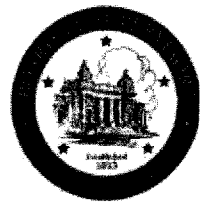


**SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**

638



FROM: Department of Mental Health

SUBMITTAL DATE:

February 16, 2011

SUBJECT: Approve Agreements for Early Intervention for Depression services for Transitional Age Youth (Western and Desert Regions)

RECOMMENDED MOTION: Move that the Board of Supervisors:

1. Approve the Agreements with Operation Safehouse and Family Services of the Desert;
2. Authorize the Chairman of the Board of Supervisors to sign the Agreements;
3. Authorize the Riverside County Purchasing Agent to increase, decrease and/or enter into amendment(s) for these two Agreements while staying within 10% of the approved contract maximum; and,
4. Authorize the Riverside County Purchasing Agent to renew these two Agreements annually through June 30, 2015.

BACKGROUND: Through the community planning process, the Mental Health Services Act (MHSA) Prevention and Early Intervention (PEI) plan, received and filed by the Riverside County Board of Supervisors on January 26, 2010, identified early intervention for depression as a needed service for Transitional Age Youth (ages 16-25). The Riverside County Department of Mental Health (RCDMH) recommends these services be provided through a contract.

(Continued pg. 2)

JW:KS

Jerry Wengerd

 Jerry Wengerd, Director
 Department of Mental Health

FINANCIAL DATA	Current F.Y. Total Cost:	\$ 89,876	In Current Year Budget:	Yes
	Current F.Y. Net County Cost:	\$ 0	Budget Adjustment:	No
	Annual Net County Cost:	\$ 0	For Fiscal Year:	2010/2011

SOURCE OF FUNDS: 100% State MHSA	Positions To Be Deleted Per A-30	<input type="checkbox"/>
	Requires 4/5 Vote	<input type="checkbox"/>

C.E.O. RECOMMENDATION:

APPROVE

County Executive Office Signature

BY: *Debra Cournoyer*
 Debra Cournoyer

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Stone, seconded by Supervisor Tavaglione and duly carried, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Buster, Tavaglione, Stone and Ashley
 Nays: None
 Absent: Benoit
 Date: March 1, 2011
 xc: Mental Health, Purchasing

Kecia Harper-Ihem
 Clerk of the Board
 By: *Kecia Harper-Ihem*
 Deputy

ATTACHMENTS FILED
 WITH THE CLERK OF THE BOARD

3.39

FORM APPROVED COUNTY COUNCIL
 BY: *Mark Seiler*
 PURCHASING: Mark Seiler, Assistant Director
 Departmental Concurrence

Policy Policy
 Consent Consent
 Dep't Recomm.:
 Per Exec. Ofc.:

SUBJECT: Approve Agreements for Early Intervention for Depression services for Transitional Age Youth (Western and Desert Regions)

BACKGROUND: (Cont'd)

On March 11, 2010, the RCDMH, through the Riverside County Purchasing Department, issued Request for Proposal (RFP) # MHARC-059, for Transition Age Youth Early Intervention for Depression services. The goal is to reduce the impact and duration of depression. Providers are expected to utilize targeted outreach strategies to engage TAY by working within the community and collaborating with Peer to Peer service providers, schools, community-based organizations, faith-based organizations, and other individuals throughout all regions of Riverside County. The RFP was solicited to organizations representing service providers throughout California, and was also advertised on the Riverside County Purchasing Department's website.

On April 21, 2010 the Purchasing Department received seven (7) proposals. The proposals were evaluated by a team comprised of five (5) individuals from the RCDMH. After evaluation in accordance with the Riverside County Purchasing Department's policy, it was determined that the proposals submitted by Operation Safehouse and Family Services of the Desert were the most cost efficient and responsive to all components of the RFP.

PERIOD OF PERFORMANCE:

Both Agreements will be effective from the date of approval by the Board of Supervisors through June 30, 2012, and may be renewed annually thereafter up to three (3) additional years, subject to the availability of applicable funds.

FINANCIAL IMPACT:

The agreement amounts for the two successful bidders are as follows: Operation Safehouse at \$73,831 for FY 2010/2011 and \$160,636 for FY 2011/2012; and Family Services of the Desert at \$16,045 for FY 2010/2011 and \$38,507 for FY 2011/2012. There are sufficient funds in the Department's Mental Health Services Act – Prevention and Early Intervention budget for these services. No additional County funds are required.

PRICE REASONABLENESS:

The proposals from the two successful bidders were the lowest cost proposals received by the RCDMH during the RFP process. At this time, services will not be offered in the Mid-County region due to the high cost of proposals received. If additional funding is identified, services will again be competitively bid for cover the Mid-County region.

COUNTY OF RIVERSIDE
DEPARTMENT OF MENTAL HEALTH

MHSA



This agreement is made and entered into by and between the County of Riverside, a political subdivision of the state of California, hereinafter referred to as COUNTY and FAMILY SERVICES OF THE DESERT, hereinafter referred to as CONTRACTOR.

PREAMBLE

WHEREAS, California voters approved Proposition 63 during the November 2004 General Election. Proposition 63, the Mental Health Services Act [hereinafter "MHSA"], became effective on January 1, 2005. Through imposition of a 1% tax on personal income in excess of \$1 million, the MHSA provides the opportunity for the State Department of Mental Health [hereinafter also "DMH" and "the state"] to provide increased funding, personnel and other resources to support county mental health programs and monitor progress toward statewide goals for children/youth, adults, older adults and families.

WHEREAS, components of the MHSA Integrated Expenditure Plan will include elements required by W&I Code Section 5847 and related regulations.

WHEREAS, the COUNTY desires to extend to the residents of Riverside County certain mental health services contemplated and authorized by the MHSA, California Welfare and Institutions Code (WIC) Section 5600 et seq., and Government Code Section 26227 et seq., California Code of Regulations, Title 9, Division 1, and Title 22, which the CONTRACTOR is equipped, staffed and prepared to provide; and

WHEREAS, the COUNTY believes that it is in the best interest of the people of Riverside County to provide these services by contract; and

WHEREAS, these services as described in Exhibit A attached hereto, shall be provided by CONTRACTOR in accordance with the applicable Federal, State and local laws, codes and policies contained in, but not limited to, Exhibit B attached hereto.

NOW THEREFORE, in consideration of the mutual promises, covenants and conditions hereinafter contained, the parties hereto mutually agree, as provided on pages 1 through 34 and Exhibits A, B, and C attached hereto and incorporated herein.

CONTRACTOR

COUNTY

By: [Signature]

By: Bob Buster
Bob Buster, Chairman, Board of Supervisors

JOHN L. BRADON
Print Name

Date: MAR 01 2011

Date: 1-6-2011

Attest
By: [Signature], Deputy
Kecia Harper-Ihern, Clerk of the Board

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I

DESCRIPTION OF SERVICES:

CONTRACTOR agrees to provide services in the form as described in Exhibit A, attached hereto and by reference incorporated herein.

II

PERIOD OF PERFORMANCE:

This contract shall be effective on the date of execution, and continue in effect through June 30, 2012. The contract may thereafter be renewed annually, up to an additional three (3) years, subject to the availability of funds.

III

REIMBURSEMENT AND PAYMENT:

A. In consideration of services provided by CONTRACTOR, COUNTY shall reimburse CONTRACTOR in the amount and manner described in Exhibit C, attached hereto and by this reference incorporated herein.

B. All HIPAA covered healthcare providers must obtain an NPI. Provider site NPIs must be submitted to the Riverside County Department of Mental Health (RCDMH) Information Services Unit prior to rendering services to clients. Contractors providing Medi-Cal billable services must also submit rendering (individual) provider NPIs to RCDMH Information Services Unit for each staff member providing Medi-Cal billable services. Contractor reimbursement will not be processed unless NPIs are on file with RCDMH in advance of providing services to clients. It is the responsibility of each contract provider site and individual staff member that bills Medi-Cal to obtain an NPI from the National Plan and Provider Enumeration System (NPPES). Each contract site, as well as every staff member that provides billable services, is responsible for notifying the National Plan & Provider Enumeration System (NPPES) within 30 days of any updates to personal information (worksite address, name changes, taxonomy code changes, etc.).

1 IV

2 PROGRAM SUPERVISION, MONITORING AND REVIEW:

3 Pursuant to Welfare & Institutions Code (WIC), Section 5608, services hereunder shall
4 be provided by CONTRACTOR under the general supervision of the County Director of
5 Mental Health, hereinafter called DIRECTOR, or his authorized designee. CONTRACTOR
6 agrees to extend to DIRECTOR, his designee, the COUNTY Contract Monitoring Team,
7 and to authorized State representatives, the right to review and monitor CONTRACTOR'S
8 facilities, programs, policies, practices, books, records, or procedures at any reasonable
9 time. In exercising the right to review or monitor CONTRACTOR'S administrative, clinical,
10 fiscal and program components, staff, and facility(ies), the COUNTY shall enforce
11 applicable contract provisions and COUNTY policies with regards to threats and violent
12 behavior or harassment in the workplace concerning its employees.

13 If at any point during the duration of this Agreement, the COUNTY determines
14 CONTRACTOR is out of compliance with any provision in this Agreement, the COUNTY
15 may request a plan of correction, after providing the CONTRACTOR with written
16 notification and the basis for the finding of noncompliance. Within thirty (30) days of
17 receiving notification, the CONTRACTOR shall provide a written plan of corrective action
18 addressing the non-compliance.

19 If the COUNTY accepts the CONTRACTOR'S proposed plan of correction, it shall
20 suspend other punitive actions to give the CONTRACTOR the opportunity to come into
21 compliance. If the COUNTY determines CONTRACTOR has failed to implement corrective
22 action, funds may be withheld until compliance is achieved. CONTRACTOR shall
23 cooperate with any such effort by COUNTY including follow-up investigation and interview
24 of witnesses. Failure to cooperate or take corrective action as may be indicated by an
25 investigation could result in termination of this Agreement.

26 V

27 STATUS OF CONTRACTOR:

28 This Agreement is by and between the COUNTY and CONTRACTOR and is not
29 intended, and shall not be construed, to create the relationship of agent, servant,

1 employee, partnership, joint venture, or association, as between COUNTY and
2 CONTRACTOR and CONTRACTOR and its employees and agents shall not be entitled to
3 any benefits payable to COUNTY employees. CONTRACTOR is, and shall at all times be
4 deemed to be, an independent contractor and shall be wholly responsible for the manner in
5 which it performs the services required of it by the terms of this Agreement.
6 CONTRACTOR assumes the exclusive responsibility and liability for the acts of its
7 employees or agents as they relate to services to be provided. CONTRACTOR shall bear
8 the sole responsibility and liability for furnishing workers' compensation benefits to any
9 person for injuries arising from or connected with services performed on behalf of COUNTY
10 pursuant to this Agreement. CONTRACTOR certifies that it is aware of the Occupational
11 Safety and Health Administration (OSHA) of the U.S. Department of Labor, the derivative
12 Cal/OSHA standards and laws and regulations relating thereto, and shall comply therewith
13 as to all relative elements under this Agreement. CONTRACTOR is responsible for
14 payment and deduction of all employment-related taxes on CONTRACTORS' behalf and
15 for CONTRACTORS' employees, including but not limited to all Federal and State income
16 taxes and withholdings. COUNTY shall not be required to make any deductions from
17 compensation payable to CONTRACTOR for these purposes. CONTRACTOR shall
18 indemnify COUNTY against any and all claims that may be made against COUNTY based
19 upon any contention by a third party that an employer-employee relationship exists by
20 reason of this contract; and CONTRACTOR shall indemnify COUNTY for any and all
21 federal or state withholding or retirement payments which COUNTY may be required to
22 make pursuant to federal or state law.

23 A. Contractor shall maintain as appropriate the following:

- 24 1. Articles of Incorporation;
- 25 2. Amendments of Articles;
- 26 3. List of agency's Board of Directors and Advisory Board;
- 27 4. A resolution indicating who is empowered to sign all contract documents
28 pertaining to the agency;
- 29 5. By-laws and minutes of Board meetings;

1 VI

2 ADMINISTRATIVE CHANGE IN STATUS:

3 A. If, during the term of the Agreement, there is a change in CONTRACTOR'S status, a
4 detailed description of the change must be submitted to COUNTY in writing at least sixty
5 (60) days prior to the effective date of the change. A change in status is defined as a name
6 change not amounting to a change of ownership, moving a facility's service location within
7 the same region, closing a facility with services being offered in another already existing
8 contracted facility, or change in services offered without an increase to the contract
9 maximum. Other changes to the contract may result in a more formal contract amendment.
10 Involuntary changes of status due to disasters should be reported to the COUNTY as soon
11 as possible.

12 B. CONTRACTOR is responsible for providing to the COUNTY, annually, at the
13 beginning of each fiscal year and upon execution of the CONTRACTOR'S agreement,
14 emergency and/or after hour contact information for the CONTRACTOR'S organization.
15 CONTRACTOR emergency and/or after hour contact information shall include, but is not
16 limited to, first and last name of emergency and/or after hour contact, telephone number,
17 cellular phone number, and applicable address(s).

18 C. CONTRACTOR shall be responsible for updating this information, immediately and
19 in writing, when changes in CONTRACTOR'S emergency and/or after hour contact
20 information occurs during the fiscal year or prior to the end of the fiscal year. Written
21 CONTRACTOR updates of this information shall be provided to the COUNTY.

22 VII

23 DELEGATION AND ASSIGNMENT:

24 CONTRACTOR may not delegate the obligations hereunder, either in whole or in part,
25 without prior written consent of COUNTY; provided, however, obligations undertaken by
26 CONTRACTOR pursuant to this Agreement may be carried out by means of subcontracts,
27 provided such subcontracts are approved in writing by DIRECTOR (or his designee), meet
28 the requirements of this Agreement as they relate to the service or activity under
29 subcontract, and include any provisions that DIRECTOR (or his designee) may require. No

1 subcontract shall terminate or alter the responsibilities of CONTRACTOR to COUNTY
2 pursuant to this Agreement.

3 CONTRACTOR may not assign the rights hereunder, either in whole or in part, without
4 the prior written consent of COUNTY. Any attempted assignment or delegation in
5 derogation of this paragraph shall be void. Any change in the corporate or business
6 structure of CONTRACTOR, such as a change in ownership or majority ownership change
7 resulting in a change to the Federal Tax Id, shall be deemed an assignment for purposes of
8 this paragraph.

9 VIII

10 ALTERATION:

11 No alteration or variation of the terms of this Agreement shall be valid unless made in
12 writing and signed by the parties hereto, and no verbal understanding or Agreement not
13 incorporated herein, shall be binding on any of the parties hereto.

14 IX

15 LICENSE(S)/CERTIFICATION(S):

16 CONTRACTOR warrants that it has all necessary licenses, permits, approvals,
17 certifications, waivers and exemptions necessary to provide services hereunder and
18 required by the laws or regulations of the United States, State of California, the COUNTY
19 OF RIVERSIDE and all other appropriate governmental agencies, and agrees to maintain
20 these throughout the term of this Agreement. Examples of license(s)/certifications include;
21 Fire clearance and zoning permit; business license, community care license and/or Medi-
22 Cal certification as appropriate. CONTRACTOR shall notify DIRECTOR, or his designee,
23 immediately and in writing of its inability to maintain, irrespective of the tendency of an
24 appeal, such licenses, permits, approvals, certifications, waivers or exemptions

25 X

26 INDEMNIFICATION:

27 CONTRACTOR shall indemnify and hold harmless all Agencies, Districts, Special
28 Districts, and Departments of the County of Riverside, the State of California, their
29 respective directors, officers, Board of Supervisors, employees, agents, elected and

1 appointed officials and representatives from any liability whatsoever, based or asserted
2 upon services of CONTRACTOR, its agents, employees, or subcontractors, arising out of
3 or in anyway relating to this Agreement, for property damage, bodily injury, or death or any
4 other element of damage of any kind or nature resulting from any acts or failure to act or
5 omission on the part of the CONTRACTOR, its directors, officers, agents, employees or
6 subcontractors hereunder, and CONTRACTOR shall defend, at its sole expense, including
7 but not limited to attorney fees, all Agencies, Districts, Special Districts, and Departments
8 of the County of Riverside, the State of California, their respective directors, officers, Board
9 of Supervisors, employees, agents, elected and appointed officials and representatives and
10 in any legal claim or action based upon such alleged acts, failure to act or omissions.

11 XI

12 INSURANCE:

13 Without limiting or diminishing the CONTRACTOR'S obligation to indemnify or hold
14 harmless the County of Riverside and the State of California, CONTRACTOR shall procure
15 and maintain or cause to be maintained, at its sole cost and expense, the following
16 insurance coverages during the term of this Agreement.

17 A. Workers' Compensation: If CONTRACTOR has employees as defined by the State
18 of California, CONTRACTOR shall maintain Workers' Compensation Insurance (Coverage
19 A) as prescribed by the laws of the State of California. Policy shall include Employers'
20 Liability (Coverage B) including Occupational Disease with limits not less than \$1,000,000
21 per person per accident. Policy shall be endorsed to waive subrogation in favor of the
22 County of Riverside; and, if applicable, to provide a Borrowed Servant/Alternate Employer
23 Endorsement.

24 B. Commercial General Liability: Commercial General Liability insurance coverage,
25 including but not limited to, premises liability, contractual liability, completed operations,
26 personal and advertising injury covering claims which may arise from or out of
27 CONTRACTOR'S performance of its obligations hereunder, whether such operations, use
28 or performance by CONTRACTOR, and, including but not limited to, any subcontractor,
29 vendor, or anyone employed directly or indirectly by them or volunteers serving either of

1 them. Policy shall name all Agencies, Districts, Special Districts, and Departments of the
2 County of Riverside, the State of California, their respective directors, officers, Board of
3 Supervisors, employees, elected and appointed officials, agents or representatives as
4 Additional Insureds. Policy's limit of liability shall not be less than \$1,000,000 per
5 occurrence combined single limit. If such insurance contains a general aggregate limit, it
6 shall apply separately to this agreement or be no less than two (2) times the occurrence
7 limit.

8 C. Vehicle Liability: If CONTRACTOR uses any vehicles or mobile equipment in the
9 performance of the obligations under this Agreement, CONTRACTOR shall maintain
10 liability insurance for all owned, non-owned or hired vehicles in an amount not less than
11 \$1,000,000 per occurrence combined single limit. If such insurance contains a general
12 aggregate limit, it shall apply separately to this agreement or be no less than two (2) times
13 the occurrence limit. Policy shall name, all Agencies, Districts, Special Districts, and
14 Departments of the County of Riverside, the State of California, their respective directors,
15 officers, Board of Supervisors, employees, elected and appointed officials, agents or
16 representatives as Additional Insureds.

17 D. Professional Liability: CONTRACTOR shall maintain Professional Liability Insurance
18 providing coverage for performance of work included within this Agreement, with a limit of
19 liability of not less than \$1,000,000 per occurrence and \$2,000,000 annual aggregate. If
20 CONTRACTOR'S Professional Liability Insurance is written on a 'claims made' basis rather
21 than on an 'occurrence' basis, such insurance shall continue through the term of this
22 Agreement. Upon termination of this Agreement or the expiration or cancellation of the
23 claims made insurance policy, CONTRACTOR shall purchase at his sole expense either 1)
24 an Extended Reporting Endorsement (also known as Tail Coverage); or, 2) Prior Dates
25 Coverage from a new insurer with a retroactive date back to the date of, or prior to, the
26 inception of this Agreement; or, 3) demonstrate through Certificates of Insurance that
27 CONTRACTOR has maintained continuous coverage with the same or original insurer.
28 Coverage provided under items; 1), 2) or 3) will continue for a period of five (5) years
29 beyond the termination of this Agreement.

1 E. General Insurance Provisions - All lines:

2 1. Any insurance carrier providing insurance coverage hereunder shall be
3 admitted to the State of California and have an A.M. BEST rating of not less than an A: VIII
4 (A: 8) unless such requirements are waived, in writing, by the COUNTY Risk Manager. If
5 the County's Risk Manager waives a requirement for a particular insurer such waiver is only
6 valid for that specific insurer and only for one policy term.

7 2. The CONTRACTOR'S insurance carrier(s) must declare its insurance
8 deductibles or self-insured retentions. If such deductibles or self-insured retentions exceed
9 \$500,000 per occurrence such deductibles and/or retentions shall have the prior written
10 consent of the County Risk Manager before the commencement of operations under this
11 Agreement. Upon notification of deductibles or self insured retentions which are deemed
12 unacceptable to the COUNTY, at the election of the COUNTY'S Risk Manager,
13 CONTRACTOR'S carriers shall either; 1) reduce or eliminate such deductibles or self-
14 insured retentions as respects this Agreement with the COUNTY, or 2) procure a bond
15 which guarantees payment of losses and related investigations, claims administration,
16 defense costs and expenses.

17 3. The CONTRACTOR shall cause their insurance carrier(s) to furnish the
18 County of Riverside with 1) a properly executed original Certificate(s) of Insurance and
19 certified original copies of Endorsements effecting coverage as required herein; or, 2) if
20 requested to do so orally or in writing by the COUNTY Risk Manager, provide original
21 Certified copies of policies including all Endorsements and all attachments thereto, showing
22 such insurance is in full force and effect. Further, said Certificate(s) and policies of
23 insurance shall contain the covenant of the insurance carrier(s) shall provide no less than
24 thirty (30) days written notice be given to the County of Riverside prior to any material
25 modification or cancellation of such insurance. In the event of a material modification or
26 cancellation of coverage, this Agreement shall terminate forthwith, unless the County of
27 Riverside receives, prior to such effective date, another properly executed original
28 Certificate of Insurance and original copies of endorsements or certified original policies,
29 including all endorsements and attachments thereto evidencing coverages and the

1 insurance required herein is in full force and effect. Individual(s) authorized by the
2 insurance carrier to do so on its behalf shall sign the original endorsements for each policy
3 and the Certificate of Insurance. Certificates of insurance and certified original copies of
4 Endorsements effecting coverage as required herein shall be delivered to Riverside County
5 Mental Health Department, P.O. Box 7549, Riverside, CA 92513-7549, Contracts Division.
6 CONTRACTOR shall not commence operations until the County of Riverside has been
7 furnished original Certificate (s) of Insurance and certified original copies of endorsements
8 or policies of insurance including all endorsements and any and all other attachments as
9 required in this Section.

10 4. It is understood and agreed by the parties hereto and the CONTRACTOR'S
11 insurance company(s), that the Certificate(s) of Insurance and policies shall so covenant
12 and shall be construed as primary insurance, and the COUNTY'S insurance and/or
13 deductibles and/or self-insured retentions or self-insured programs shall not be construed
14 as contributory.

15 5. CONTRACTOR shall pass down the insurance obligations contained herein
16 to all tiers of subcontractors working under this Agreement.

17 6. Failure by CONTRACTOR to procure and maintain the required insurance
18 shall constitute a material breach of contract upon which COUNTY may immediately
19 terminate or suspend this Agreement.

20 XII

21 LIMITATION OF COUNTY LIABILITY:

22 Notwithstanding any other provision of this Agreement, the liability of County shall not
23 exceed the amount of funds appropriated in support of this Agreement by the California
24 Legislature.

25 XIII

26 WARRANTY AGAINST CONTINGENT FEES:

27 CONTRACTOR warrants that no person or selling agency has been employed or
28 retained to solicit or secure this Agreement upon any Agreement or understanding for any
29 commission, percentage, brokerage, or contingent fee, expecting bona fide employees or

1 bona fide established commercial or selling agencies maintained by Contractor for the
2 purpose of securing business. For Contractor's breach or violation of this warranty, County
3 may, at its sole discretion, deduct from the Agreement price of consideration, or otherwise
4 recover, the full amount of such commission, percentage, brokerage, or contingent fee.

5 XIV

6 NONDISCRIMINATION:

7 A. Employment:

8 1. Affirmative Action shall be taken to ensure that applicants are employed, and
9 that employees are treated during employment, without regard to their race, religion, color,
10 sex, national origin, age, sexual preference, or physical or mental handicap. Such
11 affirmative action shall include, but not be limited to the following: employment, upgrading,
12 demotion or transfer; recruitment or recruitment advertising; layoff or termination; rate of
13 pay or other forms of compensation; and selection for training, including apprenticeship.
14 There shall be posted in conspicuous places, available to employees and applicants for
15 employment, notices from DIRECTOR, or his designee, and/or the United States Equal
16 Employment Opportunity Commission setting forth the provisions of this Section.

17 2. All solicitations or advertisements for recruitment of employment placed by or
18 on behalf of CONTRACTOR shall state that all qualified applicants will receive
19 consideration for employment without regard to race, religion, color, sex, national origin,
20 age, sexual preference, or physical or mental handicap.

21 3. Each labor union or representative of workers with which CONTRACTOR has
22 a collective bargaining Agreement or other contract or understanding must post a notice
23 advising the labor union or workers' representative of the commitments under this
24 Nondiscrimination Section and shall post copies of the notice in conspicuous places
25 available to employees and applicants for employment.

26 4. In the event of noncompliance with this section or as otherwise provided by
27 State and Federal law, this Agreement may be terminated or suspended in whole or in part
28 and CONTRACTOR may be declared ineligible from further contracts involving State funds.
29

1 the applicable Federal Department of Health and Human Services (DHHS) regulations (45
2 CFR 84), and all guidelines and interpretations issued pursuant thereto.

3 XVI

4 REPORTS:

5 A. CONTRACTOR must adhere to Federal, State, and County reporting requirements
6 as mandated by law. The COUNTY shall provide instruction and direction regarding County
7 policies and procedures for meeting requirements.

8 B. CONTRACTOR shall provide the COUNTY with applicable reporting documentation
9 as specified and/or required by the COUNTY, State Department of Mental Health and
10 Federal guidelines. COUNTY may provide additional instructions on reporting
11 requirements.

12 C. CONTRACTOR may participate in the COUNTY'S Management Information System
13 as required by the DIRECTOR, or his designee. CONTRACTOR is required to report
14 program, client and staff data about the CONTRACTOR'S program and services, by the
15 fifth (5th) working day of each month.

16 D. CONTRACTOR shall comply with the State reporting requirements pursuant to the
17 California Code of Regulations, Title 9, section 10561. Upon the occurrence of any of the
18 events listed hereafter, the CONTRACTOR shall make a telephonic report to the State
19 department of licensing staff (hereinafter "State") within one (1) working day. The
20 telephonic report is to be followed by a written report to the COUNTY within twenty-four
21 (24) hours of the incident and within seven (7) days of the event to the State. If a report to
22 local authorities exists which meets the requirements cited, a copy of such a report will
23 suffice for the written report required by the State.

24 1. Events reported shall include:

- 25 a. Death of any resident from any cause
26 b. Any facility related injury of any resident which requires medical treatment
27 c. All cases of communicable disease reportable under Section 2502 of Title 17,
28 California Code of Regulations shall be reported to the local health officer in
29 addition to the State

1 d. Poisonings

2 e. Catastrophes such as flooding, tornado, earthquake or any other natural
3 disaster

4 f. Fires or explosions which occur in or on the premises

5 2. Information provided shall include the following:

6 a. Residents' name, age, sex, and date of admission

7 b. Date, time and nature of the event

8 c. Attending physician's name, findings and treatment, if any.

9 d. The items below shall be reported to the State within ten (10) working days
10 following the occurrence.

11 i. The organizational changes specified in Section 10531(a) of this subchapter

12 ii. Any change in the licensee's or applicants mailing address

13 3. Any change of the administrator of the facility. Such notification shall include the
14 new administrator's name, address and qualifications

15 E. COUNTY reserves the right to perform further investigation(s) of any and all adverse
16 incidents as outlined in subparagraph d above at their discretion, and based on the
17 outcome of the adverse incident investigation; we may suspend referrals or terminate
18 CONTRACTOR contract until COUNTY receives corrective action.

19 XVII

20 HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT (HIPAA):

21 CONTRACTOR is subject to all relevant requirements contained in the Health
22 Insurance Portability and Accountability Act of 1996 (HIPAA), Public Law 104-91, enacted
23 August 21, 1996, and the laws and regulations promulgated subsequent thereto.
24 CONTRACTOR hereto agrees to cooperate in accordance with the terms and intent of this
25 Agreement for implementation of relevant law(s) and/or regulation(s) promulgated under
26 this Law.

XVIII

CONFIDENTIALITY OF CLIENT INFORMATION:

CONTRACTOR shall maintain the confidentiality of all client identifying information contained in records, including but not limited to patient/client records/charts, billing records, research and client identifying reports, and the COUNTY'S client management information system (SPUDS) in accordance with WIC Sections 14100.2 and 5328 et seq, Title 42 Code of Federal Regulations, Section 431.300 et seq., Section 1320 D et seq, of Title 42, United States Code and it's impending regulations (including but not limited to Title 45, CFR, Parts 142, 160, 162, 164) and all other applicable current or future COUNTY, State and Federal laws, regulations, ordinances and directives relating to confidentiality and security of client records and information.

A. The CONTRACTOR shall protect from unauthorized disclosure, confidential client identifying information obtained or generated in the course of providing services pursuant to this contract except for non-identifying statistical information. The CONTRACTOR shall not use identifying information for any purpose other than carrying out the CONTRACTOR'S obligations under this contract

B. The CONTRACTOR shall not disclose confidential client identifying information except as authorized by client, clients' legal representative or as permitted by Federal or State law, to anyone other than the COUNTY or State without prior valid authorization from the client or clients' legal representative in accordance with State and Federal laws. Any disclosures made shall be logged and the log maintained in accordance with State and Federal law.

C. If CONTRACTOR receives any requests by subpoena, from attorneys, insurers or beneficiaries for copies of bills, CONTRACTOR will provide the COUNTY with a copy of any document released as a result of such request, and will provide the name, address and telephone number of the requesting party.

D. For purposes of the above paragraphs, identifying information is considered to be any information that reasonably identifies an individual and their past, present, or future physical or mental health or condition. This includes, but is not limited to, any combination

1 of the person's name, address, Social Security Number, date of birth, identifying number,
2 symbol, or other identifying particular assigned to the individual, such as finger or voice
3 print, or photograph.

4 E. Notification of Electronic Breach or Improper Disclosure: During the term of this
5 Agreement, CONTRACTOR shall notify COUNTY, immediately upon discovery of any
6 breach of Medi-Cal Protected Health Information (PHI) and/or data, where the information
7 and/or data is reasonably believed to have been acquired by an unauthorized person.
8 Immediate notification shall be made to the COUNTY Mental Health Compliance Officer
9 within two business days of discovery at (800) 413-9990. The CONTRACTOR shall take
10 prompt corrective action to cure any deficiencies and any action pertaining to such
11 unauthorized disclosure required by applicable Federal and State Laws and regulations.
12 The CONTRACTOR shall investigate such breach and provide a written report of the
13 investigation to the COUNTY Mental Health Compliance Officer, postmarked within thirty
14 (30) working days of the discovery of the breach to the address below.

15 Mental Health Compliance Officer
16 Riverside County Department of Mental Health
17 P.O. Box 7549
18 Riverside, CA 92513

19 F. Safeguards: The CONTRACTOR shall implement administrative, physical, and
20 technical safeguards that reasonably and appropriately protect the confidentiality, integrity,
21 and availability of the protected health information, included electronic PHI, that it creates,
22 receives, maintains, or transmits on behalf of COUNTY; and to prevent use or disclosure of
23 PHI other than as provided for by this Agreement. CONTRACTOR shall develop and
24 maintain a written information privacy and security program that includes administrative,
25 technical and physical safeguards appropriate to the size and complexity of the
26 CONTRACTOR's operations and the nature and scope of its activities. CONTRACTOR
27 shall provide COUNTY with information concerning such safeguards as COUNTY may
28 reasonably requests from time to time.

1 G. The CONTRACTOR shall implement strong access controls and other security
2 safeguards and precautions as noted in the following to restrict logical and physical access
3 to confidential, personal (e.g., PHI) or sensitive data to authorized users only. The
4 CONTRACTOR shall enforce the following administrative and technical password controls
5 on all systems used to process or store confidential, personal, or sensitive data:

6 1. Passwords must not be:

- 7 a. Shared or written down where they are accessible or recognizable by anyone
8 else, such as taped to computer screens, stored under keyboards, or visible in a
9 work area
10 b. shared dictionary word
11 c. Stored in clear text

12 2. Passwords must be:

- 13 a. 8 characters or more in length
14 b. changed every 90 days
15 c. changed immediately if revealed or compromised
16 d. composed of characteristics from at least three of the following four groups from
17 the standard keyboard:
18 i. Upper Case letter (A-Z);
19 ii. Lower case letters (a-z);
20 iii. Arabic numerals (0 through 9); and
21 iv. Non-alphanumeric characters (punctuation symbols)

22 v. The CONTRACTOR shall implement the following security controls on each
23 workstation or portable computing device (e.g., laptop computer) containing
24 confidential, personal, or sensitive data:

- 25 (1) network-based firewall and/or personal firewall
26 (2) continuously updated anti-virus software
27 (3) Patch management process including installation of all operating
28 system/software vendor security patches.
29

1 H. The CONTRACTOR shall utilize a commercial encryption solution that has received
2 FIPS 140 -2 validation to encrypt all confidential. Personal, or sensitive data stored on
3 portable electronic media (including, but not limited to, CDs and thumb drives) and on
4 portable computing devices (including, but not limited to, laptop and notebook computers).

5 I. The CONTRACTOR shall not transmit confidential, personal, or sensitive data via-e-
6 mail or other internet transport protocol unless the data is encrypted by a solution that has
7 been validated by the National Institute of Standards and Technology (NIST) as conforming
8 to the Advanced Encryption Standard (AES) Algorithm.

9 1. Mitigation of Harmful Effects. The CONTRACTOR shall mitigate, to the extent
10 practicable, any harmful effect that is known to CONTRACTOR of a use or
11 disclosure of PHI by CONTRACTOR or its subcontractors in violation of the
12 requirements of these Provisions.

13 2. The CONTRACTOR shall protect from unauthorized disclosure, confidential
14 client identifying information obtained or generated in the course of providing services
15 pursuant to this contract except for non-identifying statistical information. The
16 CONTRACTOR shall not use identifying information for any purpose other than carrying out
17 the CONTRACTOR'S obligations under this contract.

18 3. Disclaimer: COUNTY makes no warranty or representation that compliance by
19 CONTRACTOR with these Provisions, HIPAA or HIPAA regulations will be adequate or
20 satisfactory for CONTRACTOR'S own purposes or that any information in CONTRACTOR'S
21 possession or control, or transmitted or received by CONTRACTOR, is or will be secure
22 from unauthorized use or disclosure. CONTRACTOR is solely responsible for all decisions
23 made by CONTRACTOR regarding the safeguarding of PHI.

24 J. Interpretation: The terms and conditions in these Provisions shall be interpreted as
25 broadly as necessary to implement and comply with HIPAA, the HIPAA regulations and
26 applicable State laws. The parties agree that any ambiguity in the terms and conditions of
27 these Provisions shall be resolved in favor of a meaning that complies and is consistent
28 with HIPAA and the HIPAA regulations.

29

1 K. CONTRACTOR shall require all its officers, employees, associates, and agents
2 providing services hereunder to acknowledge, in writing, understanding of and Agreement
3 to comply with said confidentiality provisions.

4 XIX

5 RECORDS:

6 All records shall be available for inspection by the designated auditors of COUNTY,
7 State Department of Mental Health, State Department of Justice, State Department of
8 Health Services, U.S. Department of Health and Human Services and the U.S Office of the
9 Inspector General at reasonable times during normal business hours. Records include, but
10 are not limited to all physical and electronic records originated or prepared pursuant to the
11 performance under this contract including, but not limited to, working papers, reports,
12 financial records or books of account, medical records, prescription files, subcontracts, any
13 and other documentation pertaining to medical and non-medical services for clients. Upon
14 request, at any time during the period of this contract, the CONTRACTOR will furnish any
15 such record or copy thereof, to the COUNTY. CONTRACTOR shall be subject to the
16 examination and audit of the Office of the Inspector General for a period of three (3) years
17 after final payment under contract.

18 A. Medical Records. CONTRACTOR shall adhere to the licensing authority, the State
19 Department of Social Services, the State Department of Mental Health and Medi-Cal
20 documentation standards, as applicable. CONTRACTOR shall maintain adequate medical
21 records on each individual client which includes at a minimum, a client care plan, diagnostic
22 procedures, evaluation studies, problems to be addressed, medications provided, and
23 records of service provided by the various personnel in sufficient detail to make possible an
24 evaluation of services, including records of client interviews and progress notes.

25 B. Financial Records. CONTRACTOR shall maintain complete financial records that
26 clearly reflect the cost of each type of service for which payment is claimed. Any
27 apportionment of costs shall be made in accordance with generally accepted accounting
28 principles and shall evidence proper audit trails reflecting the true cost of the services
29 rendered. Allowable costs shall be those costs defined in Centers for Medicare and

1 Medicaid Services Manual (CMS 15-1). Statistical data shall be kept and reports made as
2 required by the DIRECTOR, or his designee, and the State of California. All such records
3 shall be available for inspection by the designated auditors of COUNTY or State at
4 reasonable times during normal business hours.

5 C. Financial Record Retention. Appropriate financial records shall be maintained and
6 retained by CONTRACTOR for at least five (5) years or, in the event of an audit exception
7 and appeal, until the audit finding is resolved, whichever is later.

8 D. Patient/Client Record Retention. Patient/Client records shall be maintained and
9 retained by CONTRACTOR for a minimum of seven (7) years following discharge of the
10 client. Records of minors shall be kept for seven (7) years after such minor has reached
11 the age of eighteen years. Thereafter, the client file is retained for seven (7) years after the
12 client has been discharged from services.

13 E. Shared Records/Information. CONTRACTOR and COUNTY shall maintain a
14 reciprocal shared record and information policy, which allows for sharing of client records
15 and information between CONTRACTOR and COUNTY. Either COUNTY or
16 CONTRACTOR shall not release these client records or information to a third party without
17 a valid authorization.

18 F. Property of client records. COUNTY is the owner of all patient care/client records. In
19 the event that the contract is terminated, the CONTRACTOR is required to prepare and box
20 the client medical records so that they can be archived by the County, according to
21 procedures developed by the County. The COUNTY is responsible for taking possession
22 of the records and storing them according to regulatory requirements. The COUNTY is
23 required to provide the CONTRACTOR with a copy of any medical record that is requested
24 by the CONTRACTOR, as required by regulations, at no cost to the CONTRACTOR, and in
25 a timely manner.

26 XX

27 STAFFING:

28 CONTRACTOR shall comply with the staffing expectations as required by state
29 licensing requirements and as may be additionally described in Exhibit A. Such personnel

1 shall be qualified, holding appropriate license(s)/certificate(s) for the services provided in
2 accordance with the WIC Section 5751.2, the requirements set forth in Title 9 of the
3 California Code of Regulations (CCR), the Business and Professions Code, State
4 Department of Mental Health policy letters, and any amendments thereto. CONTRACTOR
5 shall maintain specific job descriptions/duty statements for each position describing the
6 assigned duties, reporting relationship, and shall provide sufficient detail to serve as the
7 basis for an annual performance evaluation. Furthermore, CONTRACTOR acknowledges
8 all its officers; employees, associates, and agents providing services hereunder are eligible
9 for reimbursement for said services by their exclusion from the Federal "List of Excluded
10 Parties" registry.

11 A. During the term of this Agreement, CONTRACTOR shall maintain and shall provide
12 upon request to authorized representatives of COUNTY, the following:

13 1. A list of persons who are providing services hereunder by name, title,
14 professional degree, licensure, experience, credentials, Cardiopulmonary Resuscitation
15 training, First Aid training, languages spoken, Race/Ethnicity with an option to select "Prefer
16 Not to Say" and any other information deemed necessary by the Director or designee.

17 2. Personnel policies and procedures;

18 a. Personnel file for each staff member (including subcontractors, as approved
19 by COUNTY and volunteers) that includes at minimum the following:

20 b. Resume/application, proof of current licensure, certification, registration;

21 c. List of Training;

22 d. Annual job performance evaluation; and,

23 e. Personnel action document for each change in status of the employee.

24 B. CONTRACTOR shall provide an initial orientation to the program, program goals,
25 policy and procedure review, emergency procedures and treatment services.

26 C. CONTRACTOR shall institute and maintain an in-service training program of
27 treatment review and case conferences in which professional and other appropriate
28 personnel shall participate.

29

1 D. CONTRACTOR shall have appropriate staff trained and/or certified in CPR, First
2 Aid, Emergency/Disaster Planning, non-violent crisis intervention, de-escalation of agitation
3 and potential violence, and procedures to protect both staff and the clients from violent
4 behavior.

5 E. Training plans shall be documented and discussed with staff. Continuing
6 development of staff expertise shall be encouraged.

7 F. The CONTRACTOR recognizes the importance of child and family support
8 obligations and shall fully comply with all applicable State and Federal laws relating to child
9 and family support enforcement, including, but not limited to, disclosure of information and
10 compliance with earnings assignment orders, as provided in Chapter 8, commencing with
11 Section 5200, of Part 5 of Division 9 of the Family Code.

12 G. In accordance with section 6032 of the Deficit Reduction Act of 2005, Contractor
13 shall establish and disseminate written policies for all employees that include detailed
14 information about the False Claims Act and the other provisions named in section
15 1902(a)(68)(A). Included in these written policies shall be detailed information about
16 contractor's policies and procedures for detecting and preventing fraud, waste, and abuse
17 in federal, state and local health care programs. Contractor shall also include in any
18 employee handbook a specific discussion of the laws described in the written policies, the
19 rights of employees to be protected as whistleblowers, and a specific discussion of
20 Contractor's policies and procedures for detecting and preventing fraud, waste and abuse.

21 H. CONTRACTOR shall follow all Federal, State and County policies, laws and
22 regulations regarding Staffing and/or Employee compensation. All payments or
23 compensation made to CONTRACTOR Staff, Personnel and/or Employees in association
24 with the fulfillment of this agreement shall be made by means of Staff, Personnel and/or
25 Employee Certified Payroll or other auditable documentation justifying the payment or
26 compensation.

CULTURAL COMPETENCY:

CONTRACTOR shall provide services pursuant to this Agreement in a culturally competent manner by recruiting, hiring and maintaining staff that can deliver services in the manner specified to the diverse multi-cultural population served under this Agreement. CONTRACTOR shall provide multi-cultural services in a language appropriate and culturally sensitive manner, in a setting accessible to diverse communities. Multi-cultural diversity includes, but is not limited to, ethnicity, age, sexual preference, gender and persons who are physically challenged. CONTRACTOR shall document its efforts to provide multi-cultural services in the manner specified. Documentation may include, but not be limited to, the following: records in personnel files attesting to efforts made in recruitment and hiring practices; participation in COUNTY sponsored and other cultural competency training; the availability of literature in multiple languages/formats as appropriate; and identification of measures taken to enhance accessibility for, and sensitivity to, physically challenged individuals.

A. CONTRACTOR shall demonstrate program access; linguistically appropriate and timely mental health service delivery; staff training; and organizational policies and procedures related to the treatment of culturally diverse populations. CONTRACTOR shall perform specific outcome studies, on-site reviews and written reports as requested by COUNTY and made available to the COUNTY upon request. CONTRACTOR shall provide services that are non-discriminatory and that meet the individual needs of the multi-cultural client(s) to be served. CONTRACTOR shall ensure that high quality accessible mental health care includes:

1. Clinical care and therapeutic interventions which are linguistically and culturally appropriate; including, at a minimum, admission, discharge, and medication consent forms available in Spanish.
2. Have a comprehensive management strategy to address culturally and linguistically appropriate services, including strategic goals, plans, policies, procedures, and designated staff responsible for implementation.

1 3. Medically appropriate interventions which acknowledge specific cultural
2 influences.

3 4. CONTRACTOR agrees to comply with the COUNTY'S Cultural Competency Plan
4 as set forth in the Board of Supervisors approved Cultural Competency Plan. The
5 Cultural Competency Plan may be obtained from the COUNTY'S website at
6 www.mentalhealth.co.riverside.us or by contacting the COUNTY'S Cultural
7 Competency Manager or designee upon written request via certified mail or facsimile
8 to:

9 Riverside County Department of Mental Health Cultural Competency Program
10 P.O. Box 7549
11 Riverside, California 92513
12 Attention: Cultural Competency Manager
13 Fax: 951-358-4792

14 5. CONTRACTOR agrees to meet with COUNTY'S Cultural Competency
15 Program Manager, as needed by the CONTRACTOR and as coordinated by the
16 COUNTY, to determine and implement cultural competency activities that shall
17 include, but is not limited to, compliance with the cultural competency requirements
18 outlined in Section XXI of this agreement.

19 6. COUNTY will provide technical assistance to CONTRACTOR in the areas of
20 cultural competency as needed and requested by CONTRACTOR .

21 7. CONTRACTOR will be responsible for participating in cultural competency
22 trainings as required by the COUNTY'S Cultural Competency Plan. The following is
23 a partial list of annual cultural competency trainings and topics that may be available
24 through the COUNTY to assist CONTRACTORS with meeting training requirements,
25 though capacity will be limited: Cultural Formulation; Multicultural Knowledge;
26 Cultural Sensitivity; Cultural Awareness; Social/Cultural Diversity; Mental Health
27 Interpreter Training; Training Staff in the use of Mental Health Interpreters; Training
28 in the Use of Interpreters in the Mental Health Setting. In order to attend the
29 COUNTY offered trainings, CONTRACTOR must contact the Cultural Competency

1 Manager at the contact information location in subparagraph 1 of paragraph A. in
2 Section XXI-CULTURAL COMPENTENCY.

3 8. CONTRACTOR will be responsible for reporting back to the COUNTY,
4 annually in writing, all cultural competency related trainings that staff members have
5 taken. The following format is recommended:

Name of Training Event	Description of Training	How long & how often attended	Attendance by Service Function	No. of Attendees & Total	Date of Training	Name of Presenter
Example: Cultural Competence Introduction	Overview of cultural competence issues in mental health treatment settings.	Four hours annually	*Direct Services *Direct Services Contractors *Administration *Interpreters	15 20 4 2 Total: 41	1/21/10	John Doe

15 CONTRACTOR training information shall be submitted via facsimile to 951-358-
16 4792 to the attention of the COUNTY Cultural Competency Program Manager on or
17 before June 30 of each fiscal year.

18
19 9. CONTRACTOR is responsible for notifying the COUNTY Cultural
20 Competency Program Manager in writing if the June 30th deadline can not be met.
21 CONTRACTOR will be responsible for requesting an extension from the COUNTY'S
22 Cultural Competency Program Manager. All requests for extensions must be put in
23 writing and mailed or faxed to the COUNTY'S Cultural Competency Program
24 Manager at the contact information listed herein.

25 10. Provide oral and written notices, including translated signage at key points of
26 contact, to clients in their primary language, informing them of their right to receive
27 no-cost interpreter services.

28 B. CONTRACTOR shall cause to be available bilingual professional staff or qualified
29 interpreter to ensure adequate communication between clients and mental health staff.

1 Any individual with limited English language capability or other communicative barriers,
2 shall have equal access to mental health services.

3 1. A qualified interpreter is defined as someone who is fluent in English and in the
4 necessary second language, whom can accurately speak, read and readily interpret
5 the necessary second language and/or accurately sign and read sign language. A
6 qualified interpreter must be able to translate in linguistically appropriate mental health
7 terminology necessary to convey information such as symptoms or instructions to the
8 client in both languages

9 2. A fluently bilingual person, who is not trained in the provision of mental health
10 services, must complete training prior to providing services, which covers terms and
11 concepts associated with mental illness, psychotropic medications, and cultural beliefs
12 and practices which may influence the client's mental health condition.

13 XXII

14 INFORMING MATERIALS

15 A. CONTRACTOR shall provide each client with certain informing materials about
16 client's rights and CONTRACTOR'S processes upon admission and upon request by client.
17 The informing materials include, but may not be limited to; Grievance Process and Appeal
18 Procedures, Advance Medical Directive, Notice of Privacy Practices, voter registration.
19 These informational materials can be found on the COUNTY Department of Mental Health
20 website, as identified in Exhibit B.

21 B. CONTRACTOR shall provide all clients with a Notice of Privacy Practices
22 information brochure or pamphlet during the time of the client's first visit. The
23 CONTRACTOR is subsequently responsible for reissuing the Notice of Privacy Practices
24 information brochure or pamphlet to all clients every three (3) years at a minimum and/or
25 every time the Notice of Privacy Practices information is updated and/or changes

26 XXIII

27 CONFLICT OF INTEREST:

28 CONTRACTOR shall employ no COUNTY employee whose position in COUNTY
29 enables him to influence the award of this Agreement or any competing Agreement, and no

1 spouse or economic dependent of such employee in any capacity herein, or in any other
2 direct or indirect financial interest in this Agreement.

3 XXIV

4 PATIENT RIGHTS:

5 CONTRACTOR shall observe patient rights as provided in the WIC Section 5325 and
6 Title 9 and Title 22, Division 4.5 of the California Code of Regulations (CCR's). Patient
7 Rights information is available on the COUNTY Department of Mental Health website.
8 COUNTY Patients' Rights Advocates will be given access to clients, clients' records, and
9 facility personnel to monitor the CONTRACTOR'S compliance with said statutes and
10 regulations.

11 XXV

12 FAIR HEARING:

13 State and Federal law guarantees beneficiaries a right to a Fair Hearing if services are
14 being denied, terminated, or reduced. CONTRACTOR shall comply with the process
15 established by Federal and State laws and regulations.

16 XXVI

17 WAIVER OF PERFORMANCE:

18 No waiver by COUNTY at any time of any of the provisions of this Agreement shall be
19 deemed or construed as a waiver at any time thereafter of the same or any other provisions
20 contained herein or of the strict and timely performance of such provisions.

21 XXVII

22 FEDERAL AND STATE STATUTES:

23 CONTRACTOR shall adhere to Title XXII of the Social Security Act and comply with all
24 other applicable Federal and State statutes and regulations, including but not limited to
25 laws and regulations listed in Exhibit B.

26 XXVIII

27 DRUG-FREE WORKPLACE CERTIFICATION:

28 By signing this contract, the CONTRACTOR hereby certifies under penalty of perjury
29 under the laws of the State of California that the CONTRACTOR will comply with the

1 requirements of the Drug-Free Workplace Act of 1990 (Government Code Section 8350 et
2 seq.) and will provide a drug-free workplace doing all of the following.

3 A. Publish a statement notifying employees that unlawful manufacture, distribution,
4 dispensation, possession, or use of controlled substances is prohibited and specifying
5 actions to be taken against employees for violations, as required by Government Code
6 Section 8355 (a).

7 B. Establish a Drug-Free Awareness Program as required by Government Code
8 Section 8355 (a) to inform employees about all of the following:

- 9 1. The dangers of drug abuse in the workplace
- 10 2. The CONTRACTOR'S policy of maintaining a drug-free workplace.
- 11 3. Any available counseling, rehabilitation, and employee assistance programs
12 and
- 13 4. Penalties that may be imposed upon employees for drug abuse violations.

14 C. Provide as required by Government Code Section 8355 (a) that every employee
15 who works on the proposed contract:

- 16 1. Will receive a copy of the CONTRACTOR'S drug-free policy statement, and
- 17 2. Will agree to abide by the terms of the CONTRACTOR'S statement as a
18 condition of employment on the contract.

19 D. Failure to comply with these requirements may result in suspension of payments
20 under the contract or termination of the contract or both and the CONTRACTOR may be
21 ineligible for award of future State contracts if the COUNTY determines that any of the
22 following has occurred:

- 23 1. The CONTRACTOR has made a false certification or,
- 24 2. Violates the certification by failing to carry out the requirements as noted
25 above.

26 XXIX

27 TERMINATION PROVISIONS:

28 A. Either party may terminate this Agreement without cause, upon sixty (60) days
29 written notice served upon the other party.

1 B. The COUNTY may terminate this Agreement upon thirty (30) days written notice
2 served upon the CONTRACTOR if sufficient funds are not available for continuation of
3 services.

4 C. The COUNTY reserves the right, to terminate the contract without warning at the
5 discretion of the Director or designee, when CONTRACTOR has been accused and/or
6 found to be in violation of any County, State, or Federal laws and regulations.

7 D. The COUNTY may terminate this Agreement with (30) days written notice due to a
8 change in status, or delegation, assignment or alteration of the Agreement.

9 E. The COUNTY may terminate this Agreement immediately if, in the opinion of the
10 Director of Mental Health, CONTRACTOR fails to provide for the health and safety of
11 patients served under this contract. In the event of such termination, the COUNTY may
12 proceed with the work in any manner deemed proper to the COUNTY.

13 F. If CONTRACTOR fails to comply with the conditions of this Agreement, COUNTY
14 may take one or more of the following actions as appropriate:

- 15 1. Temporarily withhold payments pending correction of the deficiency.
- 16 2. Disallow (that is deny funds) for all or part of the cost or activity not in
17 compliance.
- 18 3. Wholly or partially suspend or terminate the Agreement and if necessary, request
19 repayment to COUNTY if any disallowance is rendered after audit findings.

20 G. After receipt of the Notice of Termination, pursuant to Paragraphs A, B, C, D, E or F
21 above, or the CONTRACTOR is notified that the Agreement will not be extended beyond
22 the termination date as specified in Section II, PERIOD OF PERFORMANCE.

23 1. CONTRACTOR shall:

- 24 a. Stop all services under this Agreement on the date, and to the extent
25 specified, in the Notice of Termination;
- 26 b. Continue to provide the same level of care as previously required under the
27 terms of this Agreement until the date of termination;

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c. If clients are to be transferred to another facility for services, furnish to COUNTY, upon request, all client information and documents deemed necessary by COUNTY to affect an orderly transfer;

d. If appropriate, assist COUNTY in effecting the transfer of clients in a manner consistent with the best interest of the clients' welfare;

e. Cancel outstanding commitments covering the procurement of materials, supplies, equipment and miscellaneous items. In addition, CONTRACTOR shall exercise all reasonable diligence to accomplish the cancellation of outstanding commitments required by this Agreement, which relate to personal services. With respect to these canceled commitments, the CONTRACTOR agrees to provide a written plan to Director (or his designee within thirty (30) days for settlement of all outstanding liabilities and all claims arising out of such cancellation of commitments. Such plan shall be subject to the approval or ratification of the COUNTY, which approval or ratification shall be final for all purposes of this clause;

f. Transfer to COUNTY and deliver in the manner, at the times, and to the extent, if any, as directed by COUNTY, any equipment, records or other documents which, if the Agreement had been completed, would have been required to be furnished to COUNTY; and

g. Take such action as may be necessary, or as COUNTY may direct, for the protection and preservation of the equipment, records or other documents, related to this Agreement which is in the possession of CONTRACTOR and in which COUNTY has or may acquire an interest;

H. COUNTY shall continue to pay CONTRACTOR at the same rate as previously allowed until the date of termination, as determined by the Notice of Termination. The CONTRACTOR shall submit a termination claim to COUNTY promptly after receipt of a Notice of Termination, or on expiration of this Agreement as specified in Section II, PERIOD OF PERFORMANCE, but in no event, later than sixty (60) days from the effective date thereof, unless an extension, in writing, is granted by the COUNTY.

1 I. In instances where the CONTRACTOR agreement is terminated and/or allowed to
2 expire by the COUNTY and not renewed for a subsequent fiscal year, COUNTY reserves
3 the right to enter into settlement talks with the CONTRACTOR in order to resolve any
4 remaining and/or outstanding contractual issues, including but not limited to, financials,
5 services, billing, cost report, etc. In such instances of settlement and/or litigation,
6 CONTRACTOR will be solely responsible for associated costs for their organizations legal
7 process pertaining to these matters including, but not limited to, legal fees, documentation
8 copies, and legal representatives. CONTRACTOR further understands that if settlement
9 agreements are entered into in association with this agreement, the COUNTY reserves the
10 right to collect interest on any outstanding amount that is owed by the CONTRACTOR back
11 to the COUNTY at a rate of no less than 5% of the balance.

12 J. The rights and remedies of COUNTY provided in this section shall not be exclusive
13 and are in addition to any other rights and remedies provided by law or under this
14 Agreement.

15 XXX

16 DISPUTE:

17 In the event of a dispute between a designee of the DIRECTOR and the
18 CONTRACTOR over the execution of the terms of this Agreement and/or the quality of the
19 client services being rendered, the CONTRACTOR may file a written protest with the
20 appropriate Program/Regional Manager of the COUNTY. CONTRACTOR shall continue
21 with the responsibilities under this agreement during any dispute. The Program/Regional
22 Manager shall respond to the CONTRACTOR in writing within ten (10) working days. If the
23 CONTRACTOR is dissatisfied with the Program/Regional Manager's response the
24 CONTRACTOR may file successive written protests up through the Department of Mental
25 Health's administrative levels of Program Chief, Assistant Director, and (finally)
26 DIRECTOR. Each administrative level shall have twenty (20) working days to respond in
27 writing to the CONTRACTOR. The DIRECTOR'S decision shall be final.

1 XXXI

2 SEVERABILITY:

3 If any provision of this Agreement or application thereof to any person or circumstances
4 shall be declared invalid by a court of competent jurisdiction, or is in contravention of any
5 Federal, State, or COUNTY statute, ordinance, or regulation, the remaining provisions of
6 this Agreement or the application thereof shall not be invalidated thereby and shall remain
7 in full force and effect, and to that extent the provisions of this Agreement are declared
8 severable.

9 XXXII

10 VENUE:

11 Any action at law or in equity brought by either of the parties hereto for the purpose of
12 enforcing a right or rights provided by this Agreement shall be tried in a court of competent
13 jurisdiction in the COUNTY OF RIVERSIDE, CALIFORNIA, and the parties hereby waive all
14 provisions of law providing for a change of venue in such proceedings in any other county.

15 XXXIII

16 NOTICES:

17 All correspondence and notices required or contemplated by this Agreement shall be
18 delivered to the respective parties at the addresses set forth below and are deemed
19 submitted one day after their deposit in the United States mail, postage prepaid:

20
21 COUNTY:

22 County of Riverside
23 Board of Supervisors
24 4080 Lemon Street, 5th floor
Riverside, CA 92501

21 INFORMATIONAL COPY:

22 County of Riverside
23 Department of Mental Health
24 P.O. Box 7549
Riverside, CA 92513-7549

25
26 CONTRACTOR:

27 Family Services of the Desert
28 81-711 Highway 111, Suite 101
29 Indio, CA 92201

1 **EXHIBIT A – SCOPE OF WORK**

2 **CONTRACTOR NAME: FAMILY SERVICES OF THE DESERT**
3 **DEPARTMENT I.D.: 410022XXXX-74720**

4
5 **CONTRACTOR shall provide the following:**

6 **3.0 TRANSITION AGE YOUTH EARLY INTERVENTION FOR DEPRESSION PROJECT**

7 The extensive PEI community planning process, which included focus groups, community forums, and survey
8 completion, resulted in the identification of prevention and early intervention needs in the Transition Age Youth (16-25
9 years old) population at high risk for the development of mental illness in Riverside County. Riverside County
10 Department of Mental Health is establishing a new program to target the Transition Age Youth population within
11 Riverside County. This program includes the provision of an evidence-based practice for the early intervention of
12 depression. Specific outreach, engagement, and linkage services will be to individuals.

13 **3.1 PROGRAM GOALS AND OBJECTIVES**

14 The primary program goal is to reduce the duration and impact of depression for the Transition Age Youth
15 (TAY) population (16-25 years old) in Riverside County. An additional program goal is to reduce the reoccurrence of
16 depressive episodes for the target population. The program will provide services in culturally appropriate settings,
17 incorporating the needs of the target population. Activities will be situated in de-stigmatizing locations to increase the
18 likelihood of TAY accessing those activities. The setting(s) for service delivery will not be a traditional mental health setting
19 and will assist participants in feeling comfortable seeking services from staff who are knowledgeable and capable of
20 identifying needs and solutions for TAY.

21 The CONTRACTOR is expected to utilize targeted outreach to engage TAY by working within the community
22 and collaborating with Peer to Peer service providers, schools, including colleges and universities, community based
23 organizations, non-profit organizations, social service agencies, faith-based organizations, and other individuals,
24 groups, and/or services that have the trust of and connection with this population.

1 **3.2 TARGET POPULATION CRITERIA**

2 The target population to be served is **Transition Age Youth (TAY), 16-25 years old**, who meet the following
3 criteria:

4 3.2.1 TAY who are experiencing depression early in its manifestation and meet criteria to receive service
5 through Depression Treatment Quality Improvement (DTQI), an evidence-based practice (described in
6 section 3.5.1) and;

7 3.2.2 TAY who:

- 8 a. Identify as Lesbian, Gay, Bisexual, Transgender, Questioning;
9 b. Are currently in or have been in the foster care system;
10 c. Are transitioning into college; and/or
11 d. Are runaway or homeless.

12 **3.3 GEOGRAPHICAL LOCATION OF SERVICES**

13 Services must be provided in the desert region within the County of Riverside in the Desert Hot Springs
14 community.

15 **3.4 GENERAL PROGRAM REQUIREMENTS**

16 CONTRACTOR is expected to work cooperatively with the Riverside County Department of Mental Health
17 (RCDMH), schools, including local high schools, colleges and universities, community based organizations,
18 non-profit organizations, social service agencies, and faith-based organizations and other individuals, groups,
19 and/or services that have the trust of and connection with this population in order to address the program goals.

20 **3.4.1 Facilities**

- 21 a. Services will be offered in locations that are non-stigmatizing, which may include, but are not
22 limited to, schools, faith-based organizations, libraries, and community centers that are located
23 within the targeted communities.
24 b. The facility must have confidential space for groups of youth and their families to participate in the

1 DTQI service.

2 c. The facility must be in compliance with any applicable state and local laws and requirements.

3 d. The facility must have space to store confidential information in a locked space.

4 **3.4.2 Programs**

5 a. The TAY Project will utilize the evidence-based early intervention program DTQI.

6 b. The evidence-based practice DTQI will be provided by a licensed or licensed eligible MFT or CSW
7 who is trained in the model. Licensed eligible providers are responsible for obtaining clinical
8 supervision that meets the standards set by the Board of Behavioral Sciences of California.

9 c. CONTRACTOR will be required to develop a working agreement with providers of TAY Peer to
10 Peer services identified by RCDMH. RCDMH will assist with the development of the working
11 agreement. It is expected that programs located in the same region will agree to coordinate
12 referrals to and/or from one program to the other as appropriate for individual participants.

13 d. There will be no charge to the program participants.

14 **3.5 PROGRAM DESCRIPTION**

15 CONTRACTOR shall make available an early intervention service for the TAY population(s) in the desert region
16 of the County. Services to this population should be planned and delivered to ensure access to the targeted
17 areas.

18 **3.5.1 General Program Type**

19 **Depression Treatment Quality Improvement (DTQI)** – DTQI is an evidence-based early intervention
20 program (EBP) used to treat depression. It is based on the concepts of Cognitive-Behavioral Therapy
21 (CBT). A CBT program contains three phases: conceptualization, skills and application training, and
22 relapse prevention. This program, in line with the concepts of CBT, is low intensity and short in
23 duration. Some family psycho-education regarding depression and family or parent sessions will be
24 included. Consistent with the DTQI model, providers will refer the TAY, as appropriate, for a medication

1 evaluation and work closely with the prescribing psychiatrist to ensure continuity of care.

2 This early intervention is to be provided by a master's level or higher clinician. The CONTRACTOR will
3 implement this program in weekly individual or group sessions (with a maximum of 8 TAY per group)
4 for 12-20 sessions as prescribed by the EBP. The total number of unduplicated participants per year is
5 expected to be approximately 15 TAY in the Desert region.

6 **3.5.2 Staffing, Responsibilities, Qualifications**

7 CONTRACTOR shall ensure the following staffing requirements, which include, but are not limited to
8 the following are met:

- 9 a. Hire staff who are culturally and ethnically representative of the individuals being served.
- 10 b. Ensure the provision of culturally competent services.
- 11 c. Clinical and supervisory staff must attend and satisfactorily complete the initial training(s) and
12 consultations for DTQI which will be coordinated and funded by RCDMH.
- 13 d. Provide administrative, supervisory, and clerical support for the program.
- 14 e. Comply with fidelity measures required by the evidence-based practice.
- 15 f. Provide outcome measures to all program participants as outlined in section 3.8.
- 16 g. Ensure that all staff working with individuals receiving service be fingerprinted (Live Scan), and
17 pass DOJ and FBI background checks.
- 18 h. Ensure that personnel are competent and qualified to provide the services necessary.
- 19 i. Ensure the following job description is filled:

20 Mental Health Clinician:

21 The Mental Health Clinician must possess a Master's Degree or higher in the mental health
22 field, and be licensed or licensed-eligible in the State of California. If the clinician is licensed-
23 eligible they must be under the supervision of a licensed clinician.

24 The Mental Health Clinician is trained and has knowledge of child development, childhood mental

1 health, screening, assessment, and crisis intervention.

2 The Mental Health Clinician will provide the DTQI EBP per the guidelines of the model after
3 satisfactorily completing the training.

4 The Mental Health Clinician will provide individual, family, and crisis counseling as needed to
5 program participants.

6 The Mental Health Clinician will work collaboratively with Psychiatrist(s) as appropriate.

7 The Mental Health Clinician will identify additional mental health needs as they arise and
8 provide appropriate referrals as needed.

9 The Mental Health Clinician will collaborate with the RCDMH identified providers of TAY Peer
10 to Peer services to ensure an effective referral process both to and from each program.

11 The Mental Health Clinician will be available to TAY Peer Coordinator(s) for consultation
12 related to potential mental health needs of the Peer to Peer Program participants. This
13 arrangement shall be formalized through a working agreement between the awarded DTQI
14 provider(s) and the Peer to Peer provider(s).

15 **3.5.3 Service Delivery Requirements**

16 CONTRACTOR shall ensure that the following service delivery requirements, which include, but are not
17 limited to the following are met:

- 18 1. Provide the services listed in Section 3.5.1 to the Transition Age Youth as defined in Section 3.2.
- 19 2. Collaborate with and establish a working agreement with local RCDMH identified providers of Peer
20 to Peer Services.
- 21 3. Accept referrals from the Peer to Peer Service Provider(s). Other referral sources must be
22 approved by RCDMH.
- 23 4. The CONTRACTOR's Mental Health Clinician(s) will participate in monthly meetings coordinated
24 and facilitated by RCDMH related to the implementation of DTQI. These meetings are designed to

1 assist in model adherence and address any potential barriers to implementation of the EBP.

2 **3.6 REGULATORY COMPLIANCE**

3 CONTRACTOR shall:

4 3.6.1 Comply with any and all Federal, State or local laws and licensing regulations including but not limited
5 to Federal HIPPA regulations and State of California Welfare and Institutions Code Section 5328
6 regarding confidentiality. In addition, the Provider's staff will be required to sign an Oath of
7 Confidentiality.

8 3.6.2 Participate in the RCDMH annual contract monitoring as well as more frequent program review. Any
9 associated RCDMH Manager, Supervisor, or Case Manager, with proper identification, shall be allowed
10 to enter and inspect the facility.

11 3.6.3 Submit monthly documentation to RCDMH as outlined by RCDMH.

12 3.6.4 Maintain at all times appropriate licenses and permits to operate the programs pursuant to State laws
13 and local ordinances.

14 **3.7 DOCUMENTATION OF SERVICES**

15 The CONTRACTOR shall maintain appropriate records documenting all of the services provided through the
16 contract. These records shall conform to the requirements of the State Department of Mental Health and the
17 Riverside County Department of Mental Health.

18 These records shall include, but are not limited to:

19 3.7.1 Documentation of individual's participating in the DTQI program. This will include individual
20 assessments, contact notes, as well as a plan of care.

21 3.7.2 Monthly contract report, as outlined by RCDMH, shall be submitted to RCDMH. This monthly report
22 shall summarize contractor activities and program costs.

23 3.7.3 All records maintained by the CONTRACTOR on behalf of RCDMH are the property of RCDMH.

24 3.7.4 Copies of completed outcome measures.

1 3.7.5 Other requirements may be determined as the Prevention and Early Intervention plan is implemented.

2 3.7.6 Data entry into the County Management Information System (MIS).

3 **3.8 PERFORMANCE OUTCOMES**

4 RCDMH will coordinate with EBP model guidelines and fidelity measurements to determine the required
5 outcome measures to be utilized and monitored for this project. Outcome measures will include formal
6 measures to be administered prior to, during, and at the conclusion of the services. These include the Center
7 for Epidemiological Studies – Depression Scale (CES-D); The Clinical Global Impression (CGI); and the Youth
8 Outcome Questionnaire (YOQ). Outcome reporting as assigned by the State Department of Mental Health and
9 the Mental Health Services Oversight and Accountability Commission will be an additional requirement..

10 **3.9 DISASTER PREPAREDNESS**

11 The CONTRACTOR shall develop and update contingency plans to continue the delivery of services in the
12 event of a man-made or natural disaster.

13 **3.10 COUNTY SUPPORT AND TECHNICAL ASSISTANCE**

14 RCDMH shall provide technical assistance on an as-needed basis for new program contractors. Such technical
15 assistance typically includes, but is not limited to, orientation to the County's MIS, and data entry guidelines;
16 reviewing and interpreting County policies and procedures; providing on-going agency liaison with RCDMH and
17 the Department's other contractors to ensure optimal collaborations, etc.

1 EXHIBIT B

2 LAWS, REGULATIONS AND POLICIES

3 Services shall be provided in accordance with policies and procedures as developed by
4 COUNTY and those Federal and State laws, regulations and policies which are applicable to the
5 terms of this AGREEMENT, including but not limited to the following:

6 General Regulations

7 Government Code Section 8350 et. seq. (Drug-Free Workplace Act of 1990)

8 Government Code 26227 (Contracting with County)

9 Adult System of Care

10 California Welfare and Institutions Code Sections 5689 et seq.

11 Case Management/Service Regulations

12 California Code of Regulations, Title 9, Division 1, Chapters 2, 3, 4, 4.5, 9, 11, 12 (Rehabilitative
13 and Developmental Services)

14 Welfare and Institutions Code 5610 to 5613 (Client Service Information Reporting)

15 Welfare and Institutions Code 17608.05 (Maintenance of Effort)

16 42 Code of Federal Regulations 438.608 (Program Integrity Requirements)

17 California Welfare & Institutions Code Sections 5600.4 and 5699.4.

18 Charges and Billing (Financial Regulations)

19 California Welfare and Institutions Code 5651(a)(4), 5664, 5705(b)(3), 5718(c) (Cost Reporting)

20 California Welfare and Institutions Code 5704.5 & 5704.6 (Expenditure Requirements)

21 Government Code 8546.7 (Audits)

22 Uniform Method of Determining Ability to Pay, State Dept. of Mental Health.

23 Centers for Medicare and Medicaid Services Manual

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Child Abuse Reporting/Child Support

California Penal Code Sections 11164 – 11174.4 et seq.

Family Code, Section 5200 (Child Support)

Children System of Care

California Welfare and Institutions Code Section 5880 (Children System of Care)

Community Care Facilities

California Code of Regulations, Title 22, Division 6 (Social Security, Licensing of Community Care Facilities)

Community Residential Treatment Program

California Welfare & Institutions Code Sections 5150 to 5152, 5600.2 to 5600.9 and 5672 to 5699 (Community Treatment)

California Welfare & Institutions Code Section 5670 et seq.

California Code of Regulations, Title 22, Division 6.

Confidentiality

California Welfare & Institutions Code Section 5328

California Welfare & Institutions Code Section 5330 (Monetary Penalties)

45 CFR Parts 160 and 164 (Standards for Privacy of Individually Identifiable Health Information)

Elderly and Dependent Adult Abuse Reporting

California Welfare & Institutions Code Sections 15600 et seq.

Health Care Facilities

California Code of Regulations, Title 22, Division 5 (Social Security, Licensing and Certification of Health Facilities, Home Health Agencies, Clinics, and Referral Agencies) Homeless Mentally

Disabled

McKinney-Vento Homeless Assistance Act, Public Law 101-645 (Homeless Services)

California Welfare & Institutions Code Section 5680 et seq.

Life Support

1 California Welfare & Institutions Code Section 4075 to 4078
2 DMH Letter 03-04 (Health Care Facility Rates)
3 DMH Letter 86-01 (Life Support Supplemental Rate)
4 Medication Protocol
5 Riverside County Mental Health "Psychotropic Medication Protocols for Children and
6 Adolescents" Publication
7 Riverside County Mental Health "Medication Guidelines" Publication
8 Minors in Health Care Facilities
9 California Welfare & Institutions Code Section 5751.7
10 Negotiated Net Amount and Negotiated Net Agreements
11 California Welfare and Institutions Code Sections 5705 to 5716
12 Non Discrimination
13 Americans with Disabilities Act of 1990 (42 U.S.C. Section 12101 et seq.)
14 California Fair Employment and Housing Act, Government Code Section 12900 et seq.
15 California Code of Regulations, Title 2, Section 7285 et seq.
16 Section 504 of the Rehabilitation Act of 1973, Public Law 93-112 (Non-Discrimination)
17 Patients Rights
18 California Welfare & Institutions Code Sections 5325 et seq.
19 California Code of Regulations, Title 22, Section 70707
20 Policies
21 California Code of Regulations, Title 9, Section 1810.226 (State Department of Mental Health
22 Policy Letters)
23 Harassment in the Workplace, Board of Supervisors Policy C-25
24 Workplace Violence, Threats and Security, Board of Supervisors Policy C-27
25 County and Departmental policies, as applicable to this Agreement
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28 Quality Assurance

- 1 California Welfare & Institutions Code Section 4070 et seq. (Quality Assurance)
- 2 Short-Doyle/Medi-Cal
- 3 California Code of Regulations, Title 22, Division 3
- 4 California Welfare and Institutions Code Sections 5718-5724 (Reimbursement for Mental Health
- 5 Services)
- 6 Social Rehabilitation Programs
- 7 California Code of Regulations, Title 9, Division 1, Chapter 1, Subchapter 3, Article 3.5
- 8 Special Education Pupils (AB 3632)
- 9 California Welfare & Institutions Code Section 18350 et seq.
- 10 California Code of Regulations, Title 2, Division 9, Chapter 1
- 11 Voter Registration
- 12 National Voter Registration Act of 1993
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**EXHIBIT C
REIMBURSEMENT & PAYMENT**

CONTRACTOR NAME: Family Services of the Desert
PROGRAM NAME: Prevention and Early Intervention – Transitional Age
Youth (TAY) Depression Treatment Quality
Improvement (DTQI)
DEPARTMENT ID: 410022xxxx-74720-530280

A. MAXIMUM OBLIGATION:

COUNTY'S maximum obligation shall be \$16,045 in fiscal year 2010/11 and \$38,507 in fiscal year 2011/12 for services provided as described in Exhibit A, subject to availability of Federal, State, and/or Local funds.

B. BUDGET:

The Schedule I, attached hereto and by this reference made a part of this agreement, represents for planning purposes, the budgetary details pursuant to this agreement. The Schedule I contains the reporting unit (RU) and/or Department Identification (DeptID) number, the mode(s) of service, service function code(s), procedure codes, maximum obligation and funding source.

C. REIMBURSEMENT:

1. In consideration of services provided by CONTRACTOR pursuant to this Agreement, CONTRACTOR shall receive monthly reimbursement based upon one-twelfth (1/12th) of the aggregate total for all unit of service procedure codes. CONTRACTOR shall be paid in arrears the 1/12th amount of contracted services provided that services are entered into the COUNTY approved data collection system(s), no later than the fifth (5th) day of each month, for the prior month. Late entry of services into

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the data collection system may result in financial and/or service disallowances.

2. CONTRACTOR will submit a claim for services monthly on their stationery, which must include at a minimum the CONTRACTOR'S name, claim mailing address and telephone number, and attach a summary report identifying the units of service provided for the month and the amount invoiced. The claim must be approved and signed by the Director or authorized designee of the CONTRACTOR. Monthly claims shall be submitted to the appropriate Regional Administrator/Manager of the COUNTY'S Department of Mental Health, no later than the fifteenth (15th) calendar day of each month.
3. Monthly reimbursements may be withheld at the discretion of the Director or designee due to material contract non-compliance, including audit disallowances and/or adjustments or disallowances resulting from the COUNTY Contract Monitoring Review (CMT), the Program Monitoring and/or Cost Report process.
4. Unless otherwise notified by the COUNTY, CONTRACTOR invoicing will be paid by the COUNTY thirty (30) calendar days after the date the claim is received by the applicable COUNTY Program/Region.
5. The final year-end settlement shall be based on the actual allowable cost of services provided, less revenue collected and shall not exceed the maximum obligation of the COUNTY as specified herein.

D. REALLOCATION OF FUNDS:

CONTRACTOR may not, under any circumstances and without prior approval and/or written consent from the Regional Administrator/Program Manager and confirmed by the Supervisor of the COUNTY Fiscal Unit, reallocate funds between services categories as designated in the Schedule I. Approval shall not exceed the total maximum obligation for the fiscal year.

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E. RECOGNITION OF FINANCIAL SUPPORT:

CONTRACTOR'S stationery/letterhead shall indicate that funding for the program is provided in whole or in part by the COUNTY of Riverside Department of Mental Health.

F. COST REPORT:

1. For each fiscal year, or portion thereof, that this Agreement is in effect, CONTRACTOR shall provide to COUNTY two (2) copies for each Reporting Unit (RU) number and/or Department Identification (DeptID) number, an annual Cost Report with an accompanying financial statement and applicable supporting documentation to reconcile to the Cost Report within forty-six (46) calendar days following the end of each fiscal year (June 30), the expiration or termination of the contract, which ever occurs first. The Cost Report shall detail the actual cost of services provided to include staff time accounting. The Cost Report shall be provided in the format and on forms provided by the COUNTY. Final payment to CONTRACTOR shall not be made by COUNTY until receipt of a properly prepared Cost Report and shall not exceed the maximum obligation of this agreement.
2. CONTRACTOR shall use OMB-circular A-122 to formulate proper cost allocation methods to distribute cost between COUNTY and non-COUNTY programs.
3. CONTRACTOR shall send one representative to the training held by COUNTY regarding preparation of the year-end Cost Report. The COUNTY will notify CONTRACTOR of the date and time of the training. Attendance at the training is necessary in order to ensure that the Cost Reports are completed appropriately. Failure to attend this training may

1 result in delay of payment. CONTRACTOR is required to report by
2 maximum obligation type, all expenditures, revenues, and when
3 applicable, units by mode. Detailed instructions on the preparation of
4 the Cost Reports are provided at the training.

5 4. CONTRACTOR will be notified in writing by COUNTY, if the Cost
6 Report has not been received within forty-six (46) calendar days after
7 the end of the COUNTY Fiscal year. If the Cost Report is not
8 postmarked in the forty-six (46) calendar day time frame, future
9 monthly reimbursements will be withheld until the COUNTY is in
10 possession of a completed cost report. Future monthly
11 reimbursements will be withheld if the Cost Report contains errors
12 which are not corrected within ten (10) calendar days of written or
13 verbal notification from the COUNTY. Failure to meet any pre-
14 approved deadline extensions will immediately result in the withholding
15 of future monthly reimbursements.

16 5. A cost report shall be submitted as required by WIC 5718 (c) and shall
17 include a reconciliation of payments to CONTRACTOR and all revenue
18 received by CONTRACTOR.

19 6. Current and/or future contract service payments to CONTRACTOR
20 may be withheld by the COUNTY until the year-end Cost Report(s)
21 and/or any other previous year cost report(s) are reconciled, settled
22 and signed by CONTRACTOR, and received and approved by the
23 COUNTY.

24 **G. AUDITS:**

25 1. CONTRACTOR agrees that any duly authorized representative of the
26 Federal Government, the State or COUNTY shall have the right to
27 audit, inspect, excerpt, copy or transcribe any pertinent records and
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documentation relating to this Agreement or previous years' Agreement(s).

2. The COUNTY will conduct an Annual Program Monitoring Review and/or Contract Monitoring Review (CMT). Upon completion of monitoring, CONTRACTOR will be mailed a report summarizing the results of the site visit. A corrective Plan of Action will be submitted by CONTRACTOR within thirty (30) calendar days of receipt of the report. CONTRACTOR'S failure to respond within thirty (30) calendar days will result in withholding of payment until the corrective plan of action is received. CONTRACTOR'S response shall identify time frames for implementing the corrective action. Failure to provide adequate response or documentation for this or previous years' Agreement(s) may result in contract payment withholding and/or a disallowance to be paid in full upon demand.
3. If this contract is terminated in accordance with Section XXIX, TERMINATION PROVISIONS, COUNTY, Federal and/or State governments may conduct a final audit of the CONTRACTOR. Final reimbursement to CONTRACTOR by COUNTY shall not be made until all audit results are known and all accounts are reconciled. Revenue collected by CONTRACTOR during this period for services provided under the terms of this Agreement will be regarded as revenue received and deducted as such from the final reimbursement claim.
4. Any audit exception resulting from an audit conducted by any duly authorized representative of the Federal Government, the State or COUNTY shall be the responsibility of the CONTRACTOR. Any audit

1 disallowance adjustments may be paid in full upon demand or withheld
2 at the discretion of the Director of Mental Health against amounts due
3 under this Agreement or Agreements(s) in subsequent years.

4 **H. BANKRUPTCY:**

5 Within five (5) calendar days of filing for bankruptcy, CONTRACTOR shall
6 notify County's Department of Mental Health's Fiscal Services Unit, by certified
7 letter with a courtesy copy to the Department of Mental Health's MHSA
8 Administration Unit, in writing of such. The CONTRACTOR shall submit a
9 properly prepared Cost Report in accordance with the requirements and
10 deadlines set forth in Section F before final payment is made.

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28 Rev. 08/24/10 RB

**SCHEDULE I
MENTAL HEALTH**

CONTRACT PROVIDER NAME: **Family Services of the Desert**

FISCAL YEAR: 2010/2011

ACTUAL COST (X)	NEGOTIATED NET AMOUNT (X)
DEPT ID/PROGRAM: 410022xxxx-74720 SYSTEM RU NUMBER: TBD	

5 months of service

	Outpatient Mental Health Services	Mental Health Outreach			TOTAL
TYPE OF MODALITY					
MODE OF SERVICE:	15	45			
SERVICE FUNCTION:	01-09; 10-59; 60-68; 70-78	10; 20			
UNIT MEASUREMENT	minute	hour			
PROCEDURE CODES:	310, 360, 440, 520, 410, 420,	619, 620			
NUMBER OF UNITS:	n/a	n/a			0
COST PER UNIT:	n/a	n/a			
GROSS COST:	\$16,045				\$16,045
LESS REVENUES COLLECTED BY CONTRACTORS:					
A. PATIENT FEES					0
B. PATIENT INSURANCE					0
C. OTHER					0
TOTAL CONTRACTOR REVENUES					0
MAXIMUM OBLIGATION	\$16,045	\$0		\$0	\$16,045
SOURCES OF FUNDING FOR MAXIMUM OBLIGATION					
A. MHSA - PREVENTION AND EARLY INTERVENTIO				\$16,045	100.00%
F. OTHER:					
TOTAL (SOURCES OF FUNDING)	\$16,045	\$0		\$16,045	100%

FUNDING SOURCES DOCUMENT: 2010/11 CLIB Net Funding

STAFF ANALYST SIGNATURE: _____

K. Sorensen

FISCAL SERVICES SIGNATURE: _____

**SCHEDULE I
MENTAL HEALTH**

CONTRACT PROVIDER NAME: **Family Services of the Desert**

FISCAL YEAR: 2011/12

ACTUAL COST (X)	NEGOTIATED NET AMOUNT (X)
DEPT ID/PROGRAM: 410022xxx-74720 SYSTEM RU NUMBER: TBD	

Annual				TOTAL	
TYPE OF MODALITY	Outpatient Mental Health Services	Mental Health Outreach			
MODE OF SERVICE:	15	45			
SERVICE FUNCTION:	01-09; 10-59; 60- 68; 70-78	10; 20			
UNIT MEASUREMENT	minute	hour			
PROCEDURE CODES:	310, 360, 440, 520, 410, 420,	619, 620			
NUMBER OF UNITS:	n/a	n/a			0
COST PER UNIT:	n/a	n/a			
GROSS COST:	\$38,507				\$38,507
LESS REVENUES COLLECTED					
BY CONTRACTORS:					
A. PATIENT FEES					0
B. PATIENT INSURANCE					0
C. OTHER					0
TOTAL CONTRACTOR REVENUES					0
MAXIMUM OBLIGATION	\$38,507			\$0	\$38,507
SOURCES OF FUNDING FOR MAXIMUM OBLIGATION					%
A. MHA - PREVENTION AND EARLY INTERVENTIO				\$38,507	100.00%
F. OTHER:					
TOTAL (SOURCES OF FUNDING)	\$38,507			\$38,507	100%

FUNDING SOURCES DOCUMENT: MHA PEI - Approved Plan

STAFF ANALYST SIGNATURE: *K. Sorensen*

FISCAL SERVICES SIGNATURE: _____



This agreement is made and entered into by and between the County of Riverside, a political subdivision of the state of California, hereinafter referred to as COUNTY and OPERATION SAFEHOUSE, hereinafter referred to as CONTRACTOR.

PREAMBLE

WHEREAS, California voters approved Proposition 63 during the November 2004 General Election. Proposition 63, the Mental Health Services Act [hereinafter "MHSA"], became effective on January 1, 2005. Through imposition of a 1% tax on personal income in excess of \$1 million, the MHSA provides the opportunity for the State Department of Mental Health [hereinafter also "DMH" and "the state"] to provide increased funding, personnel and other resources to support county mental health programs and monitor progress toward statewide goals for children/youth, adults, older adults and families.

WHEREAS, components of the MHSA Integrated Expenditure Plan will include elements required by W&I Code Section 5847 and related regulations.

WHEREAS, the COUNTY desires to extend to the residents of Riverside County certain mental health services contemplated and authorized by the MHSA, California Welfare and Institutions Code (WIC) Section 5600 et seq., and Government Code Section 26227 et seq., California Code of Regulations, Title 9, Division 1, and Title 22, which the CONTRACTOR is equipped, staffed and prepared to provide; and

WHEREAS, the COUNTY believes that it is in the best interest of the people of Riverside County to provide these services by contract; and

WHEREAS, these services as described in Exhibit A attached hereto, shall be provided by CONTRACTOR in accordance with the applicable Federal, State and local laws, codes and policies contained in, but not limited to, Exhibit B attached hereto.

NOW THEREFORE, in consideration of the mutual promises, covenants and conditions hereinafter contained, the parties hereto mutually agree, as provided on pages 1 through 34 and Exhibits A, B, and C attached hereto and incorporated herein.

CONTRACTOR

COUNTY

By: Kathy McAdara

By: Bob Buster
Bob Buster, Chairman, Board of Supervisors

Kathy McAdara
Print Name

Date: MAR 01 2011

Date: 2/2/2011

Attest
By: Kecla Harper-Ihem, deputy
Kecla Harper-Ihem, Clerk of the Board

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I

DESCRIPTION OF SERVICES:

CONTRACTOR agrees to provide services in the form as described in Exhibit A, attached hereto and by reference incorporated herein.

II

PERIOD OF PERFORMANCE:

This contract shall be effective on the date of execution, and continue in effect through June 30, 2012. The contract may thereafter be renewed annually, up to an additional three (3) years, subject to the availability of funds.

III

REIMBURSEMENT AND PAYMENT:

A. In consideration of services provided by CONTRACTOR, COUNTY shall reimburse CONTRACTOR in the amount and manner described in Exhibit C, attached hereto and by this reference incorporated herein.

B. All HIPAA covered healthcare providers must obtain an NPI. Provider site NPIs must be submitted to the Riverside County Department of Mental Health (RCDMH) Information Services Unit prior to rendering services to clients. Contractors providing Medi-Cal billable services must also submit rendering (individual) provider NPIs to RCDMH Information Services Unit for each staff member providing Medi-Cal billable services. Contractor reimbursement will not be processed unless NPIs are on file with RCDMH in advance of providing services to clients. It is the responsibility of each contract provider site and individual staff member that bills Medi-Cal to obtain an NPI from the National Plan and Provider Enumeration System (NPPES). Each contract site, as well as every staff member that provides billable services, is responsible for notifying the National Plan & Provider Enumeration System (NPPES) within 30 days of any updates to personal information (worksite address, name changes, taxonomy code changes, etc.).

1 IV

2 PROGRAM SUPERVISION, MONITORING AND REVIEW:

3 Pursuant to Welfare & Institutions Code (WIC), Section 5608, services hereunder shall
4 be provided by CONTRACTOR under the general supervision of the County Director of
5 Mental Health, hereinafter called DIRECTOR, or his authorized designee. CONTRACTOR
6 agrees to extend to DIRECTOR, his designee, the COUNTY Contract Monitoring Team,
7 and to authorized State representatives, the right to review and monitor CONTRACTOR'S
8 facilities, programs, policies, practices, books, records, or procedures at any reasonable
9 time. In exercising the right to review or monitor CONTRACTOR'S administrative, clinical,
10 fiscal and program components, staff, and facility(ies), the COUNTY shall enforce
11 applicable contract provisions and COUNTY policies with regards to threats and violent
12 behavior or harassment in the workplace concerning its employees.

13 If at any point during the duration of this Agreement, the COUNTY determines
14 CONTRACTOR is out of compliance with any provision in this Agreement, the COUNTY
15 may request a plan of correction, after providing the CONTRACTOR with written
16 notification and the basis for the finding of noncompliance. Within thirty (30) days of
17 receiving notification, the CONTRACTOR shall provide a written plan of corrective action
18 addressing the non-compliance.

19 If the COUNTY accepts the CONTRACTOR'S proposed plan of correction, it shall
20 suspend other punitive actions to give the CONTRACTOR the opportunity to come into
21 compliance. If the COUNTY determines CONTRACTOR has failed to implement corrective
22 action, funds may be withheld until compliance is achieved. CONTRACTOR shall
23 cooperate with any such effort by COUNTY including follow-up investigation and interview
24 of witnesses. Failure to cooperate or take corrective action as may be indicated by an
25 investigation could result in termination of this Agreement.

26 V

27 STATUS OF CONTRACTOR:

28 This Agreement is by and between the COUNTY and CONTRACTOR and is not
29 intended, and shall not be construed, to create the relationship of agent, servant,

1 employee, partnership, joint venture, or association, as between COUNTY and
2 CONTRACTOR and CONTRACTOR and its employees and agents shall not be entitled to
3 any benefits payable to COUNTY employees. CONTRACTOR is, and shall at all times be
4 deemed to be, an independent contractor and shall be wholly responsible for the manner in
5 which it performs the services required of it by the terms of this Agreement.
6 CONTRACTOR assumes the exclusive responsibility and liability for the acts of its
7 employees or agents as they relate to services to be provided. CONTRACTOR shall bear
8 the sole responsibility and liability for furnishing workers' compensation benefits to any
9 person for injuries arising from or connected with services performed on behalf of COUNTY
10 pursuant to this Agreement. CONTRACTOR certifies that it is aware of the Occupational
11 Safety and Health Administration (OSHA) of the U.S. Department of Labor, the derivative
12 Cal/OSHA standards and laws and regulations relating thereto, and shall comply therewith
13 as to all relative elements under this Agreement. CONTRACTOR is responsible for
14 payment and deduction of all employment-related taxes on CONTRACTORS' behalf and
15 for CONTRACTORS' employees, including but not limited to all Federal and State income
16 taxes and withholdings. COUNTY shall not be required to make any deductions from
17 compensation payable to CONTRACTOR for these purposes. CONTRACTOR shall
18 indemnify COUNTY against any and all claims that may be made against COUNTY based
19 upon any contention by a third party that an employer-employee relationship exists by
20 reason of this contract; and CONTRACTOR shall indemnify COUNTY for any and all
21 federal or state withholding or retirement payments which COUNTY may be required to
22 make pursuant to federal or state law.

23 A. Contractor shall maintain as appropriate the following:

- 24 1. Articles of Incorporation;
- 25 2. Amendments of Articles;
- 26 3. List of agency's Board of Directors and Advisory Board;
- 27 4. A resolution indicating who is empowered to sign all contract documents
28 pertaining to the agency;
- 29 5. By-laws and minutes of Board meetings;

1 VI

2 ADMINISTRATIVE CHANGE IN STATUS:

3 A. If, during the term of the Agreement, there is a change in CONTRACTOR'S status, a
4 detailed description of the change must be submitted to COUNTY in writing at least sixty
5 (60) days prior to the effective date of the change. A change in status is defined as a name
6 change not amounting to a change of ownership, moving a facility's service location within
7 the same region, closing a facility with services being offered in another already existing
8 contracted facility, or change in services offered without an increase to the contract
9 maximum. Other changes to the contract may result in a more formal contract amendment.
10 Involuntary changes of status due to disasters should be reported to the COUNTY as soon
11 as possible.

12 B. CONTRACTOR is responsible for providing to the COUNTY, annually, at the
13 beginning of each fiscal year and upon execution of the CONTRACTOR'S agreement,
14 emergency and/or after hour contact information for the CONTRACTOR'S organization.
15 CONTRACTOR emergency and/or after hour contact information shall include, but is not
16 limited to, first and last name of emergency and/or after hour contact, telephone number,
17 cellular phone number, and applicable address(s).

18 C. CONTRACTOR shall be responsible for updating this information, immediately and
19 in writing, when changes in CONTRACTOR'S emergency and/or after hour contact
20 information occurs during the fiscal year or prior to the end of the fiscal year. Written
21 CONTRACTOR updates of this information shall be provided to the COUNTY.

22 VII

23 DELEGATION AND ASSIGNMENT:

24 CONTRACTOR may not delegate the obligations hereunder, either in whole or in part,
25 without prior written consent of COUNTY; provided, however, obligations undertaken by
26 CONTRACTOR pursuant to this Agreement may be carried out by means of subcontracts,
27 provided such subcontracts are approved in writing by DIRECTOR (or his designee), meet
28 the requirements of this Agreement as they relate to the service or activity under
29 subcontract, and include any provisions that DIRECTOR (or his designee) may require. No

1 subcontract shall terminate or alter the responsibilities of CONTRACTOR to COUNTY
2 pursuant to this Agreement.

3 CONTRACTOR may not assign the rights hereunder, either in whole or in part, without
4 the prior written consent of COUNTY. Any attempted assignment or delegation in
5 derogation of this paragraph shall be void. Any change in the corporate or business
6 structure of CONTRACTOR, such as a change in ownership or majority ownership change
7 resulting in a change to the Federal Tax Id, shall be deemed an assignment for purposes of
8 this paragraph.

9 VIII

10 ALTERATION:

11 No alteration or variation of the terms of this Agreement shall be valid unless made in
12 writing and signed by the parties hereto, and no verbal understanding or Agreement not
13 incorporated herein, shall be binding on any of the parties hereto.

14 IX

15 LICENSE(S)/CERTIFICATION(S):

16 CONTRACTOR warrants that it has all necessary licenses, permits, approvals,
17 certifications, waivers and exemptions necessary to provide services hereunder and
18 required by the laws or regulations of the United States, State of California, the COUNTY
19 OF RIVERSIDE and all other appropriate governmental agencies, and agrees to maintain
20 these throughout the term of this Agreement. Examples of license(s)/certifications include;
21 Fire clearance and zoning permit; business license, community care license and/or Medi-
22 Cal certification as appropriate. CONTRACTOR shall notify DIRECTOR, or his designee,
23 immediately and in writing of its inability to maintain, irrespective of the tendency of an
24 appeal, such licenses, permits, approvals, certifications, waivers or exemptions

25 X

26 INDEMNIFICATION:

27 CONTRACTOR shall indemnify and hold harmless all Agencies, Districts, Special
28 Districts, and Departments of the County of Riverside, the State of California, their
29 respective directors, officers, Board of Supervisors, employees, agents, elected and

1 appointed officials and representatives from any liability whatsoever, based or asserted
2 upon services of CONTRACTOR, its agents, employees, or subcontractors, arising out of
3 or in anyway relating to this Agreement, for property damage, bodily injury, or death or any
4 other element of damage of any kind or nature resulting from any acts or failure to act or
5 omission on the part of the CONTRACTOR, its directors, officers, agents, employees or
6 subcontractors hereunder, and CONTRACTOR shall defend, at its sole expense, including
7 but not limited to attorney fees, all Agencies, Districts, Special Districts, and Departments
8 of the County of Riverside, the State of California, their respective directors, officers, Board
9 of Supervisors, employees, agents, elected and appointed officials and representatives and
10 in any legal claim or action based upon such alleged acts, failure to act or omissions.

11 XI

12 INSURANCE:

13 Without limiting or diminishing the CONTRACTOR'S obligation to indemnify or hold
14 harmless the County of Riverside and the State of California, CONTRACTOR shall procure
15 and maintain or cause to be maintained, at its sole cost and expense, the following
16 insurance coverages during the term of this Agreement.

17 A. Workers' Compensation: If CONTRACTOR has employees as defined by the State
18 of California, CONTRACTOR shall maintain Workers' Compensation Insurance (Coverage
19 A) as prescribed by the laws of the State of California. Policy shall include Employers'
20 Liability (Coverage B) including Occupational Disease with limits not less than \$1,000,000
21 per person per accident. Policy shall be endorsed to waive subrogation in favor of the
22 County of Riverside; and, if applicable, to provide a Borrowed Servant/Alternate Employer
23 Endorsement.

24 B. Commercial General Liability: Commercial General Liability insurance coverage,
25 including but not limited to, premises liability, contractual liability, completed operations,
26 personal and advertising injury covering claims which may arise from or out of
27 CONTRACTOR'S performance of its obligations hereunder, whether such operations, use
28 or performance by CONTRACTOR, and, including but not limited to, any subcontractor,
29 vendor, or anyone employed directly or indirectly by them or volunteers serving either of

1 them. Policy shall name all Agencies, Districts, Special Districts, and Departments of the
2 County of Riverside, the State of California, their respective directors, officers, Board of
3 Supervisors, employees, elected and appointed officials, agents or representatives as
4 Additional Insureds. Policy's limit of liability shall not be less than \$1,000,000 per
5 occurrence combined single limit. If such insurance contains a general aggregate limit, it
6 shall apply separately to this agreement or be no less than two (2) times the occurrence
7 limit.

8 C. Vehicle Liability: If CONTRACTOR uses any vehicles or mobile equipment in the
9 performance of the obligations under this Agreement, CONTRACTOR shall maintain
10 liability insurance for all owned, non-owned or hired vehicles in an amount not less than
11 \$1,000,000 per occurrence combined single limit. If such insurance contains a general
12 aggregate limit, it shall apply separately to this agreement or be no less than two (2) times
13 the occurrence limit. Policy shall name, all Agencies, Districts, Special Districts, and
14 Departments of the County of Riverside, the State of California, their respective directors,
15 officers, Board of Supervisors, employees, elected and appointed officials, agents or
16 representatives as Additional Insureds.

17 D. Professional Liability: CONTRACTOR shall maintain Professional Liability Insurance
18 providing coverage for performance of work included within this Agreement, with a limit of
19 liability of not less than \$1,000,000 per occurrence and \$2,000,000 annual aggregate. If
20 CONTRACTOR'S Professional Liability Insurance is written on a 'claims made' basis rather
21 than on an 'occurrence' basis, such insurance shall continue through the term of this
22 Agreement. Upon termination of this Agreement or the expiration or cancellation of the
23 claims made insurance policy, CONTRACTOR shall purchase at his sole expense either 1)
24 an Extended Reporting Endorsement (also known as Tail Coverage); or, 2) Prior Dates
25 Coverage from a new insurer with a retroactive date back to the date of, or prior to, the
26 inception of this Agreement; or, 3) demonstrate through Certificates of Insurance that
27 CONTRACTOR has maintained continuous coverage with the same or original insurer.
28 Coverage provided under items; 1), 2) or 3) will continue for a period of five (5) years
29 beyond the termination of this Agreement.

1 E. General Insurance Provisions - All lines:

2 1. Any insurance carrier providing insurance coverage hereunder shall be
3 admitted to the State of California and have an A.M. BEST rating of not less than an A: VIII
4 (A: 8) unless such requirements are waived, in writing, by the COUNTY Risk Manager. If
5 the County's Risk Manager waives a requirement for a particular insurer such waiver is only
6 valid for that specific insurer and only for one policy term.

7 2. The CONTRACTOR'S insurance carrier(s) must declare its insurance
8 deductibles or self-insured retentions. If such deductibles or self-insured retentions exceed
9 \$500,000 per occurrence such deductibles and/or retentions shall have the prior written
10 consent of the County Risk Manager before the commencement of operations under this
11 Agreement. Upon notification of deductibles or self insured retentions which are deemed
12 unacceptable to the COUNTY, at the election of the COUNTY'S Risk Manager,
13 CONTRACTOR'S carriers shall either; 1) reduce or eliminate such deductibles or self-
14 insured retentions as respects this Agreement with the COUNTY, or 2) procure a bond
15 which guarantees payment of losses and related investigations, claims administration,
16 defense costs and expenses.

17 3. The CONTRACTOR shall cause their insurance carrier(s) to furnish the
18 County of Riverside with 1) a properly executed original Certificate(s) of Insurance and
19 certified original copies of Endorsements effecting coverage as required herein; or, 2) if
20 requested to do so orally or in writing by the COUNTY Risk Manager, provide original
21 Certified copies of policies including all Endorsements and all attachments thereto, showing
22 such insurance is in full force and effect. Further, said Certificate(s) and policies of
23 insurance shall contain the covenant of the insurance carrier(s) shall provide no less than
24 thirty (30) days written notice be given to the County of Riverside prior to any material
25 modification or cancellation of such insurance. In the event of a material modification or
26 cancellation of coverage, this Agreement shall terminate forthwith, unless the County of
27 Riverside receives, prior to such effective date, another properly executed original
28 Certificate of Insurance and original copies of endorsements or certified original policies,
29 including all endorsements and attachments thereto evidencing coverages and the

1 insurance required herein is in full force and effect. Individual(s) authorized by the
2 insurance carrier to do so on its behalf shall sign the original endorsements for each policy
3 and the Certificate of Insurance. Certificates of insurance and certified original copies of
4 Endorsements effecting coverage as required herein shall be delivered to Riverside County
5 Mental Health Department, P.O. Box 7549, Riverside, CA 92513-7549, Contracts Division.
6 CONTRACTOR shall not commence operations until the County of Riverside has been
7 furnished original Certificate (s) of Insurance and certified original copies of endorsements
8 or policies of insurance including all endorsements and any and all other attachments as
9 required in this Section.

10 4. It is understood and agreed by the parties hereto and the CONTRACTOR'S
11 insurance company(s), that the Certificate(s) of Insurance and policies shall so covenant
12 and shall be construed as primary insurance, and the COUNTY'S insurance and/or
13 deductibles and/or self-insured retentions or self-insured programs shall not be construed
14 as contributory.

15 5. CONTRACTOR shall pass down the insurance obligations contained herein
16 to all tiers of subcontractors working under this Agreement.

17 6. Failure by CONTRACTOR to procure and maintain the required insurance
18 shall constitute a material breach of contract upon which COUNTY may immediately
19 terminate or suspend this Agreement.

20 XII

21 LIMITATION OF COUNTY LIABILITY:

22 Notwithstanding any other provision of this Agreement, the liability of County shall not
23 exceed the amount of funds appropriated in support of this Agreement by the California
24 Legislature.

25 XIII

26 WARRANTY AGAINST CONTINGENT FEES:

27 CONTRACTOR warrants that no person or selling agency has been employed or
28 retained to solicit or secure this Agreement upon any Agreement or understanding for any
29 commission, percentage, brokerage, or contingent fee, expecting bona fide employees or

1 bona fide established commercial or selling agencies maintained by Contractor for the
2 purpose of securing business. For Contractor's breach or violation of this warranty, County
3 may, at its sole discretion, deduct from the Agreement price of consideration, or otherwise
4 recover, the full amount of such commission, percentage, brokerage, or contingent fee.

5 XIV

6 NONDISCRIMINATION:

7 A. Employment:

8 1. Affirmative Action shall be taken to ensure that applicants are employed, and
9 that employees are treated during employment, without regard to their race, religion, color,
10 sex, national origin, age, sexual preference, or physical or mental handicap. Such
11 affirmative action shall include, but not be limited to the following: employment, upgrading,
12 demotion or transfer; recruitment or recruitment advertising; layoff or termination; rate of
13 pay or other forms of compensation; and selection for training, including apprenticeship.
14 There shall be posted in conspicuous places, available to employees and applicants for
15 employment, notices from DIRECTOR, or his designee, and/or the United States Equal
16 Employment Opportunity Commission setting forth the provisions of this Section.

17 2. All solicitations or advertisements for recruitment of employment placed by or
18 on behalf of CONTRACTOR shall state that all qualified applicants will receive
19 consideration for employment without regard to race, religion, color, sex, national origin,
20 age, sexual preference, or physical or mental handicap.

21 3. Each labor union or representative of workers with which CONTRACTOR has
22 a collective bargaining Agreement or other contract or understanding must post a notice
23 advising the labor union or workers' representative of the commitments under this
24 Nondiscrimination Section and shall post copies of the notice in conspicuous places
25 available to employees and applicants for employment.

26 4. In the event of noncompliance with this section or as otherwise provided by
27 State and Federal law, this Agreement may be terminated or suspended in whole or in part
28 and CONTRACTOR may be declared ineligible from further contracts involving State funds.
29

1 B. Services, Benefits, and Facilities:

2 1. CONTRACTOR shall not discriminate in the provision of services, the allocation
3 of benefits, or in the accommodation in facilities on the basis of color, race, religion,
4 national origin, gender, age, sexual preference, marital status, physical or mental handicap
5 in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. Section 2000d and all
6 other pertinent rules and regulations promulgated pursuant thereto, and as otherwise
7 provided by State law and regulations, as all may now exist or be hereafter amended or
8 changed.

9 2. CONTRACTOR shall further establish and maintain written procedures under
10 which any person, applying for or receiving services hereunder, may seek resolution from
11 CONTRACTOR of a complaint with respect to any alleged discrimination in the provision of
12 services by CONTRACTOR'S personnel. Such procedures shall also include a provision
13 whereby any such person, who is dissatisfied with CONTRACTOR'S resolution of the
14 matter, shall be referred by CONTRACTOR to DIRECTOR, or his authorized designee, for
15 the purpose of presenting his or her complaint of alleged discrimination. Such procedures
16 shall also indicate that if such person is not satisfied with COUNTY'S resolution or decision
17 with respect to the complaint of alleged discrimination, he or she may appeal the matter to
18 the appropriate federal or state agencies. CONTRACTOR will maintain a written log of
19 complaints for a period of seven (7) years.

20 3. CONTRACTOR will maintain a safe facility pursuant to Title 9, Division 1 of the
21 California Code of Regulations.

22 4. As applicable, CONTRACTOR will store and dispense medications in compliance
23 with all applicable State and Federal laws and regulations and COUNTY'S "Medication
24 Guidelines," available from the COUNTY Quality Improvement-Outpatient Division.

25 XV

26 PERSONS WITH DISABILITIES:

27 CONTRACTOR agrees to comply with the provisions of Section 504 of the
28 Rehabilitation Act of 1973, as amended (29 USC 794) and all requirements as imposed by
29

1 the applicable Federal Department of Health and Human Services (DHHS) regulations (45
2 CFR 84), and all guidelines and interpretations issued pursuant thereto.

3 XVI

4 REPORTS:

5 A. CONTRACTOR must adhere to Federal, State, and County reporting requirements
6 as mandated by law. The COUNTY shall provide instruction and direction regarding County
7 policies and procedures for meeting requirements.

8 B. CONTRACTOR shall provide the COUNTY with applicable reporting documentation
9 as specified and/or required by the COUNTY, State Department of Mental Health and
10 Federal guidelines. COUNTY may provide additional instructions on reporting
11 requirements.

12 C. CONTRACTOR may participate in the COUNTY'S Management Information System
13 as required by the DIRECTOR, or his designee. CONTRACTOR is required to report
14 program, client and staff data about the CONTRACTOR'S program and services, by the
15 fifth (5th) working day of each month.

16 D. CONTRACTOR shall comply with the State reporting requirements pursuant to the
17 California Code of Regulations, Title 9, section 10561. Upon the occurrence of any of the
18 events listed hereafter, the CONTRACTOR shall make a telephonic report to the State
19 department of licensing staff (hereinafter "State") within one (1) working day. The
20 telephonic report is to be followed by a written report to the COUNTY within twenty-four
21 (24) hours of the incident and within seven (7) days of the event to the State. If a report to
22 local authorities exists which meets the requirements cited, a copy of such a report will
23 suffice for the written report required by the State.

24 1. Events reported shall include:

- 25 a. Death of any resident from any cause
26 b. Any facility related injury of any resident which requires medical treatment
27 c. All cases of communicable disease reportable under Section 2502 of Title 17,
28 California Code of Regulations shall be reported to the local health officer in
29 addition to the State

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- d. Poisonings
 - e. Catastrophes such as flooding, tornado, earthquake or any other natural disaster
 - f. Fires or explosions which occur in or on the premises
2. Information provided shall include the following:
- a. Residents' name, age, sex, and date of admission
 - b. Date, time and nature of the event
 - c. Attending physician's name, findings and treatment, if any.
 - d. The items below shall be reported to the State within ten (10) working days following the occurrence.
 - i. The organizational changes specified in Section 10531(a) of this subchapter
 - ii. Any change in the licensee's or applicants mailing address
3. Any change of the administrator of the facility. Such notification shall include the new administrator's name, address and qualifications

E. COUNTY reserves the right to perform further investigation(s) of any and all adverse incidents as outlined in subparagraph D above at their discretion, and based on the outcome of the adverse incident investigation; we may suspend referrals or terminate CONTRACTOR contract until COUNTY receives corrective action.

XVII

HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT (HIPAA):

CONTRACTOR is subject to all relevant requirements contained in the Health Insurance Portability and Accountability Act of 1996 (HIPAA), Public Law 104-91, enacted August 21, 1996, and the laws and regulations promulgated subsequent thereto. CONTRACTOR hereto agrees to cooperate in accordance with the terms and intent of this Agreement for implementation of relevant law(s) and/or regulation(s) promulgated under this Law.

1 XVIII

2 CONFIDENTIALITY OF CLIENT INFORMATION:

3 CONTRACTOR shall maintain the confidentiality of all client identifying information
4 contained in records, including but not limited to patient/client records/charts, billing
5 records, research and client identifying reports, and the COUNTY'S client management
6 information system (SPUDS) in accordance with WIC Sections 14100.2 and 5328 et seq,
7 Title 42 Code of Federal Regulations, Section 431.300 et seq., Section 1320 D et seq, of
8 Title 42, United States Code and it's impending regulations (including but not limited to Title
9 45, CFR, Parts 142, 160, 162, 164) and all other applicable current or future COUNTY,
10 State and Federal laws, regulations, ordinances and directives relating to confidentiality
11 and security of client records and information.

12 A. The CONTRACTOR shall protect from unauthorized disclosure, confidential client
13 identifying information obtained or generated in the course of providing services pursuant to
14 this contract except for non-identifying statistical information. The CONTRACTOR shall not
15 use identifying information for any purpose other than carrying out the CONTRACTOR'S
16 obligations under this contract

17 B. The CONTRACTOR shall not disclose confidential client identifying information
18 except as authorized by client, clients' legal representative or as permitted by Federal or
19 State law, to anyone other than the COUNTY or State without prior valid authorization from
20 the client or clients' legal representative in accordance with State and Federal laws. Any
21 disclosures made shall be logged and the log maintained in accordance with State and
22 Federal law.

23 C. If CONTRACTOR receives any requests by subpoena, from attorneys, insurers or
24 beneficiaries for copies of bills, CONTRACTOR will provide the COUNTY with a copy of
25 any document released as a result of such request, and will provide the name, address and
26 telephone number of the requesting party.

27 D. For purposes of the above paragraphs, identifying information is considered to be
28 any information that reasonably identifies an individual and their past, present, or future
29 physical or mental health or condition. This includes, but is not limited to, any combination

1 of the person's name, address, Social Security Number, date of birth, identifying number,
2 symbol, or other identifying particular assigned to the individual, such as finger or voice
3 print, or photograph.

4 E. Notification of Electronic Breach or Improper Disclosure: During the term of this
5 Agreement, CONTRACTOR shall notify COUNTY, immediately upon discovery of any
6 breach of Medi-Cal Protected Health Information (PHI) and/or data, where the information
7 and/or data is reasonably believed to have been acquired by an unauthorized person.
8 Immediate notification shall be made to the COUNTY Mental Health Compliance Officer
9 within two business days of discovery at (800) 413-9990. The CONTRACTOR shall take
10 prompt corrective action to cure any deficiencies and any action pertaining to such
11 unauthorized disclosure required by applicable Federal and State Laws and regulations.
12 The CONTRACTOR shall investigate such breach and provide a written report of the
13 investigation to the COUNTY Mental Health Compliance Officer, postmarked within thirty
14 (30) working days of the discovery of the breach to the address below.

15 Mental Health Compliance Officer
16 Riverside County Department of Mental Health
17 P.O. Box 7549
18 Riverside, CA 92513

19 F. Safeguards: The CONTRACTOR shall implement administrative, physical, and
20 technical safeguards that reasonably and appropriately protect the confidentiality, integrity,
21 and availability of the protected health information, included electronic PHI, that it creates,
22 receives, maintains, or transmits on behalf of COUNTY; and to prevent use or disclosure of
23 PHI other than as provided for by this Agreement. CONTRACTOR shall develop and
24 maintain a written information privacy and security program that includes administrative,
25 technical and physical safeguards appropriate to the size and complexity of the
26 CONTRACTOR's operations and the nature and scope of its activities. CONTRACTOR
27 shall provide COUNTY with information concerning such safeguards as COUNTY may
28 reasonably requests from time to time.

1 G. The CONTRACTOR shall implement strong access controls and other security
2 safeguards and precautions as noted in the following to restrict logical and physical access
3 to confidential, personal (e.g., PHI) or sensitive data to authorized users only. The
4 CONTRACTOR shall enforce the following administrative and technical password controls
5 on all systems used to process or store confidential, personal, or sensitive data:

6 1. Passwords must not be:

- 7 a. Shared or written down where they are accessible or recognizable by anyone
8 else, such as taped to computer screens, stored under keyboards, or visible in a
9 work area
- 10 b. shared dictionary word
- 11 c. Stored in clear text

12 2. Passwords must be:

- 13 a. 8 characters or more in length
- 14 b. changed every 90 days
- 15 c. changed immediately if revealed or compromised
- 16 d. composed of characteristics from at least three of the following four groups from
17 the standard keyboard:
 - 18 i. Upper Case letter (A-Z);
 - 19 ii. Lower case letters (a-z);
 - 20 iii. Arabic numerals (0 through 9); and
 - 21 iv. Non-alphanumeric characters (punctuation symbols)
 - 22 v. The CONTRACTOR shall implement the following security controls on each
23 workstation or portable computing device (e.g., laptop computer) containing
24 confidential, personal, or sensitive data:
 - 25 (1) network-based firewall and/or personal firewall
 - 26 (2) continuously updated anti-virus software
 - 27 (3) Patch management process including installation of all operating
28 system/software vendor security patches.

29

1 H. The CONTRACTOR shall utilize a commercial encryption solution that has received
2 FIPS 140 –2 validation to encrypt all confidential, personal, or sensitive data stored on
3 portable electronic media (including, but not limited to, CDs and thumb drives) and on
4 portable computing devices (including, but not limited to, laptop and notebook computers).

5 I. The CONTRACTOR shall not transmit confidential, personal, or sensitive data via-e-
6 mail or other internet transport protocol unless the data is encrypted by a solution that has
7 been validated by the National Institute of Standards and Technology (NIST) as conforming
8 to the Advanced Encryption Standard (AES) Algorithm.

9 1. Mitigation of Harmful Effects. The CONTRACTOR shall mitigate, to the extent
10 practicable, any harmful effect that is known to CONTRACTOR of a use or
11 disclosure of PHI by CONTRACTOR or its subcontractors in violation of the
12 requirements of these Provisions.

13 2. The CONTRACTOR shall protect from unauthorized disclosure, confidential
14 client identifying information obtained or generated in the course of providing services
15 pursuant to this contract except for non-identifying statistical information. The
16 CONTRACTOR shall not use identifying information for any purpose other than carrying out
17 the CONTRACTOR'S obligations under this contract.

18 3. Disclaimer: COUNTY makes no warranty or representation that compliance by
19 CONTRACTOR with these Provisions, HIPAA or HIPAA regulations will be adequate or
20 satisfactory for CONTRACTOR's own purposes or that any information in CONTRACTOR's
21 possession or control, or transmitted or received by CONTRACTOR, is or will be secure
22 from unauthorized use or disclosure. CONTRACTOR is solely responsible for all decisions
23 made by CONTRACTOR regarding the safeguarding of PHI.

24 J. Interpretation: The terms and conditions in these Provisions shall be interpreted as
25 broadly as necessary to implement and comply with HIPAA, the HIPAA regulations and
26 applicable State laws. The parties agree that any ambiguity in the terms and conditions of
27 these Provisions shall be resolved in favor of a meaning that complies and is consistent
28 with HIPAA and the HIPAA regulations.

1 K. CONTRACTOR shall require all its officers, employees, associates, and agents
2 providing services hereunder to acknowledge, in writing, understanding of and Agreement
3 to comply with said confidentiality provisions.

4 XIX

5 RECORDS:

6 All records shall be available for inspection by the designated auditors of COUNTY,
7 State Department of Mental Health, State Department of Justice, State Department of
8 Health Services, U.S. Department of Health and Human Services and the U.S Office of the
9 Inspector General at reasonable times during normal business hours. Records include, but
10 are not limited to all physical and electronic records originated or prepared pursuant to the
11 performance under this contract including, but not limited to, working papers, reports,
12 financial records or books of account, medical records, prescription files, subcontracts, any
13 and other documentation pertaining to medical and non-medical services for clients. Upon
14 request, at any time during the period of this contract, the CONTRACTOR will furnish any
15 such record or copy thereof, to the COUNTY. CONTRACTOR shall be subject to the
16 examination and audit of the Office of the Inspector General for a period of three (3) years
17 after final payment under contract.

18 A. Medical Records. CONTRACTOR shall adhere to the licensing authority, the State
19 Department of Social Services, the State Department of Mental Health and Medi-Cal
20 documentation standards, as applicable. CONTRACTOR shall maintain adequate medical
21 records on each individual client which includes at a minimum, a client care plan, diagnostic
22 procedures, evaluation studies, problems to be addressed, medications provided, and
23 records of service provided by the various personnel in sufficient detail to make possible an
24 evaluation of services, including records of client interviews and progress notes.

25 B. Financial Records. CONTRACTOR shall maintain complete financial records that
26 clearly reflect the cost of each type of service for which payment is claimed. Any
27 apportionment of costs shall be made in accordance with generally accepted accounting
28 principles and shall evidence proper audit trails reflecting the true cost of the services
29 rendered. Allowable costs shall be those costs defined in Centers for Medicare and

1 Medicaid Services Manual (CMS 15-1). Statistical data shall be kept and reports made as
2 required by the DIRECTOR, or his designee, and the State of California. All such records
3 shall be available for inspection by the designated auditors of COUNTY or State at
4 reasonable times during normal business hours.

5 C. Financial Record Retention. Appropriate financial records shall be maintained and
6 retained by CONTRACTOR for at least five (5) years or, in the event of an audit exception
7 and appeal, until the audit finding is resolved, whichever is later.

8 D. Patient/Client Record Retention. Patient/Client records shall be maintained and
9 retained by CONTRACTOR for a minimum of seven (7) years following discharge of the
10 client. Records of minors shall be kept for seven (7) years after such minor has reached
11 the age of eighteen years. Thereafter, the client file is retained for seven (7) years after the
12 client has been discharged from services.

13 E. Shared Records/Information. CONTRACTOR and COUNTY shall maintain a
14 reciprocal shared record and information policy, which allows for sharing of client records
15 and information between CONTRACTOR and COUNTY. Either COUNTY or
16 CONTRACTOR shall not release these client records or information to a third party without
17 a valid authorization.

18 F. Property of client records. COUNTY is the owner of all patient care/client records. In
19 the event that the contract is terminated, the CONTRACTOR is required to prepare and box
20 the client medical records so that they can be archived by the County, according to
21 procedures developed by the County. The COUNTY is responsible for taking possession
22 of the records and storing them according to regulatory requirements. The COUNTY is
23 required to provide the CONTRACTOR with a copy of any medical record that is requested
24 by the CONTRACTOR, as required by regulations, at no cost to the CONTRACTOR, and in
25 a timely manner.

26 XX

27 STAFFING:

28 CONTRACTOR shall comply with the staffing expectations as required by state
29 licensing requirements and as may be additionally described in Exhibit A. Such personnel

1 shall be qualified, holding appropriate license(s)/certificate(s) for the services provided in
2 accordance with the WIC Section 5751.2, the requirements set forth in Title 9 of the
3 California Code of Regulations (CCR), the Business and Professions Code, State
4 Department of Mental Health policy letters, and any amendments thereto. CONTRACTOR
5 shall maintain specific job descriptions/duty statements for each position describing the
6 assigned duties, reporting relationship, and shall provide sufficient detail to serve as the
7 basis for an annual performance evaluation. Furthermore, CONTRACTOR acknowledges
8 all its officers; employees, associates, and agents providing services hereunder are eligible
9 for reimbursement for said services by their exclusion from the Federal "List of Excluded
10 Parties" registry.

11 A. During the term of this Agreement, CONTRACTOR shall maintain and shall provide
12 upon request to authorized representatives of COUNTY, the following:

13 1. A list of persons who are providing services hereunder by name, title,
14 professional degree, licensure, experience, credentials, Cardiopulmonary Resuscitation
15 training, First Aid training, languages spoken, Race/Ethnicity with an option to select "Prefer
16 Not to Say" and any other information deemed necessary by the Director or designee.

17 2. Personnel policies and procedures;

18 a. Personnel file for each staff member (including subcontractors, as approved
19 by COUNTY and volunteers) that includes at minimum the following:

20 b. Resume/application, proof of current licensure, certification, registration;

21 c. List of Training;

22 d. Annual job performance evaluation; and,

23 e. Personnel action document for each change in status of the employee.

24 B. CONTRACTOR shall provide an initial orientation to the program, program goals,
25 policy and procedure review, emergency procedures and treatment services.

26 C. CONTRACTOR shall institute and maintain an in-service training program of
27 treatment review and case conferences in which professional and other appropriate
28 personnel shall participate.

29

1 D. CONTRACTOR shall have appropriate staff trained and/or certified in CPR, First
2 Aid, Emergency/Disaster Planning, non-violent crisis intervention, de-escalation of agitation
3 and potential violence, and procedures to protect both staff and the clients from violent
4 behavior.

5 E. Training plans shall be documented and discussed with staff. Continuing
6 development of staff expertise shall be encouraged.

7 F. The CONTRACTOR recognizes the importance of child and family support
8 obligations and shall fully comply with all applicable State and Federal laws relating to child
9 and family support enforcement, including, but not limited to, disclosure of information and
10 compliance with earnings assignment orders, as provided in Chapter 8, commencing with
11 Section 5200, of Part 5 of Division 9 of the Family Code.

12 G. In accordance with section 6032 of the Deficit Reduction Act of 2005, Contractor
13 shall establish and disseminate written policies for all employees that include detailed
14 information about the False Claims Act and the other provisions named in section
15 1902(a)(68)(A). Included in these written policies shall be detailed information about
16 contractor's policies and procedures for detecting and preventing fraud, waste, and abuse
17 in federal, state and local health care programs. Contractor shall also include in any
18 employee handbook a specific discussion of the laws described in the written policies, the
19 rights of employees to be protected as whistleblowers, and a specific discussion of
20 Contractor's policies and procedures for detecting and preventing fraud, waste and abuse.

21 H. CONTRACTOR shall follow all Federal, State and County policies, laws and
22 regulations regarding Staffing and/or Employee compensation. All payments or
23 compensation made to CONTRACTOR Staff, Personnel and/or Employees in association
24 with the fulfillment of this agreement shall be made by means of Staff, Personnel and/or
25 Employee Certified Payroll or other auditable documentation justifying the payment or
26 compensation.

CULTURAL COMPETENCY:

CONTRACTOR shall provide services pursuant to this Agreement in a culturally competent manner by recruiting, hiring and maintaining staff that can deliver services in the manner specified to the diverse multi-cultural population served under this Agreement.

CONTRACTOR shall provide multi-cultural services in a language appropriate and culturally sensitive manner, in a setting accessible to diverse communities. Multi-cultural diversity includes, but is not limited to, ethnicity, age, sexual preference, gender and persons who are physically challenged. CONTRACTOR shall document its efforts to provide multi-cultural services in the manner specified. Documentation may include, but not be limited to, the following: records in personnel files attesting to efforts made in recruitment and hiring practices; participation in COUNTY sponsored and other cultural competency training; the availability of literature in multiple languages/formats as appropriate; and identification of measures taken to enhance accessibility for, and sensitivity to, physically challenged individuals.

A. CONTRACTOR shall demonstrate program access; linguistically appropriate and timely mental health service delivery; staff training; and organizational policies and procedures related to the treatment of culturally diverse populations. CONTRACTOR shall perform specific outcome studies, on-site reviews and written reports as requested by COUNTY and made available to the COUNTY upon request. CONTRACTOR shall provide services that are non-discriminatory and that meet the individual needs of the multi-cultural client(s) to be served. CONTRACTOR shall ensure that high quality accessible mental health care includes:

1. Clinical care and therapeutic interventions which are linguistically and culturally appropriate; including, at a minimum, admission, discharge, and medication consent forms available in Spanish.
2. Have a comprehensive management strategy to address culturally and linguistically appropriate services, including strategic goals, plans, policies, procedures, and designated staff responsible for implementation.

1 3. Medically appropriate interventions which acknowledge specific cultural
2 influences.

3 4. CONTRACTOR agrees to comply with the COUNTY'S Cultural Competency Plan
4 as set forth in the Board of Supervisors approved Cultural Competency Plan. The
5 Cultural Competency Plan may be obtained from the COUNTY'S website at
6 www.mentalhealth.co.riverside.us or by contacting the COUNTY'S Cultural
7 Competency Manager or designee upon written request via certified mail or facsimile
8 to:

9 Riverside County Department of Mental Health Cultural Competency Program
10 P.O. Box 7549
11 Riverside, California 92513
12 Attention: Cultural Competency Manager
13 Fax: 951-358-4792

14 5. CONTRACTOR agrees to meet with COUNTY'S Cultural Competency
15 Program Manager, as needed by the CONTRACTOR and as coordinated by the
16 COUNTY, to determine and implement cultural competency activities that shall
17 include, but is not limited to, compliance with the cultural competency requirements
18 outlined in Section XXI of this agreement.

19 6. COUNTY will provide technical assistance to CONTRACTOR in the areas of
20 cultural competency as needed and requested by CONTRACTOR .

21 7. CONTRACTOR will be responsible for participating in cultural competency
22 trainings as required by the COUNTY'S Cultural Competency Plan. The following is
23 a partial list of annual cultural competency trainings and topics that may be available
24 through the COUNTY to assist CONTRACTORS with meeting training requirements,
25 though capacity will be limited: Cultural Formulation; Multicultural Knowledge;
26 Cultural Sensitivity; Cultural Awareness; Social/Cultural Diversity; Mental Health
27 Interpreter Training; Training Staff in the use of Mental Health Interpreters; Training
28 in the Use of Interpreters in the Mental Health Setting. In order to attend the
29 COUNTY offered trainings, CONTRACTOR must contact the Cultural Competency

1 Manager at the contact information location in subparagraph 1 of paragraph A. in
2 Section XXI-CULTURAL COMPETENCY.

3 8. CONTRACTOR will be responsible for reporting back to the COUNTY,
4 annually in writing, all cultural competency related trainings that staff members have
5 taken. The following format is recommended:

Name of Training Event	Description of Training	How long & how often attended	Attendance by Service Function	No. of Attendees & Total	Date of Training	Name of Presenter
Example: Cultural Competence Introduction	Overview of cultural competence issues in mental health treatment settings.	Four hours annually	*Direct Services *Direct Services Contractors *Administration *Interpreters	15 20 4 2 Total: 41	1/21/10	John Doe

15 CONTRACTOR training information shall be submitted via facsimile to 951-358-
16 4792 to the attention of the COUNTY Cultural Competency Program Manager on or
17 before June 30 of each fiscal year.

18
19 9. CONTRACTOR is responsible for notifying the COUNTY Cultural
20 Competency Program Manager in writing if the June 30th deadline can not be met.
21 CONTRACTOR will be responsible for requesting an extension from the COUNTY'S
22 Cultural Competency Program Manager. All requests for extensions must be put in
23 writing and mailed or faxed to the COUNTY'S Cultural Competency Program
24 Manager at the contact information listed herein.

25 10. Provide oral and written notices, including translated signage at key points of
26 contact, to clients in their primary language, informing them of their right to receive
27 no-cost interpreter services.

28 B. CONTRACTOR shall cause to be available bilingual professional staff or qualified
29 interpreter to ensure adequate communication between clients and mental health staff.

1 Any individual with limited English language capability or other communicative barriers,
2 shall have equal access to mental health services.

3 1. A qualified interpreter is defined as someone who is fluent in English and in the
4 necessary second language, whom can accurately speak, read and readily interpret
5 the necessary second language and/or accurately sign and read sign language. A
6 qualified interpreter must be able to translate in linguistically appropriate mental health
7 terminology necessary to convey information such as symptoms or instructions to the
8 client in both languages

9 2. A fluently bilingual person, who is not trained in the provision of mental health
10 services, must complete training prior to providing services, which covers terms and
11 concepts associated with mental illness, psychotropic medications, and cultural beliefs
12 and practices which may influence the client's mental health condition.

13 XXII

14 INFORMING MATERIALS

15 A. CONTRACTOR shall provide each client with certain informing materials about
16 client's rights and CONTRACTOR'S processes upon admission and upon request by client.
17 The informing materials include, but may not be limited to; Grievance Process and Appeal
18 Procedures, Advance Medical Directive, Notice of Privacy Practices, voter registration.
19 These informational materials can be found on the COUNTY Department of Mental Health
20 website, as identified in Exhibit B.

21 B. CONTRACTOR shall provide all clients with a Notice of Privacy Practices
22 information brochure or pamphlet during the time of the client's first visit. The
23 CONTRACTOR is subsequently responsible for reissuing the Notice of Privacy Practices
24 information brochure or pamphlet to all clients every three (3) years at a minimum and/or
25 every time the Notice of Privacy Practices information is updated and/or changes

26 XXIII

27 CONFLICT OF INTEREST:

28 CONTRACTOR shall employ no COUNTY employee whose position in COUNTY
29 enables him to influence the award of this Agreement or any competing Agreement, and no

1 spouse or economic dependent of such employee in any capacity herein, or in any other
2 direct or indirect financial interest in this Agreement.

3 XXIV

4 PATIENT RIGHTS:

5 CONTRACTOR shall observe patient rights as provided in the WIC Section 5325 and
6 Title 9 and Title 22, Division 4.5 of the California Code of Regulations (CCR's). Patient
7 Rights information is available on the COUNTY Department of Mental Health website.
8 COUNTY Patients' Rights Advocates will be given access to clients, clients' records, and
9 facility personnel to monitor the CONTRACTOR'S compliance with said statutes and
10 regulations.

11 XXV

12 FAIR HEARING:

13 State and Federal law guarantees beneficiaries a right to a Fair Hearing if services are
14 being denied, terminated, or reduced. CONTRACTOR shall comply with the process
15 established by Federal and State laws and regulations.

16 XXVI

17 WAIVER OF PERFORMANCE:

18 No waiver by COUNTY at any time of any of the provisions of this Agreement shall be
19 deemed or construed as a waiver at any time thereafter of the same or any other provisions
20 contained herein or of the strict and timely performance of such provisions.

21 XXVII

22 FEDERAL AND STATE STATUTES:

23 CONTRACTOR shall adhere to Title XXII of the Social Security Act and comply with all
24 other applicable Federal and State statutes and regulations, including but not limited to
25 laws and regulations listed in Exhibit B.

26 XXVIII

27 DRUG-FREE WORKPLACE CERTIFICATION:

28 By signing this contract, the CONTRACTOR hereby certifies under penalty of perjury
29 under the laws of the State of California that the CONTRACTOR will comply with the

1 requirements of the Drug-Free Workplace Act of 1990 (Government Code Section 8350 et
2 seq.) and will provide a drug-free workplace doing all of the following.

3 A. Publish a statement notifying employees that unlawful manufacture, distribution,
4 dispensation, possession, or use of controlled substances is prohibited and specifying
5 actions to be taken against employees for violations, as required by Government Code
6 Section 8355 (a).

7 B. Establish a Drug-Free Awareness Program as required by Government Code
8 Section 8355 (a) to inform employees about all of the following:

- 9 1. The dangers of drug abuse in the workplace
- 10 2. The CONTRACTOR'S policy of maintaining a drug-free workplace.
- 11 3. Any available counseling, rehabilitation, and employee assistance programs
12 and
- 13 4. Penalties that may be imposed upon employees for drug abuse violations.

14 C. Provide as required by Government Code Section 8355 (a) that every employee
15 who works on the proposed contract:

- 16 1. Will receive a copy of the CONTRACTOR'S drug-free policy statement, and
- 17 2. Will agree to abide by the terms of the CONTRACTOR'S statement as a
18 condition of employment on the contract.

19 D. Failure to comply with these requirements may result in suspension of payments
20 under the contract or termination of the contract or both and the CONTRACTOR may be
21 ineligible for award of future State contracts if the COUNTY determines that any of the
22 following has occurred:

- 23 1. The CONTRACTOR has made a false certification or,
- 24 2. Violates the certification by failing to carry out the requirements as noted
25 above.

26 XXIX

27 TERMINATION PROVISIONS:

28 A. Either party may terminate this Agreement without cause, upon sixty (60) days
29 written notice served upon the other party.

1 B. The COUNTY may terminate this Agreement upon thirty (30) days written notice
2 served upon the CONTRACTOR if sufficient funds are not available for continuation of
3 services.

4 C. The COUNTY reserves the right, to terminate the contract without warning at the
5 discretion of the Director or designee, when CONTRACTOR has been accused and/or
6 found to be in violation of any County, State, or Federal laws and regulations.

7 D. The COUNTY may terminate this Agreement with (30) days written notice due to a
8 change in status, or delegation, assignment or alteration of the Agreement.

9 E. The COUNTY may terminate this Agreement immediately if, in the opinion of the
10 Director of Mental Health, CONTRACTOR fails to provide for the health and safety of
11 patients served under this contract. In the event of such termination, the COUNTY may
12 proceed with the work in any manner deemed proper to the COUNTY.

13 F. If CONTRACTOR fails to comply with the conditions of this Agreement, COUNTY
14 may take one or more of the following actions as appropriate:

- 15 1. Temporarily withhold payments pending correction of the deficiency.
- 16 2. Disallow (that is deny funds) for all or part of the cost or activity not in
17 compliance.
- 18 3. Wholly or partially suspend or terminate the Agreement and if necessary, request
19 repayment to COUNTY if any disallowance is rendered after audit findings.

20 G. After receipt of the Notice of Termination, pursuant to Paragraphs A, B, C, D, E or F
21 above, or the CONTRACTOR is notified that the Agreement will not be extended beyond
22 the termination date as specified in Section II, PERIOD OF PERFORMANCE.

- 23 1. CONTRACTOR shall:
 - 24 a. Stop all services under this Agreement on the date, and to the extent
25 specified, in the Notice of Termination;
 - 26 b. Continue to provide the same level of care as previously required under the
27 terms of this Agreement until the date of termination;

1 c. If clients are to be transferred to another facility for services, furnish to
2 COUNTY, upon request, all client information and documents deemed necessary
3 by COUNTY to affect an orderly transfer;

4 d. If appropriate, assist COUNTY in effecting the transfer of clients in a manner
5 consistent with the best interest of the clients' welfare;

6 e. Cancel outstanding commitments covering the procurement of materials,
7 supplies, equipment and miscellaneous items. In addition, CONTRACTOR shall
8 exercise all reasonable diligence to accomplish the cancellation of outstanding
9 commitments required by this Agreement, which relate to personal services.
10 With respect to these canceled commitments, the CONTRACTOR agrees to
11 provide a written plan to Director (or his designee within thirty (30) days for
12 settlement of all outstanding liabilities and all claims arising out of such
13 cancellation of commitments. Such plan shall be subject to the approval or
14 ratification of the COUNTY, which approval or ratification shall be final for all
15 purposes of this clause;

16 f. Transfer to COUNTY and deliver in the manner, at the times, and to the extent,
17 if any, as directed by COUNTY, any equipment, records or other documents
18 which, if the Agreement had been completed, would have been required to be
19 furnished to COUNTY; and

20 g. Take such action as may be necessary, or as COUNTY may direct, for the
21 protection and preservation of the equipment, records or other documents,
22 related to this Agreement which is in the possession of CONTRACTOR and in
23 which COUNTY has or may acquire an interest;

24 H. COUNTY shall continue to pay CONTRACTOR at the same rate as previously
25 allowed until the date of termination, as determined by the Notice of Termination. The
26 CONTRACTOR shall submit a termination claim to COUNTY promptly after receipt of a
27 Notice of Termination, or on expiration of this Agreement as specified in Section II,
28 PERIOD OF PERFORMANCE, but in no event, later than sixty (60) days from the effective
29 date thereof, unless an extension, in writing, is granted by the COUNTY.

1 I. In instances where the CONTRACTOR agreement is terminated and/or allowed to
2 expire by the COUNTY and not renewed for a subsequent fiscal year, COUNTY reserves
3 the right to enter into settlement talks with the CONTRACTOR in order to resolve any
4 remaining and/or outstanding contractual issues, including but not limited to, financials,
5 services, billing, cost report, etc. In such instances of settlement and/or litigation,
6 CONTRACTOR will be solely responsible for associated costs for their organizations legal
7 process pertaining to these matters including, but not limited to, legal fees, documentation
8 copies, and legal representatives. CONTRACTOR further understands that if settlement
9 agreements are entered into in association with this agreement, the COUNTY reserves the
10 right to collect interest on any outstanding amount that is owed by the CONTRACTOR back
11 to the COUNTY at a rate of no less than 5% of the balance.

12 J. The rights and remedies of COUNTY provided in this section shall not be exclusive
13 and are in addition to any other rights and remedies provided by law or under this
14 Agreement.

15 XXX

16 DISPUTE:

17 In the event of a dispute between a designee of the DIRECTOR and the
18 CONTRACTOR over the execution of the terms of this Agreement and/or the quality of the
19 client services being rendered, the CONTRACTOR may file a written protest with the
20 appropriate Program/Regional Manager of the COUNTY. CONTRACTOR shall continue
21 with the responsibilities under this agreement during any dispute. The Program/Regional
22 Manager shall respond to the CONTRACTOR in writing within ten (10) working days. If the
23 CONTRACTOR is dissatisfied with the Program/Regional Manager's response the
24 CONTRACTOR may file successive written protests up through the Department of Mental
25 Health's administrative levels of Program Chief, Assistant Director, and (finally)
26 DIRECTOR. Each administrative level shall have twenty (20) working days to respond in
27 writing to the CONTRACTOR. The DIRECTOR'S decision shall be final.

1 XXXI

2 SEVERABILITY:

3 If any provision of this Agreement or application thereof to any person or circumstances
4 shall be declared invalid by a court of competent jurisdiction, or is in contravention of any
5 Federal, State, or COUNTY statute, ordinance, or regulation, the remaining provisions of
6 this Agreement or the application thereof shall not be invalidated thereby and shall remain
7 in full force and effect, and to that extent the provisions of this Agreement are declared
8 severable.

9 XXXII

10 VENUE:

11 Any action at law or in equity brought by either of the parties hereto for the purpose of
12 enforcing a right or rights provided by this Agreement shall be tried in a court of competent
13 jurisdiction in the COUNTY OF RIVERSIDE, CALIFORNIA, and the parties hereby waive all
14 provisions of law providing for a change of venue in such proceedings in any other county.

15 XXXIII

16 NOTICES:

17 All correspondence and notices required or contemplated by this Agreement shall be
18 delivered to the respective parties at the addresses set forth below and are deemed
19 submitted one day after their deposit in the United States mail, postage prepaid:

20
21 COUNTY:

22 County of Riverside
23 Board of Supervisors
24 4080 Lemon Street, 5th floor
Riverside, CA 92501

21 INFORMATIONAL COPY:

22 County of Riverside
23 Department of Mental Health
24 P.O. Box 7549
Riverside, CA 92513-7549

25
26 CONTRACTOR:

27 Operation Safehouse
28 9685 Hayes Street
29 Riverside, CA 92503

1 **EXHIBIT A – SCOPE OF WORK**

2 **CONTRACTOR NAME: OPERATION SAFEHOUSE**
3 **DEPARTMENT I.D.: 410022XXXX-74720**

4
5 **CONTRACTOR** shall provide the following:

6 **3.0 TRANSITION AGE YOUTH EARLY INTERVENTION FOR DEPRESSION PROJECT**

7 The extensive PEI community planning process, which included focus groups, community forums, and survey
8 completion, resulted in the identification of prevention and early intervention needs in the Transition Age Youth (16-25
9 years old) population at high risk for the development of mental illness in Riverside County. Riverside County
10 Department of Mental Health is establishing a new program to target the Transition Age Youth population within
11 Riverside County. This program includes the provision of an evidence-based practice for the early intervention of
12 depression. Specific outreach, engagement, and linkage services will be to individuals.

13 **3.1 PROGRAM GOALS AND OBJECTIVES**

14 The primary program goal is to reduce the duration and impact of depression for the Transition Age Youth
15 (TAY) population (16-25 years old) in Riverside County. An additional program goal is to reduce the reoccurrence of
16 depressive episodes for the target population. The program will provide services in culturally appropriate settings,
17 incorporating the needs of the target population. Activities will be situated in de-stigmatizing locations to increase the
18 likelihood of TAY accessing those activities. The setting(s) for service delivery will not be a traditional mental health setting
19 and will assist participants in feeling comfortable seeking services from staff who are knowledgeable and capable of
20 identifying needs and solutions for TAY.

21 The CONTRACTOR is expected to utilize targeted outreach to engage TAY by working within the community
22 and collaborating with Peer to Peer service providers, schools, including colleges and universities, community based
23 organizations, non-profit organizations, social service agencies, faith-based organizations, and other individuals,

1 groups, and/or services that have the trust of and connection with this population.

2 **3.2 TARGET POPULATION CRITERIA**

3 The target population to be served is Transition Age Youth (TAY), 16-25 years old, who meet the following
4 criteria:

5 3.2.1 TAY who are experiencing depression early in its manifestation and meet criteria to receive service
6 through Depression Treatment Quality Improvement (DTQI), an evidence-based practice (described in
7 section 3.5.1) and;

8 3.2.2 TAY who:

- 9 a. Identify as Lesbian, Gay, Bisexual, Transgender, Questioning;
- 10 b. Are currently in or have been in the foster care system;
- 11 c. Are transitioning into college; and/or
- 12 d. Are runaway or homeless.

13 **3.3 GEOGRAPHICAL LOCATION OF SERVICES**

14 Services must be provided in one or more of the regions within the County of Riverside in the target
15 communities identified below:

16 **3.3.1 Western Region**

17 The target communities identified for the Western Region are: Rubidoux, East Side Riverside, Arlanza
18 and Moreno Valley.

19 **3.3.3 Desert Region**

20 The target communities identified for the Desert Region are: Coachella Valley and Eastside Banning.

21 **3.4 GENERAL PROGRAM REQUIREMENTS**

22 CONTRACTOR is expected to work cooperatively with the Riverside County Department of Mental Health
23 (RCDMH), schools, including local high schools, colleges and universities, community based organizations,

1 non-profit organizations, social service agencies, and faith-based organizations and other individuals, groups,
2 and/or services that have the trust of and connection with this population in order to address the program goals.

3 **3.4.1 Facilities**

- 4 a. Services will be offered in locations that are non-stigmatizing, which may include, but are not
5 limited to, schools, faith-based organizations, libraries, and community centers that are located
6 within the targeted communities.
- 7 b. The facility must have confidential space for groups of youth and their families to participate in the
8 DTQI service.
- 9 c. The facility must be in compliance with any applicable state and local laws and requirements.
- 10 d. The facility must have space to store confidential information in a locked space.

11 **3.4.2 Programs**

- 12 a. The TAY Project will utilize the evidence-based early intervention program DTQI.
- 13 b. The evidence-based practice DTQI will be provided by a licensed or licensed eligible MFT or CSW
14 who is trained in the model. Licensed eligible providers are responsible for obtaining clinical
15 supervision that meets the standards set by the Board of Behavioral Sciences of California.
- 16 c. CONTRACTOR will be required to develop documented referral protocol for DTQI referrals by Peer
17 to Peer providers or develop a working agreement with providers of TAY Peer to Peer services
18 identified by RCDMH. RCDMH will assist with the development of the documented referral
19 protocol or working agreement. It is expected that programs located in the same region will agree
20 to coordinate referrals to and/or from one program to the other as appropriate for individual
21 participants.
- 22 d. There will be no charge to the program participants.

23 **3.5 PROGRAM DESCRIPTION**

1 CONTRACTOR shall make available an early intervention service for the TAY population(s) in the Western and
2 Desert regions of the County. Services to this population should be planned and delivered to ensure access to
3 the targeted areas.

4 **3.5.1 General Program Type**

5 **Depression Treatment Quality Improvement (DTQI)** – DTQI is an evidence-based early intervention
6 program (EBP) used to treat depression. It is based on the concepts of Cognitive-Behavioral Therapy
7 (CBT). A CBT program contains three phases: conceptualization, skills and application training, and
8 relapse prevention. This program, in line with the concepts of CBT, is low intensity and short in
9 duration. Some family psycho-education regarding depression and family or parent sessions will be
10 included. Consistent with the DTQI model, providers will refer the TAY, as appropriate, for a medication
11 evaluation and work closely with the prescribing psychiatrist to ensure continuity of care.

12 This early intervention is to be provided by a master's level or higher clinician. The CONTRACTOR will
13 implement this program in weekly individual or group sessions (with a maximum of 8 TAY per group)
14 for 12-20 sessions as prescribed by the EBP. The total number of unduplicated participants per year is
15 expected to be approximately 30 TAY in the desert region and 45 TAY in the western region (75 total
16 for the western and desert regions).

17 **3.5.2 Staffing, Responsibilities, Qualifications**

18 CONTRACTOR shall ensure the following staffing requirements, which include, but are not limited to
19 the following are met:

- 20 a. Hire staff who are culturally and ethnically representative of the individuals being served.
21 b. Ensure the provision of culturally competent services.
22 c. Clinical and supervisory staff must attend and satisfactorily complete the initial training(s) and
23 consultations for DTQI which will be coordinated and funded by RCDMH.

- 1 d. Provide administrative, supervisory, and clerical support for the program.
- 2 e. Comply with fidelity measures required by the evidence-based practice.
- 3 f. Provide outcome measures to all program participants as outlined in section 3.8.
- 4 g. Ensure that all staff working with individuals receiving service be fingerprinted (Live Scan), and
- 5 pass DOJ and FBI background checks.
- 6 h. Ensure that personnel are competent and qualified to provide the services necessary.
- 7 i. Ensure the following job description is filled:

8 Mental Health Clinician:

9 The Mental Health Clinician must possess a Master's Degree or higher in the mental health

10 field, and be licensed or licensed-eligible in the State of California. If the clinician is licensed-

11 eligible they must be under the supervision of a licensed clinician.

12 The Mental Health Clinician is trained and has knowledge of child development, childhood mental

13 health, screening, assessment, and crisis intervention.

14 The Mental Health Clinician will provide the DTQI EBP per the guidelines of the model after

15 satisfactorily completing the training.

16 The Mental Health Clinician will provide individual, family, and crisis counseling as needed to

17 program participants.

18 The Mental Health Clinician will work collaboratively with Psychiatrist(s) as appropriate.

19 The Mental Health Clinician will identify additional mental health needs as they arise and

20 provide appropriate referrals as needed.

21 The Mental Health Clinician will collaborate with the RCDMH identified providers of TAY Peer

22 to Peer services to ensure an effective referral process both to and from each program.

23 The Mental Health Clinician will be available to TAY Peer Coordinator(s) for consultation

1 related to potential mental health needs of the Peer to Peer Program participants. This
2 arrangement shall be formalized through documented referral protocol for DTQI referrals by
3 Peer to Peer providers or through a working agreement between the awarded DTQI provider(s)
4 and the Peer to Peer provider(s).

5 **3.5.3 Service Delivery Requirements**

6 CONTRACTOR shall ensure that the following service delivery requirements, which include, but are not
7 limited to the following are met:

- 8 1. Provide the services listed in Section 3.5.1 to the TAY as defined in Section 3.2.
- 9 2. Collaborate with and establish referral protocol for DTQI referrals by Peer to Peer providers or
10 establish a working agreement with local RCDMH identified providers of Peer to Peer Services.
- 11 3. Accept referrals from the Peer to Peer Service Provider(s). Other referral sources must be
12 approved by RCDMH.
- 13 4. The CONTRACTOR's Mental Health Clinician(s) will participate in monthly meetings coordinated
14 and facilitated by RCDMH related to the implementation of DTQI. These meetings are designed to
15 assist in model adherence and in addressing any potential barriers to implementation of the EBP.

16 **3.6 REGULATORY COMPLIANCE**

17 CONTRACTOR shall:

- 18 3.6.1 Comply with any and all Federal, State or local laws and licensing regulations including but not limited
19 to Federal HIPPA regulations and State of California Welfare and Institutions Code Section 5328
20 regarding confidentiality. In addition, the Provider's staff will be required to sign an Oath of
21 Confidentiality.
- 22 3.6.2 Participate in the RCDMH annual contract monitoring as well as more frequent program review. Any
23 associated RCDMH Manager, Supervisor, or Case Manager, with proper identification, shall be allowed

1 to enter and inspect the facility.

2 3.6.3 Submit monthly documentation to RCDMH as outlined by RCDMH.

3 3.6.4 Maintain at all times appropriate licenses and permits to operate the programs pursuant to State laws
4 and local ordinances.

5 **3.7 DOCUMENTATION OF SERVICES**

6 The CONTRACTOR shall maintain appropriate records documenting all of the services provided through the
7 contract. These records shall conform to the requirements of the State Department of Mental Health and the
8 Riverside County Department of Mental Health.

9 These records shall include, but are not limited to:

10 3.7.1 Documentation of individual's participating in the DTQI program. This will include individual
11 assessments, contact notes, as well as a plan of care.

12 3.7.2 Monthly contract report, as outlined by RCDMH, shall be submitted to RCDMH. This monthly report
13 shall summarize contractor activities and program costs.

14 3.7.3 All records maintained by the CONTRACTOR on behalf of RCDMH are the property of RCDMH.

15 3.7.4 Copies of completed outcome measures.

16 3.7.5 Other requirements may be determined as the Prevention and Early Intervention plan is implemented.

17 3.7.6 Data entry into the County Management Information System (MIS).

18 **3.8 PERFORMANCE OUTCOMES**

19 RCDMH will coordinate with EBP model guidelines and fidelity measurements to determine the required
20 outcome measures to be utilized and monitored for this project. Outcome measures will include formal
21 measures to be administered prior to, during, and at the conclusion of the services. These include the Center
22 for Epidemiological Studies – Depression Scale (CES-D); The Clinical Global Impression (CGI); and the Youth
23 Outcome Questionnaire (YOQ). Outcome reporting as assigned by the State Department of Mental Health and

1 the Mental Health Services Oversight and Accountability Commission will be an additional requirement.

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3 **3.9 DISASTER PREPAREDNESS**

4 The CONTRACTOR shall develop and update contingency plans to continue the delivery of services in the
5 event of a man-made or natural disaster.

6 **3.10 COUNTY SUPPORT AND TECHNICAL ASSISTANCE**

7 RCDMH shall provide technical assistance on an as-needed basis for new program contractors. Such technical
8 assistance typically includes, but is not limited to, orientation to the County's MIS systems, and data entry
9 guidelines; reviewing and interpreting County policies and procedures; providing on-going agency liaison with
10 RCDMH and the Department's other contractors to insure optimal collaborations, etc.

1 EXHIBIT B

2 LAWS, REGULATIONS AND POLICIES

3 Services shall be provided in accordance with policies and procedures as developed
4 by COUNTY and those Federal and State laws, regulations and policies which are
5 applicable to the terms of this AGREEMENT, including but not limited to the following:

6 General Regulations

7 Government Code Section 8350 et. seq. (Drug-Free Workplace Act of 1990)

8 Government Code 26227 (Contracting with County)

9 Adult System of Care

10 California Welfare and Institutions Code Sections 5689 et seq.

11 Case Management/Service Regulations

12 California Code of Regulations, Title 9, Division 1, Chapters 2, 3, 4, 4.5, 9, 11, 12
13 (Rehabilitative and Developmental Services)

14 Welfare and Institutions Code 5610 to 5613 (Client Service Information Reporting)

15 Welfare and Institutions Code 17608.05 (Maintenance of Effort)

16 42 Code of Federal Regulations 438.608 (Program Integrity Requirements)

17 California Welfare & Institutions Code Sections 5600.4 and 5699.4.

18 Charges and Billing (Financial Regulations)

19 California Welfare and Institutions Code 5651(a)(4), 5664, 5705(b)(3), 5718(c) (Cost
20 Reporting)

21 California Welfare and Institutions Code 5704.5 & 5704.6 (Expenditure Requirements)

22 Government Code 8546.7 (Audits)

23 Uniform Method of Determining Ability to Pay, State Dept. of Mental Health.

24 Centers for Medicare and Medicaid Services Manual

1 Child Abuse Reporting/Child Support
2 California Penal Code Sections 11164 – 11174.4 et seq.
3 Family Code, Section 5200 (Child Support)
4 Children System of Care
5 California Welfare and Institutions Code Section 5880 (Children System of Care)
6 Community Care Facilities
7 California Code of Regulations, Title 22, Division 6 (Social Security, Licensing of
8 Community Care Facilities)
9 Community Residential Treatment Program
10 California Welfare & Institutions Code Sections 5150 to 5152, 5600.2 to 5600.9 and 5672
11 to 5699 (Community Treatment)
12 California Welfare & Institutions Code Section 5670 et seq.
13 California Code of Regulations, Title 22, Division 6.
14 Confidentiality
15 California Welfare & Institutions Code Section 5328
16 California Welfare & Institutions Code Section 5330 (Monetary Penalties)
17 45 CFR Parts 160 and 164 (Standards for Privacy of Individually Identifiable Health
18 Information)
19 Elderly and Dependent Adult Abuse Reporting
20 California Welfare & Institutions Code Sections 15600 et seq.
21 Health Care Facilities
22 California Code of Regulations, Title 22, Division 5 (Social Security, Licensing and
23 Certification of Health Facilities, Home Health Agencies, Clinics, and Referral Agencies)
24 Homeless Mentally Disabled
25 McKinney-Vento Homeless Assistance Act, Public Law 101-645 (Homeless Services)
26 California Welfare & Institutions Code Section 5680 et seq.
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Life Support

California Welfare & Institutions Code Section 4075 to 4078

DMH Letter 03-04 (Health Care Facility Rates)

DMH Letter 86-01 (Life Support Supplemental Rate)

Medication Protocol

Riverside County Mental Health "Psychotropic Medication Protocols for Children and Adolescents" Publication

Riverside County Mental Health "Medication Guidelines" Publication

Minors in Health Care Facilities

California Welfare & Institutions Code Section 5751.7

Negotiated Net Amount and Negotiated Net Agreements

California Welfare and Institutions Code Sections 5705 to 5716

Non Discrimination

Americans with Disabilities Act of 1990 (42 U.S.C. Section 12101 et seq.)

California Fair Employment and Housing Act, Government Code Section 12900 et seq.

California Code of Regulations, Title 2, Section 7285 et seq.

Section 504 of the Rehabilitation Act of 1973, Public Law 93-112 (Non-Discrimination)

Patients Rights

California Welfare & Institutions Code Sections 5325 et seq.

California Code of Regulations, Title 22, Section 70707

Policies

California Code of Regulations, Title 9, Section 1810.226 (State Department of Mental Health Policy Letters)

Harassment in the Workplace, Board of Supervisors Policy C-25

Workplace Violence, Threats and Security, Board of Supervisors Policy C-27

County and Departmental policies, as applicable to this Agreement

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Quality Assurance

California Welfare & Institutions Code Section 4070 et seq. (Quality Assurance)

Short-Doyle/Medi-Cal

California Code of Regulations, Title 22, Division 3

California Welfare and Institutions Code Sections 5718-5724 (Reimbursement for Mental Health Services)

Social Rehabilitation Programs

California Code of Regulations, Title 9, Division 1, Chapter 1, Subchapter 3, Article 3.5

Special Education Pupils (AB 3632)

California Welfare & Institutions Code Section 18350 et seq.

California Code of Regulations, Title 2, Division 9, Chapter 1

Voter Registration

National Voter Registration Act of 1993

**EXHIBIT C
REIMBURSEMENT & PAYMENT**

CONTRACTOR NAME: Operation Safehouse

PROGRAM NAME: TAY Early Intervention for Depression

DEPARTMENT ID: 41002xxxxxx/74720/530280

A. MAXIMUM OBLIGATION:

COUNTY'S maximum obligation shall not exceed \$234,467 over the term of this contract, prorated at \$73,831 for fiscal year 2010/11 and \$160,636 for fiscal year 2011/12 for services provided as described in Exhibit A and for start-up costs associated with implementing this program, subject to availability of Federal, State, and/or local funds. The Schedule I attached herein specifies funding for Client Services and Start-up.

B. BUDGET:

The Schedule I, attached hereto and by this reference made a part of this agreement, represents for planning purposes, the budgetary details pursuant to this agreement. The Schedule I contains the reporting unit (RU) and/or Department Identification (DeptID) number, the mode(s) of service, service function code(s), procedure codes, start-up funding, maximum obligation and funding source.

C. REIMBURSEMENT:

1. In consideration of services provided by CONTRACTOR pursuant to this Agreement, CONTRACTOR shall receive monthly reimbursement based upon one-twelfth (1/12th) of the aggregate total for all unit of service procedure codes. CONTRACTOR shall be paid in arrears the 1/12th amount of Contract Client Services provided that services are entered

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into the COUNTY approved data collection system(s) , no later than the fifth (5th) calendar day of each month, for the prior month. Late entry of services into the data collection system may result in financial and/or service disallowances.

2. CONTRACTOR will submit a monthly claim for services on their stationery, which must include at a minimum the CONTRACTOR'S name, remittance mailing address and telephone number, and attach a FINAL report identifying the units of service provided for the month being billed and a signed "Certification of Claims and Program Integrity" form (PIF). The summary page of the FINAL report and the PIF must be attached to the claim. Failure to attach the summary page of the report and the signed PIF, will delay payment until the documents are provided. The claim must be approved and signed by the Director or authorized designee of the CONTRACTOR. Monthly claims shall be submitted to the appropriate Regional Administrator/Manager of the COUNTY'S Department of Mental Health, no later than the tenth (10th) working day of each month.
3. CONTRACTOR shall submit a claim or claims for previously approved start-up expenditures, not to exceed the amount allocated in the first fiscal year of this grant agreement, as specified on the Schedule I.
4. Monthly reimbursements may be withheld at the discretion of the Director or designee due to material contract non-compliance, including audit disallowances and/or adjustments or disallowances resulting from the COUNTY Contract Monitoring Review (CMT), the Program Monitoring and/or Cost Report process.
5. Unless otherwise notified by the COUNTY, CONTRACTOR invoicing will be paid by the COUNTY thirty (30) working days after the date the claim is received by the applicable COUNTY Program/Region.

1 6. Final year end settlement for services shall be based on allowable units,
2 multiplied by actual allowable cost per unit provided, or the State
3 Maximum Allowed (SMA) rate, or customary charges, whichever is
4 lower, less revenue collected, not to exceed the maximum obligation of
5 the COUNTY as specified herein.

6 **D. START-UP COSTS FOR FURNISHINGS AND EQUIPMENT:**

7 1. **APPROVAL FOR PURCHASE**

8 Any equipment or furnishings are required to be approved by the
9 COUNTY in writing prior to making purchase. Any equipment or
10 furnishings not approved by the COUNTY prior to purchase shall not
11 be reimbursed to the CONTRACTOR by the COUNTY either as a start
12 up or operating cost at any time.

13 2. **OWNERSHIP**

14 Equipment and furnishings purchased through this Agreement are the
15 property of the COUNTY. Procedures provided by the COUNTY for the
16 acquisition, inventory, control and disposition of the equipment and the
17 acquisition and payment for administrative services to such equipment
18 (e.g. office machine repair) are to be followed.

19 3. **INVENTORY**

20 CONTRACTOR shall maintain an internal inventory control system that
21 will provide accountability for equipment and furnishings purchased
22 through this Agreement, regardless of cost. The inventory control
23 system shall record at a minimum the following information when
24 property is acquired: date acquired; property description (to include
25 model number); property identification number (serial number); cost or
26 other basis of valuation; funding source; and rate of depreciation or
27 depreciation schedule, if applicable. An updated inventory list shall be
28 provided to the COUNTY on a semi-annual basis, and filed with the

1 Annual Cost Report. Once the COUNTY is in receipt of this list,
2 COUNTY inventory tags will be issued to the CONTRACTOR, and are
3 to be attached to the item as directed.

4 **4. DISPOSAL**

5 Approval must be obtained from the COUNTY prior to the disposal of
6 any property purchased with funds from this Agreement, regardless of
7 the acquisition value. Disposal (which includes sale, trade-in, discard,
8 or transfer to another agency or program) shall not occur until approval
9 is received in writing from the COUNTY.

10 **5. CAPITAL ASSETS:**

11 a. Capital assets are tangible or intangible assets exceeding \$5,000
12 that benefit an agency more than a single fiscal year. For capital
13 assets approved for purchase by the COUNTY, allowable and non-
14 allowable cost information and depreciation requirements can be
15 found in the Center for Medicare and Medicaid Services (CMS)
16 Publication 15, Provider Reimbursement Manual (PRM) Parts I & II.
17 It is the CONTRACTOR'S responsibility to ensure compliance with
18 these requirements.

19 b. Any capital asset that was acquired or improved in whole or in part
20 with funds disbursed under this Agreement, or under any previous
21 Agreement between COUNTY and CONTRACTOR, shall either be,
22 at the election of the COUNTY as determined by the Director or
23 designee: (1) transferred to the COUNTY including all title and
24 legal ownership rights; or (2) disposed of and proceeds paid to
25 COUNTY in a manner that results in COUNTY being reimbursed in
26 the amount of the current fair market value of the real or personal
27 property less any portion of the current value attributable to
28 CONTRACTOR'S out of pocket expenditures using non-county

1 funds for acquisition of, or improvement to, such real or personal
2 property and less any direct and reasonable costs of disposition.

3 **F. REALLOCATION OF FUNDS:**

- 4 1. No funds allocated for Contract Client Services, may be reallocated to
5 Start-up funding. No funds allocated for one mode of service may be
6 reallocated to another mode of service unless written approval is given
7 by the Regional Administrator/ Manager prior to the end of the fiscal
8 year ending on June 30th. Approval shall not exceed the total maximum
9 obligation for the fiscal year.
- 10 2. In addition, CONTRACTOR may not, under any circumstances and
11 without prior approval and/or written consent from the Regional
12 Administrator/Program Manager and confirmed by the Supervisor of the
13 COUNTY Fiscal Unit, reallocate funds, services, mode of services, and/or
14 procedure codes as designed in the Schedule I that are defined as non-
15 billable by the COUNTY, State or Federal government from or to funds,
16 services, mode of services and/or procedure codes that are defined as
17 billable by the COUNTY, State or Federal governments

18 **G. RECOGNITION OF FINANCIAL SUPPORT:**

19 CONTRACTOR'S stationery/letterhead shall indicate that funding for the
20 program is provided in whole or in part by the Riverside County Department of
21 Mental Health.

22 **H. COST REPORT:**

- 23 1. For each fiscal year, or portion thereof, that this Agreement is in effect,
24 CONTRACTOR shall provide to COUNTY two (2) copies for each
25 Reporting Unit (RU) number, an annual Cost Report with an
26 accompanying financial statement and applicable supporting
27 documentation to reconcile to the Cost Report within forty-six (46)
28 calendar days following the end of each fiscal year (June 30), the

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expiration or termination of the contract, which ever occurs first. The Cost Report shall detail the actual cost of services provided to include staff time accounting. The Cost Report shall be provided in the format and on forms provided by the COUNTY. Final payment to CONTRACTOR shall not be made by COUNTY until receipt of a properly prepared Cost Report and shall not exceed the maximum obligation of this agreement.

2. CONTRACTOR shall use OMB-circular A-122 to formulate proper cost allocation methods to distribute cost between COUNTY and non-COUNTY programs.
3. CONTRACTOR shall send one representative to the training held by COUNTY regarding preparation of the year-end Cost Report. The COUNTY will notify CONTRACTOR of the date and time of the training. Attendance at the training is necessary in order to ensure that the Cost Reports are completed appropriately. Failure to attend this training may result in delay of payment. CONTRACTOR is required to report expenditures, revenues, and units by mode and service function code and by maximum obligation type. Detailed instructions on the preparation of the Cost Reports are provided at the training.
4. CONTRACTOR will be notified in writing by COUNTY, if the Cost Report has not been received within forty-six (46) calendar days after the end of the COUNTY Fiscal year. If the Cost Report is not postmarked in the forty-six (46) calendar day time frame, future monthly reimbursements will be withheld until the COUNTY is in possession of a completed cost report. Future monthly reimbursements will be withheld if the Cost Report contains errors which are not corrected within ten (10) calendar days of written or verbal notification from the COUNTY. Failure to meet any pre-

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approved deadline extensions will immediately result in the withholding of future monthly reimbursements.

5. A cost report shall be submitted as required by WIC 5718 (c) and shall include a reconciliation of payments to CONTRACTOR and all revenue received by CONTRACTOR.
6. Current and/or future contract service payments to CONTRACTOR will be withheld by the COUNTY until the year-end Cost Report(s) and/or any other previous year cost report(s) are reconciled, settled and signed by CONTRACTOR, and received and approved by the COUNTY.

I. AUDITS:

1. CONTRACTOR agrees that any duly authorized representative of the Federal Government, the State or COUNTY shall have the right to audit, inspect, excerpt, copy or transcribe any pertinent records and documentation relating to this Agreement or previous years' Agreement(s).
2. The COUNTY will conduct an Annual Program Monitoring Review and/or Contract Monitoring Review (CMT). Upon completion of monitoring, CONTRACTOR will be mailed a report summarizing the results of the site visit. A corrective Plan of Action will be submitted by CONTRACTOR within thirty (30) calendar days of receipt of the report. CONTRACTOR'S failure to respond within thirty (30) calendar days will result in withholding of payment until the corrective plan of action is received. CONTRACTOR'S response shall identify time frames for implementing the corrective action. Failure to provide adequate response or documentation for this or previous years' Agreement(s) may result in contract payment withholding and/or a disallowance to be paid in full upon demand.

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3. If this contract is terminated in accordance with Section XXIX, TERMINATION PROVISIONS, COUNTY, Federal and/or State governments may conduct a final audit of the CONTRACTOR. Final reimbursement to CONTRACTOR by COUNTY shall not be made until all audit results are known and all accounts are reconciled. Revenue collected by CONTRACTOR during this period for services provided under the terms of this Agreement will be regarded as revenue received and deducted as such from the final reimbursement claim.

4. Any audit exception resulting from an audit conducted by any duly authorized representative of the Federal Government, the State or COUNTY shall be the responsibility of the CONTRACTOR. Any audit disallowance adjustments may be paid in full upon demand or withheld at the discretion of the Director of Mental Health against amounts due under this Agreement or Agreements(s) in subsequent years.

K. BANKRUPTCY:

Within five (5) calendar days of filing for bankruptcy, CONTRACTOR shall notify COUNTY's Department of Mental Health's Fiscal Services Unit, by certified letter with a courtesy copy to the Department of Mental Health's Mental Health Services Act Unit, in writing of such. The CONTRACTOR shall submit a properly prepared Cost Report in accordance with the requirements and deadlines set forth in Section H before final payment is made.

**SCHEDULE I
MENTAL HEALTH**

CONTRACT PROVIDER NAME: **Operation Safehouse**

FISCAL YEAR: 2010/2011

ACTUAL COST (X)	NEGOTIATED NET AMOUNT (X)
DEPT ID/PROGRAM: 410022xxxx-74720	SYSTEM RU NUMBER: TBD

TYPE OF MODALITY	Western Region		Desert Region		Start-up (\$3,450 for each region)	TOTAL
	Outpatient Mental Health Services	Mental Health Outreach	Outpatient Mental Health Services	Mental Health Outreach		
MODE OF SERVICE:	15	45	15	45		
SERVICE FUNCTION:	01-09; 10-59; 60-68; 70-78	10; 20	01-09; 10-59; 60-68; 70-78	10; 20		
UNIT MEASUREMENT	minute	hour	minute	hour		
PROCEDURE CODES:	310, 360, 440, 520, 410, 420,	619, 620	310, 360, 440, 520, 410, 420,	619, 620		
NUMBER OF UNITS:	n/a	n/a	n/a	n/a		0
COST PER UNIT:	n/a	n/a	n/a	n/a		
GROSS COST:	\$31,178		\$35,753		\$6,900	\$73,831
LESS REVENUES COLLECTED						
BY CONTRACTORS:						
A. PATIENT FEES						0
B. PATIENT INSURANCE						0
C. OTHER						0
TOTAL CONTRACTOR REVENUES						0
MAXIMUM OBLIGATION	\$31,178		\$35,753		\$6,900	\$73,831
SOURCES OF FUNDING FOR MAXIMUM OBLIGATION:						%
A. MHSA - PREVENTION AND EARLY INTERVENTIO					\$73,831	100.00%
F. OTHER:						
TOTAL (SOURCES OF FUNDING)	\$31,178		\$35,753		\$6,900	\$73,831 100%

FUNDING SOURCES DOCUMENT: 2010/11 CLIB Net Funding

STAFF ANALYST SIGNATURE: _____

K. Sorensen

FISCAL SERVICES SIGNATURE: _____

**SCHEDULE I
MENTAL HEALTH**

CONTRACT PROVIDER NAME: **Operation Safehouse**

FISCAL YEAR: 2011/12

ACTUAL COST (X)	NEGOTIATED NET AMOUNT (X)
DEPT ID/PROGRAM: 410022xxxx-74720 SYSTEM RU NUMBER: TBD	

TYPE OF MODALITY	Western Region		Desert Region		TOTAL
	Outpatient Mental Health Services	Mental Health Outreach	Outpatient Mental Health Services	Mental Health Outreach	
MODE OF SERVICE:	15	45	15	45	
SERVICE FUNCTION:	01-09; 10-59; 60-68; 70-78	10; 20	01-09; 10-59; 60-68; 70-78	10; 20	
UNIT MEASUREMENT	minute	hour	minute	hour	
PROCEDURE CODES:	310, 360, 440, 520, 410, 420,	619, 620	310, 360, 440, 520, 410, 420,	619, 620	
NUMBER OF UNITS:	n/a	n/a	n/a	n/a	
COST PER UNIT:	n/a	n/a	n/a	n/a	
GROSS COST:	\$74,828		\$85,808		\$160,636
LESS REVENUES COLLECTED BY CONTRACTORS:					
A. PATIENT FEES					0
B. PATIENT INSURANCE					0
C. OTHER					0
TOTAL CONTRACTOR REVENUES					0
MAXIMUM OBLIGATION	\$74,828		\$85,808		\$160,636
SOURCES OF FUNDING FOR MAXIMUM OBLIGATION:					%
A. MHSA - PREVENTION AND EARLY INTERVENTIC					\$160,636 100.00%
F. OTHER:					
TOTAL (SOURCES OF FUNDING)	\$74,828		\$85,808		\$160,636 100%

FUNDING SOURCES DOCUMENT: MHSA PEI - Approved Plan

STAFF ANALYST SIGNATURE: *K. Sorenson*

FISCAL SERVICES SIGNATURE: _____