated the MHSA Innovation funded project titled “Holistic Campus” in accordance with contract agreement with San Bernardino County
- Planned, managed and coordinated the data collection and tracking of retrospective demographic and participant activity data that took place during Holistic Campus’ 3-year run
- Oversaw and trained the Holistic Research and Evaluation staff on data collection and input
- Developed and monitored a database that captured retrospective data for report content
- Collaborated weekly with agency and county stakeholders to discuss and track monthly deliverables

Graduate Research Assistant, Arizona State University 08/2012 – 05/2014

- Designed and developed youth and parent pre- and post-assessment surveys in preparation for a school-based intervention promoting positive sibling relationships
- Conducted and assisted with home-based interviews among 200 adolescent Latina mothers across the greater Phoenix metropolitan area
- Supervised data collection at a high school, involving distribution and administration of surveys to over 1,000 students
- Trained and supervised all research staff on data entry processes
- Updated all important research documents, which included codebooks and statistical programming syntax
- Organized and developed the training for research interviewers to administer intergenerational home interviews with Mexican-origin adolescents, their mothers/mother figures, and their grandchildren

EDUCATION

Arizona State University, Tempe AZ

Master of Science, Family and Human Development, completed 05/2014

Faculty Advisor: Dr. Adriana J. Umaña-Taylor

Thesis: Maternal, Cultural, and Neighborhood Influences on Mexican-Origin Adolescent Mothers' Educational Outcomes

UCLA, Los Angeles, CA

Bachelor of Arts, Psychology, completed 06/2010

Minor: Education

Senior Thesis: "Examining the relationship between ethnic identity and body image satisfaction among adolescent girls"

Faculty Advisor: Dr. Jaana Juvonen

PUBLICATIONS

Toomey, R.B., Umaña-Taylor, A.J., Williams, D.R., **Harvey-Mendoza, E.C.**, Jahromi, L.B., & Updegraff, K.A. (2014). The impact of Arizona's S.B. 1070 immigration law on utilization of health care and public assistance by Mexican-Origin teen mothers, their children, and their mother-figures. *American Journal of Public Health, 104* (S1), S28 – S34.

Updegraff, K.A., Perez-Brena, N.J., Umaña-Taylor, A.J., Jahromi, L.B., & **Harvey-Mendoza, E.C.** (2013). Mexican-origin mothers' trajectories of depressive symptoms across adolescent daughters' transition to parenthood. *Journal of Family Psychology, 27*(3), 376 - 386.

OTHER EXPERIENCE AND SKILLS:

- HIPAA and Human Subjects certified
- Grant and RFP writing experience
- Excellent project management skills
- Excellent verbal and written communication
- Data visualization tools: Power BI, Tableau
- Certified trainer in TCOM/CANS (Child and Adolescent Needs and Strengths Assessment)

- SPSS, SAS, Mplus, R
- Multiple and hierarchical regression, ANOVA, structural equation modeling, and mediation analysis
- Working knowledge of SQL
- Conversational fluency in Spanish

Attachment3.3 - Alan Ward, Ph.D. Resume

ALAN WARD

✉ alan.ward999@gmail.com ☎ (619) 288-3164 📍 San Diego, CA in www.linkedin.com/in/alan-ward-88337319/

SUMMARY

Political science Ph.D. with expertise in political theory, data munging, data visualization, statistics, and machine learning. Data Scientist / Analyst emphasizing pragmatism and simplicity.

EMPLOYMENT

Feb. 2022 to Current	Behavioral Health Outcomes Data Services (BHODS) · Data Consultant · Remote <ul style="list-style-type: none"> Helping build end-to-end data pipeline Setting up internal research processes Developing customer-facing interactive dashboards
Jan. 2018 to Jan. 2022	Victor Community Support Services · Program Analyst · Chico, CA (remote) <ul style="list-style-type: none"> Conduct research, analyze behavioral health data, and identify program outcome trends Improve data pipeline by automating reporting procedures Communicate program outcomes and reporting procedures laterally and at all levels of leadership chain
Sept. 2017 to Nov. 2017	University of Central Florida · Research Assistant · Orlando, FL (remote) <ul style="list-style-type: none"> Leverage multiple online databases to develop comprehensive dataset of political protests Increase team research efficiency by developing and sharing reproducible data collection algorithms Generate new insights by performing content / text analysis using R
May 2017 to July 2017	Lieberman Research Worldwide · Analyst (contract) · Los Angeles <ul style="list-style-type: none"> Helped turn raw, uncleaned data into a format yielding actionable insights by modifying and running SPSS scripts on very large datasets. Ensured data integrity between SPSS and Dapresy dashboard. Improved data accuracy by writing R script to detect and remove (if appropriate) data outliers.
Aug. 2013 to July 2016	University of California, San Diego · Associate-In Instructor · La Jolla, CA <ul style="list-style-type: none"> Designed curricula, taught, and managed teaching assistants for a wide variety of political science courses. Improved students' professional and academic prospects by providing opportunities and guidance on performing public policy analyses using R.
Sept. 2014 to Mar. 2016	Freshman Composition Instructor (Muir Writing) · La Jolla, CA <ul style="list-style-type: none"> Helped students develop crucial critical thinking skills through analysis and reconstruction of complicated texts' arguments. Strengthened students' ability to express themselves a clear, concise, persuasive writing style.
Sept. 2009 to May 2016	Teaching Assistant · La Jolla, CA <ul style="list-style-type: none"> Took the lead in independently designing and implementing grading methods for course instructors. Ensured that all students had firm grasp of principles of research design and the appropriate use of statistics in their original work. Assisted students in operationalizing their projects and synthesizing vast amounts of information into a coherent argument.
Sept. 2007 to May 2009	University of Illinois, Chicago · Research Assistant · Chicago, IL <ul style="list-style-type: none"> Helped design, prepare and clean massive international trade treaties dataset for academic publication. Revised, edited, and provided background research for numerous international relations papers

EDUCATION

2017	University of California, San Diego PhD Political Science April 2017 (conferred August 2017)
2009	University of Illinois, Chicago MA Political Science
2004	McGill University BA Political Science & Philosophy
2017	University of California, San Diego PhD Political Science

SKILLS

DATA ANALYTICS - APPLICATIONS	R, Microsoft Office, Python, SPSS, PostgreSQL, MySQL, Tableau, Dapresy, Stata, PowerBI
DATA ANALYTICS - SKILLS	Data Munging, Data Visualization, Descriptive & Inferential Statistics, Research Design, Regression Analysis, Random Forests, kNN, k-Means Clustering, Web Scraping, SQL, Time Series Analysis, Google Analytics (basic), ETL
SOFT SKILLS AND COMMUNICATION	Writing, Research, Public Speaking, Teaching, Communication, Management, Training

ACTIVITIES

Jan. 2014 to May 2015	UCSD Research Apprenticeship Graduate Student Advisor <ul style="list-style-type: none"> Intensively mentored two undergraduate research assistants from project conception to successful completion. Taught effective research practices, including how to acquire and evaluate data. Helped assistants develop graduate-level skills in revision, editing, and persuasive argumentation.
Mar. 2014 to June 2016	UCSD Academic Integrity Review Board - Board Member <ul style="list-style-type: none"> Collaborated with faculty and student board members to fairly adjudicate cases of alleged academic dishonesty. Communicated in a direct yet compassionate manner with accused student(s) and instructors to determine likelihood that cheating occurred.

Attachment 3.4 - Muskaan Sandhu Resume

MUSKAAN SANDHU

CONTACT

Mobile: (707)-653-9751
E-mail: ssandhu.muskaan@gmail.com

EDUCATION

University of California, Los Angeles
2020 - Present

Major: Microbiology, Immunology, and
Molecular Genetics
Minor: Global Health

American Canyon High School
2016-2020

Relevant courses taken:
- Honors Human Anatomy
- CTE Sports Medicine 1
- CTE Sports Medicine 2
- AP Biology

SKILLS

- Interpersonal communication
- Effective time management
- Successfully collaborating in group environments
- Active listening
- Reliability
- Team leadership
- Ability to take and receive directions efficiently

AWARDS/ CERTIFICATION

- Adult and Pediatric First Aid/CPR/AED Certified
- Academic Honor Roll

EXPERIENCE

Research Assistant

Behavioral Health Outcomes Data Services
June 2021 - Present

- Inputs data into Microsoft Excel to create quarterly reports
- Analyzes trends in data to assess success of behavioral health programs

Data Analyst

UCLA Bhagat Puran Singh Health Initiative
(BPSHI)
March 2021- Present

- Evaluates patient data collected from clinics to create and present demographic data for the local LA South Asian community
- Collaborates with other BPSHI organizations across the state to ensure data is standardized
- Promotes wellness and health equity in the South Asian community

Kaiser Volunteer

Emergency Room
November 2018 - Present

- Offers a caring and comforting atmosphere to Kaiser Permanente emergency room patients
- Shadows ER nurses, technicians, and physicians
- Facilitates various volunteer projects, such as assembling PPE carts, stocking medical supplies, and making informational patient pamphlets

Honorary Youth Commissioner

Parks and Recreation Commissioner
October 2018 - August 2020

- Acted as a spokesperson on behalf of the American Canyon teen population
- Promoted youth involvement in our local community
- Launched a committee responsible for creating a city-wide music event

Attachment 3.5 - Catherine Ong Resume

Catherine Garcia Ong

Los Angeles, CA · (707) 342-8366 · catherine.ong23@gmail.com

EDUCATION

University of California, Los Angeles — Los Angeles, CA
Fowler College of Letters and Science
Bachelors of Science in Psychobiology

Expected: June 2024

WORK EXPERIENCE

Intern – Administrative Assistant

Jun 2021 - Present

Harvey Behavioral Health Outcomes Data Services, Inc. — Los Angeles, CA

- Prepared confidential patient mental health and substance misuse screenings for analysis by compiling them into Google spreadsheets

Intern

Nov 2021 - Present

Pilipinos for Community Health (PCH) Preventive Health Component — Los Angeles, CA

- Organized, facilitated, and performed blood pressure screenings and BMI measurements at Preventive Health Sites (Clinics)
- Prepared and presented online webinars on health education and preventative strategies in order to maintain a healthy lifestyle and prevent hypertension

Volunteer

Jun 2017 - May 2020

Kaiser Permanente — Vallejo, CA

- Ran service rounds for patients, assisted doctors/nurses, filed and organized confidential documents

LEADERSHIP EXPERIENCE

Secretary

May 2019 - Jun 2020

Associated Student Body Leadership — American Canyon, CA

- Organized and led meetings with potential business partners and sponsors to build financial relationships between the organization and local businesses

Secretary

Apr 2017 - Jun 2020

United Nation International Children's Emergency Fund (UNICEF) Club — American Canyon, CA

- Organized and led meetings with potential business partners and sponsors to build financial relationships between the organization and local businesses

SKILLS

General skills: Active listening, open-mindedness, multitasking, attention to detail, interpersonal communication, effective problem solving, strong work ethic, kindness, ability to multitask in a fast-paced environment, time management, teamwork, creativity, and working independently or as part of a team

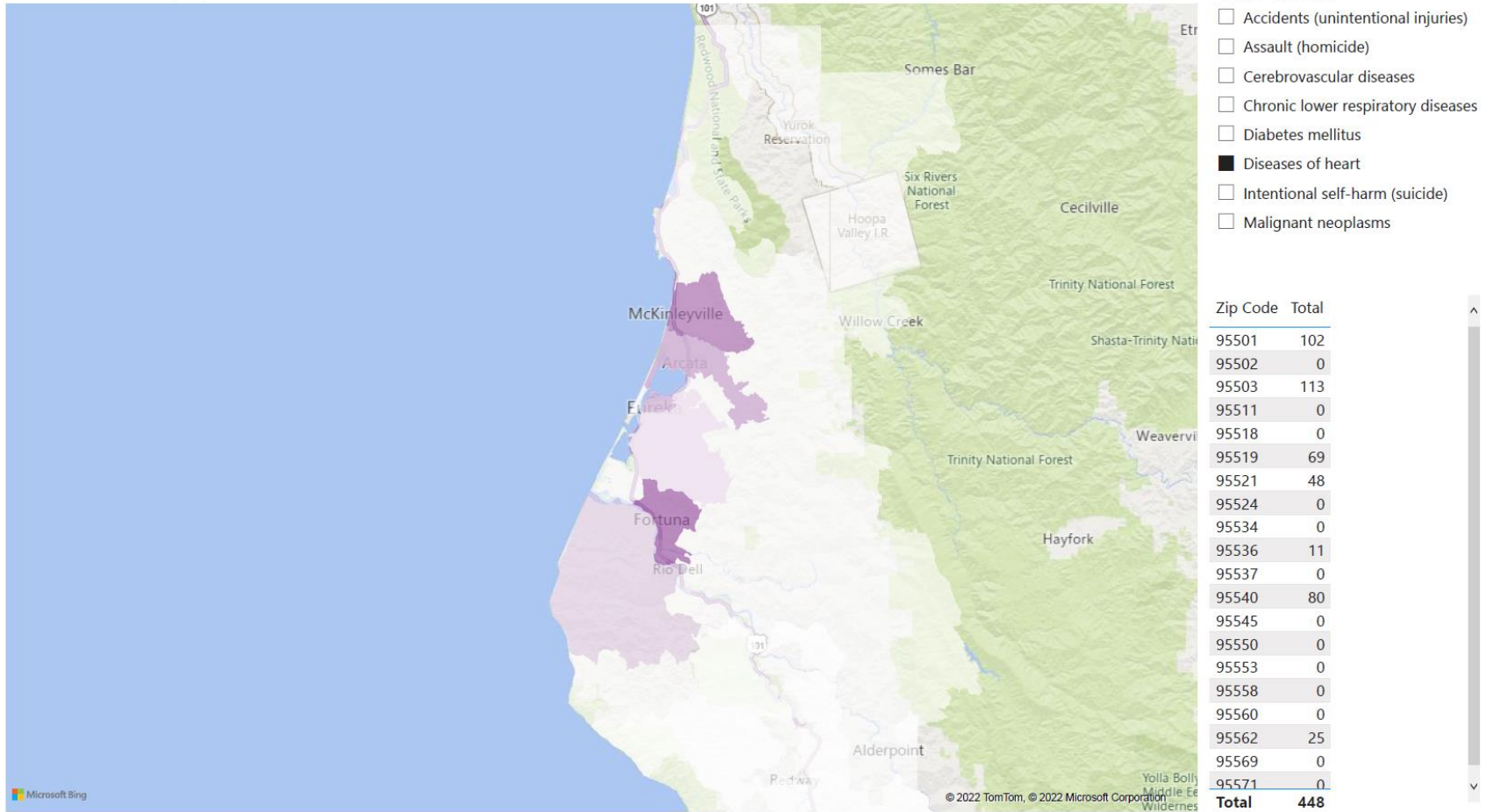
Computer & software: Strong Proficiency in Google Drive and Microsoft Excel and Outlook; familiarity with iMovie editing software

Languages: Limited Working Proficiency in Tagalog and Mandarin; understanding of Kapampangan

Attachment 3.6 - Humboldt County Dashboard Samples

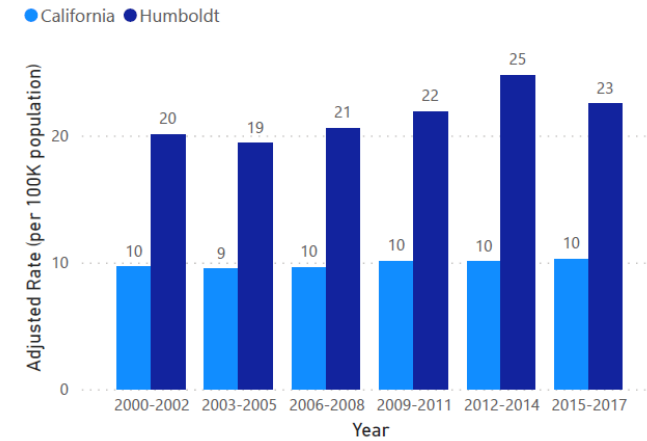
Recorded deaths by Zip Code in Humboldt County Prototype

Recorded Deaths by Zip Code

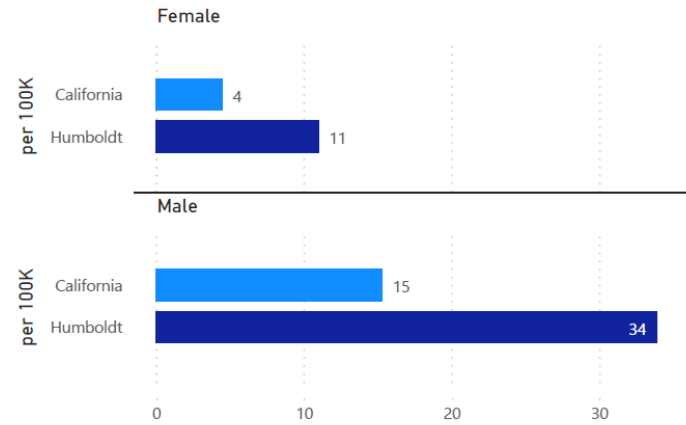


Suicide and STD Rates Comparison: Humboldt County vs. California Rates Prototype

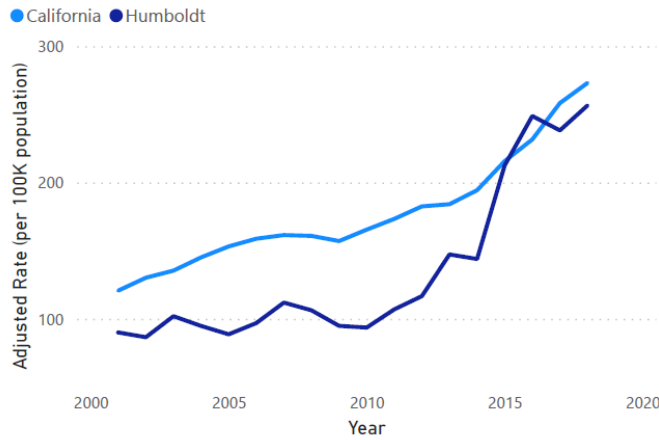
Suicide Rate by Year



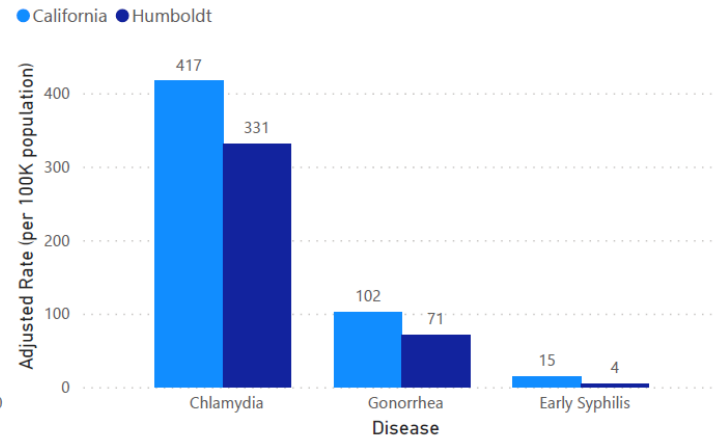
Suicide Rate by Gender



STD Rate by Year



STD Rate by Type



Area

- California
- Humboldt

Year

- 2000-2002
- 2003-2005
- 2006-2008
- 2009-2011
- 2012-2014
- 2015-2017

Disease

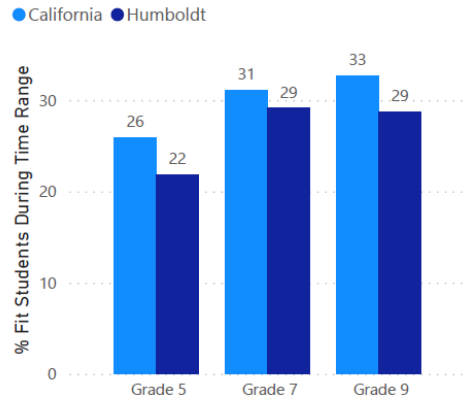
- Chlamydia
- Early Syphilis
- Gonorrhea

Year

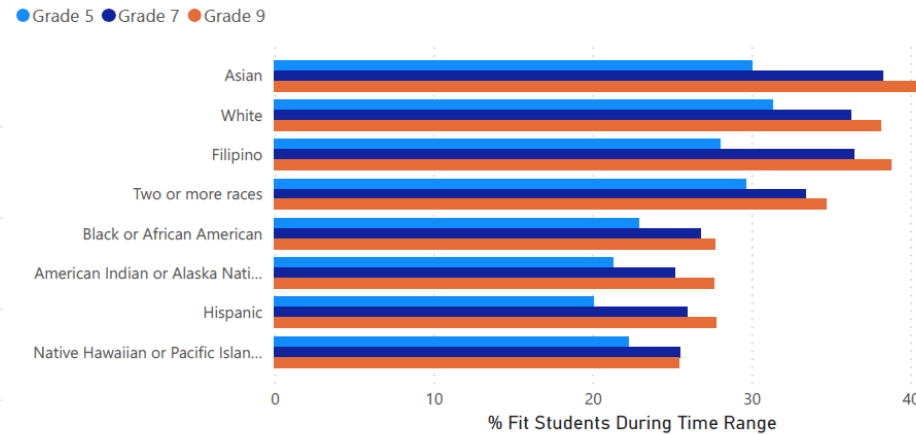
2001 2018

Student Physical Health Comparison: Humboldt County vs. California Rates Prototype

Percentage of Physically Fit Students by Grade

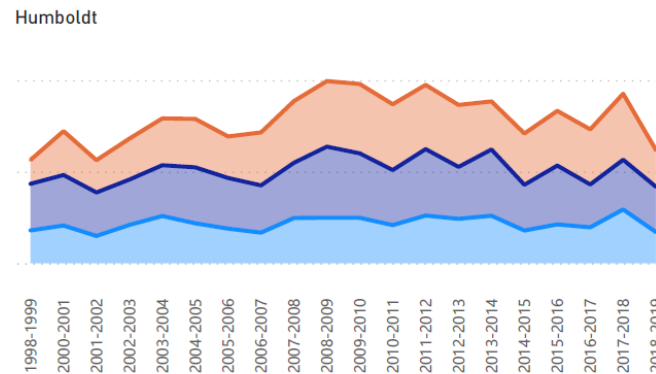
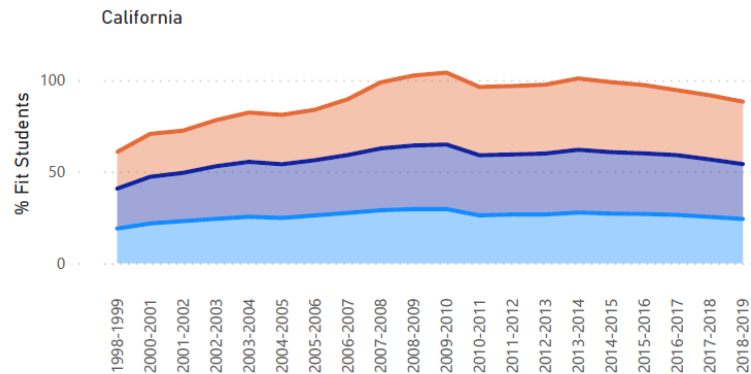


Percentage of Physically Fit Students by Race / Ethnicity



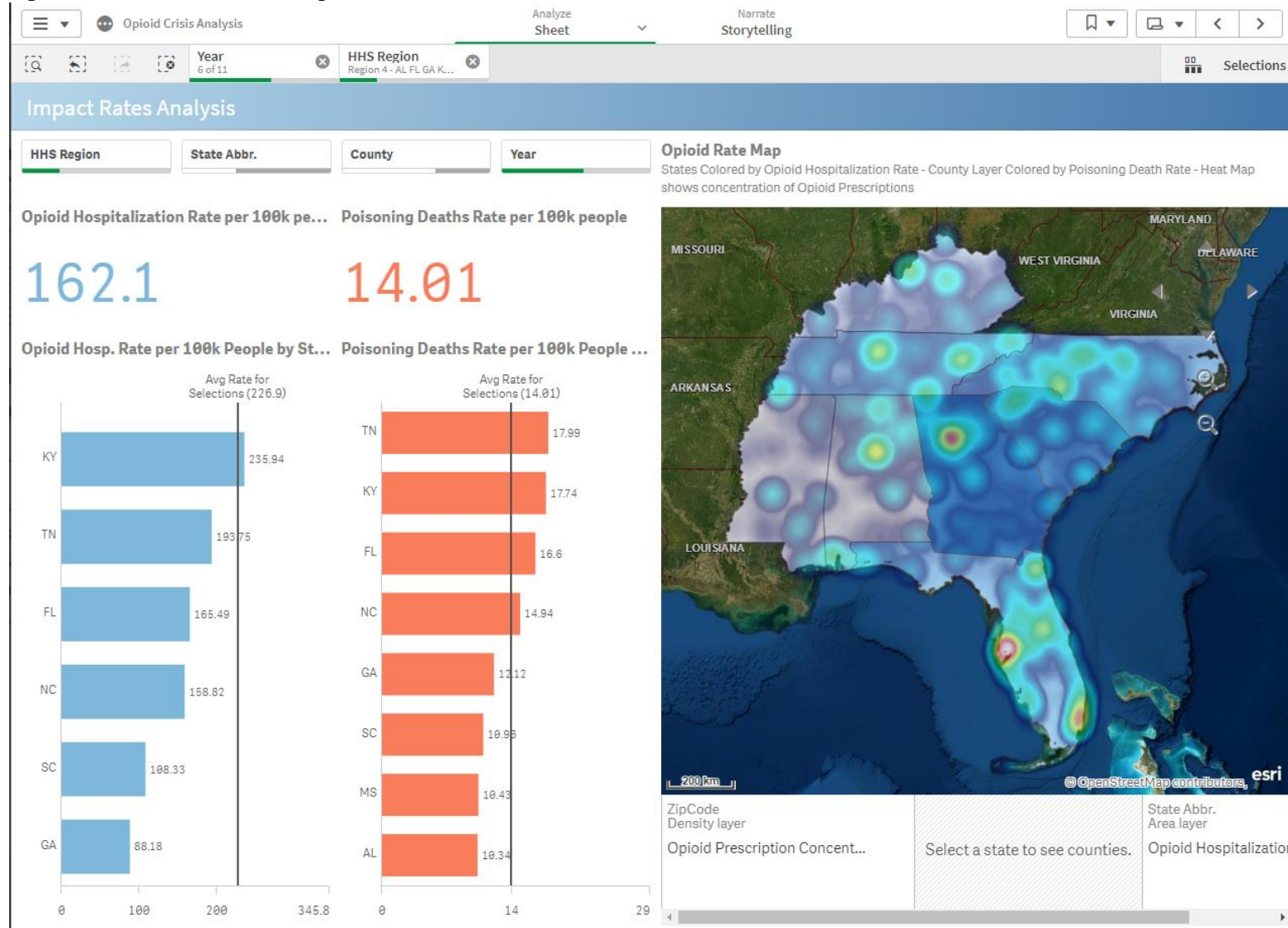
Percentage of Physically Fit Students by Year

Grade 5 Grade 7 Grade 9



- Grade 5
 - Grade 7
 - Grade 9
 - American Indian or Alas...
 - Asian
 - Black or African American
 - Filipino
 - Hispanic
 - Native Hawaiian or Pacif..
 - Two or more races
 - White
- Year**
- 1998-1999
 - 2000-2001
 - 2001-2002
 - 2002-2003
 - 2003-2004
 - 2004-2005
 - 2005-2006
 - 2006-2007
 - 2007-2008
 - 2008-2009
 - 2009-2010
 - 2010-2011
 - 2011-2012
 - 2012-2013
 - 2013-2014
 - 2014-2015

Opioid Incident Rates: Example of Qlik Cloud ® Government Public Sector Use Case



8.0 References

Attachment C – Reference Data Sheet below presents three (3) references that correspond to the past projects mentioned in **Section 4.0 – Professional Profile**. All information provided is true and correct to the best of our knowledge.

A. ATTACHMENT C – REFERENCE DATA SHEET

Name of Agency:	Sierra Health Foundation		
Street Address:	1321 Garden Highway		
City, State, Zip:	Sacramento, CA 95833		
Contact Person:	Noemi Avalos, MPH	Email: navalos@sierrahealth.org	
Phone #:	(530) 312 - 0713	Fax: None	
Department Name:	Evaluation		
Approximate County (Agency) Population:	26 counties in Northern California: Alpine, Amador, Butte, Calaveras, Colusa, El Dorado, Glenn, Lassen, Modoc, Mono, Nevada, Placer, Plumas, Sacramento, San Joaquin, Shasta, Sierra, Siskiyou, Solano (eastern), Stanislaus, Sutter, Tehama, Trinity, Tuolumne, Yolo, and Yuba counties.		
Number of Departments:	Approximately 10 departments		
General Description of Scope of Work:	Noemi's role as Evaluation Associate is to oversee and manage the successful completion of assigned evaluation projects for programs funded by The Sierra Health Foundation. She worked with BHODS for approximately two (2) years to ensure that all data collection and reporting needs were fulfilled in a timely manner for the MediCal Health Navigator Project.		

Name of Agency:	Victor Community Support Services (VCSS)		
Street Address:	1360 East Lassen Avenue		
City, State, Zip:	Chico, CA 95973		
Contact Person:	Mindy Lanum, Ph.D.	Email: mindy.lanum@victor.org	
Phone #:	(530) 809 - 3130	Fax: (530) 893-0502	
Department Name:	Administration and Business Services		
Approximate County (Agency) Population:	VCSS provides contracted specialty mental health services to child and youth MediCal beneficiaries across 13 counties: Butte, Los Angeles, Nevada, Placer, Riverside, San Bernardino, San Joaquin, Shasta, Solano, Sonoma, Tehama, Yolo, and Yuba-Sutter.		
Number of Departments:	Approximately 6 departments		
General Description of Scope of Work:	For several years, Liz Harvey and Alan Ward of the BHODS team worked with Mindy Lanum, Ph.D., who at the time was Director of the Program Evaluation and Outcomes (PEO) department. Mindy provided guidance, leadership, and support		

	to develop data collection and reporting systems across the agency.
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Name of Agency:	Mental Health Systems (MHS)/Turn	
Street Address:	9465 Farnham Street	
City, State, Zip:	San Diego, CA 92123	
Contact Person:	Michelle Beaudoin, LPCC	Email: michelle@michellebeaudoinbhs.com
Phone #:	(760) 227-5354	Fax:
Department Name:	Executive Leadership	
Approximate County (Agency) Population:	MHS (now transitioning agency name to Turn) provides contracted specialty mental health, substance abuse treatment, employment, and supportive housing services across 10 counties, including: Contra Costa, Santa Clara, Fresno, Kern, San Bernardino, Riverside, Orange, and San Diego.	
Number of Departments:	Approximately 6 departments	
General Description of Scope of Work:	Michelle Beaudoin, LPCC is a point of contact for referencing the program evaluation and data visualization work that Liz Harvey of BHODS completed for the MHS/Turn's Patients' Rights Advocacy Services (PRAS) program in Orange County. During Michelle's time with MHS/Turn, she was the Vice President and was instrumental in securing the contract and starting up this new program in Orange County. Michelle worked closely with Liz to identify the best solutions to meet all program requirements with respect to data collection, reporting, and visualization.	

9.0 Evidence of Insurability and Business Licensure

Below we present our evidence of General Business Liability Insurance with State Farm, the standard requirement for providing consulting services. State Farm also offers additional insurance that will satisfy the requirements of this project. BHODS will purchase any additional insurance when the Professional Services Agreement resulting from this RFP process has been awarded.

Attachment 7 – Evidence of General Business Liability Insurance

		CERTIFICATE OF LIABILITY INSURANCE		DATE (MM/DD/YYYY) 03/29/2022																															
<p>THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.</p> <p>IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).</p>																																			
PRODUCER State Farm Ken Williams Agency 11105 Mountain View Ave Suite 103 Loma Linda, CA 92351		CONTACT Name: Virginia Phone: 809 756-7514 Fax: _____ Email: Virginia.Lopez@StateFarm.com Address: _____		INSURER(S) AFFORDED COVERAGE Insurer A: State Farm Fire and Casualty Company Insurer B: _____ Insurer C: _____ Insurer D: _____ Insurer E: _____																															
INSURED Harvey Behavioral Health Outcomes Data Services Inc. 5401 Gentry Cir Cypress, CA 90630																																			
COVERAGES		CERTIFICATE NUMBER:		REVISION NUMBER:																															
<p>THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED, NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN. THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.</p>																																			
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			AUTHORIZED REPRESENTATIVE Ken Williams <i>Ken Williams</i>																																

10.0 Exceptions, Objections and Requested Changes

BHODS accepts all contract terms as stated in the RFP's *ATTACHMENT D – SAMPLE PROFESSIONAL SERVICES AGREEMENT*.

BHODS requests to include the following terms of agreement:

- BHODS' normal business hours of operation are Monday through Friday, 9:00 AM to 5:00 PM PST, excluding federal, California, and company holidays. All communication received via phone, text, and email outside of these normal operating hours shall be attended to starting the next business day. Please allow up to 2 business days for us to respond for non-emergency situations, and up to 4 hours for us to respond in the same business day for emergency situations.
- BHODS adheres to all applicable federal, state, and local laws with respect to HIPAA and any files containing Protected Health Information (PHI). All files containing PHI shall only be shared via our designated, secure HIPAA-compliant portal. Any file containing PHI that is sent in an unsecured, unencrypted email sent to any BHODS employee shall be immediately deleted and discarded from our files and will not be responded to.
- All County staff and other key project participants should only expect communication from emails that contain a @BHODS.com domain.
- Electronic payments through our secure Quickbooks platform are preferred. BHODS only uses Quickbooks as the platform for generating and submitting invoices and receiving payment. BHODS will never request payment in the form of gift cards or PayPal.
- All included work samples, contents of the description of our project plans, approaches, proposed project timeline, workplan, and deliverables as part of this RFP submission and as outlined in the proposal attachment document[s] titled "BHODS RFP No. DHHS2022-04 Submission" is the intellectual property of Harvey Behavioral Health Outcomes Data Services, Inc. This work shall not be copied, reproduced, or used without the prior expressed written consent of Harvey Behavioral Health Outcomes Data Services, Inc.
- BHODS reserves the right to use redacted versions of finalized and approved work products and deliverables to include in our work sample portfolio for use in submissions for future business development opportunities, including, but not limited to: client proposals, and government solicitations. BHODS is amenable to work with the County to create a pre-approved, redacted version of these work products and deliverables for our business development and portfolio purposes.