

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



ITEM: 3.33
(ID # 23738)

MEETING DATE:

Tuesday, January 09, 2024

FROM : PUBLIC SOCIAL SERVICES:

SUBJECT: DEPARTMENT OF PUBLIC SOCIAL SERVICES (DPSS): Approve Professional Services Agreements DPSS-0004788 with California Family Life Center and DPSS-0004789 with MarSell Consulting & MHS, for SafeCare Services effective February 1, 2024 through June 30, 2028. All Districts; [Total Aggregate Cost \$3,850,000; up to \$770,000 in additional compensation; Realignment 88%, Children's Trust Fund 12%]

RECOMMENDED MOTION: That the Board of Supervisors:

1. Approve Professional Services Agreement DPSS-0004788 with California Family Life Center for SafeCare Services for a total aggregate amount of \$2,650,000 through June 30, 2028; and authorize the Chair of the Board to sign the Agreement on behalf of the County; and
2. Approve Professional Services Agreement DPSS-0004789 with MarSell Consulting & MHS for SafeCare Services for a total aggregate amount of \$1,200,000 through June 30, 2028; and authorize the Chair of the Board to sign the Agreement on behalf of the County; and
3. Authorize the Purchasing Agent, in accordance with Ordinance No. 459, based on the availability of fiscal funding and as approved as to form by County Counsel to: (a) sign amendments that make modifications to the scope of services that stay within the intent of each Agreement; and (b) sign amendments to the compensation provisions that do not exceed the sum total of twenty percent (20%) annually for each Agreement.

ACTION:Policy


Charity Douglas, DPSS Director

12/13/2023

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Perez, seconded by Supervisor Jeffries and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Jeffries, Spiegel, Washington, Perez and Gutierrez
Nays: None
Absent: None
Date: January 9, 2024
xc: DPSS

Kimberly A. Rector
Clerk of the Board

By: 
Deputy

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FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost
COST	\$770,000	\$770,000	\$3,850,000	\$0
NET COUNTY COST	\$0	\$0	\$0	\$0
SOURCE OF FUNDS: 88% Realignment, 12% Children's Trust Fund			Budget Adjustment: No	
			For Fiscal Year: 23/24 – 27/28	

C.E.O. RECOMMENDATION: Approve

BACKGROUND:

Summary

On September 12, 2023, Agenda Item 3.21, the Board of Supervisors accepted the 2022 Child Abuse Prevention Community Needs Assessment for Riverside County. In June 2022, the Department of Public Social Services – Children's Services Division (DPSS-CSD) and HOPE Collaborative, which is Riverside County's Child Abuse Prevention Council (CAPC), started the survey process and completed the countywide community needs assessment in the summer of 2023. The purpose of the community needs assessment was to satisfy four DPSS-CSD needs:

1. Identifying community service needs and barriers to service, in relation to child abuse and neglect prevention, intervention and treatment.
2. Meeting funding requirements and guidelines set by the State of California Office of Child Abuse Prevention (OCAP), providing oversight and consultation in relation to funded programs: Child Abuse Prevention, Intervention and Treatment (CAPIT); Promoting Safe and Stable Families (PSSF); Community-Based Child Abuse Prevention (CBCAP) and Children's Trust Fund (CTF).
3. Using findings from the CNA to guide funding priorities for the use of CAPIT, PSSF, CBCAP and CTF funding.
4. To assist in development of the Families First Prevention Services Act (FFPSA) Comprehensive Prevention Plan.

Results of the community needs assessment identified one of the service priorities most important to the prevention of child abuse by service providers is to provide parent education classes for adults who need assistance strengthening their emotional attachment to their children, learning how to nurture their children and understanding general principles of discipline, care and supervision.

SafeCare is an evidenced-based in-home parenting education program that targets parents/caregivers who are at-risk, have been reported for child maltreatment and/or

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have open dependency cases. Through SafeCare, trained staff work with at-risk families in their home environment to improve parent/caregiver's skills in several domains. The sessions include home safety training, child health care needs and parent-child/parent-infant interactions.

In July 2018, DPSS awarded agreement CS-03979 to California Family Life Center and CS-03980 to MarSell Consulting and MHS for SafeCare services, via the competitive bid process under Request for Quote (RFQ) DPARC-559. The agreements were approved by the Board of Supervisors July 17, 2018, Agenda Item 3.31 and were scheduled to expire June 30, 2023. Both agreements were amended to extend the expiration date to June 30, 2024 to allow for the RFP process. California Family Life Center and MarSell Consulting continue to serve as DPSS contracted providers for SafeCare Services via agreements CS-03979 and CS-03980 respectively, which will terminate January 31, 2024.

On January 4, 2023, Request for Proposal (RFP) DPARC-0615 SafeCare Services, was released on the Public Purchase website to seek qualified service providers based on the community needs assessment. The RFP allowed bidders to submit proposals with their preference for service area/zone. Zones are based on geographical areas of the County with Zone 1 representing the Western region, Zone 2 representing the Mid and Southwest regions and Zone 3 and 4 representing the Desert and Eastern regions of the County. The bid closed on February 3, 2023 and four (4) vendor proposals were received. All proposals were screened based on experience and lowest cost. The Proposal Evaluation Committee recommended awards to the California Family Life Center for Zones 2, 3 and 4 and MarSell Consulting & MHS for Zones 1, 2, 3 and 4. DPSS is requesting the Board of Supervisors approval for the SafeCare Service Agreements effective February 1, 2024 through June 30, 2028.

Impact on Residents and Businesses

These agreements will ensure SafeCare services are available to parents/caregivers needing this service further the County's commitment to the prevention of child abuse.

Additional Fiscal Information

Funding for these amendments have been budgeted through the normal County budget process. There are no county funds required for these agreements. All funding will come from Realignment and Children's Trust Fund.

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California Family Life Center – DPSS-0004788

FISCAL YEAR PERIOD	ANNUAL PAYMENT
February 1, 2024 through June 30, 2024	\$530,000
July 1, 2024 through June 30, 2025	\$530,000
July 1, 2025 through June 30, 2026	\$530,000
July 1, 2026 through June 30, 2027	\$530,000
July 1, 2027 through June 30, 2028	\$530,000
Total	\$2,650,000

MarSell Consulting and MHS – DPSS-0004789

FISCAL YEAR PERIOD	ANNUAL PAYMENT
February 1, 2024 through June 30, 2024	\$240,000
July 1, 2024 through June 30, 2025	\$240,000
July 1, 2025 through June 30, 2026	\$240,000
July 1, 2026 through June 30, 2027	\$240,000
July 1, 2027 through June 30, 2028	\$240,000
Total	\$1,200,000

Contract History and Price Reasonableness

California Family Life Center was awarded their current agreement, CS-03979, and MarSell Consulting and MHS was awarded their current agreement, CS-03980, through a competitive bid process via Request for Quote DPARC-559. These agreements were approved by the Board of Supervisors July 17, 2018, Agenda Item 3.31. They were deemed the lowest, most responsive and responsible bidders.

On January 4, 2023, Riverside County Purchasing and Fleet Services, on behalf of DPSS, released Request for Proposal DPARC-0615 for SafeCare Services for FY 2023/2024 through FY 2027/2028. Notification was sent to eighty (80) providers and agencies to inform them the County was seeking proposals for this service. Thirty (30) vendors viewed the bid with four (4) of those vendors submitting proposals. California Family Life Center was selected as the awarded bidder for Zones 2, 3 and 4. California Family Life Center's cost proposal per unit of service was \$85 for Zones 2 and 3 and \$150 for Zone 4. MarSell Consulting was selected as the awarded bidder for all zones. MarSell Consulting's cost proposal per unit of service was \$75 for all zones.

ATTACHMENTS:

Attachment A: Agreement DPSS-0004788 with California Family Life Center

Attachment B: Agreement DPSS-0004789 with MarSell Consulting and MHS

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Meghan Hahn

Meghan Hahn, Director of Procurement 12/15/2023

Brianne Lontajo

Brianne Lontajo, Principal Management Analyst 1/3/2024

Gregg Gu

Gregg Gu, Chief Deputy County Counsel 12/21/2023

County of Riverside Department of Public Social Services
Contracts Administration Unit
4060 County Circle Drive
Riverside, CA 92503

and

MarSell Consulting & MHS
SafeCare Services
DPSS-0004789



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- Schedule A – Payment Provisions
- Schedule B – Scope of Services

List of Attachments

- Attachment I – HIPAA Business Associate Agreement
- Attachment II – PII Privacy and Security Standards
- Attachment III – Assurance of Compliance

Attachment IV – DPSS 2076A, DPSS 2076B & Instructions

List of Exhibits

- Exhibit A – SafeCare Graduation Rate Table
- Exhibit B – SafeCare Parental Stress Scale
- Exhibit C – SafeCare Parenting Sense of Competence
- Exhibit D – SafeCare Provider Form
- Exhibit E – SafeCare Client Information Measure
- Exhibit F – SafeCare Client Exit Measure
- Exhibit G – SafeCare Monthly Report Example

This Agreement is made and entered into February 1, 2024, by and between MarSell Consulting & MHS, a California Corporation (herein referred to as "CONTRACTOR"), and the County of Riverside, a political subdivision of the State of California, on behalf of its Department of Public Social Services (herein referred to as "COUNTY"). The parties agree as follows:

1. DEFINITIONS

- A. "Agreement" refers to the terms and conditions, schedules, and attachments included herein.
- B. "Board of Supervisors" refers to the County of Riverside's Board of Supervisors.
- C. "CBCAP" refers to the Community Based Child Abuse Prevention.
- D. "CONTRACTOR" refers to MarSell Consulting & MHS including its employees, agents, representatives, subcontractors, and suppliers.
- E. "COUNTY" refers to the County of Riverside.
- F. "CSD" refers to the Children's Services Division of the Riverside County Department of Public Social Services.
- G. "DPSS" refers to the County of Riverside's Department of Public Social Services, which has administrative responsibility for this Agreement.
- H. "Evidence-based/evidence-informed" refers to a practice consistent with the best research available, utilized with sound clinical judgment and experience, and aligned with the goals and values of the client being served.
- I. "Fidelity" refers to the extent to which an intervention is implemented as intended by the designers of the intervention.
- J. "HIPAA" refers to the Health Insurance Portability and Accountability Act.
- K. "In-Home Parenting Education" refers to active learning approaches to parent education services provided in the home where parents actively acquire parenting skills through mechanisms such as homework, modeling or practicing skills. Parent education is focused on acquisition of new parenting skills and behaviors to promote positive parent-child interactions.
- L. "JOM" refers to Joint Operational Meetings held between CONTRACTOR and DPSS which usually occur every three (3) months.
- M. "Leading indicators" refers to the current state of a program, which provides an early indication of how likely it is the goal(s) of the program will be achieved.
- N. "Lagging indicators" refers to the overall program effectiveness, which are outcome oriented and help to assess whether the goal(s) of the program has been achieved.
- O. "NSTRC" refers to the National SafeCare Training and Research Center.
- P. "RADS-CAFE" refers to DPSS' Research, Analysis and Decision Support – Children and Family Evaluation Team.
- Q. "RADS-DAT" refers to DPSS' Research, Analysis and Decision Support – Data Analysis Team.
- R. "SafeCare" refers to an evidence-based parent-training curriculum for parents/caregivers with young children who are at risk and/or have been reported for maltreatment.

S. "SDM" refers to Structured Decision Making, a set of evidence-based and standardized assessment tools that use clearly defined and consistently applied decision-making criteria for screening of investigation, determining response priority, identifying immediate threatened harm and estimating the risk of future abuse and neglect. Child and family needs and strengths are identified and considered in developing and monitoring progress toward a case plan.

T. "SSW" refers to a Children's Services Division Social Services Worker.

2. DESCRIPTION OF SERVICES

CONTRACTOR shall provide all services at the prices stated in Schedule A, Payment Provisions, and as outlined and specified in Schedule B, Scope of Services, and Attachment I HIPAA Business Associate Agreement, Attachment II PII Privacy and Security Standards, Attachment III Assurance of Compliance, and Attachment IV DPSS 2076A, DPSS 2076B & Instructions.

3. PERIOD OF PERFORMANCE

This Agreement shall be effective February 1, 2024 through June 30, 2028 unless terminated earlier. CONTRACTOR shall commence performance upon the effective date and shall diligently and continuously perform thereafter.

4. COMPENSATION

COUNTY shall pay CONTRACTOR for services performed, products provided, or expenses incurred in accordance with Schedule A, "Payment Provisions. COUNTY is not responsible for any fees or costs incurred above or beyond the contracted amount and shall have no obligation to purchase any specified amount of services or product. Unless otherwise specifically stated in Schedule A, COUNTY shall not be responsible for payment of any of CONTRACTOR's expenses related to this Agreement. At the expiration of the term of this Agreement, or upon termination prior to the expiration of the Agreement, any funds paid to CONTRACTOR, but not used for purposes of this Agreement shall revert to COUNTY within thirty (30) calendar days of the expiration or termination.

5. AVAILABILITY OF FUNDS/NON-APPROPRIATION OF FUNDS

The obligation of COUNTY for payment under this Agreement beyond the current fiscal year is contingent upon and limited by the availability of county funding from which payment can be made. There shall be no legal liability for payment on the part of COUNTY beyond June 30 of each year unless funds are made available for such payment by the County Board of Supervisors. In the event such funds are not forthcoming for any reason, COUNTY shall immediately notify CONTRACTOR in writing and this Agreement shall be deemed terminated and be of no further force or effect. COUNTY shall make all payments to CONTRACTOR that were properly earned prior to the unavailability of funding.

6. TERMINATION

A. COUNTY may terminate this Agreement without cause upon giving thirty (30) calendar days written notice served on CONTRACTOR stating the extent and effective date of termination.

B. COUNTY may, upon five (5) calendar days written notice, terminate this Agreement for CONTRACTOR's default, if CONTRACTOR refuses or fails to comply with the terms of this Agreement, or fails to make progress that may endanger performance and does not immediately cure such failure. In the event of such termination, COUNTY may proceed with the work in any manner deemed proper by COUNTY.

C. After receipt of the notice of termination, CONTRACTOR shall:

- 1) Stop all work under this Agreement on the date specified in the notice of termination; and

- 2) Transfer to COUNTY and deliver in the manner directed by COUNTY any materials, reports or other products, which, if the Agreement had been completed or continued, would be required to be furnished to COUNTY.
 - D. After termination, COUNTY shall make payment only for CONTRACTOR's performance up to the date of termination in accordance with this Agreement.
 - E. CONTRACTOR's rights under this Agreement shall terminate (except for fees accrued prior to the date of termination) upon dishonestly or willful and material breach of this Agreement by CONTRACTOR; or in the event of CONTRACTOR's unwillingness or inability, for any reason whatsoever, to perform the terms of this Agreement. In such an event, CONTRACTOR shall not be entitled to any further compensation under this Agreement.
 - F. The rights and remedies of COUNTY provided in this section shall not be exclusive and are in addition to any other rights or remedies provided by law or this Agreement.
7. REQUEST FOR WAIVER AND WAIVER OF BREACH
Waiver of any provision of this Agreement must be in writing and signed by authorized representatives of the parties. No waiver or breach of any provision of the terms and conditions herein shall be deemed, for any purpose, to be a waiver or a breach of any other provision hereof, or of a continuing or subsequent waiver or breach. Failure of COUNTY to require exact, full compliance with any terms of this Agreement shall not be construed as making any changes to the terms of this Agreement and does not prevent COUNTY from enforcing the terms of this Agreement.
 8. TRANSITION PERIOD
CONTRACTOR recognizes that the services under this Agreement are vital to COUNTY and must be continued without interruption and that, upon expiration, COUNTY or another contractor may continue the services outlined herein. CONTRACTOR agrees to exercise its best efforts and cooperation to effect an orderly and efficient transition of clients or services to a successor.
 9. OWNERSHIP, PUBLICATION, REPRODUCTION, AND USE OF MATERIAL
CONTRACTOR agrees that all materials, reports or products, in any form including electronic, created by CONTRACTOR for which CONTRACTOR has been compensation by COUNTY pursuant to this Agreement shall be the sole property of COUNTY. The material, reports or produces may be used by the COUNTY for any purpose that COUNTY deems appropriate, including but not limited to, duplication and/or distribution within COUNTY or to third parties. CONTRACTOR agrees not to release or circulate, in whole or in part, such materials, reports, or products without prior written authorization of COUNTY.
 10. CONDUCT OF CONTRACTOR/ CONFLICT OF INTEREST
 - A. CONTRACTOR covenants that it presently has no interest, including but not limited to, other projects or contract, and shall not acquire any such interest, direct or indirect, which would conflict in any manner or degree with CONTRACTOR's performance under this Agreement. CONTRACTOR further covenants that no person or subcontractor having any such interest shall be employed or retained by CONTRACTOR under this Agreement. CONTRACTOR agrees to inform the COUNTY of all CONTRACTOR's interest, if any, which are or may be perceived as incompatible with COUNTY's interests.
 - B. CONTRACTOR shall not, under any circumstances which could be perceived as an to influence the recipient in the conduct or his/her duties, accept any gratuity or special favor from individuals or firms with whom CONTRACTOR is doing business or proposing to do business, in fulfilling this Agreement.

11. RECORDS, INSPECTIONS, AND AUDITS

- A. All performance, including services, workmanship, materials, facilities or equipment utilized in the performance of this Agreement, shall be subject to inspection and test by COUNTY or any other regulatory agencies at all times. This may include, but is not limited to, monitoring or inspecting contractor performance through any combination of on-site visits, inspections, evaluations, and CONTRACTOR self-monitoring. CONTRACTOR shall cooperate with any inspector or COUNTY representative reviewing compliance with this Agreement and permit access to all necessary locations, equipment, materials, or other requested items.
- B. CONTRACTOR shall maintain auditable books, records, documents, and other evidence relating to costs and expenses to this Agreement. CONTRACTOR shall maintain these records for at least three (3) years after final payment has been made or until pending county, state, and federal audits are completed, whichever is later.
- C. Any authorized county, state or the federal representative shall have access to all books, documents, papers, electronic data and other records they determine are necessary to perform an audit, evaluation, inspection, review, assessment, or examination. These representatives are authorized to obtain excerpts, transcripts and copies as they deem necessary and shall have the same right to monitor or inspect the work or services as COUNTY.
- D. If CONTRACTOR disagrees with an audit, CONTRACTOR may employ a Certified Public Accountant (CPA) to prepare and file with COUNTY its own certified financial and compliance audit. CONTRACTOR shall not be reimbursed by COUNTY for such an audit regardless of the audit outcome.
- E. CONTRACTOR shall establish sufficient procedures to self-monitor the quality of services/products under this Agreement and shall permit COUNTY or other inspector to assess and evaluate CONTRACTOR's performance at any time, upon reasonable notice to the CONTRACTOR.

12. CONFIDENTIALITY

- A. As required by applicable law, COUNTY and CONTRACTOR shall maintain the privacy and confidentiality of all information and records, regardless of format, received pursuant to the Agreement ("confidential information"). Confidential information includes, but is not limited to, unpublished or sensitive technological or scientific information; medical, personnel, or security records; material requirements or pricing/purchasing actions; COUNTY information or data which is not subject to public disclosure; COUNTY operational procedures; and knowledge of contractors, subcontractors or suppliers in advance of official announcement. CONTRACTOR shall ensure that no person will publish, disclose, use or cause to be disclosed such confidential information pertaining to any applicant or recipient of services. CONTRACTOR shall keep all confidential information received from COUNTY in the strictest confidence. CONTRACTOR shall comply with Welfare and Institutions Code Section 10850.
- B. CONTRACTOR shall take special precautions, including but not limited to, sufficient training of CONTRACTOR's staff before they begin work, to protect such confidential information from loss or unauthorized use, access, disclosure, modification or destruction.
- C. CONTRACTOR shall ensure case record or personal information is kept confidential when it identifies an individual by name, address, or other specific information. CONTRACTOR shall not use such information for any purpose other than carrying out CONTRACTOR's obligations under this Agreement.
- D. CONTRACTOR shall promptly transmit to COUNTY all third-party requests for disclosure of confidential information. CONTRACTOR shall not disclose such information to anyone other than

COUNTY except when disclosure is specifically permitted by this Agreement or as authorized in writing in advance by COUNTY.

13. HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT

CONTRACTOR is subject to and shall operate in compliance with all relevant requirements contained in the Health Insurance Portability and Accountability Act of 1996 (HIPAA), Public Law 104-191, enacted August 21, 1996, and the related laws and regulations promulgated subsequent thereto. The parties agree to the terms and conditions the HIPAA Business Associated attached as Attachment I.

14. PERSONALLY IDENTIFIABLE INFORMATION

A. Personally Identifiable Information (PII) refers to personally identifiable information that can be used alone or in conjunction with any other reasonably available information, to identify a specific individual. PII includes, but is not limited to, an individual's name, social security number, driver's license number, identification number, biometric records, date of birth, place of birth, or mother's maiden name. The PII may be electronic, paper, verbal, or recorded. PII may collected performing administrative functions on behalf of programs, such as determining eligibility for, or enrollment in, and collecting PII for such purposes, to the extent such activities are authorized by law.

B. CONTRACTOR may use or disclose PII only to perform functions, activities or services directly related to the administration of programs in accordance with Welfare and Institutions Code sections 10850 and 14100.2, or 42 Code of Federal Regulations (CFR) section 431.300 et.seq, and 45 CFR 205.50 et.seq, or as required by law. Disclosures which are required by law, such as a court order, or which are made with the explicit written authorization of the client, are allowable. Any other use or disclosure of requires the express approval in writing of the COUNTY. CONTRACTOR shall not duplicate, disseminate or disclose PII except as allowed in this Agreement.

C. CONTRACTOR agrees to the PII Privacy and Security Standards attached as Attachment II. When applicable, CONTRACTOR shall incorporate the relevant provisions of Attachment II into each subcontract or sub-award to subcontractors.

15. HOLD HARMLESS/INDEMNIFICATION

CONTRACTOR agrees to indemnify and hold harmless COUNTY, its departments, agencies and districts, including their officers, employees and agents (collectively "County Indemnitees"), from any liability, damage, claim or action based upon or related to any services or work of CONTRACTOR (including its officers, employees, agents, subcontractors or suppliers) arising out of or in any way relating to this Agreement, including but not limited to property damage, bodily injury or death. CONTRACTOR shall, at its sole expense and cost including but not limited to, attorney fees, cost of investigation, defense, and settlements or awards, defend County Indemnitees in any such claim or action. CONTRACTOR shall, at their sole cost, have the right to use counsel of their choice, subject to the approval of COUNTY which shall not be unreasonably withheld; and shall have the right to adjust, settle, or compromise any such claim or action so long as that does not compromise CONTRACTOR's indemnification obligation. CONTRACTOR's obligation hereunder shall be satisfied when CONTRACTOR has provided COUNTY the appropriate form of dismissal relieving COUNTY from any liability for the action or claim made. The insurance requirements stated in this Agreement shall in no way limit or circumscribe CONTRACTOR's obligations to indemnify and hold COUNTY harmless.

16. INSURANCE

A. Without limiting or diminishing the CONTRACTOR'S obligation to indemnify or hold the COUNTY harmless, CONTRACTOR shall procure and maintain or cause to be maintained, at its sole cost and expense, the following insurance coverage's during the term of this Agreement. As respects to the insurance section only, the COUNTY herein refers to the County of Riverside, its Agencies, Districts, Special Districts, and Departments, their respective directors, officers, Board of

Supervisors, employees, elected or appointed officials, agents or representatives as Additional Insureds.

- B. Any insurance carrier providing insurance coverage hereunder shall be admitted to the State of California and have an AM BEST rating of not less than A: VIII (A:8) unless such requirements are waived, in writing, by the County Risk Manager. If the County's Risk Manager waives a requirement for a particular insurer such waiver is only valid for that specific insurer and only for one policy term.
- C. CONTRACTOR's insurance carrier(s) must declare its insurance self-insured retentions. If such self-insured retentions exceed \$500,000 per occurrence such retentions shall have the prior written consent of the County Risk Manager before the commencement of operations under this Agreement. Upon notification of self-insured retention unacceptable to COUNTY, and at the election of the County's Risk Manager, CONTRACTOR's carriers shall either 1) reduce or eliminate such self-insured retention as respects to this Agreement with COUNTY or 2) procure a bond which guarantees payment of losses and related investigations, claims administration, and defense costs and expenses.
- D. CONTRACTOR shall cause CONTRACTOR's insurance carrier(s) to furnish the COUNTY with either 1) a properly executed original certificate(s) of insurance and certified original copies of endorsements effecting coverage as required herein, or 2) if requested to do so orally or in writing by the County Risk Manager, provide original certified copies of policies, including all endorsements and all attachments thereto, showing such insurance is in full force and effect. Further, said Certificate(s) and policies of insurance shall contain the covenant of the insurance carrier(s) that thirty (30) calendar days written notice shall be given to the COUNTY prior to any material modification, cancellation, expiration or reduction in coverage of such insurance. In the event of a material modification, cancellation, expiration, or reduction in coverage, this Agreement shall terminate forthwith, unless the COUNTY receives, prior to such effective date, another properly executed original Certificate of Insurance and original copies of endorsements or certified original policies, including all endorsements and attachments thereto evidencing coverages set forth herein and the insurance required herein is in full force and effect. CONTRACTOR shall not commence operations until the COUNTY has been furnished original certificate(s) of insurance and certified original copies of endorsements and if requested, certified original policies of insurance including all endorsements and any and all other attachments as required in this section. An individual authorized by the insurance carrier to do so on its behalf shall sign the original endorsements for each policy and the certificate of insurance.
- E. CONTRACTOR shall have the right to meet the liability insurance requirements with the purchase of an Umbrella or Excess insurance policy. In all instances, the combination of primary and Umbrella or Excess liability coverage must equal or exceed the minimum liability insurance limits stated in this Agreement. Such Umbrella or Excess coverage shall be following form to underlying coverage including all endorsements and additional insured requirements. This requirement shall also apply to any Umbrella or Excess liability policies. If the CONTRACTOR maintains broader coverage and/or higher limits than the minimums shown above, the COUNTY requires and shall be entitled to the broader coverage and/or the higher limits maintained by the CONTRACTOR. Any available insurance proceeds in excess of the specified minimum limits of insurance and coverage shall be available to the COUNTY.
- F. It is understood and agreed to by the parties hereto that CONTRACTOR's insurance shall be construed as primary insurance, and COUNTY's insurance and/or deductibles and/or self-insured retentions or self-insured programs shall not be construed as contributory.
- G. If, during the term of this Agreement or any extension thereof, there is a material change in the scope of services, or there is a material change in the equipment to be used in the performance of the scope of work which will add additional exposures (such as the use of aircraft, watercraft,

cranes, etc.), or the term of this Agreement, including any extensions thereof, exceeds five (5) years, the COUNTY reserves the right to adjust the types of insurance required under this Agreement and the monetary limits of liability for the insurance coverages currently required herein if, in the County Risk Manager's reasonable judgment, the amount or type of insurance carried by the CONTRACTOR has become inadequate.

- H. CONTRACTOR shall pass down the insurance obligations contained herein to all tiers of subcontractors working under this Agreement.
- I. The insurance requirements contained in this Agreement may be met with a program(s) of self-insurance acceptable to COUNTY.
- J. CONTRACTOR agrees to notify COUNTY of any claim by a third party or any incident or event that may give rise to a claim arising from the performance of this Agreement.
- K. If CONTRACTOR maintains broader coverage and/or higher limits than the minimums shown below, COUNTY requires and shall be entitled to the broader coverage and/or higher limits maintained by CONTRACTOR. Any available insurance proceeds in excess of the specified minimum limits of insurance and coverage shall be available to COUNTY.

17. WORKER'S COMPENSATION

If the CONTRACTOR has employees as defined by the State of California, the CONTRACTOR shall maintain statutory Workers' Compensation Insurance (Coverage A) as prescribed by the laws of the State of California. Policy shall include Employers' Liability (Coverage B) including Occupational Disease with limits not less than \$1,000,000 per person per accident. The policy shall be endorsed to waive subrogation in favor of The County of Riverside.

18. VEHICLE LIABILITY

If vehicles or mobile equipment are used in the performance of the obligations under this Agreement, then CONTRACTOR shall maintain liability insurance for all owned, non-owned or hired vehicles so used in an amount not less than \$1,000,000 per occurrence combined single limit. If such insurance contains a general aggregate limit, it shall apply separately to this agreement or be no less than two (2) times the occurrence limit. Policy shall name the COUNTY as Additional Insureds.

19. COMMERCIAL GENERAL LIABILITY

Commercial General Liability insurance coverage, including but not limited to, premises liability, unmodified contractual liability, products and completed operations liability, personal and advertising injury, and cross liability coverage, covering claims which may arise from or out of CONTRACTOR'S performance of its obligations hereunder. Policy shall name the COUNTY as Additional Insured. Policy's limit of liability shall not be less than \$2,000,000 per occurrence combined single limit. If such insurance contains a general aggregate limit, it shall apply separately to this agreement or be no less than two (2) times the occurrence limit.

20. PROFESSIONAL LIABILITY

If, at any time during the duration of this Agreement and any renewal or extension thereof, the CONTRACTOR, its employees, agents or subcontractors provide professional counseling for issues of medical diagnosis, medical treatment, mental health, dispute resolution or any other services for which it is the usual and customary practice to maintain Professional Liability Insurance, the CONTRACTOR shall procure and maintain Professional Liability Insurance (Errors & Omissions), providing coverage for performance of work included within this Agreement, with a limit of liability of not less than \$1,000,000 per occurrence and \$2,000,000 annual aggregate. If CONTRACTOR's Professional Liability Insurance is written on a claims-made basis rather than an occurrence basis, such insurance shall continue through the term of this Agreement. Upon termination of this Agreement or the expiration or cancellation of the claims made insurance policy CONTRACTOR shall purchase at his sole expense either 1) an Extended Reporting Endorsement (also known as Tail Coverage);

or, 2) Prior Dates Coverage from a new insurer with a retroactive date back to the date of, or prior to, the inception of this Agreement; or 3) demonstrate through Certificates of Insurance that CONTRACTOR has maintained continuous coverage with the same or original insurer. Coverage provided under items 1), 2) or 3) will continue for a period of five (5) years beyond the termination of this Agreement.

21. CYBER LIABILITY

CONTRACTOR shall procure and maintain for the duration of the contract insurance against claims for injuries to person or damages to property which may arise from or in connection with the performance of the work hereunder by CONTRACTOR, its agents, representatives, or employees. CONTRACTOR shall procure and maintain for the duration of the contract insurance claims arising out of their services and including, but not limited to loss, damage, theft or other misuse of data, infringement of intellectual property, invasion of privacy and breach of data.

CONTRACTOR shall procure and maintain cyber liability Insurance, with limits not less than \$2,000,000 per occurrence or claim, \$2,000,000 aggregate. Coverage shall be sufficiently broad to respond to the duties and obligations as is undertaken by CONTRACTOR in this Agreement and shall include, but not limited to, claims involving infringement of intellectual property, including but not limited to infringement of copyright, trademark, trade dress, invasion of privacy violations, information theft, damage to or destruction of electronic information, release of private information, alteration of electronic information, extortion and network security. The policy shall provide coverage for breach response costs as well as regulatory fines and penalties as well as credit monitoring expenses with limits sufficient to respond to these obligations.

22. INDEPENDENT CONTRACTOR

It is agreed that CONTRACTOR is an independent contractor and that no relationship of employer-employee exists between the parties. CONTRACTOR and its employees shall not be entitled to any benefits payable to employees of COUNTY, including but not limited to, workers' compensation, retirement, or health benefits. COUNTY shall not be required to make any deductions for CONTRACTOR employees from the compensation payable to CONTRACTOR under this Agreement. CONTRACTOR agrees to hold COUNTY harmless from any and all claims that may be made against COUNTY based upon any contention by any person or other party that an employer-employee relationship exists by reason of this Agreement. CONTRACTOR agrees to indemnify and defend, at its sole expense and cost, including but not limited, to attorney fees, cost of investigation, defense and settlements, or awards, COUNTY, its officers, agents, and employees in any legal action based upon such alleged existence of an employer-employee relationship by reason of this Agreement.

23. USE BY POLITICAL ENTITIES

CONTRACTOR agrees to extend the same pricing, terms, and conditions as stated in this Agreement to each and every political entity, special district, and related non-profit entity in Riverside County, and to every political entity located in the State of California. It is understood that other entities shall make purchases in their own name, make direct payment, and be liable directly to CONTRACTOR; and COUNTY shall in no way be responsible to CONTRACTOR for other entities' purchases.

24. LICENSES AND PERMITS

If applicable, CONTRACTOR shall be licensed and have all permits as required by Federal, State, County, or other regulatory authorities at the time the proposal is submitted to COUNTY and throughout the term of this Agreement. CONTRACTOR warrants that it has all necessary permits, approvals, certificates, waivers, and exceptions necessary for performance of this Agreement.

25. NO DEBARMENT OR SUSPENSION

CONTRACTOR certifies that it is not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by a federal department or agency; has not within a three-year period preceding this Agreement been convicted of or had a civil

judgment rendered against it for the commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state or local) transaction; violation of federal or state anti-trust status; commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property; is not presently indicted or otherwise criminally or civilly charged by a government entity (federal, state or local) with commission of any of the offenses enumerated herein; and has not within a three-year period preceding this Agreement had one or more public transactions (federal, state or local) terminated for cause or default.

26. COMPLIANCE WITH RULES, REGULATIONS, AND DIRECTIVES

CONTRACTOR shall comply with all rules, regulations, requirements and directives of the California Department of Social Services, other applicable State or Federal agencies, funding sources and other governing regulatory authorities which impose duties and regulations upon COUNTY related to this Agreement. These shall be equally applicable to and binding upon CONTRACTOR to the same extent as they are upon COUNTY.

27. PERSONNEL

A. Upon request by COUNTY, CONTRACTOR agrees to make available to COUNTY a current list of personnel that are providing services under this Agreement who have contact with children or adult Clients. The list shall include:

- 1) All staff who work full or part-time positions by title, including volunteer positions;
- 2) A brief description of the functions of each position and hours each position worked;
- 3) The professional degree, if applicable and experience required for each position.

B. COUNTY has the sole discretion to approve or not approve any person on the CONTRACTOR's list that has been convicted of any crimes involving sex, drugs or violence, or who is known to have a substantiated report of child abuse, as defined in Penal Code Section 11165.12, who occupies positions with supervisory or disciplinary power over minors, or who occupies supervisory or teaching positions over adult Clients. COUNTY shall notify CONTRACTOR in writing of any person not approved, but to protect Client confidentiality, may not be able to disclose the reason(s) for non-approval. Upon notification, CONTRACTOR shall immediately remove that person from providing services under this Agreement.

C. Background Checks

CONTRACTOR shall conduct criminal background records checks on all individuals providing services under this Agreement. Prior to these individuals providing services to Clients, CONTRACTOR shall have received a criminal records clearance from the State of California Department of Justice (DOJ). A signed certification of such clearance shall be retained in each individual's personnel file. The use of criminal records for the purposes of employment decisions must comply with the Office of Federal Contract Compliance Programs Directive 2013-02 "Complying with Nondiscrimination Provisions: Criminal Record Restrictions and Discrimination Based on Race and National Origin" and California Government Code § 12952.

28. MANDATED REPORTING

California law requires certain persons to report known or suspected domestic violence, child abuse or neglect, and dependent adult/elder abuse or fraud. These individuals are known under the law as "mandated reporters." If CONTRACTOR is a "mandated reporter" in the state of California, CONTRACTOR understands and acknowledges his/her responsibility to report known or suspected domestic violence, child abuse or neglect, and dependent adult/elder abuse or fraud in compliance with the applicable requirements under Penal Code Sections 11160-11164; 11165 -11174.3 or Welfare & Institutions Code Sections 15600 et seq, respectively.

Also, as a "mandated reporter", CONTRACTOR shall establish a procedure to ensure that all employees, volunteers, consultants, subcontractors or agents performing services under this Agreement receive training in the identification and reporting of domestic violence, child abuse or neglect, and/or dependent adult/elder abuse or fraud. The training must comply with the applicable Penal Code & Welfare Institutions Code sections.

29. EMPLOYMENT PRACTICES

- A. CONTRACTOR shall comply with all federal and state statutes and regulations in the hiring of its employees.
- B. CONTRACTOR shall not discriminate in its recruiting, hiring, promoting, demoting, or terminating practices on the basis of race, religious creed, color, national origin, ancestry, physical handicap, medical condition, marital status, age, or sex in the performance of this Agreement; if applicable, with the provisions of the Fair Employment and Housing Act (FEHA) and the Federal Civil Rights Act of 1964 (P. L. 88-352).
- C. In the provision of benefits, CONTRACTOR shall certify and comply with Public Contract Code 10295.3 and not discriminate between employees with spouses and employees with domestic partners or discriminate between the domestic partners and spouses of those employees. For the purpose of this section "domestic partner" means one of two persons who have filed a declaration of domestic partnership with the Secretary of State pursuant to Division 2.5 (commencing with Section 297) of the Family Code.
- D. By signing this Agreement or accepting funds under this Agreement, CONTRACTOR shall comply with Executive Order 11246 of September 24, 1965, entitled "Equal Employment Opportunity," as amended by Department of Labor regulations (41 CFR Chapter 60).
- E. Employment Development Department reporting requirements: CONTRACTOR shall provide required data and certification to COUNTY in order to comply with child support enforcement requirements. The documentation will be provided within ten (10) days of notification of award of this Agreement when required by the Employment Development Department. Failure to submit the documentation or failure to comply with all federal and state reporting requirement for child support enforcement shall constitute a material breach of this Agreement.

30. LOBBYING

- A. CONTRACTOR shall ensure no federal appropriated funds have been paid or will be paid by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress, an officer or employee of Congress, or an employee of a member of Congress in connection with the awarding of any federal contract, continuation, renewal, amendment, or modification of any federal contract, grant loan or cooperative agreement.
- B. If any funds other than federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress, an officer or employee of Congress, or an employee of a member of Congress in connection with such federal contract, grant, loan, or cooperative agreement, CONTRACTOR shall complete and submit Standard Form LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
- C. CONTRACTOR shall require that the language of this certification be included in the award document for sub-awards at all tiers, including subcontracts, sub-grants, and contract under grants, loans, and cooperative agreements, and that all sub-recipients shall certify and disclose accordingly.

31. ADVERSE GOVERNMENT ACTION

In the event any action of any department, branch or bureau of the federal, state, or local government has a material adverse effect on either party in the performance of their obligations hereunder, then that party shall notify the other of the nature of this action, including in the notice a copy of the adverse action. The parties shall meet within thirty (30) calendar days and shall, in good faith, attempt to negotiate a modification to this Agreement that minimizes the adverse effect. Notwithstanding the provisions herein, if the parties fail to reach a negotiated modification concerning the adverse action, then the affected party may terminate this Agreement by giving at least one hundred eighty (180) calendar days' notice or may terminate sooner if agreed to by both parties.

32. SUBCONTRACTS

A. CONTRACTOR shall not enter into any subcontract with any subcontractor who:

- 1) Is presently debarred, suspended, proposed for debarment or suspension, or declared ineligible or voluntarily excluded from covered transactions by a federal department or agency;
- 2) Has within a three-year period preceding this Agreement been convicted of or had a civil judgment rendered against them for the commission of fraud, a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state or local) transaction, violation of federal or state anti-trust status, commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
- 3) Is presently indicted or otherwise criminally or civilly charged by a government entity (federal, state or local) with commission of any of the offenses enumerated in the paragraph above; and
- 4) Has within a three-year period preceding this Agreement had one or more public transactions (federal, state or local) terminated for cause or default.

B. CONTRACTOR shall be fully responsible for the acts or omissions of its subcontractors and the subcontractors' employees.

C. CONTRACTOR shall insert clauses in all subcontracts to bind its subcontractors to the terms and conditions of this Agreement.

D. Nothing contained in this Agreement shall create a contractual relationship between any subcontractor or supplier of CONTRACTOR and COUNTY.

33. SUPPLANTATION

CONTRACTOR shall not supplant any federal, state or county funds intended for the purpose of this Agreement with any funds made available under any other agreement. CONTRACTOR shall not claim reimbursement from COUNTY for any sums which have been paid by another source of revenue. CONTRACTOR agrees that it will not use funds received pursuant to this Agreement, either directly or indirectly, as a contribution or compensation for purposes of obtaining state funds under any state program or COUNTY funds under any county programs without prior approval of COUNTY.

34. ASSIGNMENT

CONTRACTOR shall not assign or transfer any interest in this Agreement without the prior written consent of COUNTY. Any attempt to assign or transfer any interest without written consent of COUNTY shall be deemed void and of no force or effect.

35. FORCE MAJEURE

If either party is unable to comply with any provision of this Agreement due to causes beyond its reasonable control and which could not have been reasonably anticipated, such as acts of God, acts

of war, civil disorders, or other similar acts, such party shall not be held liable for such failure to comply.

36. GOVERNING LAW

This Agreement shall be governed by the laws of the State of California. Any legal action related to the interpretation or performance of this Agreement shall be filed only in the Superior Court for the State of California or the U.S. District Court located in Riverside, California.

37. DISPUTES

A. The parties shall attempt to resolve any disputes amicably at the working level. If that is not successful, the dispute shall be referred to the senior management of the parties. Any dispute relating to this Agreement which is not resolved by the parties shall be decided by COUNTY's Compliance Contract Officer who shall furnish the decision in writing. The decision of COUNTY's Compliance Contract Officer shall be final and conclusive unless determined by a court to have been fraudulent, capricious, arbitrary, or so grossly erroneous as necessarily to imply bad faith. CONTRACTOR shall proceed diligently with the performance of this Agreement pending resolution of a dispute.

B. Prior to the filing of any legal action related to this Agreement, the parties shall be obligated to attend a mediation session in Riverside County before a neutral third-party mediator. A second mediation session shall be required if the first session is not successful. The parties shall share the cost of the mediations.

38. ADMINISTRATIVE/CONTRACT LIAISON

Each party shall designate a liaison that will be the primary point of contact regarding this Agreement.

39. CIVIL RIGHTS COMPLIANCE

A. Assurance of Compliance

CONTRACTOR shall complete the "Vendor Assurance of Compliance with Riverside County Department of Public Social Services Non-Discrimination in State and Federally Assisted Programs," attached as Attachment III. CONTRACTOR will sign and date Attachment III and return it to COUNTY along with the executed agreement. CONTRACTOR shall ensure that the administration of public assistance and social service programs are non-discriminatory. To the effect that no person shall because of ethnic group identification, age, sex, color, disability, medical condition, national origin, race, ancestry, marital status, religion, religious creed or political belief be excluded from participation in or be denied the benefits of or be otherwise subject to discrimination under any program or activity receiving federal or state financial assistance.

B. Client Complaints

CONTRACTOR shall further establish and maintain written referral procedures under which any person, applying for or receiving services hereunder, may seek resolution from Riverside County DPSS Civil Rights Coordinator of a complaint with respect to any alleged discrimination in the provision of services by CONTRACTOR's personnel. CONTRACTOR must distribute to social service clients that apply for and receive services, "Your Rights Under California Welfare Programs" brochure (Publication 13). For a copy of this brochure, visit the following website at:

https://www.sccgov.org/ssa/info_notices/pub13_english.pdf

Civil Rights Complaints should be referred to:

Civil Rights Coordinator
Assurance and Review Services
Riverside County Department of Public Social Services
10281 Kidd Street
Riverside, CA 92503

assuranceandreview@rivco.org

C. Services, Benefits and Facilities

CONTRACTOR shall not discriminate in the provision of services, the allocation of benefits, or in the accommodation in facilities on the basis of color, race, religion, national origin, sex, age, sexual preference, physical or mental handicap in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. Section 2000d and all other pertinent rules and regulations promulgated pursuant thereto, and as otherwise provided by State law and regulations, as all may now exist or be hereafter amended or changed. For the purpose of this Section, discrimination means denying a participant or potential participant any service, benefit, or accommodation that would be provided to another and includes, but is not limited to, the following:

- 1) Denying a participant any service or benefit or availability of a facility.
- 2) Providing any service or benefit to a participant which is different, or is provided in a different manner, or at a different time or place from that provided to other participants on the basis of race, color, creed or national origin.
- 3) Restricting a participant in any way in the enjoyment of any advantage or privilege enjoyed by others receiving any service or benefit. Treating a participant differently from others in satisfying any admission requirement or condition, or eligibility requirement or condition, which individuals must meet in order to be provided any service or benefit.

D. Cultural Competency

CONTRACTOR shall cause to be available bilingual professional staff or qualified interpreter to ensure adequate communication between clients and staff. Any individual with limited English language capability or other communicative barriers shall have equal access to services. For the purpose of this Section, a qualified interpreter is defined as someone who is fluent in English and in the necessary second language, can accurately speak, read and readily interpret the necessary second language and/or accurately sign and read sign language. A qualified interpreter must be able to translate in linguistically appropriate terminology necessary to convey information such as symptoms or instructions to the client in both languages.

40. NOTICES

All notices, claims, correspondence, or statements authorized or required by this Agreement shall be deemed effective three (3) business days after they are made in writing and deposited in the United States mail addressed as follows:

COUNTY:

Department of Public Social Services
 Contracts Administration Unit
 P.O. Box 7789
 Riverside, CA 92513

Invoices and other financial documents:

Department of Public Social Services
 Fiscal/Management Reporting Unit
 4060 County Circle Drive
 Riverside, CA 92503
ClientServicesContracts@rivco.org

CONTRACTOR:

MarSell Consulting & MHS
3281 E. Guasti Road, Suite 440
Ontario, CA 91761

CONTRACTOR "Remit To" address:
Same as above

41. SIGNED IN COUNTERPARTS

This agreement may be executed in any number of counterparts, each of which when executed shall constitute a duplicate original, but all counterparts together shall constitute a single agreement.

42. ELECTRONIC SIGNATURES

Each party of this Agreement agrees to the use of electronic signatures, such as digital signatures that meet the requirements of the California Uniform Electronic Transactions Act ("CUETA") Cal. Civ. Code §§ 1633.1 to 1633.17), for executing this Agreement. The parties further agree that the electronic signature(s) included herein are intended to authenticate this writing and to have the same force and effect as manual signatures. Electronic signature means an electronic sound, symbol, or process attached to or logically associated with an electronic record and executed or adopted by a person with the intent to sign the electronic record pursuant to the CUETA as amended from time to time. Digital signature means an electronic identifier, created by computer, intended by the party using it to have the same force and effect as the use of a manual signature, and shall be reasonably relied upon by the parties. For purposes of this section, a digital signature is a type of "electronic signature" as defined in subdivision (i) of Section 1633.2 of the Civil Code.

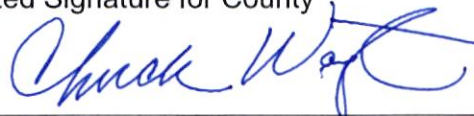
43. MODIFICATION OF TERMS

This Agreement may be modified only by a written amendment signed by authorized representatives of both parties. Requests to modify fiscal provisions shall be submitted no later than April 1.

44. ENTIRE AGREEMENT

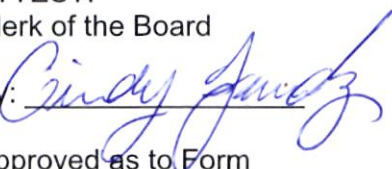
This Agreement constitutes the entire agreement between the parties with respect to the subject matter hereof. All prior or contemporaneous agreements of any kind or nature relating to the same subject matter shall be of no force or effect.

(signatures to follow on next page)

Authorized Signature for MarSell Consulting & MHS <i>Martinez I. Sellers</i>	Authorized Signature for County 
Printed Name of Person Signing: Martinez I. Sellers	Printed Name of Person Signing: CHUCK WASHINGTON
Title: Chief Executive Officer	Title: Board of Supervisors, Chair
Date Signed: Dec 14, 2023	Date Signed:

ATTEST:

Clerk of the Board

By: 

Approved as to Form

Minh C. Tran

County Counsel

Katherine Wilkins

Katherine Wilkins

Deputy County Counsel

Date: Dec 14, 2023

A.1 MAXIMUM AMOUNTS – ANNUAL AND AGGREGATE TOTALS

The total annual payments to CONTRACTOR shall not exceed:

FISCAL YEAR PERIOD	ANNUAL PAYMENT
February 1, 2024 through June 30, 2024	\$240,000
July 1, 2024 through June 30, 2025	\$240,000
July 1, 2025 through June 30, 2026	\$240,000
July 1, 2026 through June 30, 2027	\$240,000
July 1, 2027 through June 30, 2028	\$240,000
Total	\$1,200,000

A.2 UNIT OF SERVICE

A single session with each participant/case which includes:	<ol style="list-style-type: none"> 1. Up to eighteen (18) SafeCare curriculum sessions (60 to 90 minutes) face-to-face, or via other electronic media form as approved by DPSS. This shall include completion of assessments, surveys and documentation as required. Assessments shall be completed before and after each of the three training modules (Child Healthcare, Parent-Child Interaction, Home Safety). 2. Administrative services such as telephone calls, training, monthly and annual reporting. 3. Operating Costs.
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A single session with each participant/case:

Zones	Unit Cost per Session (Column B)
1	\$75
2	\$75
3	\$75
4	\$75

A.3 METHOD, TIME AND CONDITIONS OF PAYMENT

1. CONTRACTOR shall be paid the actual amount of each approved monthly invoice. COUNTY may delay payment if the required supporting documentation is not provided or other requirements are not met.
2. CONTRACTOR shall submit a copy of either the initial participant referral or the Differential Response database entry for the month that services begin as backup documentation with billing.
3. CONTRACTOR shall include an itemized summary sheet with each month's billing. CONTRACTOR shall work with COUNTY to develop the summary sheet.
4. All payment claims shall be submitted on a monthly basis no later than thirty (30) days after the end of each month in which the services were provided. Each payment claiming period shall consist of a calendar month. All complete claims submitted in a timely manner shall be processed within forty-five (45) calendar days.
5. As applicable for payment requests, CONTRACTOR shall submit completed DPSS Forms 2076A, 2076B and Instructions (Attachment IV).

6. CONTRACTOR invoice estimates for May and June are due no later than June 5th. Actual CONTRACTOR invoices for May and June are due no later than July 30th.
7. CONTRACTOR shall bill/invoice all other sources, including Medi-Cal, for all claimable expenses prior to submitting invoices to DPSS.

A.4 CLIENT SHARE OF COST

1. CONTRACTOR shall not charge any client under this Agreement unless it has been determined by COUNTY the client has a share of cost liability.
2. In those cases where the client owes a share of cost, CONTRACTOR shall be responsible for collecting the share of cost from the client.

A.5 FINANCIAL RESOURCES

During the term of this Agreement, CONTRACTOR shall maintain sufficient financial resources necessary to fully perform its obligations. CONTRACTOR confirms there has been no material financial change in CONTRACTOR (including any parent company) since its last financial statement that has resulted in a negative impact to its financial condition.

A.6 DISALLOWANCE

If CONTRACTOR receives payment under this Agreement which is later disallowed by COUNTY for nonconformance with the Agreement, CONTRACTOR shall promptly refund the disallowed amount to COUNTY, or, at its option, COUNTY may offset the amount disallowed from any payment due to CONTRACTOR.

B.1 BACKGROUND

SafeCare is an evidence-based in-home parenting education program generally provided in weekly home visits that last up to ninety (90) minutes each. The program consists of eighteen (18) weekly sessions for each family, and the content for the in-home parenting sessions is delivered in three (3) separate modules consisting of six (6) sessions per module. Up to two (2) additional sessions may be provided to each family at the discretion of the Provider. These modules are:

- Home safety training,
- Child health care needs, and
- Parent-Child/Parent-Infant Interaction

The curriculum targets parents/caregivers who are at-risk, have been reported for child maltreatment and/or have open dependency cases. Through SafeCare, trained staff, called Providers, work with at-risk families in their home environment to improve parents/caregivers' skills in several domains. For more information on the SafeCare program, please go to <http://safecare.publichealth.gsu.edu/>.

There are three (3) required training modules with the SafeCare evidence-based model. Each module includes a baseline assessment, intervention (training) sessions and a follow-up assessment to monitor changes and progress in parenting skills over the course of the program.

CONTRACTOR shall be required to implement the SafeCare evidence-based parent training curriculum consisting of the following three (3) required module activities for referred families:

- Home Safety Module
- Health Module
- Parent-Child/Parent-Infant Interactions Module

B.2 GOALS

The goal of SafeCare is to reduce entry/re-entry into the Child Welfare System and increase reunification by enhancing the parenting skills of participating parents/caregivers.

B.3 TARGET POPULATION

SafeCare targets families with children ages 0 through 5 who have a history of child maltreatment and/or at risk of child maltreatment. These families participate on a voluntary basis and may or may not have an open dependency case with Children's Services Division (CSD).

B.4 OBJECTIVES

1. Provide evidence-based parenting services to improve parenting skills, parent-child interaction and overall family functioning.
2. Provide problem solving skills to reduce parental stress and hardship on children.
3. Provide health education to improve parent/caregiver's ability to take care of their child's healthcare needs.
4. Reduce child hazards and improve safety in the child's home.
5. Ensure the program is accessible to parents/caregivers in need of the service.

B.5 PROGRAM OUTCOMES

1. LEADING INDICATORS

- a. Maintain a 50% graduation rate for voluntary services.

- b. Maintain a 75% graduation rate for dependency cases.
- c. After completion of the SafeCare program, participating clients shall demonstrate a 10% decrease in parental stress as measured by a difference in scores using an evaluation tool selected by DPSS (Parental Stress Scale) administered to clients prior to participation in the SafeCare program (Pre) and subsequent to participation in the SafeCare program (Post).
- d. After completion of the SafeCare program, participating clients shall demonstrate an 8% increase in parental competence (parent self-efficacy and satisfaction) as measured by a difference in scores using an evaluation tool selected by DPSS (Parenting Sense of Competence Scale) administered to clients prior to participation in the SafeCare program (Pre) and subsequent to participation in the SafeCare program (Post).
- e. The results generated by the evaluation tool(s) during the first year of implementation shall be used to establish a baseline for future use in determining appropriate percentage(s) of change for targeted program outcome(s). In subsequent years, changes to target program outcome percentage(s) of change may be modified based on the collected data.

2. LAGGING INDICATORS

- a. RADS-DAT shall review and analyze the results of CONTRACTOR's participating clients referred by CSD to the System Improvement Plan (SIP) goals:
 - i. The number of children who had a subsequent hotline referral whose family member/caregiver participated and has exited the program.
 - ii. The number of children who had a subsequent hotline referral that was substantiated whose family member/caregiver participated and has exited the program.
 - iii. The number of children who entered foster care whose family member/caregiver participated and has exited the program.
- b. However, the SIP goals may change in the future.

B.6 PROGRAM EVALUATION

DPSS CSD evaluates programs for efficacy of delivered services and successful accomplishment of program outcomes. Thereby, all agreed upon evidence-based or evidence-informed practices and reliable tools should be used in the implementation of this Agreement, and modification to or elimination of the proposed evidence-based or evidence-informed practices and tools are not recommended and need to be discussed with RADS-CAFE.

B.7 DPSS RESPONSIBILITIES

Refer families electronically through the Differential Response Database. The referral shall contain a summary assessment and prioritized service needs.

B.8 CONTRACTOR RESPONSIBILITIES

CONTRACTOR shall provide the following services:

Administration

1. Assign staff to be a liaison between CONTRACTOR and DPSS.
2. Provide services Countywide (Zones 1, 2, 3 and 4).
3. Maintain a sufficient number of Providers to maintain a 1:15 Provider to client/case ratio throughout this Agreement period based on sufficient referrals.
4. Provide services in English and Spanish.

5. Participate in Joint Operation Meetings (JOMs) held between CONTRACTOR and DPSS. Historically, JOMs are held quarterly.
6. Provide services to participants who are residents of Riverside County.
7. Provide services to participants referred by DPSS.

SafeCare Training

8. Providers shall successfully complete the SafeCare Certification and attend the following training, meetings and coaching training within ninety (90) days as follows:
 - a. Attend a four (4) day on-site training by the National SafeCare Training and Research Center (NSTRC) Certified SafeCare Trainer from Riverside County and be considered a Pre-certified Provider.
 - b. Attend monthly team meetings via teleconference or in person.
 - c. Have nine (9) initial coached visits by a NSTRC Certified SafeCare Trainer and/or Coach and be considered a Certified Provider.
 - d. Participate in all trainings deemed necessary by DPSS, which may include, but not be limited to, SafeCare web-based application training and Structured Decision Making (SDM) training.
 - e. Providers may not provide services prior to pre-certification.
9. Ongoing Coaching
CONTRACTOR staff shall complete in-person or audio-recorded monthly coaching sessions after certification, per NSTRC guidelines. Quarterly coaching shall apply for Providers with two (2) or more years of certification.

Implementation/Program Service Requirements

10. Implement and maintain fidelity to the evidence-based SafeCare program.
11. Provide services to parents/caregivers referred by DPSS who are at risk or who have been reported for child maltreatment and/or have open dependency cases.
12. Provide services during normal business hours (8:00 am-5:00 pm) with after-hours capacity.
13. Enter required data into the DPSS SafeCare database within three (3) business days of all activity, which includes, and is not limited to, attempted contact, phone conversations, face-to-face or other approved electronic media form.
14. Carry caseloads not less than ten (10) (contingent on sufficient cases) and not to exceed fifteen (15) participants at a time per FTE Provider.
15. Provide meetings face-to-face or via other electronic media form as approved by DPSS CSD, with the participant at their place of residence, or other location, if appropriate.
16. Provide each participant eighteen (18) (60 to 90 minutes) face-to-face or via other electronic media form as approved by DPSS CSD, SafeCare curriculum sessions to each client. This shall include completion of assessments, surveys and documentation as required. Assessments shall be completed before and after each of the three (3) training modules (Child Healthcare, Parent-Child Interaction, Home Safety) consisting of six (6) sessions. As needed, and at the discretion of the Provider, administer up to two (2) additional sessions per client. Sessions may not be combined by Home Visitors who are not certified by NSTRC. Sessions shall not be combined during a face-to-face visit, or via other electronic media form, without prior authorization from a SafeCare coach. Exceptions or variances may be utilized with prior DPSS authorization.
17. Adhere to the National SafeCare Training and Research (NSTRC) implementation model.

18. Train participants with young children using the three (3) required SafeCare training modules during home visits:
 - a. Home Safety Module – Targets risk factors for environmental neglect and unintentional injury. Providers train parents/caregivers, using validated and reliable assessment checklists, to identify and reduce/eliminate safety and health hazards in the home.
 - b. Health Module – Targets risk factors for medical neglect. Providers train parents/caregivers to use health reference materials, prevent illness, identify symptoms of childhood illnesses or injuries and provide or seek appropriate treatment by following a structured decision-making approach for health issues. To assess actual health-related behavior, parents/caregivers role-play health scenarios and decide whether to treat the child at home, call a medical provider or seek emergency treatment.
 - c. Parent-Child/Parent-Infant Interactions Module – Targets risk factors associated with neglect and physical abuse.

Referral/Intake

19. Initial contact shall be made and/or attempted within three (3) business days of receipt of referral.
20. Conduct three (3) separate attempts via three (3) different methods with at least one (1) day between each attempt.
21. If CONTRACTOR is unable to contact participant within twenty (20) working days of receipt of referral CONTRACTOR shall contact referring social worker for assistance and/or DPSS Liaison prior to closing referral.
22. CONTRACTOR shall attempt to schedule intake during initial contact with participant. Initial SafeCare session shall be scheduled within two (2) weeks of intake appointment.

Assessments

23. Assess participants prior to the start of receiving services using a DPSS approved pre-test, and at the completion of services using a DPSS approved post-test to measure change in parenting skills. Pre-test and Post-test shall both be turned in monthly under Reporting.

SafeCare Materials/Resources

24. CONTRACTOR shall purchase and provide each residence with materials/supplies for conducting SafeCare implementation including, but not limited to, first aid kit, child-proofing kit, health manual, safety supplies, health supplies and interaction manual.

Data / Evaluations

25. DPSS CSD shall provide an evaluation plan and mandatory evaluation instruments (surveys, assessment tests, etc.) for CONTRACTOR. The evaluation tools shall be used to measure the Program Outcomes referenced in Section B.5.
26. CONTRACTOR shall have, at minimum, intermediate familiarity with Microsoft Excel applications/software.
27. DPSS CSD shall provide the following evaluation tools. In some instances, RADS-CAFE may provide guidance and ask CONTRACTOR to develop evaluation reports or tools and/or scoring instructions when tools are not accessible to RADS-CAFE. Any revisions to or replacement of the evaluation tools and procedures shall not require an amendment to this Agreement.

Program Outcome Tools:

- a. Program Outcomes 1-2: Graduation Rate Table, attached hereto as Exhibit A.
- b. Program Outcomes 3: DPSS CSD Evaluation Tools Parental Stress Scale (PSS; Berry & Jones, 1995) attached hereto in Exhibit B.

- c. Program Outcomes 4: DPSS CSD Evaluation Tools Parenting Sense of Competence Scale (PSoC) (Gibaud-Wallston & Wandersman, 1978) attached hereto in Exhibit C.

Other Tools:

- d. SafeCare database tool, a web-based application, shall be provided by DPSS and maintained by CONTRACTOR staff for case management.
- e. Interpret Risk Assessment according to Structured Decision Making (SDM).
- f. DPSS CSD Evaluation Tools Provider Form attached hereto in Exhibit D.
- g. DPSS CSD Evaluation Tools Client Intake Measure attached hereto in Exhibit E.
- h. DPSS CSD Evaluation Tools Client Exit Measure attached hereto in Exhibit F.
- i. CONTRACTOR shall use the most current version of the evaluation tools approved by RADS-CAFE. Any revisions to or replacement of the evaluation tools shall not require an amendment to this Agreement.
- j. CONTRACTOR may propose additional evaluation tools approved by RADS-CAFÉ:
- i. CONTRACTOR shall provide documentation of justification and literature citations and/or references (National Registry Evidence-Based Program Practices (NREPP) and California Evidence-Based Clearinghouse for Child Welfare (CEBC4CW), etc.) that demonstrate evidence-based effectiveness of the proposed additional evaluation tools.
 - ii. CONTRACTOR shall provide CSD-CAFÉ physical copies of all proposed program evaluation tools (i.e., survey or scale, survey instructions, data collection procedures, scoring instructions, scoring CD-ROM, etc.) sixty (60) days following the approval of evidence-based practice(s) or evidence-informed practice(s). CONTRACTOR shall include costs of DPSS' copy in their line-item budget.
28. CONTRACTOR shall comply with the following Evaluation requirements:
- a. Properly administer and assist client(s) to complete the evaluation tool(s) via a method designated by RADS-CAFE (e.g., SurveyMonkey, SharePoint). RADS-CAFE shall provide any necessary training on how to use SurveyMonkey and SharePoint when applicable.
 - b. If CONTRACTOR chooses to use SharePoint, all data shall be entered by CONTRACTOR into Microsoft Excel and uploaded onto SharePoint by the 20th calendar day of the following month after services.
 - c. CONTRACTOR shall complete all data points on the evaluation tools, including graduation rate report table, PSS, PSoC, Provider Form, DPSS CSD Client Intake Forms, Client DPSS CSD Exit Forms. CONTRACTOR shall submit this data to DPSS RADS-CAFE using the agreed upon method (e.g., SurveyMonkey, SharePoint)
 - d. The format and method in which evaluation tools data shall be submitted to RADS-CAFE shall be agreed upon by DPSS and CONTRACTOR.
 - e. All program and assessment materials, such as completed evaluation tools and data, are the sole property of DPSS. Materials damaged or lost shall be replaced by CONTRACTOR.
 - f. CONTRACTOR's staff is responsible for properly administering and assisting the client in completing the evaluation tools with appropriate guidance from RADS-CAFE.

B.9 REPORTING

CONTRACTOR shall complete the following Reporting Requirements:

1. Submit completed evaluation tools (PSS, PSoC, Provider Form, DPSS CSD Client Intake Forms, Client DPSS CSD Exit Forms) to RADS-CAFE using the agreed upon method (e.g., SurveyMonkey, SharePoint).
2. Provide the DPSS CSD Liaison with Monthly Summary Reports, at PDRreports@rivco.org, by the 20th calendar day of the month following services. See a sample monthly report and instructions attached hereto as EXHIBIT G. Submit monthly report indicating number of:
 - a. Referrals received
 - b. Units provided

- c. New clients
 - d. Terminated clients (graduated or dropped out)
 - e. Total clients served
 - f. Materials/supplies provided to clients
 - g. Current active clients
 - h. Scheduled and completed evening appointments
3. Provide the DPSS CSD Liaison Quarterly Summary Reports, at PDRreports@rivco.org, by the 20th calendar day of the month following the quarter in which services were delivered and/or at the JOM held within the reporting period. Reports shall include total unduplicated counts of the following:
 - a. Number of referrals received; counts to be sorted by Region
 - b. Total clients served
 - c. Number of new clients
 - d. Terminated clients (graduated or dropped out)
 - e. Current active clients
 4. Provide to RADS-DAT (via the RADS-CAFE SharePoint site) a monthly report, by the 20th calendar day of the month following services, which includes the following:
 - a. Client Type (CSD or Walk-in)
 - b. CWS Identifier (CWS Client Number)
 - c. Client Name (Last Name, First Name, Middle Initial)
 - d. Client Date of Birth
 - e. Does the client have a disability? (Yes/No)
 - f. Client Race/Ethnicity
 - g. Client Sex at Birth
 - h. CONTRACTOR's Number (CONTRACTOR's Client Identifier)
 - i. Program Type
 - j. Program Status (e.g., referred, new, active, never served, or closed)
 - k. Date Referred to Program (Referral Date or Walked-in Date)
 - l. Enrolled Date (Intake Date)
 - m. Discharge Date (Closure Date)
 - n. Discharge Reason (Closure Reason, e.g., graduated or drop out)
 - o. Pre-Test Date
 - p. Intake/Provider Form Only
 - q. Post Test Date
 - r. Exit/Provider Form Only
 5. Enter required data into the SafeCare database tool within three (3) business days of any activity.
 6. Any revisions to these reports shall not require an amendment to this Agreement.

(section intentionally left blank)

B.10 GEOGRAPHIC AREAS

CONTRACTOR shall provide services in Zone 1 (Western County), Zone 2 (Mid & Southwest County) Zone 3 (Desert & Eastern County) and Zone 4 (Blythe. The Geographical Zone sheet which shows the breakdown of each zone is below:

ZONE 1	
Western County	
City	Zip Code
Colton	92324
Corona	92879
Corona	92881
Corona	92882
Corona	92878
Corona/Eastvale	92880
Corona/Temescal Valley	92883
Homeland	92548
Lake Elsinore	92530
Lake Elsinore	92532
March AFB	92518
Menifee	92585
Menifee	92586
Menifee	92587
Mira Loma	91752
Moreno Valley	92551
Moreno Valley	92553
Moreno Valley	92555
Moreno Valley	92557
Norco	92860
Nuevo/Lakeview	92567
Perris	92570
Perris	92571
Perris	92599
Redlands	92373
Riverside	92501
Riverside	92503
Riverside	92504
Riverside	92505
Riverside	92506
Riverside	92507
Riverside	92508
Riverside	92522
Riverside	92515
Riverside/Jurupa Valley	92509
Riverside (UCR)	92521
Wildomar	92595

ZONE 2	
Mid & Southwest County	
City	Zip Code
Aguanga	92536
Anza	92539
Banning	92220
Beaumont/Cherry Valley	92223
Cabazon	92230
Calimesa	92320
Fallbrook	92028
Hemet	92543
Hemet	92545
Hemet/Valle Vista	92544
Idyllwild	92549
Menifee/Sun City	92584
Mountain Center	92561
Murrieta	92562
Murrieta	92563
San Jacinto	92582
San Jacinto/Gilman Springs	92583
Temecula	92590
Temecula	92591
Temecula	92592
Winchester/French Valley	92596
Yucaipa	92399

ZONE 3	
Desert & Eastern County	
City	Zip Code
Cathedral City	92234
Cathedral City	92235
Coachella	92236
Desert Hot Springs	92240
Indian Wells	92210
Indio	92201
Indio	92202
Indio	92203
Indio Hills/DHS/ Sky Valley	92241
La Quinta	92253
Mecca/North Shore	92254
Palm Desert	92211
Palm Desert	92260
Palm Desert	92261
Palm Springs	92262
Palm Springs	92264
Palm Springs	92292
Rancho Mirage	92270
Thermal/Oasis/ Salton Sea	92274
Thousand Palms	92276
Twentynine Palms	92277
Whitewater	92282

ZONE 4	
Blythe	92225
Desert Center	92239
Eagle Mountain	92241
Midland	92255
Ripley	92272

ATTACHMENT I

HIPAA Business Associate Agreement
Addendum to Contract
Between the County of Riverside and MarSell Consulting & MHS

This HIPAA Business Associate Agreement (the "Addendum") supplements and is made part of (the DPSS-0004789 "Underlying Agreement") between the County of Riverside ("County") and MarSell Consulting & MHS ("Contractor") and shall be effective as of the date the Underlying Agreement is approved by both Parties (the "Effective Date").

RECITALS

WHEREAS, County and Contractor entered into the Underlying Agreement pursuant to which the Contractor provides services to County, and in conjunction with the provision of such services certain protected health information ("PHI") and/or certain electronic protected health information ("ePHI") may be created by or made available to Contractor for the purposes of carrying out its obligations under the Underlying Agreement; and,

WHEREAS, the provisions of the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), Public Law 104-191 enacted August 21, 1996, and the Health Information Technology for Economic and Clinical Health Act ("HITECH") of the American Recovery and Reinvestment Act of 2009, Public Law 111-5 enacted February 17, 2009, and the laws and regulations promulgated subsequent thereto, as may be amended from time to time, are applicable to the protection of any use or disclosure of PHI and/or ePHI pursuant to the Underlying Agreement; and,

WHEREAS, County is a covered entity, as defined in the Privacy Rule; and,

WHEREAS, to the extent County discloses PHI and/or ePHI to Contractor or Contractor creates, receives, maintains, transmits, or has access to PHI and/or ePHI of County, Contractor is a business associate, as defined in the Privacy Rule; and,

WHEREAS, pursuant to 42 USC §17931 and §17934, certain provisions of the Security Rule and Privacy Rule apply to a business associate of a covered entity in the same manner that they apply to the covered entity, the additional security and privacy requirements of HITECH are applicable to business associates and must be incorporated into the business associate agreement, and a business associate is liable for civil and criminal penalties for failure to comply with these security and/or privacy provisions; and,

WHEREAS, the parties mutually agree that any use or disclosure of PHI and/or ePHI must be in compliance with the Privacy Rule, Security Rule, HIPAA, HITECH and any other applicable law; and,

WHEREAS, the parties intend to enter into this Addendum to address the requirements and obligations set forth in the Privacy Rule, Security Rule, HITECH and HIPAA as they apply to Contractor as a business associate of County, including the establishment of permitted and required uses and disclosures of PHI and/or ePHI created or received by Contractor during the course of performing functions, services and activities on behalf of County, and appropriate limitations and conditions on such uses and disclosures;

NOW, THEREFORE, in consideration of the mutual promises and covenants contained herein, the parties agree as follows:

1. **Definitions.** Terms used, but not otherwise defined, in this Addendum shall have the same meaning as those terms in HITECH, HIPAA, Security Rule and/or Privacy Rule, as may be amended from time to time.
- A. "Breach" when used in connection with PHI means the acquisition, access, use or disclosure of PHI in a manner not permitted under subpart E of the Privacy Rule which compromises the security or privacy of the PHI, and shall have the meaning given such term in 45 CFR §164.402.
- 1) Except as provided below in Paragraph (2) of this definition, acquisition, access, use, or disclosure of PHI in a manner not permitted by subpart E of the Privacy Rule is presumed to be a breach unless Contractor demonstrates that there is a low probability that the PHI has been compromised based on a risk assessment of at least the following four factors:
 - a) The nature and extent of the PHI involved, including the types of identifiers and the likelihood of re-identification;
 - b) The unauthorized person who used the PHI or to whom the disclosure was made;
 - c) Whether the PHI was actually acquired or viewed; and
 - d) The extent to which the risk to the PHI has been mitigated.
 - 2) Breach excludes:
 - a) Any unintentional acquisition, access or use of PHI by a workforce member or person acting under the authority of a covered entity or business associate, if such acquisition, access or use was made in good faith and within the scope of authority and does not result in further use or disclosure in a manner not permitted under subpart E of the Privacy Rule.
 - b) Any inadvertent disclosure by a person who is authorized to access PHI at a covered entity or business associate to another person authorized to access PHI at the same covered entity, business associate, or organized health care arrangement in which County participates, and the information received as a result of such disclosure is not further used or disclosed in a manner not permitted by subpart E of the Privacy Rule.
 - c) A disclosure of PHI where a covered entity or business associate has a good faith belief that an unauthorized person to whom the disclosure was made would not reasonably have been able to retain such information.
- B. "Business associate" has the meaning given such term in 45 CFR §164.501, including but not limited to a subcontractor that creates, receives, maintains, transmits or accesses PHI on behalf of the business associate.
- C. "Data aggregation" has the meaning given such term in 45 CFR §164.501.
- D. "Designated record set" as defined in 45 CFR §164.501 means a group of records maintained by or for a covered entity that may include: the medical records and billing records about individuals maintained by or for a covered health care provider; the enrollment, payment, claims adjudication, and case or medical management record systems maintained by or for a health plan; or, used, in whole or in part, by or for the covered entity to make decisions about individuals.

- E. "Electronic protected health information" ("ePHI") as defined in 45 CFR §160.103 means protected health information transmitted by or maintained in electronic media.
- F. "Electronic health record" means an electronic record of health-related information on an individual that is created, gathered, managed, and consulted by authorized health care clinicians and staff, and shall have the meaning given such term in 42 USC §17921(5).
- G. "Health care operations" has the meaning given such term in 45 CFR §164.501.
- H. "Individual" as defined in 45 CFR §160.103 means the person who is the subject of protected health information.
- I. "Person" as defined in 45 CFR §160.103 means a natural person, trust or estate, partnership, corporation, professional association or corporation, or other entity, public or private.
- J. "Privacy Rule" means the HIPAA regulations codified at 45 CFR Parts 160 and 164, Subparts A 17 and E.
- K. "Protected health information" ("PHI") has the meaning given such term in 45 CFR §160.103, which includes ePHI.
- L. "Required by law" has the meaning given such term in 45 CFR §164.103.
- M. "Secretary" means the Secretary of the U.S. Department of Health and Human Services 22 ("HHS").
- N. "Security incident" as defined in 45 CFR §164.304 means the attempted or successful unauthorized access, use, disclosure, modification, or destruction of information or interference with system operations in an information system.
- O. "Security Rule" means the HIPAA Regulations codified at 45 CFR Parts 160 and 164, Subparts 27 A and C.
- P. "Subcontractor" as defined in 45 CFR §160.103 means a person to whom a business associate delegates a function, activity, or service, other than in the capacity of a member of the workforce of such business associate.
- Q. "Unsecured protected health information" and "unsecured PHI" as defined in 45 CFR §164.402 means PHI not rendered unusable, unreadable, or indecipherable to unauthorized persons through use of a technology or methodology specified by the Secretary in the guidance issued 34 under 42 USC §17932(h)(2).

2. Scope of Use and Disclosure by Contractor of County's PHI and/or ePHI.

- A. Except as otherwise provided in this Addendum, Contractor may use, disclose, or access PHI and/or ePHI as necessary to perform any and all obligations of Contractor under the Underlying Agreement or to perform functions, activities or services for, or on behalf of, County as specified in this Addendum, if such use or disclosure does not violate HIPAA, HITECH, the Privacy Rule and/or Security Rule.
- B. Unless otherwise limited herein, in addition to any other uses and/or disclosures permitted or authorized by this Addendum or required by law, in accordance with 45 CFR §164.504(e)(2), Contractor may:
 - 1) Use PHI and/or ePHI if necessary for Contractor's proper management and administration and to carry out its legal responsibilities; and

- 2) Disclose PHI and/or ePHI for the purpose of Contractor's proper management and administration or to carry out its legal responsibilities, only if:
 - a) The disclosure is required by law; or,
 - b) Contractor obtains reasonable assurances, in writing, from the person to whom Contractor will Hold such PHI disclose such PHI and/or ePHI that the person will:
 - i. and/or ePHI in confidence and use or further disclose it only for the purpose for which Contractor disclosed it to the person, or as required by law; and,
 - ii. Notify Contractor of any instances of which it becomes aware in which the confidentiality of the information has been breached; and,
 - 3) Use PHI to provide data aggregation services relating to the health care operations of County pursuant to the Underlying Agreement or as requested by County; and,
 - 4) De-identify all PHI and/or ePHI of County received by Contractor under this Addendum provided that the de-identification conforms to the requirements of the Privacy Rule and/or 24 Security Rule and does not preclude timely payment and/or claims processing and receipt.
- C. Notwithstanding the foregoing, in any instance where applicable state and/or federal laws and/or regulations are more stringent in their requirements than the provisions of HIPAA, including, but not limited to, prohibiting disclosure of mental health and/or substance abuse records, the applicable state and/or federal laws and/or regulations shall control the disclosure of records.

3. Prohibited Uses and Disclosures.

- A. Contractor may neither use, disclose, nor access PHI and/or ePHI in a manner not authorized by the Underlying Agreement or this Addendum without patient authorization or de-identification of the PHI and/or ePHI and as authorized in writing from County.
- B. Contractor may neither use, disclose, nor access PHI and/or ePHI it receives from County or from another business associate of County, except as permitted or required by this Addendum, or as required by law.
- C. Contractor agrees not to make any disclosure of PHI and/or ePHI that County would be prohibited from making.
- D. Contractor shall not use or disclose PHI for any purpose prohibited by the Privacy Rule, Security Rule, HIPAA and/or HITECH, including, but not limited to 42 USC §17935 and §17936. Contractor agrees:
 - 1) Not to use or disclose PHI for fundraising, unless pursuant to the Underlying Agreement and only if permitted by and in compliance with the requirements of 45 CFR §164.514(f) or 45 CFR §164.508;
 - 2) Not to use or disclose PHI for marketing, as defined in 45 CFR §164.501, unless pursuant to the Underlying Agreement and only if permitted by and in compliance with the requirements of 45 CFR §164.508(a)(3);
 - 3) Not to disclose PHI, except as otherwise required by law, to a health plan for purposes of carrying out payment or health care operations, if the individual has requested this restriction pursuant to 42 USC §17935(a) and 45 CFR §164.522, and has paid out of pocket in full for the health care item or service to which the PHI solely relates; and

- 4) Not to receive, directly or indirectly, remuneration in exchange for PHI, or engage in any act that would constitute a sale of PHI, as defined in 45 CFR §164.502(a)(5)(ii), unless permitted by the Underlying Agreement and in compliance with the requirements of a valid authorization under 45 CFR §164.508(a)(4). This prohibition shall not apply to payment by County to Contractor for services provided pursuant to the Underlying Agreement.

4. Obligations of County.

- A. County agrees to make its best efforts to notify Contractor promptly in writing of any restrictions on the use or disclosure of PHI and/or ePHI agreed to by County that may affect Contractor's ability to perform its obligations under the Underlying Agreement, or this Addendum.
- B. County agrees to make its best efforts to promptly notify Contractor in writing of any changes in, or revocation of, permission by any individual to use or disclose PHI and/or ePHI, if such changes or revocation may affect Contractor's ability to perform its obligations under the Underlying Agreement, or this Addendum.
- C. County agrees to make its best efforts to promptly notify Contractor in writing of any known limitation(s) in its notice of privacy practices to the extent that such limitation may affect Contractor's use or disclosure of PHI and/or ePHI.
- D. County agrees not to request Contractor to use or disclose PHI and/or ePHI in any manner that would not be permissible under HITECH, HIPAA, the Privacy Rule, and/or Security Rule.
- E. County agrees to obtain any authorizations necessary for the use or disclosure of PHI and/or ePHI, so that Contractor can perform its obligations under this Addendum and/or Underlying Agreement.

5. Obligations of Contractor. In connection with the use or disclosure of PHI and/or ePHI, Contractor agrees to:

- A. Use or disclose PHI only if such use or disclosure complies with each applicable requirement of 45 CFR §164.504(e). Contractor shall also comply with the additional privacy requirements that are applicable to covered entities in HITECH, as may be amended from time to time.
- B. Not use or further disclose PHI and/or ePHI other than as permitted or required by this Addendum or as required by law. Contractor shall promptly notify County if Contractor is required by law to disclose PHI and/or ePHI.
- C. Use appropriate safeguards and comply, where applicable, with the Security Rule with respect to ePHI, to prevent use or disclosure of PHI and/or ePHI other than as provided for by this Addendum.
- D. Mitigate, to the extent practicable, any harmful effect that is known to Contractor of a use or disclosure of PHI and/or ePHI by Contractor in violation of this Addendum.
- E. Report to County any use or disclosure of PHI and/or ePHI not provided for by this Addendum or otherwise in violation of HITECH, HIPAA, the Privacy Rule, and/or Security Rule of which Contractor becomes aware, including breaches of unsecured PHI as required by 45 CFR §164.410.
- F. In accordance with 45 CFR §164.502(e)(1)(ii), require that any subcontractors that create, receive, maintain, transmit or access PHI on behalf of the Contractor agree through contract to the same restrictions and conditions that apply to Contractor with respect to such PHI and/or ePHI, including the restrictions and conditions pursuant to this Addendum.

- G. Make available to County or the Secretary, in the time and manner designated by County or Secretary, Contractor's internal practices, books and records relating to the use, disclosure and privacy protection of PHI received from County, or created or received by Contractor on behalf of County, for purposes of determining, investigating or auditing Contractor's and/or County's compliance with the Privacy Rule.
 - H. Request, use or disclose only the minimum amount of PHI necessary to accomplish the intended purpose of the request, use or disclosure in accordance with 42 USC §17935(b) and 45 CFR §164.502(b)(1).
 - I. Comply with requirements of satisfactory assurances under 45 CFR §164.512 relating to notice or qualified protective order in response to a third party's subpoena, discovery request, or other lawful process for the disclosure of PHI, which Contractor shall promptly notify County upon Contractor's receipt of such request from a third party.
 - J. Not require an individual to provide patient authorization for use or disclosure of PHI as a condition for treatment, payment, enrollment in any health plan (including the health plan administered by County), or eligibility of benefits, unless otherwise excepted under 45 CFR §164.508(b)(4) and authorized in writing by County.
 - K. Use appropriate administrative, technical and physical safeguards to prevent inappropriate use, disclosure, or access of PHI and/or ePHI.
 - L. Obtain and maintain knowledge of applicable laws and regulations related to HIPAA and HITECH, as may be amended from time to time.
 - M. Comply with the requirements of the Privacy Rule that apply to the County to the extent Contractor is to carry out County's obligations under the Privacy Rule.
 - N. Take reasonable steps to cure or end any pattern of activity or practice of its subcontractor of which Contractor becomes aware that constitute a material breach or violation of the subcontractor's obligations under the business associate contract with Contractor, and if such steps are unsuccessful, Contractor agrees to terminate its contract with the subcontractor if feasible.
6. **Access to PHI, Amendment and Disclosure Accounting.** Contractor agrees to:
- A. **Access to PHI, including ePHI.** Provide access to PHI, including ePHI if maintained electronically, in a designated record set to County or an individual as directed by County, within five (5) days of request from County, to satisfy the requirements of 45 CFR §164.524.
 - B. **Amendment of PHI.** Make PHI available for amendment and incorporate amendments to PHI in a designated record set County directs or agrees to at the request of an individual, within fifteen (15) days of receiving a written request from County, in accordance with 45 CFR §164.526.
 - C. **Accounting of disclosures of PHI and electronic health record.** Assist County to fulfill its obligations to provide accounting of disclosures of PHI under 45 CFR §164.528 and, where applicable, electronic health records under 42 USC §17935(c) if Contractor uses or maintains electronic health records. Contractor shall:
 - 1) Document such disclosures of PHI and/or electronic health records, and information related to such disclosures, as would be required for County to respond to a request by an individual for an accounting of disclosures of PHI and/or electronic health record in accordance with 45 CFR §164.528.

- 2) Within fifteen (15) days of receiving a written request from County, provide to County or any individual as directed by County information collected in accordance with this section to permit County to respond to a request by an individual for an accounting of disclosures of PHI and/or electronic health record.
 - 3) Make available for County information required by this Section 6.C for six (6) years preceding the individual's request for accounting of disclosures of PHI, and for three (3) years preceding the individual's request for accounting of disclosures of electronic health record.
7. **Security of ePHI.** In the event County discloses ePHI to Contractor or Contractor needs to create, receive, maintain, transmit or have access to County ePHI, in accordance with 42 USC §17931 and 45 CFR §164.314(a)(2)(i), and §164.306, Contractor shall:
- A. Comply with the applicable requirements of the Security Rule, and implement administrative, physical, and technical safeguards that reasonably and appropriately protect the confidentiality, integrity, and availability of ePHI that Contractor creates, receives, maintains, or transmits on behalf of County in accordance with 45 CFR §164.308, §164.310, and §164.312;
 - B. Comply with each of the requirements of 45 CFR §164.316 relating to the implementation of policies, procedures and documentation requirements with respect to ePHI;
 - C. Protect against any reasonably anticipated threats or hazards to the security or integrity of ePHI;
 - D. Protect against any reasonably anticipated uses or disclosures of ePHI that are not permitted or required under the Privacy Rule;
 - E. Ensure compliance with the Security Rule by Contractor's workforce;
 - F. In accordance with 45 CFR §164.308(b)(2), require that any subcontractors that create, receive, maintain, transmit, or access ePHI on behalf of Contractor agree through contract to the same restrictions and requirements contained in this Addendum and comply with the applicable requirements of the Security Rule;
 - G. Report to County any security incident of which Contractor becomes aware, including breaches of unsecured PHI as required by 45 CFR §164.410; and
 - H. Comply with any additional security requirements that are applicable to covered entities in Title 42 (Public Health and Welfare) of the United States Code, as may be amended from time to time, including but not limited to HITECH.
8. **Breach of Unsecured PHI.** In the case of breach of unsecured PHI, Contractor shall comply with the applicable provisions of 42 USC §17932 and 45 CFR Part 164, Subpart D, including but not limited to 45 CFR §164.410.
- A. **Discovery and notification.** Following the discovery of a breach of unsecured PHI, Contractor shall notify County in writing of such breach without unreasonable delay and in no case later than 60 calendar days after discovery of a breach, except as provided in 45 CFR §164.412.
 - 1) **Breaches treated as discovered.** A breach is treated as discovered by Contractor as of the first day on which such breach is known to Contractor or, by exercising reasonable diligence, would have been known to Contractor, which includes any person, other than the person committing the breach, who is an employee, officer, or other agent of Contractor (determined in accordance with the federal common law of agency).

- 2) **Content of notification.** The written notification to County relating to breach of unsecured PHI shall include, to the extent possible, the following information if known (or can be reasonably obtained) by Contractor:
- a) The identification of each individual whose unsecured PHI has been, or is reasonably believed by Contractor to have been accessed, acquired, used or disclosed during the breach;
 - b) A brief description of what happened, including the date of the breach and the date of the discovery of the breach, if known;
 - c) A description of the types of unsecured PHI involved in the breach, such as whether full name, social security number, date of birth, home address, account number, diagnosis, disability code, or other types of information were involved;
 - d) Any steps individuals should take to protect themselves from potential harm resulting from the breach;
 - e) A brief description of what Contractor is doing to investigate the breach, to mitigate harm to individuals, and to protect against any further breaches; and,
 - f) Contact procedures for individuals to ask questions or learn additional information, which shall include a toll-free telephone number, an e-mail address, web site, or postal address.
- B. **Cooperation.** With respect to any breach of unsecured PHI reported by Contractor, Contractor shall cooperate with County and shall provide County with any information requested by County to enable County to fulfill in a timely manner its own reporting and notification obligations, including but not limited to providing notice to individuals, prominent media outlets and the Secretary in accordance with 42 USC §17932 and 45 CFR §164.404, §164.406 and §164.408.
- C. **Breach log.** To the extent breach of unsecured PHI involves less than 500 individuals, Contractor shall maintain a log or other documentation of such breaches and provide such log or other documentation on an annual basis to County not later than fifteen (15) days after the end of each calendar year for submission to the Secretary.
- D. **Delay of notification authorized by law enforcement.** If Contractor delays notification of breach of unsecured PHI pursuant to a law enforcement official's statement that required notification, notice or posting would impede a criminal investigation or cause damage to national security, Contractor shall maintain documentation sufficient to demonstrate its compliance with the requirements of 45 CFR §164.412.
- E. **Payment of costs.** With respect to any breach of unsecured PHI caused solely by the Contractor's failure to comply with one or more of its obligations under this Addendum and/or the provisions of HITECH, HIPAA, the Privacy Rule or the Security Rule, Contractor agrees to pay any and all costs associated with providing all legally required notifications to individuals, media outlets, and the Secretary. This provision shall not be construed to limit or diminish Contractor's obligations to indemnify, defend and hold harmless County under Section 9 of this Addendum.
- F. **Documentation.** Pursuant to 45 CFR §164.414(b), in the event Contractor's use or disclosure of PHI and/or ePHI violates the Privacy Rule, Contractor shall maintain documentation sufficient to demonstrate that all notifications were made by Contractor as required by 45 CFR Part 164, Subpart D, or that such use or disclosure did not constitute a breach, including Contractor's completed risk assessment and investigation documentation.

G. **Additional State Reporting Requirements.** The parties agree that this Section 8.G applies only if and/or when County, in its capacity as a licensed clinic, health facility, home health agency, or hospice, is required to report unlawful or unauthorized access, use, or disclosure of medical information under the more stringent requirements of California Health & Safety Code §1280.15. For purposes of this Section 8.G, "unauthorized" has the meaning given such term in California Health & Safety Code §1280.15(j)(2).

- 1) Contractor agrees to assist County to fulfill its reporting obligations to affected patients and to the California Department of Public Health ("CDPH") in a timely manner under the California Health & Safety Code §1280.15.
- 2) Contractor agrees to report to County any unlawful or unauthorized access, use, or disclosure of patient's medical information without unreasonable delay and no later than two (2) business days after Contractor detects such incident. Contractor further agrees such report shall be made in writing and shall include substantially the same types of information listed above in Section 8.A.2 (Content of Notification) as applicable to the unlawful or unauthorized access, use, or disclosure as defined above in this section, understanding and acknowledging that the term "breach" as used in Section 8.A.2 does not apply to California Health & Safety Code §1280.15.

9. Hold Harmless/Indemnification.

- A. Contractor agrees to indemnify and hold harmless County, all Agencies, Districts, Special Districts and Departments of County, their respective directors, officers, Board of Supervisors, elected and appointed officials, employees, agents and representatives from any liability whatsoever, based or asserted upon any services of Contractor, its officers, employees, subcontractors, agents or representatives arising out of or in any way relating to this Addendum, including but not limited to property damage, bodily injury, death, or any other element of any kind or nature whatsoever arising from the performance of Contractor, its officers, agents, employees, subcontractors, agents or representatives from this Addendum. Contractor shall defend, at its sole expense, all costs and fees, including but not limited to attorney fees, cost of investigation, defense and settlements or awards, of County, all Agencies, Districts, Special Districts and Departments of County, their respective directors, officers, Board of Supervisors, elected and appointed officials, employees, agents or representatives in any claim or action based upon such alleged acts or omissions.
- B. With respect to any action or claim subject to indemnification herein by Contractor, Contractor shall, at their sole cost, have the right to use counsel of their choice, subject to the approval of County, which shall not be unreasonably withheld, and shall have the right to adjust, settle, or compromise any such action or claim without the prior consent of County; provided, however, that any such adjustment, settlement or compromise in no manner whatsoever limits or circumscribes Contractor's indemnification to County as set forth herein. Contractor's obligation to defend, indemnify and hold harmless County shall be subject to County having given Contractor written notice within a reasonable period of time of the claim or of the commencement of the related action, as the case may be, and information and reasonable assistance, at Contractor's expense, for the defense or settlement thereof. Contractor's obligation hereunder shall be satisfied when Contractor has provided to County the appropriate form of dismissal relieving County from any liability for the action or claim involved.
- C. The specified insurance limits required in the Underlying Agreement of this Addendum shall in no way limit or circumscribe Contractor's obligations to indemnify and hold harmless County herein from third party claims arising from issues of this Addendum.

- D. In the event there is conflict between this clause and California Civil Code §2782, this clause shall be interpreted to comply with Civil Code §2782. Such interpretation shall not relieve the Contractor from indemnifying County to the fullest extent allowed by law.
- E. In the event there is a conflict between this indemnification clause and an indemnification clause contained in the Underlying Agreement of this Addendum, this indemnification shall only apply to the subject issues included within this Addendum.

10. Term. This Addendum shall commence upon the Effective Date and shall terminate when all PHI and/or ePHI provided by County to Contractor or created or received by Contractor on behalf of County, is destroyed or returned to County, or, if it is infeasible to return or destroy PHI and/ePHI, protections are extended to such information, in accordance with section 11.B of this Addendum.

11. Termination.

A. **Termination for Breach of Contract.** A breach of any provision of this Addendum by either party shall constitute a material breach of the Underlying Agreement and will provide grounds for terminating this Addendum and the Underlying Agreement with or without an opportunity to cure the breach, notwithstanding any provision in the Underlying Agreement to the contrary. Either party, upon written notice to the other party describing the breach, may take any of the following actions:

- 1) Terminate the Underlying Agreement and this Addendum, effective immediately, if the other party breaches a material provision of this Addendum.
- 2) Provide the other party with an opportunity to cure the alleged material breach and in the event the other party fails to cure the breach to the satisfaction of the non-breaching party in a timely manner, the non-breaching party has the right to immediately terminate the Underlying Agreement and this Addendum.
- 3) If termination of the Underlying Agreement is not feasible, the breaching party, upon the request of the non-breaching party, shall implement, at its own expense, a plan to cure the breach and report regularly on its compliance with such plan to the non-breaching party.

B. **Effect of Termination.**

- 1) Upon termination of this Addendum, for any reason, Contractor shall return or, if agreed to in writing by County, destroy all PHI and/or ePHI received from County, or created or received by the Contractor on behalf of County, and, in the event of destruction, Contractor shall certify such destruction, in writing, to County. This provision shall apply to all PHI and/or ePHI which are in the possession of subcontractors or agents of Contractor. Contractor shall retain no copies of PHI and/or ePHI, except as provided below in paragraph (2) of this section.
- 2) In the event that Contractor determines that returning or destroying the PHI and/or ePHI is not feasible, Contractor shall provide written notification to County of the conditions that make such return or destruction not feasible. Upon determination by Contractor that return or destruction of PHI and/or ePHI is not feasible, Contractor shall extend the protections of this Addendum to such PHI and/or ePHI and limit further uses and disclosures of such PHI and/or ePHI to those purposes which make the return or destruction not feasible, for so long as Contractor maintains such PHI and/or ePHI.

12. General Provisions.

- A. **Retention Period.** Whenever Contractor is required to document or maintain documentation pursuant to the terms of this Addendum, Contractor shall retain such documentation for 6 years from the date of its creation or as otherwise prescribed by law, whichever is later.
- B. **Amendment.** The parties agree to take such action as is necessary to amend this Addendum from time to time as is necessary for County to comply with HITECH, the Privacy Rule, Security Rule, and HIPAA generally.
- C. **Survival.** The obligations of Contractor under Sections 3, 5, 6, 7, 8, 9, 11.B and 12.A of this Addendum shall survive the termination or expiration of this Addendum.
- D. **Regulatory and Statutory References.** A reference in this Addendum to a section in HITECH, HIPAA, the Privacy Rule and/or Security Rule means the section(s) as in effect or as amended.
- E. **Conflicts.** The provisions of this Addendum shall prevail over any provisions in the Underlying Agreement that conflict or appear inconsistent with any provision in this Addendum.
- F. **Interpretation of Addendum.**
 - 1) This Addendum shall be construed to be part of the Underlying Agreement as one document. The purpose is to supplement the Underlying Agreement to include the requirements of the Privacy Rule, Security Rule, HIPAA and HITECH.
 - 2) Any ambiguity between this Addendum and the Underlying Agreement shall be resolved to permit County to comply with the Privacy Rule, Security Rule, HIPAA and HITECH generally.
- G. **Notices to County.** All notifications required to be given by Contractor to County pursuant to the terms of this Addendum shall be made in writing and delivered to the County both by fax and to both of the addresses listed below by either registered or certified mail return receipt requested or guaranteed overnight mail with tracing capability, or at such other address as County may hereafter designate. All notices to County provided by Contractor pursuant to this Section shall be deemed given or made when received by County.

County HIPAA Privacy Officer: HIPAA Privacy Manager

County HIPAA Privacy Officer Address: P.O. Box 1569
Riverside, CA 92502

County HIPAA Privacy Officer Fax Number: (951) 955-HIPAA or (951) 955-4472

_____ **TO BE COMPLETED BY COUNTY PERSONNEL ONLY** _____

County Departmental Officer: _____

County Departmental Officer Title: _____

County Department Address: _____

County Department Fax Number: _____

ATTACHMENT II
PII Privacy and Security Standards

1. PHYSICAL SECURITY

The Contractor shall ensure PII is used and stored in an area that is physically safe from access by unauthorized persons at all times. The Contractor agrees to safeguard PII from loss, theft, or inadvertent disclosure and, therefore, agrees to:

- A. Secure all areas of the Contractor facilities where staff assist in the administration of their program and use, disclose, or store PII.
- B. These areas shall be restricted to only allow access to authorized individuals by using one or more of the following:
 - 1) Properly coded key cards
 - 2) Authorized door keys
 - 3) Official identification
- C. Issue identification badges to Contractor staff.
- D. Require Contractor staff to wear these badges where PII is used, disclosed, or stored.
- E. Ensure each physical location, where PII is used, disclosed, or stored, has procedures and controls that ensure an individual who is terminated from access to the facility is promptly escorted from the facility by an authorized employee and access is revoked.
- F. Ensure there are security guards or a monitored alarm system at all times at the Contractor facilities and leased facilities where five hundred (500) or more individually identifiable records of PII is used, disclosed, or stored. Video surveillance systems are recommended.
- G. Ensure data centers with servers, data storage devices, and/or critical network infrastructure involved in the use, storage, and/or processing of PII have perimeter security and physical access controls that limit access to only authorized staff. Visitors to the data center area must be escorted at all times by authorized staff.
- H. Store paper records with PII in locked spaces, such as locked file cabinets, locked file rooms, locked desks, or locked offices in facilities which are multi-use meaning that there are County and non-County functions in one building in work areas that are not securely segregated from each other. It is recommended that all PII be locked up when unattended at any time, not just within multi-use facilities.
- I. Use all reasonable measures to prevent non-authorized personnel and visitors from having access to, control of, or viewing PII.

2. TECHNICAL SECURITY CONTROLS

- A. Workstation/Laptop Encryption. All workstations and laptops, which use, store and/or process PII, must be encrypted using a FIPS 140-2 certified algorithm 128 bit or higher, such as Advanced Encryption Standard (AES). The encryption solution must be full disk. It is encouraged, when available and when feasible, that the encryption be 256 bit.
- B. Server Security. Servers containing unencrypted PII must have sufficient administrative, physical, and technical controls in place to protect that data, based upon a risk assessment/system security review. It is recommended to follow the guidelines documented in the latest revision of the National Institute of

Standards and Technology (NIST) Special Publication (SP) 800-53, Security and Privacy Controls for Federal Information Systems and Organizations.

- C. Minimum Necessary. Only the minimum necessary amount of PII required to perform required business functions may be accessed, copied, downloaded, or exported.
- D. Mobile Device and Removable Media. All electronic files, which contain PII data, must be encrypted when stored on any mobile device or removable media (i.e., USB drives, CD/DVD, smartphones, tablets, backup tapes etc.). Encryption must be a FIPS 140-2 certified algorithm 128 bit or higher, such as AES. It is encouraged, when available and when feasible, that the encryption be 256 bit.
- E. Antivirus Software. All workstations, laptops and other systems, which process and/or store PII, must install and actively use an antivirus software solution. Antivirus software should have automatic updates for definitions scheduled at least daily.
- F. Patch Management.
 - 1) All workstations, laptops and other systems, which process and/or store PII, must have critical security patches applied, with system reboot if necessary.
 - 2) There must be a documented patch management process that determines installation timeframe based on risk assessment and vendor recommendations.
 - 3) At a maximum, all applicable patches deemed as critical must be installed within thirty (30) days of vendor release. It is recommended that critical patches which are high risk be installed within seven (7) days.
 - 4) Applications and systems that cannot be patched within this time frame, due to significant operational reasons, must have compensatory controls implemented to minimize risk.
- G. User IDs and Password Controls.
 - 1) All users must be issued a unique username for accessing PII.
 - 2) Username must be promptly disabled, deleted, or the password changed upon the transfer or termination of an employee within twenty- four (24) hours. Note: Twenty-four (24) hours is defined as one (1) working day.
 - 3) Passwords are not to be shared.
 - 4) Passwords must be at least eight (8) characters.
 - 5) Passwords must be a non-dictionary word.
 - 6) Passwords must not be stored in readable format on the computer or server.
 - 7) Passwords must be changed every ninety (90) days or less. It is recommended that passwords be required to be changed every sixty (60) days or less.
 - 8) Passwords must be changed if revealed or compromised.
 - 9) Passwords must be composed of characters from at least three (3) of the following four (4) groups from the standard keyboard:
 - a) Upper case letters (A-Z)
 - b) Lower case letters (a-z)
 - c) Arabic numerals (0-9)
 - d) Special characters (!,@,#, etc.)
- H. Data Destruction. When no longer needed, all PII must be cleared, purged, or destroyed consistent with NIST SP 800-88, Guidelines for Media Sanitization, such that the PII cannot be retrieved.
- I. System Timeout. The systems providing access to PII must provide an automatic timeout, requiring re-authentication of the user session after no more than twenty (20) minutes of inactivity.

- J. Warning Banners. The systems providing access to PII must display a warning banner stating, at a minimum:
- 1) Data is confidential;
 - 2) Systems are logged;
 - 3) System use is for business purposes only, by authorized users; and
 - 4) Users shall log off the system immediately if they do not agree with these requirements.
- K. System Logging.
- 1) The systems which provide access to PII must maintain an automated audit trail that can identify the user or system process which initiates a request for PII, or alters PII.
 - 2) The audit trail shall:
 - a) Be date and time stamped;
 - b) Log both successful and failed accesses;
 - c) Be read-access only; and
 - d) Be restricted to authorized users.
 - 3) If PII is stored in a database, database logging functionality shall be enabled.
 - 4) Audit trail data shall be archived for at least three (3) years from the occurrence.
- L. Access Controls. The system providing access to PII shall use role-based access controls for all user authentications, enforcing the principle of least privilege.
- M. Transmission Encryption.
- 1) All data transmissions of PII outside of a secure internal network must be encrypted using a Federal Information Processing Standard (FIPS) 140-2 certified algorithm that is 128 bit or higher, such as Advanced Encryption Standard (AES) or Transport Layer Security (TLS). It is encouraged, when available and when feasible, that 256 bit encryption be used.
 - 2) Encryption can be end to end at the network level, or the data files containing PII can be encrypted.
 - 3) This requirement pertains to any type of PII in motion such as website access, file transfer, and email.
- N. Intrusion Prevention. All systems involved in accessing, storing, transporting, and protecting PII, which are accessible through the Internet, must be protected by an intrusion detection and prevention solution.
3. AUDIT CONTROLS
- A. System Security Review.
- 1) The Contractor must ensure audit control mechanisms are in place.
 - 2) All systems processing and/or storing PII must have at least an annual system risk assessment/security review that ensures administrative, physical, and technical controls are functioning effectively and provide an adequate level of protection.
 - 3) Reviews should include vulnerability scanning tools.
- B. Log Reviews. All systems processing and/or storing PII must have a process or automated procedure in place to review system logs for unauthorized access.
- C. Change Control. All systems processing and/or storing PII must have a documented change control process that ensures separation of duties and protects the confidentiality, integrity and availability of data.
4. BUSINESS CONTINUITY / DISASTER RECOVERY CONTROLS
- A. Emergency Mode Operation Plan. The Contractor must establish a documented plan to enable continuation of critical business processes and protection of the security of PII kept in an electronic format in the event of an emergency. Emergency means any circumstance or situation that causes normal computer operations to become unavailable for use in performing the work required under this Agreement for more than twenty-four (24) hours.

- B. Data Centers. Data centers with servers, data storage devices, and critical network infrastructure involved in the use, storage and/or processing of PII, must include environmental protection such as cooling, power, and fire prevention, detection, and suppression.
- C. Data Backup and Recovery Plan.
 - 1) The Contractor shall have established documented procedures to backup PII to maintain retrievable exact copies of PII.
 - 2) The documented backup procedures shall contain a schedule which includes incremental and full backups.
 - 3) The procedures shall include storing backups offsite.
 - 4) The procedures shall ensure an inventory of backup media.
 - 5) The Contractor shall have established documented procedures to recover PII data.
 - 6) The documented recovery procedures shall include an estimate of the amount of time needed to restore the PII data.

5. PAPER DOCUMENT CONTROLS

- A. Supervision of Data. The PII in paper form shall not be left unattended at any time, unless it is locked in a file cabinet, file room, desk or office. Unattended means that information may be observed by an individual not authorized to access the information.
- B. Data in Vehicles. The Contractor shall have policies that include, based on applicable risk factors, a description of the circumstances under which staff can transport PII, as well as the physical security requirements during transport. A Contractor that chooses to permit its staff to leave records unattended in vehicles must include provisions in its policies to ensure the PII is stored in a non-visible area such as a trunk, that the vehicle is locked, and under no circumstances permit PII be left unattended in a vehicle overnight or for other extended periods of time.
- C. Public Modes of Transportation. The PII in paper form shall not be left unattended at any time in airplanes, buses, trains, etc., including baggage areas. This should be included in training due to the nature of the risk.
- D. Escorting Visitors. Visitors to areas where PII is contained shall be escorted, and PII shall be kept out of sight while visitors are in the area.
- E. Confidential Destruction. PII must be disposed of through confidential means, such as crosscut shredding or pulverizing.
- F. Removal of Data. The PII must not be removed from the premises except for identified routine business purposes or with express written permission of the County.
- G. Faxing.
 - 1) Faxes containing PII shall not be left unattended and fax machines shall be in secure areas.
 - 2) Faxes shall contain a confidentiality statement notifying persons receiving faxes in error to destroy them and notify the sender.
 - 3) Fax numbers shall be verified with the intended recipient before sending the fax.
- H. Mailing.
 - 1) Mailings containing PII shall be sealed and secured from damage or inappropriate viewing of PII to the extent possible.

- 2) Mailings that include five hundred (500) or more individually identifiable records containing PII in a single package shall be sent using a tracked mailing method that includes verification of delivery and receipt, unless the Contractor obtains prior written permission from the County to use another method.

6. NOTIFICATION AND INVESTIGATION OF BREACHES AND SECURITY INCIDENTS

During the term of this Agreement, the Contractor agrees to implement reasonable systems for the discovery and prompt reporting of any Breach or Security Incident, and to take the following steps:

The Contractor shall immediately notify the County when it discovers that there may have been a breach in security which has or may have resulted in compromise to confidential data. For purposes of this section, immediately is defined as within two hours of discovery. The County contact for such notification is as follows:

Breaches should be referred to:

DPSS Privacy Officer
Assurance and Review Services
Riverside County Department of Public Social Services
10281 Kidd Street
Riverside, CA 92503
privacyincident@rivco.org

ATTACHMENT III
Assurance of Compliance

**ASSURANCE OF COMPLIANCE WITH
THE RIVERSIDE COUNTY DEPARTMENT OF PUBLIC SOCIAL SERVICES
NONDISCRIMINATION IN STATE AND FEDERALLY ASSISTED PROGRAMS**

MarSell Consulting & MHS
NAME OF ORGANIZATION

HEREBY AGREES THAT it will comply with Title VI and VII of the Civil Rights Act of 1964 as amended; Section 504 of the Rehabilitation Act of 1973 as amended; the Age Discrimination Act of 1975 as amended; the Food Stamp Act of 1977, as amended and in particular section 272.6; Title II of the Americans with Disabilities Act of 1990; California Civil Code Section 51 et seq., as amended; California Government Code section 11135-11139.5, as amended; California Government Code section 12940 (c), (h) (1), (i), and (j); California Government Code section 4450; Title 22, California Code of Regulations section 98000 – 98413; Title 24 of the California Code of Regulations, Section 3105A(e); the Dymally-Alatorre Bilingual Services Act (California Government Code Section 7290-7299.8); Section 1808 of the Removal of Barriers to Interethnic Adoption Act of 1996; and other applicable federal and state laws, as well as their implementing regulations [including 45 Code of Federal Regulations (CFR) Parts 80, 84, and 91, 7 CFR Part 15, and 28 CFR Part 42], by ensuring that employment practices and the administration of public assistance and social services programs are nondiscriminatory, to the effect that no person shall because of ethnic group identification, age, sex, color, disability, medical condition, national origin, race, ancestry, marital status, religion, religious creed or political belief be excluded from participation in or be denied the benefits of, or be otherwise subject to discrimination under any program or activity receiving federal or state financial assistance; and HEREBY GIVE ASSURANCE THAT it will immediately take any measures necessary to effectuate this agreement.

THIS ASSURANCE is given in consideration of and for the purpose of obtaining any and all federal and state assistance; and THE VENDOR/RECIPIENT HEREBY GIVES ASSURANCE THAT administrative methods/ procedures which have the effect of subjecting individuals to discrimination or defeating the objectives of the California Department of Social Services (CDSS) Manual of Policies and Procedures (MPP) Chapter 21, will be prohibited.

BY ACCEPTING THIS ASSURANCE, the vendor/recipient agrees to compile data, maintain records and submit reports as required, to permit effective enforcement of the aforementioned laws, rules and regulations and permit authorized CDSS and/or federal government personnel, during normal working hours, to review such records, books and accounts as needed to ascertain compliance. If there are any violations of this assurance, CDSS shall have the right to invoke fiscal sanctions or other legal remedies in accordance with Welfare and Institutions Code section 10605, or Government Code section 11135-11139.5, or any other laws, or the issue may be referred to the appropriate federal agency for further compliance action and enforcement of this assurance.

THIS ASSURANCE is binding on the vendor/recipient directly or through contract, license, or other provider services, as long as it receives federal or state assistance.

Dec 14, 2023

Date

Martinez I. Sellers

Director's Signature

2381 E. Guasti Road, Suite 450, Ontario, CA 91761

Address of Vendor/Recipient
(08/13/01)

CR50-Vendor Assurance of Compliance

COUNTY OF RIVERSIDE DEPARTMENT OF PUBLIC SOCIAL SERVICES

CONTRACTOR PAYMENT REQUEST

To: Riverside COUNTY
Department of Public Social Services
Attn: Management Reporting Unit
4060 COUNTY Circle Drive
Riverside, CA 92503

From:
Remit to Name
Address
City, State and Zip Code
Contract Number

Total amount requested _____ for the period of _____ 20 _____

Select Payment Type(s) Below:

[] Advance Payment \$ _____ (if allowed by Contract/MOU) [] Actual Payment \$ _____ (Same amount as 2076B if needed)

[] Unit of Service Payment \$ _____
_____ (# of Units) x _____ (Unit Price) = (\$) _____
_____ (# of Units) x _____ (Unit Price) = (\$) _____
_____ (# of Units) x _____ (Unit Price) = (\$) _____
_____ (# of Units) x _____ (Unit Price) = (\$) _____
_____ (# of Units) x _____ (Unit Price) = (\$) _____

Any questions regarding this request should be directed to and authorized by:

_____ Name _____ Phone Number

FOR DPSS USE ONLY (DO NOT WRITE BELOW THIS LINE)

If amount authorized is different from the amount requested, please explain:

MRU Authorization _____ Date _____

Amount Authorized _____

Invoice Number _____

PO Number _____

DEPARTMENT OF PUBLIC SOCIAL SERVICES FORMS

Mailing Instructions: When completed, these forms will summarize all of your claims for payment. Your Claims Packet will include DPSS 2076A, 2076B (if required), invoices, payroll verification, and copies of canceled checks attached, receipts, bank statements, sign-in sheets, daily logs, mileage logs, and other back-up documentation needed to comply with Contract/MOU.

Mail Claims Packet to address shown on upper left corner of DPSS 2076A.
[see method, time, and schedule/condition of payments].
(Please type or print information on all DPSS Forms.)

DPSS 2076A
CONTRACTOR PAYMENT REQUEST

"Remit to Name"
The legal name of your agency.

"Address" "City, State, and Zip Code"
The remit to address used when this contract was established for your agency. All address changes must be submitted for processing prior to use.

"Contract Number"
Can be found on the first page of your contract.

"Amount Requested"
Fill in the total amount and billing period you are requesting payment for.

"Payment Type"
Check the box and enter the dollar amount for the type(s) of payment(s) you are requesting payment for.

"Any questions regarding..."
Fill in the name and phone number of the person to be contacted should any questions arise regarding your request for payment.

EVERYTHING BELOW THE THICK SOLID LINE IS FOR DPSS USE ONLY AND SHOULD BE LEFT BLANK.

EXHIBIT B
Parental Stress Scale

Parental Stress Scale (PSS)

Berry J.O. and Jones W.H. (1995)

*The following statements describe feelings and perceptions about the experience of being a parent. Think of each of the items in terms of how your relationship with your child or children typically is. Please **CIRCLE** the degree to which you agree or disagree with the following statements at the moment.*

Statement	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree
1. I am happy in my role as a parent.	1	2	3	4	5
2. There is little or nothing I wouldn't do for my child(ren) if it was necessary.	1	2	3	4	5
3. Caring for my child(ren) sometimes takes more time and energy than I have to give.	1	2	3	4	5
4. I sometimes worry whether I am doing enough for my child(ren).	1	2	3	4	5
5. I feel close to my child(ren).	1	2	3	4	5
6. I enjoy spending time with my child(ren).	1	2	3	4	5
7. My child(ren) is an important source of affection for me.	1	2	3	4	5
8. Having child(ren) gives me a more certain and optimistic view for the future.	1	2	3	4	5
9. The major source of stress in my life is my child(ren).	1	2	3	4	5
10. Having child(ren) leaves little time and flexibility in my life.	1	2	3	4	5
11. Having child(ren) has been a financial burden.	1	2	3	4	5
12. It is difficult to balance different responsibilities because of my child(ren).	1	2	3	4	5
13. The behavior of my child(ren) is often embarrassing or stressful to me.	1	2	3	4	5
14. If I had it to do over again, I might decide not to have child(ren).	1	2	3	4	5
15. I feel overwhelmed by the responsibility of being a parent.	1	2	3	4	5

Statement	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree
16. Having child(ren) has meant having too few choices and too little control over my life.	1	2	3	4	5
17. I am satisfied as a parent.	1	2	3	4	5
18. I find my child(ren) enjoyable.	1	2	3	4	5

EXHIBIT C
Parenting Sense of Competence

Parenting Sense of Competence Scale (PSoC)

Gibaud-Wallston & Wandersman (1978)

Please CIRCLE the extent to which you agree or disagree with each of the following statements at the moment.

Statement	Strongly Disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree
1. The problems of taking care of a child are easy to solve once you know how your actions affect your child, an understanding I have acquired.	1	2	3	4	5	6
2. Even though being a parent could be rewarding, I am frustrated now while my child is at his / her present age.	1	2	3	4	5	6
3. I go to bed the same way I wake up in the morning, feeling I have not accomplished a whole lot.	1	2	3	4	5	6
4. I do not know why it is, but sometimes when I'm supposed to be in control, I feel more like the one being manipulated.	1	2	3	4	5	6
5. My mother (or father) was better prepared to be a good mother (or father) than I am.	1	2	3	4	5	6
6. I would make a fine model for a new mother (or father) to follow in order to learn what she would need to know in order to be a good parent.	1	2	3	4	5	6
7. Being a parent is manageable, and any problems are easily solved.	1	2	3	4	5	6
8. A difficult problem in being a parent is not knowing whether you're doing a good job or a bad one.	1	2	3	4	5	6
9. Sometimes I feel like I'm not getting anything done.	1	2	3	4	5	6
10. I meet by own personal expectations for expertise in caring for my child.	1	2	3	4	5	6
11. If anyone can find the answer to what is troubling my child, I am the one.	1	2	3	4	5	6
12. My talents and interests are in other areas, not being a parent.	1	2	3	4	5	6
13. Considering how long I've been a mother (or father), I feel thoroughly familiar with this role.	1	2	3	4	5	6

Statement	Strongly Disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree
14. If being a mother of a child were only more interesting, I would be motivated to do a better job as a parent.	1	2	3	4	5	6
15. I honestly believe I have all the skills necessary to be a good mother (or father) to my child.	1	2	3	4	5	6
16. Being a parent makes me tense and anxious.	1	2	3	4	5	6
17. Being a good mother (or father) is a reward in itself.	1	2	3	4	5	6

Pre-Test Provider Form (COMPLETED BY STAFF)

Staff Name: _____ **Date:** _____

Provider Street Address: _____

Client Name: _____

Client's Date of Birth: _____ **Provider ID for Client:** _____

How did the client hear about you? (Mark one.)

- 1 DPSS Children's Services, with a referral form. Provide the CWS/CMS Client ID: _____
- 7 Adoption Assistance Program Eligibility

Provide the date the referral was received: _____

- 2 DPSS Children's Services, without a referral form (DPSS walk-in)
- 3 Non-DPSS walk-in / Self-Referred
- 4 SafeCare
- 5 Differential Response (DR)
- 6 Department of Probation (DOP)
- 8 Private Adoption Agency
- 9 Riverside University Health System – Behavioral Health (RUHS-BH)
- 10 School
- 11 Community-Based Organization/2-1-1
- 99 Other (specify): _____

Please ask the client the following questions:

1. What is your relationship to the child(ren) in your household? (Mark one that is most appropriate.)

1 <input type="checkbox"/> Biological Parent	5 <input type="checkbox"/> Grandparent
2 <input type="checkbox"/> Adoptive Parent	Relative: 6 <input type="checkbox"/> Aunt/Uncle 7 <input type="checkbox"/> Cousin 8 <input type="checkbox"/> Sibling 99 <input type="checkbox"/> Other: _____
3 <input type="checkbox"/> Step Parent	9 <input type="checkbox"/> Non-Related Caregiver/ Legal Guardian
4 <input type="checkbox"/> Foster Parent	10 <input type="checkbox"/> Not applicable

2. If you are a biological parent, adoptive parent or step parent for the previous question, what type of living / custody arrangement do you have with your child(ren)? (Check all that apply.)

1 <input type="checkbox"/> Partner/spouse and child both live in the same residence.	5 <input type="checkbox"/> Child lives in the same residence at all times, and partner/spouse and move in and out.
2 <input type="checkbox"/> Joint custody (child lives with both parents)	6 <input type="checkbox"/> Single parent, and my child lives with me.
3 <input type="checkbox"/> Sole custody (child lives with parent most of the time).	99 <input type="checkbox"/> Other (specify): _____
4 <input type="checkbox"/> Visitation rights (child lives with the other parent most of the time).	

Feedback to the Program Evaluation Unit (including any difficulties in overseeing administration of the evaluation tools or in clients understanding the questions):

Instructions to Read to Clients Before They Start the Evaluation Tools

This survey is part of an important study. It is not a test. We want to learn about your honest thoughts and experiences to help improve the county's services so we can better meet the needs of people like you. Your responses will be confidential and will not affect your services. When completing the survey, it is very important that you:

- ✓ Give your own views about yourself, without talking to others about your responses.
- ✓ Carefully read all instructions and questions. Do not rush.
- ✓ Ask if you have any questions or need help.
- ✓ Do not skip any question.

Select only one response for each question unless the question says more than one response is allowed.

Client Information Measure

(COMPLETED BY CLIENT)

1. Full Name: _____ Date of Birth: _____

2. Date: _____

3. Sex at Birth: 1 Male 2 Female 3 Intersex

4. Race/Ethnicity (Mark one.):

- | | |
|---|---|
| 1 <input type="checkbox"/> White (Non-Hispanic) | 5 <input type="checkbox"/> American Indian or Alaskan Native (Non-Hispanic) |
| 2 <input type="checkbox"/> Hispanic or Latino | 6 <input type="checkbox"/> Native Hawaiian or other Pacific Islander (Non-Hispanic) |
| 3 <input type="checkbox"/> Black or African American (Non-Hispanic) | 7 <input type="checkbox"/> Two or More Races |
| 4 <input type="checkbox"/> Asian (Non-Hispanic) | 99 <input type="checkbox"/> Other (specify): _____ |

5. Do you have a disability? 1 Yes 2 No

6. Zip Code where you live: _____

7. What is your marital status? (Mark one.)

- | | | |
|--|--|--|
| 1 <input type="checkbox"/> Single, never married | 4 <input type="checkbox"/> Legally separated | 7 <input type="checkbox"/> Widowed |
| 2 <input type="checkbox"/> Cohabiting | 5 <input type="checkbox"/> Married | 99 <input type="checkbox"/> Other (specify): _____ |
| 3 <input type="checkbox"/> Domestic Partner | 6 <input type="checkbox"/> Divorced | |

8. What is the highest degree or level of school you have completed? (Mark one.)

- | | |
|--|--|
| 1 <input type="checkbox"/> 8 th grade or less | 5 <input type="checkbox"/> Some college |
| 2 <input type="checkbox"/> Some high school | 6 <input type="checkbox"/> Associate's degree |
| 3 <input type="checkbox"/> High school diploma/GED | 7 <input type="checkbox"/> Bachelor's degree |
| 4 <input type="checkbox"/> Vocational/trade school | 8 <input type="checkbox"/> Graduate or professional school |

9. Check all that apply:

<p>In a typical week:</p> <p>1 <input type="checkbox"/> I usually work 35 hours or more (Full time)</p> <p>2 <input type="checkbox"/> I usually 1-35 hours (Part time)</p>	<p>Retired</p> <p>a <input type="checkbox"/> Less than 6 months</p> <p>b <input type="checkbox"/> 6-12 months</p> <p>c <input type="checkbox"/> More than 1 year</p>
<p>Unemployed:</p> <p>3 <input type="checkbox"/> Less than 6 months</p> <p>4 <input type="checkbox"/> 6-12 months</p> <p>5 <input type="checkbox"/> More than 1 year</p> <p><i>Job Search Status:</i></p> <p>6 <input type="checkbox"/> I am looking for work</p> <p>7 <input type="checkbox"/> I am not looking for work</p>	<p>Disability (not working)</p> <p>d <input type="checkbox"/> Less than 6 months</p> <p>e <input type="checkbox"/> More than 6 months</p>
<p>8 <input type="checkbox"/> Student</p>	<p>99 <input type="checkbox"/> Other (specify): _____</p>

10. Including yourself, how many people live in your household today? _____

11. How many are less than 18 years old? _____

12. How many are 18 to 64 years old? _____

13. How many are more than 65 years old? _____

14. What is your household's total annual income? (Mark one.)

- | | | |
|------------------------|-----------------------|--------------------------|
| 1 ■ Less than \$10,000 | 5 ■ \$40,000-\$49,999 | 9 ■ \$80,000-\$89,999 |
| 2 ■ \$10,000-\$19,999 | 6 ■ \$50,000-\$59,999 | 10 ■ \$90,000-\$99,999 |
| 3 ■ \$20,000-\$29,999 | 7 ■ \$60,000-\$69,999 | 11 ■ \$100,000-\$109,999 |
| 4 ■ \$30,000-\$39,999 | 8 ■ \$70,000-\$79,999 | 12 ■ \$110,000 or more |

15. Are you or anyone who lives with you currently enrolled in any of these programs? (Check all that apply.)

- | | |
|--|--|
| 1 <input type="checkbox"/> CalWORKS | 5 <input type="checkbox"/> CalFRESH/Food Stamps |
| 2 <input type="checkbox"/> General Assistance/General Relief | 6 <input type="checkbox"/> Supplemental Security Insurance (SSI) |
| 3 <input type="checkbox"/> Medi-Cal/Medicare/Medicaid | 7 <input type="checkbox"/> Women, Infants, and Children (WIC) |
| 4 <input type="checkbox"/> Disability Benefits | 99 <input type="checkbox"/> Other (specify) _____ |

Client Exit Measure

Instructions: For each question, please the box that best describes your response. **Thank you!**

Question	Never	Rarely	Sometimes	Often	Always
1. I looked forward to coming to class/session/program.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
2. I was bored in class/session/program.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
3. I put a lot of effort into class/session/program.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
4. This class/session/program was an excellent learning experience.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
5. I learned nothing.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
6. I thought that my friends and family should come to this class/session/program.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
7. My clinician/instructor was clear and understandable.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
8. My clinician/instructor was on time to appointments.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
9. My clinician/instructor was good at explaining the class material.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
10. My clinician/instructor speaks with me about my personal goals and thoughts about treatment.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
11. My clinician/instructor and I are open with one another.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
12. My clinician/instructor and I share a trusting relationship.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
13. I believe my clinician/instructor withholds the truth from me.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
14. My clinician/instructor and I share an honest relationship.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
15. My clinician/instructor and I work towards mutually agreed upon goals.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
16. My clinician/instructor is stern with me when I speak about things that are important to me and my situation.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
17. My clinician/instructor and I have established an understanding of the kind of changes that would be good for me.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
18. My clinician/instructor is impatient with me.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
19. My clinician/instructor seems to like me regardless of what I do or say.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

Question	Never	Rarely	Sometimes	Often	Always
20. My clinician/instructor and I agree on what is important for me to work on.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
21. I believe my clinician/instructor has an understanding of what my experiences have meant to me.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
22. Overall, I was satisfied with the class/service/program.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

EXHIBIT G
Monthly Report Example

Monthly Service Report

Name of Provider:										
Contract No.:										
Program Name:										
Report Month/Year:										
Date Report Submitted:										
Submitted By:										
Service(s) Provided	Referrals Received	Units Provided	New Clients	Graduated Clients	Terminated (Dropped) Clients	Total Clients Served	Materials Provided	Total Active Clients	Scheduled Evening Appointments	Completed Evening Appointments
Grand Total:										

County of Riverside Department of Public Social Services
Contracts Administration Unit
4060 County Circle Drive
Riverside, CA 92503

and

California Family Life Center
SafeCare Services
DPSS-0004788



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This Agreement is made and entered into February 1, 2024, by and between California Family Life Center, a California non-profit corporation (herein referred to as "CONTRACTOR"), and the County of Riverside, a political subdivision of the State of California, on behalf of its Department of Public Social Services (herein referred to as "COUNTY"). The parties agree as follows:

1. DEFINITIONS

- A. "Agreement" refers to the terms and conditions, schedules, and attachments included herein.
- B. "Board of Supervisors" refers to the County of Riverside's Board of Supervisors.
- C. "CBCAP" refers to the Community Based Child Abuse Prevention.
- D. "CONTRACTOR" refers to California Family Life Center including its employees, agents, representatives, subcontractors, and suppliers.
- E. "COUNTY" refers to the County of Riverside.
- F. "CSD" refers to the Children's Services Division of the Riverside County Department of Public Social Services.
- G. "DPSS" refers to the County of Riverside's Department of Public Social Services, which has administrative responsibility for this Agreement.
- H. "Evidence-based/evidence-informed" refers to a practice consistent with the best research available, utilized with sound clinical judgment and experience, and aligned with the goals and values of the client being served.
- I. "Fidelity" refers to the extent to which an intervention is implemented as intended by the designers of the intervention.
- J. "HIPAA" refers to the Health Insurance Portability and Accountability Act.
- K. "In-Home Parenting Education" refers to active learning approaches to parent education services provided in the home where parents actively acquire parenting skills through mechanisms such as homework, modeling or practicing skills. Parent education is focused on acquisition of new parenting skills and behaviors to promote positive parent-child interactions.
- L. "JOM" refers to Joint Operational Meetings held between CONTRACTOR and DPSS which usually occur every three (3) months.
- M. "Leading indicators" refers to the current state of a program, which provides an early indication of how likely it is the goal(s) of the program will be achieved.
- N. "Lagging indicators" refers to the overall program effectiveness, which are outcome oriented and help to assess whether the goal(s) of the program has been achieved.
- O. "NSTRC" refers to the National SafeCare Training and Research Center.
- P. "RADS-CAFE" refers to DPSS' Research, Analysis and Decision Support – Children and Family Evaluation Team.
- Q. "RADS-DAT" refers to DPSS' Research, Analysis and Decision Support – Data Analysis Team.
- R. "SafeCare" refers to an evidence-based parent-training curriculum for parents/caregivers with young children who are at risk and/or have been reported for maltreatment.

S. "SDM" refers to Structured Decision Making, a set of evidence-based and standardized assessment tools that use clearly defined and consistently applied decision-making criteria for screening of investigation, determining response priority, identifying immediate threatened harm and estimating the risk of future abuse and neglect. Child and family needs and strengths are identified and considered in developing and monitoring progress toward a case plan.

T. "SSW" refers to a Children's Services Division Social Services Worker.

2. DESCRIPTION OF SERVICES

CONTRACTOR shall provide all services at the prices stated in Schedule A, Payment Provisions, and as outlined and specified in Schedule B, Scope of Services, and Attachment I HIPAA Business Associate Agreement, Attachment II PII Privacy and Security Standards, Attachment III Assurance of Compliance, and Attachment IV DPSS 2076A, DPSS 2076B & Instructions.

3. PERIOD OF PERFORMANCE

This Agreement shall be effective February 1, 2024 through June 30, 2028 unless terminated earlier. CONTRACTOR shall commence performance upon the effective date and shall diligently and continuously perform thereafter.

4. COMPENSATION

COUNTY shall pay CONTRACTOR for services performed, products provided or expenses incurred in accordance with Schedule A, "Payment Provisions. COUNTY is not responsible for any fees or costs incurred above or beyond the contracted amount and shall have no obligation to purchase any specified amount of services or product. Unless otherwise specifically stated in Schedule A, COUNTY shall not be responsible for payment of any of CONTRACTOR's expenses related to this Agreement. At the expiration of the term of this Agreement, or upon termination prior to the expiration of the Agreement, any funds paid to CONTRACTOR, but not used for purposes of this Agreement shall revert to COUNTY within thirty (30) calendar days of the expiration or termination.

5. AVAILABILITY OF FUNDS/NON-APPROPRIATION OF FUNDS

The obligation of COUNTY for payment under this Agreement beyond the current fiscal year is contingent upon and limited by the availability of county funding from which payment can be made. There shall be no legal liability for payment on the part of COUNTY beyond June 30 of each year unless funds are made available for such payment by the County Board of Supervisors. In the event such funds are not forthcoming for any reason, COUNTY shall immediately notify CONTRACTOR in writing and this Agreement shall be deemed terminated and be of no further force or effect. COUNTY shall make all payments to CONTRACTOR that were properly earned prior to the unavailability of funding.

6. TERMINATION

A. COUNTY may terminate this Agreement without cause upon giving thirty (30) calendar days written notice served on CONTRACTOR stating the extent and effective date of termination.

B. COUNTY may, upon five (5) calendar days written notice, terminate this Agreement for CONTRACTOR's default, if CONTRACTOR refuses or fails to comply with the terms of this Agreement, or fails to make progress that may endanger performance and does not immediately cure such failure. In the event of such termination, COUNTY may proceed with the work in any manner deemed proper by COUNTY.

C. After receipt of the notice of termination, CONTRACTOR shall:

- 1) Stop all work under this Agreement on the date specified in the notice of termination; and

2) Transfer to COUNTY and deliver in the manner directed by COUNTY any materials, reports or other products, which, if the Agreement had been completed or continued, would be required to be furnished to COUNTY.

D. After termination, COUNTY shall make payment only for CONTRACTOR's performance up to the date of termination in accordance with this Agreement.

E. CONTRACTOR's rights under this Agreement shall terminate (except for fees accrued prior to the date of termination) upon dishonestly or willful and material breach of this Agreement by CONTRACTOR; or in the event of CONTRACTOR's unwillingness or inability, for any reason whatsoever, to perform the terms of this Agreement. In such an event, CONTRACTOR shall not be entitled to any further compensation under this Agreement.

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

7. REQUEST FOR WAIVER AND WAIVER OF BREACH

Waiver of any provision of this Agreement must be in writing and signed by authorized representatives of the parties. No waiver or breach of any provision of the terms and conditions herein shall be deemed, for any purpose, to be a waiver or a breach of any other provision hereof, or of a continuing or subsequent waiver or breach. Failure of COUNTY to require exact, full compliance with any terms of this Agreement shall not be construed as making any changes to the terms of this Agreement and does not prevent COUNTY from enforcing the terms of this Agreement.

8. TRANSITION PERIOD

CONTRACTOR recognizes that the services under this Agreement are vital to COUNTY and must be continued without interruption and that, upon expiration, COUNTY or another contractor may continue the services outlined herein. CONTRACTOR agrees to exercise its best efforts and cooperation to effect an orderly and efficient transition of clients or services to a successor.

9. OWNERSHIP, PUBLICATION, REPRODUCTION, AND USE OF MATERIAL

CONTRACTOR agrees that all materials, reports or products, in any form including electronic, created by CONTRACTOR for which CONTRACTOR has been compensation by COUNTY pursuant to this Agreement shall be the sole property of COUNTY. The material, reports or produces may be used by the COUNTY for any purpose that COUNTY deems appropriate, including but not limited to, duplication and/or distribution within COUNTY or to third parties. CONTRACTOR agrees not to release or circulate, in whole or in part, such materials, reports, or products without prior written authorization of COUNTY.

10. CONDUCT OF CONTRACTOR/ CONFLICT OF INTEREST

A. CONTRACTOR covenants that it presently has no interest, including but not limited to, other projects or contract, and shall not acquire any such interest, direct or indirect, which would conflict in any manner or degree with CONTRACTOR's performance under this Agreement. CONTRACTOR further covenants that no person or subcontractor having any such interest shall be employed or retained by CONTRACTOR under this Agreement. CONTRACTOR agrees to inform the COUNTY of all CONTRACTOR's interest, if any, which are or may be perceived as incompatible with COUNTY's interests.

B. CONTRACTOR shall not, under any circumstances which could be perceived as an to influence the recipient in the conduct or his/her duties, accept any gratuity or special favor from individuals or firms with whom CONTRACTOR is doing business or proposing to do business, in fulfilling this Agreement.

11. RECORDS, INSPECTIONS, AND AUDITS

- A. All performance, including services, workmanship, materials, facilities or equipment utilized in the performance of this Agreement, shall be subject to inspection and test by COUNTY or any other regulatory agencies at all times. This may include, but is not limited to, monitoring or inspecting contractor performance through any combination of on-site visits, inspections, evaluations, and CONTRACTOR self-monitoring. CONTRACTOR shall cooperate with any inspector or COUNTY representative reviewing compliance with this Agreement and permit access to all necessary locations, equipment, materials, or other requested items.
- B. CONTRACTOR shall maintain auditable books, records, documents, and other evidence relating to costs and expenses to this Agreement. CONTRACTOR shall maintain these records for at least three (3) years after final payment has been made or until pending county, state, and federal audits are completed, whichever is later.
- C. Any authorized county, state or the federal representative shall have access to all books, documents, papers, electronic data and other records they determine are necessary to perform an audit, evaluation, inspection, review, assessment, or examination. These representatives are authorized to obtain excerpts, transcripts and copies as they deem necessary and shall have the same right to monitor or inspect the work or services as COUNTY.
- D. If CONTRACTOR disagrees with an audit, CONTRACTOR may employ a Certified Public Accountant (CPA) to prepare and file with COUNTY its own certified financial and compliance audit. CONTRACTOR shall not be reimbursed by COUNTY for such an audit regardless of the audit outcome.
- E. CONTRACTOR shall establish sufficient procedures to self-monitor the quality of services/products under this Agreement and shall permit COUNTY or other inspector to assess and evaluate CONTRACTOR's performance at any time, upon reasonable notice to the CONTRACTOR.

12. CONFIDENTIALITY

- A. As required by applicable law, COUNTY and CONTRACTOR shall maintain the privacy and confidentiality of all information and records, regardless of format, received pursuant to the Agreement ("confidential information"). Confidential information includes, but is not limited to, unpublished or sensitive technological or scientific information; medical, personnel, or security records; material requirements or pricing/purchasing actions; COUNTY information or data which is not subject to public disclosure; COUNTY operational procedures; and knowledge of contractors, subcontractors or suppliers in advance of official announcement. CONTRACTOR shall ensure that no person will publish, disclose, use or cause to be disclosed such confidential information pertaining to any applicant or recipient of services. CONTRACTOR shall keep all confidential information received from COUNTY in the strictest confidence. CONTRACTOR shall comply with Welfare and Institutions Code Section 10850.
- B. CONTRACTOR shall take special precautions, including but not limited to, sufficient training of CONTRACTOR's staff before they begin work, to protect such confidential information from loss or unauthorized use, access, disclosure, modification or destruction.
- C. CONTRACTOR shall ensure case record or personal information is kept confidential when it identifies an individual by name, address, or other specific information. CONTRACTOR shall not use such information for any purpose other than carrying out CONTRACTOR's obligations under this Agreement.
- D. CONTRACTOR shall promptly transmit to COUNTY all third-party requests for disclosure of confidential information. CONTRACTOR shall not disclose such information to anyone other than

COUNTY except when disclosure is specifically permitted by this Agreement or as authorized in writing in advance by COUNTY.

13. HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT

CONTRACTOR is subject to and shall operate in compliance with all relevant requirements contained in the Health Insurance Portability and Accountability Act of 1996 (HIPAA), Public Law 104-191, enacted August 21, 1996, and the related laws and regulations promulgated subsequent thereto. The parties agree to the terms and conditions the HIPAA Business Associated attached as Attachment I.

14. PERSONALLY IDENTIFIABLE INFORMATION

A. Personally Identifiable Information (PII) refers to personally identifiable information that can be used alone or in conjunction with any other reasonably available information, to identify a specific individual. PII includes, but is not limited to, an individual's name, social security number, driver's license number, identification number, biometric records, date of birth, place of birth, or mother's maiden name. The PII may be electronic, paper, verbal, or recorded. PII may collected performing administrative functions on behalf of programs, such as determining eligibility for, or enrollment in, and collecting PII for such purposes, to the extent such activities are authorized by law.

B. CONTRACTOR may use or disclose PII only to perform functions, activities or services directly related to the administration of programs in accordance with Welfare and Institutions Code sections 10850 and 14100.2, or 42 Code of Federal Regulations (CFR) section 431.300 et.seq, and 45 CFR 205.50 et.seq, or as required by law. Disclosures which are required by law, such as a court order, or which are made with the explicit written authorization of the client, are allowable. Any other use or disclosure of requires the express approval in writing of the COUNTY. CONTRACTOR shall not duplicate, disseminate or disclose PII except as allowed in this Agreement.

C. CONTRACTOR agrees to the PII Privacy and Security Standards attached as Attachment II. When applicable, CONTRACTOR shall incorporate the relevant provisions of Attachment II into each subcontract or sub-award to subcontractors.

15. HOLD HARMLESS/INDEMNIFICATION

CONTRACTOR agrees to indemnify and hold harmless COUNTY, its departments, agencies and districts, including their officers, employees and agents (collectively "County Indemnitees"), from any liability, damage, claim or action based upon or related to any services or work of CONTRACTOR (including its officers, employees, agents, subcontractors or suppliers) arising out of or in any way relating to this Agreement, including but not limited to property damage, bodily injury or death. CONTRACTOR shall, at its sole expense and cost including but not limited to, attorney fees, cost of investigation, defense, and settlements or awards, defend County Indemnitees in any such claim or action. CONTRACTOR shall, at their sole cost, have the right to use counsel of their choice, subject to the approval of COUNTY which shall not be unreasonably withheld; and shall have the right to adjust, settle, or compromise any such claim or action so long as that does not compromise CONTRACTOR's indemnification obligation. CONTRACTOR's obligation hereunder shall be satisfied when CONTRACTOR has provided COUNTY the appropriate form of dismissal relieving COUNTY from any liability for the action or claim made. The insurance requirements stated in this Agreement shall in no way limit or circumscribe CONTRACTOR's obligations to indemnify and hold COUNTY harmless.

16. INSURANCE

A. Without limiting or diminishing the CONTRACTOR'S obligation to indemnify or hold the COUNTY harmless, CONTRACTOR shall procure and maintain or cause to be maintained, at its sole cost and expense, the following insurance coverage's during the term of this Agreement. As respects to the insurance section only, the COUNTY herein refers to the County of Riverside, its Agencies, Districts, Special Districts, and Departments, their respective directors, officers, Board of

Supervisors, employees, elected or appointed officials, agents or representatives as Additional Insureds.

- B. Any insurance carrier providing insurance coverage hereunder shall be admitted to the State of California and have an AM BEST rating of not less than A: VIII (A:8) unless such requirements are waived, in writing, by the County Risk Manager. If the County's Risk Manager waives a requirement for a particular insurer such waiver is only valid for that specific insurer and only for one policy term.
- C. CONTRACTOR's insurance carrier(s) must declare its insurance self-insured retentions. If such self-insured retentions exceed \$500,000 per occurrence such retentions shall have the prior written consent of the County Risk Manager before the commencement of operations under this Agreement. Upon notification of self-insured retention unacceptable to COUNTY, and at the election of the County's Risk Manager, CONTRACTOR's carriers shall either 1) reduce or eliminate such self-insured retention as respects to this Agreement with COUNTY or 2) procure a bond which guarantees payment of losses and related investigations, claims administration, and defense costs and expenses.
- D. CONTRACTOR shall cause CONTRACTOR's insurance carrier(s) to furnish the COUNTY with either 1) a properly executed original certificate(s) of insurance and certified original copies of endorsements effecting coverage as required herein, or 2) if requested to do so orally or in writing by the County Risk Manager, provide original certified copies of policies, including all endorsements and all attachments thereto, showing such insurance is in full force and effect. Further, said Certificate(s) and policies of insurance shall contain the covenant of the insurance carrier(s) that thirty (30) calendar days written notice shall be given to the COUNTY prior to any material modification, cancellation, expiration or reduction in coverage of such insurance. In the event of a material modification, cancellation, expiration, or reduction in coverage, this Agreement shall terminate forthwith, unless the COUNTY receives, prior to such effective date, another properly executed original Certificate of Insurance and original copies of endorsements or certified original policies, including all endorsements and attachments thereto evidencing coverages set forth herein and the insurance required herein is in full force and effect. CONTRACTOR shall not commence operations until the COUNTY has been furnished original certificate(s) of insurance and certified original copies of endorsements and if requested, certified original policies of insurance including all endorsements and any and all other attachments as required in this section. An individual authorized by the insurance carrier to do so on its behalf shall sign the original endorsements for each policy and the certificate of insurance.
- E. CONTRACTOR shall have the right to meet the liability insurance requirements with the purchase of an Umbrella or Excess insurance policy. In all instances, the combination of primary and Umbrella or Excess liability coverage must equal or exceed the minimum liability insurance limits stated in this Agreement. Such Umbrella or Excess coverage shall be following form to underlying coverage including all endorsements and additional insured requirements. This requirement shall also apply to any Umbrella or Excess liability policies. If the CONTRACTOR maintains broader coverage and/or higher limits than the minimums shown above, the COUNTY requires and shall be entitled to the broader coverage and/or the higher limits maintained by the CONTRACTOR. Any available insurance proceeds in excess of the specified minimum limits of insurance and coverage shall be available to the COUNTY.
- F. It is understood and agreed to by the parties hereto that CONTRACTOR's insurance shall be construed as primary insurance, and COUNTY's insurance and/or deductibles and/or self-insured retentions or self-insured programs shall not be construed as contributory.
- G. If, during the term of this Agreement or any extension thereof, there is a material change in the scope of services, or there is a material change in the equipment to be used in the performance of the scope of work which will add additional exposures (such as the use of aircraft, watercraft,

cranes, etc.), or the term of this Agreement, including any extensions thereof, exceeds five (5) years, the COUNTY reserves the right to adjust the types of insurance required under this Agreement and the monetary limits of liability for the insurance coverages currently required herein if, in the County Risk Manager's reasonable judgment, the amount or type of insurance carried by the CONTRACTOR has become inadequate.

- H. CONTRACTOR shall pass down the insurance obligations contained herein to all tiers of subcontractors working under this Agreement.
- I. The insurance requirements contained in this Agreement may be met with a program(s) of self-insurance acceptable to COUNTY.
- J. CONTRACTOR agrees to notify COUNTY of any claim by a third party or any incident or event that may give rise to a claim arising from the performance of this Agreement.
- K. If CONTRACTOR maintains broader coverage and/or higher limits than the minimums shown below, COUNTY requires and shall be entitled to the broader coverage and/or higher limits maintained by CONTRACTOR. Any available insurance proceeds in excess of the specified minimum limits of insurance and coverage shall be available to COUNTY.

17. WORKER'S COMPENSATION

If the CONTRACTOR has employees as defined by the State of California, the CONTRACTOR shall maintain statutory Workers' Compensation Insurance (Coverage A) as prescribed by the laws of the State of California. Policy shall include Employers' Liability (Coverage B) including Occupational Disease with limits not less than \$1,000,000 per person per accident. The policy shall be endorsed to waive subrogation in favor of The County of Riverside.

18. VEHICLE LIABILITY

If vehicles or mobile equipment are used in the performance of the obligations under this Agreement, then CONTRACTOR shall maintain liability insurance for all owned, non-owned or hired vehicles so used in an amount not less than \$1,000,000 per occurrence combined single limit. If such insurance contains a general aggregate limit, it shall apply separately to this agreement or be no less than two (2) times the occurrence limit. Policy shall name the COUNTY as Additional Insureds.

19. COMMERCIAL GENERAL LIABILITY

Commercial General Liability insurance coverage, including but not limited to, premises liability, unmodified contractual liability, products and completed operations liability, personal and advertising injury, and cross liability coverage, covering claims which may arise from or out of CONTRACTOR'S performance of its obligations hereunder. Policy shall name the COUNTY as Additional Insured. Policy's limit of liability shall not be less than \$2,000,000 per occurrence combined single limit. If such insurance contains a general aggregate limit, it shall apply separately to this agreement or be no less than two (2) times the occurrence limit.

20. PROFESSIONAL LIABILITY

If, at any time during the duration of this Agreement and any renewal or extension thereof, the CONTRACTOR, its employees, agents or subcontractors provide professional counseling for issues of medical diagnosis, medical treatment, mental health, dispute resolution or any other services for which it is the usual and customary practice to maintain Professional Liability Insurance, the CONTRACTOR shall procure and maintain Professional Liability Insurance (Errors & Omissions), providing coverage for performance of work included within this Agreement, with a limit of liability of not less than \$1,000,000 per occurrence and \$2,000,000 annual aggregate. If CONTRACTOR'S Professional Liability Insurance is written on a claims-made basis rather than an occurrence basis, such insurance shall continue through the term of this Agreement. Upon termination of this Agreement or the expiration or cancellation of the claims made insurance policy CONTRACTOR shall purchase at his sole expense either 1) an Extended Reporting Endorsement (also known as Tail Coverage);

or, 2) Prior Dates Coverage from a new insurer with a retroactive date back to the date of, or prior to, the inception of this Agreement; or 3) demonstrate through Certificates of Insurance that CONTRACTOR has maintained continuous coverage with the same or original insurer. Coverage provided under items 1), 2) or 3) will continue for a period of five (5) years beyond the termination of this Agreement.

21. CYBER LIABILITY

CONTRACTOR shall procure and maintain for the duration of the contract insurance against claims for injuries to person or damages to property which may arise from or in connection with the performance of the work hereunder by CONTRACTOR, its agents, representatives, or employees. CONTRACTOR shall procure and maintain for the duration of the contract insurance claims arising out of their services and including, but not limited to loss, damage, theft or other misuse of data, infringement of intellectual property, invasion of privacy and breach of data.

CONTRACTOR shall procure and maintain cyber liability Insurance, with limits not less than \$2,000,000 per occurrence or claim, \$2,000,000 aggregate. Coverage shall be sufficiently broad to respond to the duties and obligations as is undertaken by CONTRACTOR in this Agreement and shall include, but not limited to, claims involving infringement of intellectual property, including but not limited to infringement of copyright, trademark, trade dress, invasion of privacy violations, information theft, damage to or destruction of electronic information, release of private information, alteration of electronic information, extortion and network security. The policy shall provide coverage for breach response costs as well as regulatory fines and penalties as well as credit monitoring expenses with limits sufficient to respond to these obligations.

22. INDEPENDENT CONTRACTOR

It is agreed that CONTRACTOR is an independent contractor and that no relationship of employer-employee exists between the parties. CONTRACTOR and its employees shall not be entitled to any benefits payable to employees of COUNTY, including but not limited to, workers' compensation, retirement, or health benefits. COUNTY shall not be required to make any deductions for CONTRACTOR employees from the compensation payable to CONTRACTOR under this Agreement. CONTRACTOR agrees to hold COUNTY harmless from any and all claims that may be made against COUNTY based upon any contention by any person or other party that an employer-employee relationship exists by reason of this Agreement. CONTRACTOR agrees to indemnify and defend, at its sole expense and cost, including but not limited, to attorney fees, cost of investigation, defense and settlements, or awards, COUNTY, its officers, agents, and employees in any legal action based upon such alleged existence of an employer-employee relationship by reason of this Agreement.

23. USE BY POLITICAL ENTITIES

CONTRACTOR agrees to extend the same pricing, terms, and conditions as stated in this Agreement to each and every political entity, special district, and related non-profit entity in Riverside County, and to every political entity located in the State of California. It is understood that other entities shall make purchases in their own name, make direct payment, and be liable directly to CONTRACTOR; and COUNTY shall in no way be responsible to CONTRACTOR for other entities' purchases.

24. LICENSES AND PERMITS

If applicable, CONTRACTOR shall be licensed and have all permits as required by Federal, State, County, or other regulatory authorities at the time the proposal is submitted to COUNTY and throughout the term of this Agreement. CONTRACTOR warrants that it has all necessary permits, approvals, certificates, waivers, and exceptions necessary for performance of this Agreement.

25. NO DEBARMENT OR SUSPENSION

CONTRACTOR certifies that it is not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by a federal department or agency; has not within a three-year period preceding this Agreement been convicted of or had a civil

judgment rendered against it for the commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state or local) transaction; violation of federal or state anti-trust status; commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property; is not presently indicted or otherwise criminally or civilly charged by a government entity (federal, state or local) with commission of any of the offenses enumerated herein; and has not within a three-year period preceding this Agreement had one or more public transactions (federal, state or local) terminated for cause or default.

26. COMPLIANCE WITH RULES, REGULATIONS, AND DIRECTIVES

CONTRACTOR shall comply with all rules, regulations, requirements and directives of the California Department of Social Services, other applicable State or Federal agencies, funding sources and other governing regulatory authorities which impose duties and regulations upon COUNTY related to this Agreement. These shall be equally applicable to and binding upon CONTRACTOR to the same extent as they are upon COUNTY.

27. PERSONNEL

A. Upon request by COUNTY, CONTRACTOR agrees to make available to COUNTY a current list of personnel that are providing services under this Agreement who have contact with children or adult Clients. The list shall include:

- 1) All staff who work full or part-time positions by title, including volunteer positions;
- 2) A brief description of the functions of each position and hours each position worked;
- 3) The professional degree, if applicable and experience required for each position.

B. COUNTY has the sole discretion to approve or not approve any person on the CONTRACTOR's list that has been convicted of any crimes involving sex, drugs or violence, or who is known to have a substantiated report of child abuse, as defined in Penal Code Section 11165.12, who occupies positions with supervisory or disciplinary power over minors, or who occupies supervisory or teaching positions over adult Clients. COUNTY shall notify CONTRACTOR in writing of any person not approved, but to protect Client confidentiality, may not be able to disclose the reason(s) for non-approval. Upon notification, CONTRACTOR shall immediately remove that person from providing services under this Agreement.

C. Background Checks

CONTRACTOR shall conduct criminal background records checks on all individuals providing services under this Agreement. Prior to these individuals providing services to Clients, CONTRACTOR shall have received a criminal records clearance from the State of California Department of Justice (DOJ). A signed certification of such clearance shall be retained in each individual's personnel file. The use of criminal records for the purposes of employment decisions must comply with the Office of Federal Contract Compliance Programs Directive 2013-02 "Complying with Nondiscrimination Provisions: Criminal Record Restrictions and Discrimination Based on Race and National Origin" and California Government Code § 12952.

28. MANDATED REPORTING

California law requires certain persons to report known or suspected domestic violence, child abuse or neglect, and dependent adult/elder abuse or fraud. These individuals are known under the law as "mandated reporters." If CONTRACTOR is a "mandated reporter" in the state of California, CONTRACTOR understands and acknowledges his/her responsibility to report known or suspected domestic violence, child abuse or neglect, and dependent adult/elder abuse or fraud in compliance with the applicable requirements under Penal Code Sections 11160-11164; 11165 -11174.3 or Welfare & Institutions Code Sections 15600 et seq, respectively.

Also, as a "mandated reporter," CONTRACTOR shall establish a procedure to ensure that all employees, volunteers, consultants, subcontractors or agents performing services under this Agreement receive training in the identification and reporting of domestic violence, child abuse or neglect, and/or dependent adult/elder abuse or fraud. The training must comply with the applicable Penal Code & Welfare Institutions Code sections.

29. EMPLOYMENT PRACTICES

- A. CONTRACTOR shall comply with all federal and state statutes and regulations in the hiring of its employees.
- B. CONTRACTOR shall not discriminate in its recruiting, hiring, promoting, demoting, or terminating practices on the basis of race, religious creed, color, national origin, ancestry, physical handicap, medical condition, marital status, age, or sex in the performance of this Agreement; if applicable, with the provisions of the Fair Employment and Housing Act (FEHA) and the Federal Civil Rights Act of 1964 (P. L. 88-352).
- C. In the provision of benefits, CONTRACTOR shall certify and comply with Public Contract Code 10295.3 and not discriminate between employees with spouses and employees with domestic partners, or discriminate between the domestic partners and spouses of those employees. For the purpose of this section "domestic partner" means one of two persons who have filed a declaration of domestic partnership with the Secretary of State pursuant to Division 2.5 (commencing with Section 297) of the Family Code.
- D. By signing this Agreement or accepting funds under this Agreement, CONTRACTOR shall comply with Executive Order 11246 of September 24, 1965, entitled "Equal Employment Opportunity," as amended by Department of Labor regulations (41 CFR Chapter 60).
- E. Employment Development Department reporting requirements: CONTRACTOR shall provide required data and certification to COUNTY in order to comply with child support enforcement requirements. The documentation will be provided within ten (10) days of notification of award of this Agreement when required by the Employment Development Department. Failure to submit the documentation or failure to comply with all federal and state reporting requirement for child support enforcement shall constitute a material breach of this Agreement.

30. LOBBYING

- A. CONTRACTOR shall ensure no federal appropriated funds have been paid or will be paid by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress, an officer or employee of Congress, or an employee of a member of Congress in connection with the awarding of any federal contract, continuation, renewal, amendment, or modification of any federal contract, grant loan or cooperative agreement.
- B. If any funds other than federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress, an officer or employee of Congress, or an employee of a member of Congress in connection with such federal contract, grant, loan, or cooperative agreement, CONTRACTOR shall complete and submit Standard Form LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
- C. CONTRACTOR shall require that the language of this certification be included in the award document for sub-awards at all tiers, including subcontracts, sub-grants, and contract under grants, loans, and cooperative agreements, and that all sub-recipients shall certify and disclose accordingly.

31. ADVERSE GOVERNMENT ACTION

In the event any action of any department, branch or bureau of the federal, state, or local government has a material adverse effect on either party in the performance of their obligations hereunder, then that party shall notify the other of the nature of this action, including in the notice a copy of the adverse action. The parties shall meet within thirty (30) calendar days and shall, in good faith, attempt to negotiate a modification to this Agreement that minimizes the adverse effect. Notwithstanding the provisions herein, if the parties fail to reach a negotiated modification concerning the adverse action, then the affected party may terminate this Agreement by giving at least one hundred eighty (180) calendar days' notice or may terminate sooner if agreed to by both parties.

32. SUBCONTRACTS

A. CONTRACTOR shall not enter into any subcontract with any subcontractor who:

- 1) Is presently debarred, suspended, proposed for debarment or suspension, or declared ineligible or voluntarily excluded from covered transactions by a federal department or agency;
- 2) Has within a three-year period preceding this Agreement been convicted of or had a civil judgment rendered against them for the commission of fraud, a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state or local) transaction, violation of federal or state anti-trust status, commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
- 3) Is presently indicted or otherwise criminally or civilly charged by a government entity (federal, state or local) with commission of any of the offenses enumerated in the paragraph above; and
- 4) Has within a three-year period preceding this Agreement had one or more public transactions (federal, state or local) terminated for cause or default.

B. CONTRACTOR shall be fully responsible for the acts or omissions of its subcontractors and the subcontractors' employees.

C. CONTRACTOR shall insert clauses in all subcontracts to bind its subcontractors to the terms and conditions of this Agreement.

D. Nothing contained in this Agreement shall create a contractual relationship between any subcontractor or supplier of CONTRACTOR and COUNTY.

33. SUPPLANTATION

CONTRACTOR shall not supplant any federal, state or county funds intended for the purpose of this Agreement with any funds made available under any other agreement. CONTRACTOR shall not claim reimbursement from COUNTY for any sums which have been paid by another source of revenue. CONTRACTOR agrees that it will not use funds received pursuant to this Agreement, either directly or indirectly, as a contribution or compensation for purposes of obtaining state funds under any state program or COUNTY funds under any county programs without prior approval of COUNTY.

34. ASSIGNMENT

CONTRACTOR shall not assign or transfer any interest in this Agreement without the prior written consent of COUNTY. Any attempt to assign or transfer any interest without written consent of COUNTY shall be deemed void and of no force or effect.

35. FORCE MAJEURE

If either party is unable to comply with any provision of this Agreement due to causes beyond its reasonable control and which could not have been reasonably anticipated, such as acts of God, acts

of war, civil disorders, or other similar acts, such party shall not be held liable for such failure to comply.

36. GOVERNING LAW

This Agreement shall be governed by the laws of the State of California. Any legal action related to the interpretation or performance of this Agreement shall be filed only in the Superior Court for the State of California or the U.S. District Court located in Riverside, California.

37. DISPUTES

A. The parties shall attempt to resolve any disputes amicably at the working level. If that is not successful, the dispute shall be referred to the senior management of the parties. Any dispute relating to this Agreement which is not resolved by the parties shall be decided by COUNTY's Compliance Contract Officer who shall furnish the decision in writing. The decision of COUNTY's Compliance Contract Officer shall be final and conclusive unless determined by a court to have been fraudulent, capricious, arbitrary, or so grossly erroneous as necessarily to imply bad faith. CONTRACTOR shall proceed diligently with the performance of this Agreement pending resolution of a dispute.

B. Prior to the filing of any legal action related to this Agreement, the parties shall be obligated to attend a mediation session in Riverside County before a neutral third-party mediator. A second mediation session shall be required if the first session is not successful. The parties shall share the cost of the mediations.

38. ADMINISTRATIVE/CONTRACT LIAISON

Each party shall designate a liaison that will be the primary point of contact regarding this Agreement.

39. CIVIL RIGHTS COMPLIANCE

A. Assurance of Compliance

CONTRACTOR shall complete the "Vendor Assurance of Compliance with Riverside County Department of Public Social Services Non-Discrimination in State and Federally Assisted Programs," attached as Attachment III. CONTRACTOR will sign and date Attachment III and return it to COUNTY along with the executed agreement. CONTRACTOR shall ensure that the administration of public assistance and social service programs are non-discriminatory. To the effect that no person shall because of ethnic group identification, age, sex, color, disability, medical condition, national origin, race, ancestry, marital status, religion, religious creed or political belief be excluded from participation in or be denied the benefits of, or be otherwise subject to discrimination under any program or activity receiving federal or state financial assistance.

B. Client Complaints

CONTRACTOR shall further establish and maintain written referral procedures under which any person, applying for or receiving services hereunder, may seek resolution from Riverside County DPSS Civil Rights Coordinator of a complaint with respect to any alleged discrimination in the provision of services by CONTRACTOR's personnel. CONTRACTOR must distribute to social service clients that apply for and receive services, "Your Rights Under California Welfare Programs" brochure (Publication 13). For a copy of this brochure, visit the following website at:

https://www.sccgov.org/ssa/info_notices/pub13_english.pdf

Civil Rights Complaints should be referred to:

Civil Rights Coordinator
Assurance and Review Services
Riverside County Department of Public Social Services
10281 Kidd Street

Riverside, CA 92503
assuranceandreview@rivco.org

C. Services, Benefits and Facilities

CONTRACTOR shall not discriminate in the provision of services, the allocation of benefits, or in the accommodation in facilities on the basis of color, race, religion, national origin, sex, age, sexual preference, physical or mental handicap in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. Section 2000d and all other pertinent rules and regulations promulgated pursuant thereto, and as otherwise provided by State law and regulations, as all may now exist or be hereafter amended or changed. For the purpose of this Section, discrimination means denying a participant or potential participant any service, benefit, or accommodation that would be provided to another and includes, but is not limited to, the following:

- 1) Denying a participant any service or benefit or availability of a facility.
- 2) Providing any service or benefit to a participant which is different, or is provided in a different manner, or at a different time or place from that provided to other participants on the basis of race, color, creed or national origin.
- 3) Restricting a participant in any way in the enjoyment of any advantage or privilege enjoyed by others receiving any service or benefit. Treating a participant differently from others in satisfying any admission requirement or condition, or eligibility requirement or condition, which individuals must meet in order to be provided any service or benefit.

D. Cultural Competency

CONTRACTOR shall cause to be available bilingual professional staff or qualified interpreter to ensure adequate communication between clients and staff. Any individual with limited English language capability or other communicative barriers shall have equal access to services. For the purpose of this Section, a qualified interpreter is defined as someone who is fluent in English and in the necessary second language, can accurately speak, read and readily interpret the necessary second language and/or accurately sign and read sign language. A qualified interpreter must be able to translate in linguistically appropriate terminology necessary to convey information such as symptoms or instructions to the client in both languages.

40. NOTICES

All notices, claims, correspondence, or statements authorized or required by this Agreement shall be deemed effective three (3) business days after they are made in writing and deposited in the United States mail addressed as follows:

COUNTY:
 Department of Public Social Services
 Contracts Administration Unit
 P.O. Box 7789
 Riverside, CA 92513

Invoices and other financial documents:
 Department of Public Social Services
 Fiscal/Management Reporting Unit
 4060 County Circle Drive
 Riverside, CA 92503
ClientServicesContracts@rivco.org

CONTRACTOR:
California Family Life Center
PO Box 727
Hemet, CA 92546

CONTRACTOR "Remit To" address:
930 N. State Street
Hemet, CA 92543

41. SIGNED IN COUNTERPARTS

This agreement may be executed in any number of counterparts, each of which when executed shall constitute a duplicate original, but all counterparts together shall constitute a single agreement.

42. ELECTRONIC SIGNATURES

Each party of this Agreement agrees to the use of electronic signatures, such as digital signatures that meet the requirements of the California Uniform Electronic Transactions Act ("CUETA") Cal. Civ. Code §§ 1633.1 to 1633.17), for executing this Agreement. The parties further agree that the electronic signature(s) included herein are intended to authenticate this writing and to have the same force and effect as manual signatures. Electronic signature means an electronic sound, symbol, or process attached to or logically associated with an electronic record and executed or adopted by a person with the intent to sign the electronic record pursuant to the CUETA as amended from time to time. Digital signature means an electronic identifier, created by computer, intended by the party using it to have the same force and effect as the use of a manual signature, and shall be reasonably relied upon by the parties. For purposes of this section, a digital signature is a type of "electronic signature" as defined in subdivision (i) of Section 1633.2 of the Civil Code.

43. MODIFICATION OF TERMS

This Agreement may be modified only by a written amendment signed by authorized representatives of both parties. Requests to modify fiscal provisions shall be submitted no later than April 1.

44. ENTIRE AGREEMENT

This Agreement constitutes the entire agreement between the parties with respect to the subject matter hereof. All prior or contemporaneous agreements of any kind or nature relating to the same subject matter shall be of no force or effect.

(signatures to follow on next page)

Authorized Signature for California Family Life Center <i>Mary Jo Ramirez</i>	Authorized Signature for County <i>Chuck Washington</i>
Printed Name of Person Signing: Mary Jo Ramirez	Printed Name of Person Signing: CHUCK WASHINGTON
Title: Executive Director	Title: Board of Supervisors, Chair
Date Signed: Dec 14, 2023	Date Signed:

ATTEST:
 Clerk of the Board
 By: *Cindy Jundz*
 Approved as to Form
 Minh C. Tran
 County Counsel
Katherine Wilkins

 Katherine Wilkins
 Deputy County Counsel
 Date: Dec 14, 2023

A.1 MAXIMUM AMOUNTS – ANNUAL AND AGGREGATE TOTALS

The total annual payments to CONTRACTOR shall not exceed:

FISCAL YEAR PERIOD	ANNUAL PAYMENT
February 1, 2024 through June 30, 2024	\$530,000
July 1, 2024 through June 30, 2025	\$530,000
July 1, 2025 through June 30, 2026	\$530,000
July 1, 2026 through June 30, 2027	\$530,000
July 1, 2027 through June 30, 2028	\$530,000
Total	\$2,650,000

A.2 UNIT OF SERVICE

1. Single Session

Zone	Billing Cost Per Unit of Service	Unit of Service	Requirements	Supporting Documentation
1,2,3	\$85	A unit of service with each participant/client which includes:	<ol style="list-style-type: none"> 1. SafeCare curriculum sessions (60 to 90 minutes but not less than 30 minutes) face-to-face or via other electronic media form as approved by DPSS. This shall include completion of assessments, surveys and documentation as required. Assessments shall be completed before and after each of the three (3) training modules (Child Healthcare, Parent-Child Interaction and Home Safety). 2. Limited to a maximum of twenty (20) sessions per client. 3. Administrative services such as telephone calls, training, monthly and annual reporting. 4. Operating Costs 	<ol style="list-style-type: none"> 1. Client name (and/or CSD Client ID number); 2. Beginning and ending time of session; 3. Date(s) of service; 4. Facilitator name; 5. Written documentation of DPSS approval for clients receiving more than twenty (20) sessions per service (If applicable).
4	\$150			

2. Training

Unit of Training	Maximum Units of Training Annually	Cost Per Unit of Training	Maximum Annual Reimbursement for Training
One (1) SafeCare Certification Training Series provided by CONTRACTOR, with a minimum of six (6) participants, unless a smaller number of participants is authorized by DPSS.	6	\$10,000	\$60,000

A.3 SINGLE SESSION METHOD, TIME AND CONDITIONS OF PAYMENT

1. CONTRACTOR shall be paid the actual amount of each approved monthly invoice. COUNTY may delay payment if the required supporting documentation is not provided or other requirements are not met.
2. CONTRACTOR shall submit a copy of either the initial participant referral or the Differential Response database entry for the month that services begin as backup documentation with billing.
3. CONTRACTOR shall include an itemized summary sheet with each month's billing. CONTRACTOR shall work with COUNTY to develop the summary sheet.
4. All payment claims shall be submitted on a monthly basis no later than thirty (30) days after the end of each month in which the services were provided. Each payment claiming period shall consist of a calendar month. All complete claims submitted in a timely manner shall be processed within forty-five (45) calendar days.
5. As applicable for payment requests, CONTRACTOR shall submit completed DPSS Forms 2076A (Attachment IV).
6. CONTRACTOR invoice estimates for May and June are due no later than the first Friday in June. Actual CONTRACTOR invoices for May and June are due no later than July 30th.
7. CONTRACTOR shall bill/invoice all other sources, including Medi-Cal, for all claimable expenses prior to submitting invoices to DPSS.

A.4 TRAINING AND EMPLOYEE COMPENSATION BILLING, METHOD, TIME AND CONDITIONS OF PAYMENT

1. CONTRACTOR shall be paid the actual amount of each training session for payment that is accompanied by a copy of DPSS Form 2067A (Attachment IV), corresponding sign-in sheet(s), agenda and back up travel documentation. CONTRACTOR shall submit sign-in sheets which shall include, but is not limited to, the following:
 - a. Training date(s)
 - b. Training location
 - c. Time (beginning and end)
 - d. Training topic(s) and/or agenda
 - e. Participant's first and last name
 - f. Participants' signature
2. CONTRACTOR shall be compensated during the period that staff is hired and the start of training, with CSD approval. Compensation will be equal to the actual salary and benefit cost of hired staff awaiting the start of training that is accompanied by:
 - a. Payroll register or report including employee name(s), hours, wage rate, wage amount, benefits amount and pay dates.
 - b. Time and activity report including employee's name, dates worked and hours allocated to DPSS program.

A.5 CLIENT SHARE OF COST

1. CONTRACTOR shall not charge any client under this Agreement unless it has been determined by COUNTY the client has a share of cost liability.
2. In those cases where the client owes a share of cost, CONTRACTOR shall be responsible for collecting the share of cost from the client.

A.6 FINANCIAL RESOURCES

During the term of this Agreement, CONTRACTOR shall maintain sufficient financial resources necessary to fully perform its obligations. CONTRACTOR confirms there has been no material financial change in CONTRACTOR (including any parent company) since its last financial statement that has resulted in a negative impact to its financial condition.

A.7 DISALLOWANCE

If CONTRACTOR receives payment under this Agreement which is later disallowed by COUNTY for nonconformance with the Agreement, CONTRACTOR shall promptly refund the disallowed amount to COUNTY, or, at its option, COUNTY may offset the amount disallowed from any payment due to CONTRACTOR.

B.1 BACKGROUND

SafeCare is an evidence-based in-home parenting education program generally provided in weekly home visits that last up to ninety (90) minutes each. The program consists of twenty (20) weekly sessions for each family, and the content for the in-home parenting sessions is delivered in three (3) separate modules consisting of six (6) sessions per module. Up to two (2) additional sessions may be provided to each family at the discretion of the Provider. These modules are:

- Home safety training,
- Child health care needs, and
- Parent-Child/Parent-Infant Interaction

The curriculum targets parents/caregivers who are at-risk, have been reported for child maltreatment and/or have open dependency cases. Through SafeCare, trained staff, called Providers, work with at-risk families in their home environment to improve parents/caregivers' skills in several domains. For more information on the SafeCare program, please go to <http://safecare.publichealth.gsu.edu/>.

There are three (3) required training modules with the SafeCare evidence-based model. Each module includes a baseline assessment, intervention (training) sessions and a follow-up assessment to monitor changes and progress in parenting skills over the course of the program.

CONTRACTOR shall be required to implement the SafeCare evidence-based parent training curriculum consisting of the following three (3) required module activities for referred families:

- Home Safety Module
- Health Module
- Parent-Child/Parent-Infant Interactions Module

B.2 GOALS

The goal of SafeCare is to reduce entry/re-entry into the Child Welfare System and increase reunification by enhancing the parenting skills of participating parents/caregivers.

B.3 TARGET POPULATION

SafeCare targets families with children ages 0 through 5 who have a history of child maltreatment and/or at risk of child maltreatment. These families participate on a voluntary basis and may or may not have an open dependency case with Children's Services Division (CSD).

B.4 OBJECTIVES

1. Provide evidence-based parenting services to improve parenting skills, parent-child interaction and overall family functioning.
2. Provide problem solving skills to reduce parental stress and hardship on children.
3. Provide health education to improve parent/caregiver's ability to take care of their child's healthcare needs.
4. Reduce child hazards and improve safety in the child's home.
5. Ensure the program is accessible to parents/caregivers in need of the service.

B.5 PROGRAM OUTCOMES

1. LEADING INDICATORS
 - a. Maintain a 50% graduation rate for voluntary services.

- b. Maintain a 75% graduation rate for dependency cases.
- c. After completion of the SafeCare program, participating clients shall demonstrate a 10% decrease in parental stress as measured by a difference in scores using an evaluation tool selected by DPSS (Parental Stress Scale) administered to clients prior to participation in the SafeCare program (Pre) and subsequent to participation in the SafeCare program (Post).
- d. After completion of the SafeCare program, participating clients shall demonstrate an 8% increase in parental competence (parent self-efficacy and satisfaction) as measured by a difference in scores using an evaluation tool selected by DPSS (Parenting Sense of Competence Scale) administered to clients prior to participation in the SafeCare program (Pre) and subsequent to participation in the SafeCare program (Post).
- e. The results generated by the evaluation tool(s) during the first year of implementation shall be used to establish a baseline for future use in determining appropriate percentage(s) of change for targeted program outcome(s). In subsequent years, changes to target program outcome percentage(s) of change may be modified based on the collected data.

2. LAGGING INDICATORS

- a. RADS-DAT shall review and analyze the results of CONTRACTOR's participating clients referred by CSD to the System Improvement Plan (SIP) goals:
 - i. The number of children who had a subsequent hotline referral whose family member/caregiver participated and has exited the program.
 - ii. The number of children who had a subsequent hotline referral that was substantiated whose family member/caregiver participated and has exited the program.
 - iii. The number of children who entered foster care whose family member/caregiver participated and has exited the program.
- b. However, the SIP goals may change in the future.

B.6 PROGRAM EVALUATION

DPSS CSD evaluates programs for efficacy of delivered services and successful accomplishment of program outcomes. Thereby, all agreed upon evidence-based or evidence-informed practices and reliable tools should be used in the implementation of this Agreement, and modification to or elimination of the proposed evidence-based or evidence-informed practices and tools are not recommended and need to be discussed with RADS-CAFE.

B.7 DPSS RESPONSIBILITIES

Refer families electronically through the Differential Response Database. The referral shall contain a summary assessment and prioritized service needs.

B.8 CONTRACTOR RESPONSIBILITIES

CONTRACTOR shall provide the following services:

Administration

1. Assign staff to be a liaison between CONTRACTOR and DPSS.
2. Provide services in Zones 2, 3 and 4. Services may also be provided in Zone 1 upon CSD written approval. Zone 1 rate will be paid at the same rate as Zone 2.
3. Maintain a sufficient number of Providers to maintain a 1:15 Provider to client/case ratio throughout this Agreement period based on sufficient referrals.

4. Provide services in English and Spanish.
5. Participate in Joint Operation Meetings (JOMs) held between CONTRACTOR and DPSS. Historically, JOMs are held quarterly.
6. Provide services to participants who are residents of Riverside County.
7. Provide services to participants referred by DPSS.

SafeCare Training

8. Providers shall successfully complete the SafeCare Certification and attend the following training, meetings and coaching training within ninety (90) days as follows:
 - a. Attend a four (4) day on-site training by the National SafeCare Training and Research Center (NSTRC) Certified SafeCare Trainer from Riverside County and be considered a Pre-certified Provider.
 - b. Attend monthly team meetings via teleconference or in person.
 - c. Have nine (9) initial coached visits by a NSTRC Certified SafeCare Trainer and/or Coach and be considered a Certified Provider.
 - d. Participate in all trainings deemed necessary by DPSS, which may include, but not be limited to, SafeCare web-based application training and Structured Decision Making (SDM) training.
 - e. Providers may not provide services prior to pre-certification.
9. Ongoing Coaching
CONTRACTOR staff shall complete in-person or audio-recorded monthly coaching sessions after certification, per NSTRC guidelines. Quarterly coaching shall apply for Providers with two (2) or more years of certification.

Implementation/Program Service Requirements

10. Implement and maintain fidelity to the evidence-based SafeCare program.
11. Provide services to parents/caregivers referred by DPSS, who are at risk or who have been reported for child maltreatment and/or have open dependency cases.
12. Provide services during normal business hours (8:00 am-5:00 pm) with after-hours capacity.
13. Enter required data into the DPSS SafeCare database within three (3) business days of all activity, which includes, and is not limited to, attempted contact, phone conversations, face-to-face or other approved electronic media form.
14. Carry caseloads not less than ten (10) (contingent on sufficient cases) and not to exceed fifteen (15) participants at a time per FTE Provider.
15. Provide meetings face-to-face or via other electronic media form as approved by DPSS CSD, with the participant at their place of residence, or other location, if appropriate.
16. Provide each participant twenty (20) (60 to 90 minutes but not less than 30 minutes) face-to-face or via other electronic media form as approved by DPSS CSD, SafeCare curriculum sessions to each client. This shall include completion of assessments, surveys and documentation as required. Assessments shall be completed before and after each of the three (3) training modules (Child Healthcare, Parent-Child Interaction, Home Safety) consisting of six (6) sessions. As needed, and at the discretion of the Provider, administer up to two (2) additional sessions per client. Sessions may not be combined by Home Visitors who are not certified by NSTRC. Sessions shall not be combined during a face-to-face visit, or via other electronic media form, without prior authorization from a SafeCare coach. Exceptions or variances may be utilized with prior DPSS authorization.

17. Adhere to the National SafeCare Training and Research (NSTRC) implementation model.
18. Train participants with young children using the three (3) required SafeCare training modules during home visits:
 - a. Home Safety Module – Targets risk factors for environmental neglect and unintentional injury. Providers train parents/caregivers, using validated and reliable assessment checklists, to identify and reduce/eliminate safety and health hazards in the home.
 - b. Health Module – Targets risk factors for medical neglect. Providers train parents/caregivers to use health reference materials, prevent illness, identify symptoms of childhood illnesses or injuries and provide or seek appropriate treatment by following a structured decision-making approach for health issues. To assess actual health-related behavior, parents/caregivers role-play health scenarios and decide whether to treat the child at home, call a medical provider or seek emergency treatment.
 - c. Parent-Child/Parent-Infant Interactions Module – Targets risk factors associated with neglect and physical abuse.

Referral/Intake

19. Initial contact shall be made and/or attempted within three (3) business days of receipt of referral.
20. Conduct three (3) separate attempts via three (3) different methods with at least one (1) day between each attempt.
21. If CONTRACTOR is unable to contact participant within twenty (20) working days of receipt of referral CONTRACTOR shall contact referring social worker for assistance and/or DPSS Liaison prior to closing referral.
22. 21. CONTRACTOR shall attempt to schedule intake during initial contact with participant. Initial SafeCare session shall be scheduled within two (2) weeks of intake appointment.

Assessments

23. Assess participants prior to the start of receiving services using a DPSS approved pre-test, and at the completion of services using a DPSS approved post-test to measure change in parenting skills. Pre-test and Post-test shall both be turned in monthly under Reporting.

SafeCare Materials/Resources

24. CONTRACTOR shall purchase and provide each residence with materials/supplies for conducting SafeCare implementation including, but not limited to, first aid kit, child-proofing kit, health manual, safety supplies, health supplies and interaction manual.

Data / Evaluations

25. DPSS CSD shall provide an evaluation plan and mandatory evaluation instruments (surveys, assessment tests, etc.) for CONTRACTOR. The evaluation tools shall be used to measure the Program Outcomes referenced in Section B.5.
26. CONTRACTOR shall have, at minimum, intermediate familiarity with Microsoft Excel applications/software.
27. DPSS CSD shall provide the following evaluation tools. In some instances, RADS-CAFE may provide guidance and ask CONTRACTOR to develop evaluation reports or tools and/or scoring instructions when tools are not accessible to RADS-CAFE. Any revisions to or replacement of the evaluation tools and procedures shall not require an amendment to this Agreement.

Program Outcome Tools:

- a. Program Outcomes 1-2: Graduation Rate Table, attached hereto as Exhibit A.

- b. Program Outcomes 3: DPSS CSD Evaluation Tools Parental Stress Scale (PSS; Berry & Jones, 1995) attached hereto in Exhibit B.
- c. Program Outcomes 4: DPSS CSD Evaluation Tools Parenting Sense of Competence Scale (PSoC) (Gibaud-Wallston & Wandersman, 1978) attached hereto in Exhibit C.

Other Tools:

- d. SafeCare database tool, a web-based application, shall be provided by DPSS and maintained by CONTRACTOR staff for case management.
 - e. Interpret Risk Assessment according to Structured Decision Making (SDM).
 - f. DPSS CSD Evaluation Tools Provider Form attached hereto in Exhibit D.
 - g. DPSS CSD Evaluation Tools Client Intake Measure attached hereto in Exhibit E.
 - h. DPSS CSD Evaluation Tools Client Exit Measure attached hereto in Exhibit F.
 - i. CONTRACTOR shall use the most current version of the evaluation tools approved by RADS-CAFE. Any revisions to or replacement of the evaluation tools shall not require an amendment to this Agreement.
 - j. CONTRACTOR may propose additional evaluation tools approved by RADS-CAFÉ:
 - i. CONTRACTOR shall provide documentation of justification and literature citations and/or references (National Registry Evidence-Based Program Practices (NREPP) and California Evidence-Based Clearinghouse for Child Welfare (CEBC4CW), etc.) that demonstrate evidence-based effectiveness of the proposed additional evaluation tools.
 - ii. CONTRACTOR shall provide CSD-CAFÉ physical copies of all proposed program evaluation tools (i.e., survey or scale, survey instructions, data collection procedures, scoring instructions, scoring CD-ROM, etc.) sixty (60) days following the approval of evidence-based practice(s) or evidence-informed practice(s). CONTRACTOR shall include costs of DPSS' copy in their line-item budget.
28. CONTRACTOR shall comply with the following Evaluation requirements:
- a. Properly administer and assist client(s) to complete the evaluation tool(s) via a method designated by RADS-CAFE (e.g., SurveyMonkey, SharePoint). RADS-CAFE shall provide any necessary training on how to use SurveyMonkey and SharePoint when applicable.
 - b. If CONTRACTOR chooses to use SharePoint, all data shall be entered by CONTRACTOR into Microsoft Excel and uploaded onto SharePoint by the 20th calendar day of the following month after services.
 - c. CONTRACTOR shall complete all data points on the evaluation tools, including graduation rate report table, PSS, PSoC, Provider Form, DPSS CSD Client Intake Forms, Client DPSS CSD Exit Forms. CONTRACTOR shall submit this data to DPSS RADS-CAFE using the agreed upon method (e.g., SurveyMonkey, SharePoint)
 - d. The format and method in which evaluation tools data shall be submitted to RADS-CAFE shall be agreed upon by DPSS and CONTRACTOR.
 - e. All program and assessment materials, such as completed evaluation tools and data, are the sole property of DPSS. Materials damaged or lost shall be replaced by CONTRACTOR.
 - f. CONTRACTOR's staff is responsible for properly administering and assisting the client in completing the evaluation tools with appropriate guidance from RADS-CAFE.

B.9 REPORTING

CONTRACTOR shall complete the following Reporting Requirements:

1. Submit completed evaluation tools (PSS, PSoC, Provider Form, DPSS CSD Client Intake Forms, Client DPSS CSD Exit Forms) to RADS-CAFE using the agreed upon method (e.g., SurveyMonkey, SharePoint).
2. Provide the DPSS CSD Liaison with Monthly Summary Reports, at PDRreports@rivco.org, by the 20th calendar day of the month following services. See a sample monthly report and instructions attached hereto as EXHIBIT G. Submit monthly report indicating number of:
 - a. Referrals received

- b. Units provided
 - c. New clients
 - d. Terminated clients (graduated or dropped out)
 - e. Total clients served
 - f. Materials/supplies provided to clients
 - g. Current active clients
 - h. Scheduled and completed evening appointments
3. Provide the DPSS CSD Liaison Quarterly Summary Report, at PDRreports@rivco.org, by the 20th calendar day of the month following the quarter in which services were delivered and/or at the JOM held within the reporting period. Reports shall include total unduplicated counts of the following:
- a. Number of referrals received; counts to be sorted by Region
 - b. Total clients served
 - c. Number of new clients
 - d. Terminated clients (graduated or dropped out)
 - e. Current active clients
4. Provide to RADS-DAT (via the RADS-CAFE SharePoint site) a monthly report, by the 20th calendar day of the month following services, which includes the following:
- a. Client Type (CSD or Walk-in)
 - b. CWS Identifier (CWS Client Number)
 - c. Client Name (Last Name, First Name, Middle Initial)
 - d. Client Date of Birth
 - e. Does the client have a disability? (Yes/No)
 - f. Client Race/Ethnicity
 - g. Client Sex at Birth
 - h. CONTRACTOR's Number (CONTRACTOR's Client Identifier)
 - i. Program Type
 - j. Program Status (e.g., referred, new, active, never served, or closed)
 - k. Date Referred to Program (Referral Date or Walked-in Date)
 - l. Enrolled Date (Intake Date)
 - m. Discharge Date (Closure Date)
 - n. Discharge Reason (Closure Reason, e.g., graduated or drop out)
 - o. Pre-Test Date
 - p. Intake/Provider Form Only
 - q. Post Test Date
 - r. Exit/Provider Form Only
5. Enter required data into the SafeCare database tool within three (3) business days of any activity.
6. Any revisions to these reports shall not require an amendment to this Agreement.

(section intentionally left blank)

B.10 GEOGRAPHIC AREAS

CONTRACTOR shall provide services in Zone 2 (Mid & Southwest County), Zone 3 (Desert & Eastern County) and Zone 4 (Blythe). Services may also be provided in Zone 1 with CSD approval. The Geographical Zone sheet which shows the breakdown of each zone is below:

ZONE 1	
Western County	
City	Zip Code
Colton	92324
Corona	92879
Corona	92881
Corona	92882
Corona	92878
Corona/Eastvale	92880
Corona/Temescal Valley	92883
Homeland	92548
Lake Elsinore	92530
Lake Elsinore	92532
March AFB	92518
Menifee	92585
Menifee	92586
Menifee	92587
Mira Loma	91752
Moreno Valley	92551
Moreno Valley	92553
Moreno Valley	92555
Moreno Valley	92557
Norco	92860
Nuevo/Lakeview	92567
Perris	92570
Perris	92571
Perris	92599
Redlands	92373
Riverside	92501
Riverside	92503
Riverside	92504
Riverside	92505
Riverside	92506
Riverside	92507
Riverside	92508
Riverside	92522
Riverside	92515
Riverside/Jurupa Valley	92509
Riverside (UCR)	92521
Wildomar	92595

ZONE 2	
Mid & Southwest County	
City	Zip Code
Aguanga	92536
Anza	92539
Banning	92220
Beaumont/Cherry Valley	92223
Cabazon	92230
Calimesa	92320
Fallbrook	92028
Hemet	92543
Hemet	92545
Hemet/Valle Vista	92544
Idyllwild	92549
Menifee/Sun City	92584
Mountain Center	92561
Murrieta	92562
Murrieta	92563
San Jacinto	92582
San Jacinto/Gilman Springs	92583
Temecula	92590
Temecula	92591
Temecula	92592
Winchester/French Valley	92596
Yucaipa	92399

ZONE 3	
Desert & Eastern County	
City	Zip Code
Cathedral City	92234
Cathedral City	92235
Coachella	92236
Desert Hot Springs	92240
Indian Wells	92210
Indio	92201
Indio	92202
Indio	92203
Indio Hills/DHS/ Sky Valley	92241
La Quinta	92253
Mecca/North Shore	92254
Palm Desert	92211
Palm Desert	92260
Palm Desert	92261
Palm Springs	92262
Palm Springs	92264
Palm Springs	92292
Rancho Mirage	92270
Thermal/Oasis/ Salton Sea	92274
Thousand Palms	92276
Twentynine Palms	92277
Whitewater	92282

ZONE 4	
Blythe	92225
Desert Center	92239
Eagle Mountain	92241
Midland	92255
Ripley	92272

HIPAA Business Associate Agreement
Addendum to Contract
Between the County of Riverside and California Family Life Center

This HIPAA Business Associate Agreement (the "Addendum") supplements, and is made part of (the DPSS-0004788 "Underlying Agreement") between the County of Riverside ("County") and California Family Life Center ("Contractor") and shall be effective as of the date the Underlying Agreement is approved by both Parties (the "Effective Date").

RECITALS

WHEREAS, County and Contractor entered into the Underlying Agreement pursuant to which the Contractor provides services to County, and in conjunction with the provision of such services certain protected health information ("PHI") and/or certain electronic protected health information ("ePHI") may be created by or made available to Contractor for the purposes of carrying out its obligations under the Underlying Agreement; and,

WHEREAS, the provisions of the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), Public Law 104-191 enacted August 21, 1996, and the Health Information Technology for Economic and Clinical Health Act ("HITECH") of the American Recovery and Reinvestment Act of 2009, Public Law 111-5 enacted February 17, 2009, and the laws and regulations promulgated subsequent thereto, as may be amended from time to time, are applicable to the protection of any use or disclosure of PHI and/or ePHI pursuant to the Underlying Agreement; and,

WHEREAS, County is a covered entity, as defined in the Privacy Rule; and,

WHEREAS, to the extent County discloses PHI and/or ePHI to Contractor or Contractor creates, receives, maintains, transmits, or has access to PHI and/or ePHI of County, Contractor is a business associate, as defined in the Privacy Rule; and,

WHEREAS, pursuant to 42 USC §17931 and §17934, certain provisions of the Security Rule and Privacy Rule apply to a business associate of a covered entity in the same manner that they apply to the covered entity, the additional security and privacy requirements of HITECH are applicable to business associates and must be incorporated into the business associate agreement, and a business associate is liable for civil and criminal penalties for failure to comply with these security and/or privacy provisions; and,

WHEREAS, the parties mutually agree that any use or disclosure of PHI and/or ePHI must be in compliance with the Privacy Rule, Security Rule, HIPAA, HITECH and any other applicable law; and,

WHEREAS, the parties intend to enter into this Addendum to address the requirements and obligations set forth in the Privacy Rule, Security Rule, HITECH and HIPAA as they apply to Contractor as a business associate of County, including the establishment of permitted and required uses and disclosures of PHI and/or ePHI created or received by Contractor during the course of performing functions, services and activities on behalf of County, and appropriate limitations and conditions on such uses and disclosures;

NOW, THEREFORE, in consideration of the mutual promises and covenants contained herein, the parties agree as follows:

1. **Definitions.** Terms used, but not otherwise defined, in this Addendum shall have the same meaning as those terms in HITECH, HIPAA, Security Rule and/or Privacy Rule, as may be amended from time to time.
- A. "Breach" when used in connection with PHI means the acquisition, access, use or disclosure of PHI in a manner not permitted under subpart E of the Privacy Rule which compromises the security or privacy of the PHI, and shall have the meaning given such term in 45 CFR §164.402.
- 1) Except as provided below in Paragraph (2) of this definition, acquisition, access, use, or disclosure of PHI in a manner not permitted by subpart E of the Privacy Rule is presumed to be a breach unless Contractor demonstrates that there is a low probability that the PHI has been compromised based on a risk assessment of at least the following four factors:
 - a) The nature and extent of the PHI involved, including the types of identifiers and the likelihood of re-identification;
 - b) The unauthorized person who used the PHI or to whom the disclosure was made;
 - c) Whether the PHI was actually acquired or viewed; and
 - d) The extent to which the risk to the PHI has been mitigated.
 - 2) Breach excludes:
 - a) Any unintentional acquisition, access or use of PHI by a workforce member or person acting under the authority of a covered entity or business associate, if such acquisition, access or use was made in good faith and within the scope of authority and does not result in further use or disclosure in a manner not permitted under subpart E of the Privacy Rule.
 - b) Any inadvertent disclosure by a person who is authorized to access PHI at a covered entity or business associate to another person authorized to access PHI at the same covered entity, business associate, or organized health care arrangement in which County participates, and the information received as a result of such disclosure is not further used or disclosed in a manner not permitted by subpart E of the Privacy Rule.
 - c) A disclosure of PHI where a covered entity or business associate has a good faith belief that an unauthorized person to whom the disclosure was made would not reasonably have been able to retain such information.
- B. "Business associate" has the meaning given such term in 45 CFR §164.501, including but not limited to a subcontractor that creates, receives, maintains, transmits or accesses PHI on behalf of the business associate.
- C. "Data aggregation" has the meaning given such term in 45 CFR §164.501.
- D. "Designated record set" as defined in 45 CFR §164.501 means a group of records maintained by or for a covered entity that may include: the medical records and billing records about individuals maintained by or for a covered health care provider; the enrollment, payment, claims adjudication, and case or medical management record systems maintained by or for a health plan; or, used, in whole or in part, by or for the covered entity to make decisions about individuals.

- E. "Electronic protected health information" ("ePHI") as defined in 45 CFR §160.103 means protected health information transmitted by or maintained in electronic media.
- F. "Electronic health record" means an electronic record of health-related information on an individual that is created, gathered, managed, and consulted by authorized health care clinicians and staff, and shall have the meaning given such term in 42 USC §17921(5).
- G. "Health care operations" has the meaning given such term in 45 CFR §164.501.
- H. "Individual" as defined in 45 CFR §160.103 means the person who is the subject of protected health information.
- I. "Person" as defined in 45 CFR §160.103 means a natural person, trust or estate, partnership, corporation, professional association or corporation, or other entity, public or private.
- J. "Privacy Rule" means the HIPAA regulations codified at 45 CFR Parts 160 and 164, Subparts A 17 and E.
- K. "Protected health information" ("PHI") has the meaning given such term in 45 CFR §160.103, which includes ePHI.
- L. "Required by law" has the meaning given such term in 45 CFR §164.103.
- M. "Secretary" means the Secretary of the U.S. Department of Health and Human Services 22 ("HHS").
- N. "Security incident" as defined in 45 CFR §164.304 means the attempted or successful unauthorized access, use, disclosure, modification, or destruction of information or interference with system operations in an information system.
- O. "Security Rule" means the HIPAA Regulations codified at 45 CFR Parts 160 and 164, Subparts 27 A and C.
- P. "Subcontractor" as defined in 45 CFR §160.103 means a person to whom a business associate delegates a function, activity, or service, other than in the capacity of a member of the workforce of such business associate.
- Q. "Unsecured protected health information" and "unsecured PHI" as defined in 45 CFR §164.402 means PHI not rendered unusable, unreadable, or indecipherable to unauthorized persons through use of a technology or methodology specified by the Secretary in the guidance issued 34 under 42 USC §17932(h)(2).

2. Scope of Use and Disclosure by Contractor of County's PHI and/or ePHI.

- A. Except as otherwise provided in this Addendum, Contractor may use, disclose, or access PHI and/or ePHI as necessary to perform any and all obligations of Contractor under the Underlying Agreement or to perform functions, activities or services for, or on behalf of, County as specified in this Addendum, if such use or disclosure does not violate HIPAA, HITECH, the Privacy Rule and/or Security Rule.
- B. Unless otherwise limited herein, in addition to any other uses and/or disclosures permitted or authorized by this Addendum or required by law, in accordance with 45 CFR §164.504(e)(2), Contractor may:
 - 1) Use PHI and/or ePHI if necessary for Contractor's proper management and administration and to carry out its legal responsibilities; and

- 2) Disclose PHI and/or ePHI for the purpose of Contractor's proper management and administration or to carry out its legal responsibilities, only if:
 - a) The disclosure is required by law; or,
 - b) Contractor obtains reasonable assurances, in writing, from the person to whom Contractor will Hold such PHI disclose such PHI and/or ePHI that the person will:
 - i. and/or ePHI in confidence and use or further disclose it only for the purpose for which Contractor disclosed it to the person, or as required by law; and,
 - ii. Notify Contractor of any instances of which it becomes aware in which the confidentiality of the information has been breached; and,
 - 3) Use PHI to provide data aggregation services relating to the health care operations of County pursuant to the Underlying Agreement or as requested by County; and,
 - 4) De-identify all PHI and/or ePHI of County received by Contractor under this Addendum provided that the de-identification conforms to the requirements of the Privacy Rule and/or 24 Security Rule and does not preclude timely payment and/or claims processing and receipt.
- C. Notwithstanding the foregoing, in any instance where applicable state and/or federal laws and/or regulations are more stringent in their requirements than the provisions of HIPAA, including, but not limited to, prohibiting disclosure of mental health and/or substance abuse records, the applicable state and/or federal laws and/or regulations shall control the disclosure of records.

3. Prohibited Uses and Disclosures.

- A. Contractor may neither use, disclose, nor access PHI and/or ePHI in a manner not authorized by the Underlying Agreement or this Addendum without patient authorization or de-identification of the PHI and/or ePHI and as authorized in writing from County.
- B. Contractor may neither use, disclose, nor access PHI and/or ePHI it receives from County or from another business associate of County, except as permitted or required by this Addendum, or as required by law.
- C. Contractor agrees not to make any disclosure of PHI and/or ePHI that County would be prohibited from making.
- D. Contractor shall not use or disclose PHI for any purpose prohibited by the Privacy Rule, Security Rule, HIPAA and/or HITECH, including, but not limited to 42 USC §17935 and §17936. Contractor agrees:
 - 1) Not to use or disclose PHI for fundraising, unless pursuant to the Underlying Agreement and only if permitted by and in compliance with the requirements of 45 CFR §164.514(f) or 45 CFR §164.508;
 - 2) Not to use or disclose PHI for marketing, as defined in 45 CFR §164.501, unless pursuant to the Underlying Agreement and only if permitted by and in compliance with the requirements of 45 CFR §164.508(a)(3);
 - 3) Not to disclose PHI, except as otherwise required by law, to a health plan for purposes of carrying out payment or health care operations, if the individual has requested this restriction pursuant to 42 USC §17935(a) and 45 CFR §164.522, and has paid out of pocket in full for the health care item or service to which the PHI solely relates; and

- 4) Not to receive, directly or indirectly, remuneration in exchange for PHI, or engage in any act that would constitute a sale of PHI, as defined in 45 CFR §164.502(a)(5)(ii), unless permitted by the Underlying Agreement and in compliance with the requirements of a valid authorization under 45 CFR §164.508(a)(4). This prohibition shall not apply to payment by County to Contractor for services provided pursuant to the Underlying Agreement.

4. Obligations of County.

- A. County agrees to make its best efforts to notify Contractor promptly in writing of any restrictions on the use or disclosure of PHI and/or ePHI agreed to by County that may affect Contractor's ability to perform its obligations under the Underlying Agreement, or this Addendum.
- B. County agrees to make its best efforts to promptly notify Contractor in writing of any changes in, or revocation of, permission by any individual to use or disclose PHI and/or ePHI, if such changes or revocation may affect Contractor's ability to perform its obligations under the Underlying Agreement, or this Addendum.
- C. County agrees to make its best efforts to promptly notify Contractor in writing of any known limitation(s) in its notice of privacy practices to the extent that such limitation may affect Contractor's use or disclosure of PHI and/or ePHI.
- D. County agrees not to request Contractor to use or disclose PHI and/or ePHI in any manner that would not be permissible under HITECH, HIPAA, the Privacy Rule, and/or Security Rule.
- E. County agrees to obtain any authorizations necessary for the use or disclosure of PHI and/or ePHI, so that Contractor can perform its obligations under this Addendum and/or Underlying Agreement.

5. Obligations of Contractor. In connection with the use or disclosure of PHI and/or ePHI, Contractor agrees to:

- A. Use or disclose PHI only if such use or disclosure complies with each applicable requirement of 45 CFR §164.504(e). Contractor shall also comply with the additional privacy requirements that are applicable to covered entities in HITECH, as may be amended from time to time.
- B. Not use or further disclose PHI and/or ePHI other than as permitted or required by this Addendum or as required by law. Contractor shall promptly notify County if Contractor is required by law to disclose PHI and/or ePHI.
- C. Use appropriate safeguards and comply, where applicable, with the Security Rule with respect to ePHI, to prevent use or disclosure of PHI and/or ePHI other than as provided for by this Addendum.
- D. Mitigate, to the extent practicable, any harmful effect that is known to Contractor of a use or disclosure of PHI and/or ePHI by Contractor in violation of this Addendum.
- E. Report to County any use or disclosure of PHI and/or ePHI not provided for by this Addendum or otherwise in violation of HITECH, HIPAA, the Privacy Rule, and/or Security Rule of which Contractor becomes aware, including breaches of unsecured PHI as required by 45 CFR §164.410.
- F. In accordance with 45 CFR §164.502(e)(1)(ii), require that any subcontractors that create, receive, maintain, transmit or access PHI on behalf of the Contractor agree through contract to the same restrictions and conditions that apply to Contractor with respect to such PHI and/or ePHI, including the restrictions and conditions pursuant to this Addendum.

- G. Make available to County or the Secretary, in the time and manner designated by County or Secretary, Contractor's internal practices, books and records relating to the use, disclosure and privacy protection of PHI received from County, or created or received by Contractor on behalf of County, for purposes of determining, investigating or auditing Contractor's and/or County's compliance with the Privacy Rule.
 - H. Request, use or disclose only the minimum amount of PHI necessary to accomplish the intended purpose of the request, use or disclosure in accordance with 42 USC §17935(b) and 45 CFR §164.502(b)(1).
 - I. Comply with requirements of satisfactory assurances under 45 CFR §164.512 relating to notice or qualified protective order in response to a third party's subpoena, discovery request, or other lawful process for the disclosure of PHI, which Contractor shall promptly notify County upon Contractor's receipt of such request from a third party.
 - J. Not require an individual to provide patient authorization for use or disclosure of PHI as a condition for treatment, payment, enrollment in any health plan (including the health plan administered by County), or eligibility of benefits, unless otherwise excepted under 45 CFR §164.508(b)(4) and authorized in writing by County.
 - K. Use appropriate administrative, technical and physical safeguards to prevent inappropriate use, disclosure, or access of PHI and/or ePHI.
 - L. Obtain and maintain knowledge of applicable laws and regulations related to HIPAA and HITECH, as may be amended from time to time.
 - M. Comply with the requirements of the Privacy Rule that apply to the County to the extent Contractor is to carry out County's obligations under the Privacy Rule.
 - N. Take reasonable steps to cure or end any pattern of activity or practice of its subcontractor of which Contractor becomes aware that constitute a material breach or violation of the subcontractor's obligations under the business associate contract with Contractor, and if such steps are unsuccessful, Contractor agrees to terminate its contract with the subcontractor if feasible.
6. **Access to PHI, Amendment and Disclosure Accounting.** Contractor agrees to:
- A. **Access to PHI, including ePHI.** Provide access to PHI, including ePHI if maintained electronically, in a designated record set to County or an individual as directed by County, within five (5) days of request from County, to satisfy the requirements of 45 CFR §164.524.
 - B. **Amendment of PHI.** Make PHI available for amendment and incorporate amendments to PHI in a designated record set County directs or agrees to at the request of an individual, within fifteen (15) days of receiving a written request from County, in accordance with 45 CFR §164.526.
 - C. **Accounting of disclosures of PHI and electronic health record.** Assist County to fulfill its obligations to provide accounting of disclosures of PHI under 45 CFR §164.528 and, where applicable, electronic health records under 42 USC §17935(c) if Contractor uses or maintains electronic health records. Contractor shall:
 - 1) Document such disclosures of PHI and/or electronic health records, and information related to such disclosures, as would be required for County to respond to a request by an individual for an accounting of disclosures of PHI and/or electronic health record in accordance with 45 CFR §164.528.

- 2) Within fifteen (15) days of receiving a written request from County, provide to County or any individual as directed by County information collected in accordance with this section to permit County to respond to a request by an individual for an accounting of disclosures of PHI and/or electronic health record.
 - 3) Make available for County information required by this Section 6.C for six (6) years preceding the individual's request for accounting of disclosures of PHI, and for three (3) years preceding the individual's request for accounting of disclosures of electronic health record.
7. **Security of ePHI.** In the event County discloses ePHI to Contractor or Contractor needs to create, receive, maintain, transmit or have access to County ePHI, in accordance with 42 USC §17931 and 45 CFR §164.314(a)(2)(i), and §164.306, Contractor shall:
- A. Comply with the applicable requirements of the Security Rule, and implement administrative, physical, and technical safeguards that reasonably and appropriately protect the confidentiality, integrity, and availability of ePHI that Contractor creates, receives, maintains, or transmits on behalf of County in accordance with 45 CFR §164.308, §164.310, and §164.312;
 - B. Comply with each of the requirements of 45 CFR §164.316 relating to the implementation of policies, procedures and documentation requirements with respect to ePHI;
 - C. Protect against any reasonably anticipated threats or hazards to the security or integrity of ePHI;
 - D. Protect against any reasonably anticipated uses or disclosures of ePHI that are not permitted or required under the Privacy Rule;
 - E. Ensure compliance with the Security Rule by Contractor's workforce;
 - F. In accordance with 45 CFR §164.308(b)(2), require that any subcontractors that create, receive, maintain, transmit, or access ePHI on behalf of Contractor agree through contract to the same restrictions and requirements contained in this Addendum and comply with the applicable requirements of the Security Rule;
 - G. Report to County any security incident of which Contractor becomes aware, including breaches of unsecured PHI as required by 45 CFR §164.410; and
 - H. Comply with any additional security requirements that are applicable to covered entities in Title 42 (Public Health and Welfare) of the United States Code, as may be amended from time to time, including but not limited to HITECH.
8. **Breach of Unsecured PHI.** In the case of breach of unsecured PHI, Contractor shall comply with the applicable provisions of 42 USC §17932 and 45 CFR Part 164, Subpart D, including but not limited to 45 CFR §164.410.
- A. **Discovery and notification.** Following the discovery of a breach of unsecured PHI, Contractor shall notify County in writing of such breach without unreasonable delay and in no case later than 60 calendar days after discovery of a breach, except as provided in 45 CFR §164.412.

- 1) **Breaches treated as discovered.** A breach is treated as discovered by Contractor as of the first day on which such breach is known to Contractor or, by exercising reasonable diligence, would have been known to Contractor, which includes any person, other than the person committing the breach, who is an employee, officer, or other agent of Contractor (determined in accordance with the federal common law of agency).
 - 2) **Content of notification.** The written notification to County relating to breach of unsecured PHI shall include, to the extent possible, the following information if known (or can be reasonably obtained) by Contractor:
 - a) The identification of each individual whose unsecured PHI has been, or is reasonably believed by Contractor to have been accessed, acquired, used or disclosed during the breach;
 - b) A brief description of what happened, including the date of the breach and the date of the discovery of the breach, if known;
 - c) A description of the types of unsecured PHI involved in the breach, such as whether full name, social security number, date of birth, home address, account number, diagnosis, disability code, or other types of information were involved;
 - d) Any steps individuals should take to protect themselves from potential harm resulting from the breach;
 - e) A brief description of what Contractor is doing to investigate the breach, to mitigate harm to individuals, and to protect against any further breaches; and
 - f) Contact procedures for individuals to ask questions or learn additional information, which shall include a toll-free telephone number, an e-mail address, web site, or postal address.
- B. **Cooperation.** With respect to any breach of unsecured PHI reported by Contractor, Contractor shall cooperate with County and shall provide County with any information requested by County to enable County to fulfill in a timely manner its own reporting and notification obligations, including but not limited to providing notice to individuals, prominent media outlets and the Secretary in accordance with 42 USC §17932 and 45 CFR §164.404, §164.406 and §164.408.
- C. **Breach log.** To the extent breach of unsecured PHI involves less than 500 individuals, Contractor shall maintain a log or other documentation of such breaches and provide such log or other documentation on an annual basis to County not later than fifteen (15) days after the end of each calendar year for submission to the Secretary.
- D. **Delay of notification authorized by law enforcement.** If Contractor delays notification of breach of unsecured PHI pursuant to a law enforcement official's statement that required notification, notice or posting would impede a criminal investigation or cause damage to national security, Contractor shall maintain documentation sufficient to demonstrate its compliance with the requirements of 45 CFR §164.412.

- E. **Payment of costs.** With respect to any breach of unsecured PHI caused solely by the Contractor's failure to comply with one or more of its obligations under this Addendum and/or the provisions of HITECH, HIPAA, the Privacy Rule or the Security Rule, Contractor agrees to pay any and all costs associated with providing all legally required notifications to individuals, media outlets, and the Secretary. This provision shall not be construed to limit or diminish Contractor's obligations to indemnify, defend and hold harmless County under Section 9 of this Addendum.
- F. **Documentation.** Pursuant to 45 CFR §164.414(b), in the event Contractor's use or disclosure of PHI and/or ePHI violates the Privacy Rule, Contractor shall maintain documentation sufficient to demonstrate that all notifications were made by Contractor as required by 45 CFR Part 164, Subpart D, or that such use or disclosure did not constitute a breach, including Contractor's completed risk assessment and investigation documentation.
- G. **Additional State Reporting Requirements.** The parties agree that this Section 8.G applies only if and/or when County, in its capacity as a licensed clinic, health facility, home health agency, or hospice, is required to report unlawful or unauthorized access, use, or disclosure of medical information under the more stringent requirements of California Health & Safety Code §1280.15. For purposes of this Section 8.G, "unauthorized" has the meaning given such term in California Health & Safety Code §1280.15(j)(2).
- 1) Contractor agrees to assist County to fulfill its reporting obligations to affected patients and to the California Department of Public Health ("CDPH") in a timely manner under the California Health & Safety Code §1280.15.
 - 2) Contractor agrees to report to County any unlawful or unauthorized access, use, or disclosure of patient's medical information without unreasonable delay and no later than two (2) business days after Contractor detects such incident. Contractor further agrees such report shall be made in writing, and shall include substantially the same types of information listed above in Section 8.A.2 (Content of Notification) as applicable to the unlawful or unauthorized access, use, or disclosure as defined above in this section, understanding and acknowledging that the term "breach" as used in Section 8.A.2 does not apply to California Health & Safety Code §1280.15.

9. **Hold Harmless/Indemnification.**

- A. Contractor agrees to indemnify and hold harmless County, all Agencies, Districts, Special Districts and Departments of County, their respective directors, officers, Board of Supervisors, elected and appointed officials, employees, agents and representatives from any liability whatsoever, based or asserted upon any services of Contractor, its officers, employees, subcontractors, agents or representatives arising out of or in any way relating to this Addendum, including but not limited to property damage, bodily injury, death, or any other element of any kind or nature whatsoever arising from the performance of Contractor, its officers, agents, employees, subcontractors, agents or representatives from this Addendum. Contractor shall defend, at its sole expense, all costs and fees, including but not limited to attorney fees, cost of investigation, defense and settlements or awards, of County, all Agencies, Districts, Special Districts and Departments of County, their respective directors, officers, Board of Supervisors, elected and appointed officials, employees, agents or representatives in any claim or action based upon such alleged acts or omissions.

- B. With respect to any action or claim subject to indemnification herein by Contractor, Contractor shall, at their sole cost, have the right to use counsel of their choice, subject to the approval of County, which shall not be unreasonably withheld, and shall have the right to adjust, settle, or compromise any such action or claim without the prior consent of County; provided, however, that any such adjustment, settlement or compromise in no manner whatsoever limits or circumscribes Contractor's indemnification to County as set forth herein. Contractor's obligation to defend, indemnify and hold harmless County shall be subject to County having given Contractor written notice within a reasonable period of time of the claim or of the commencement of the related action, as the case may be, and information and reasonable assistance, at Contractor's expense, for the defense or settlement thereof. Contractor's obligation hereunder shall be satisfied when Contractor has provided to County the appropriate form of dismissal relieving County from any liability for the action or claim involved.
- C. The specified insurance limits required in the Underlying Agreement of this Addendum shall in no way limit or circumscribe Contractor's obligations to indemnify and hold harmless County herein from third party claims arising from issues of this Addendum.
- D. In the event there is conflict between this clause and California Civil Code §2782, this clause shall be interpreted to comply with Civil Code §2782. Such interpretation shall not relieve the Contractor from indemnifying County to the fullest extent allowed by law.
- E. In the event there is a conflict between this indemnification clause and an indemnification clause contained in the Underlying Agreement of this Addendum, this indemnification shall only apply to the subject issues included within this Addendum.
- 10. Term.** This Addendum shall commence upon the Effective Date and shall terminate when all PHI and/or ePHI provided by County to Contractor, or created or received by Contractor on behalf of County, is destroyed or returned to County, or, if it is infeasible to return or destroy PHI and/ePHI, protections are extended to such information, in accordance with section 11.B of this Addendum.

11. Termination.

- A. **Termination for Breach of Contract.** A breach of any provision of this Addendum by either party shall constitute a material breach of the Underlying Agreement and will provide grounds for terminating this Addendum and the Underlying Agreement with or without an opportunity to cure the breach, notwithstanding any provision in the Underlying Agreement to the contrary. Either party, upon written notice to the other party describing the breach, may take any of the following actions:
- 1) Terminate the Underlying Agreement and this Addendum, effective immediately, if the other party breaches a material provision of this Addendum.
 - 2) Provide the other party with an opportunity to cure the alleged material breach and in the event the other party fails to cure the breach to the satisfaction of the non-breaching party in a timely manner, the non-breaching party has the right to immediately terminate the Underlying Agreement and this Addendum.
 - 3) If termination of the Underlying Agreement is not feasible, the breaching party, upon the request of the non-breaching party, shall implement, at its own expense, a plan to cure the breach and report regularly on its compliance with such plan to the non-breaching party.

B. Effect of Termination.

- 1) Upon termination of this Addendum, for any reason, Contractor shall return or, if agreed to in writing by County, destroy all PHI and/or ePHI received from County, or created or received by the Contractor on behalf of County, and, in the event of destruction, Contractor shall certify such destruction, in writing, to County. This provision shall apply to all PHI and/or ePHI which are in the possession of subcontractors or agents of Contractor. Contractor shall retain no copies of PHI and/or ePHI, except as provided below in paragraph (2) of this section.
- 2) In the event that Contractor determines that returning or destroying the PHI and/or ePHI is not feasible, Contractor shall provide written notification to County of the conditions that make such return or destruction not feasible. Upon determination by Contractor that return or destruction of PHI and/or ePHI is not feasible, Contractor shall extend the protections of this Addendum to such PHI and/or ePHI and limit further uses and disclosures of such PHI and/or ePHI to those purposes which make the return or destruction not feasible, for so long as Contractor maintains such PHI and/or ePHI.

12. General Provisions.

- A. **Retention Period.** Whenever Contractor is required to document or maintain documentation pursuant to the terms of this Addendum, Contractor shall retain such documentation for 6 years from the date of its creation or as otherwise prescribed by law, whichever is later.
- B. **Amendment.** The parties agree to take such action as is necessary to amend this Addendum from time to time as is necessary for County to comply with HITECH, the Privacy Rule, Security Rule, and HIPAA generally.
- C. **Survival.** The obligations of Contractor under Sections 3, 5, 6, 7, 8, 9, 11.B and 12.A of this Addendum shall survive the termination or expiration of this Addendum.
- D. **Regulatory and Statutory References.** A reference in this Addendum to a section in HITECH, HIPAA, the Privacy Rule and/or Security Rule means the section(s) as in effect or as amended.
- E. **Conflicts.** The provisions of this Addendum shall prevail over any provisions in the Underlying Agreement that conflict or appear inconsistent with any provision in this Addendum.
- F. **Interpretation of Addendum.**
 - 1) This Addendum shall be construed to be part of the Underlying Agreement as one document. The purpose is to supplement the Underlying Agreement to include the requirements of the Privacy Rule, Security Rule, HIPAA and HITECH.
 - 2) Any ambiguity between this Addendum and the Underlying Agreement shall be resolved to permit County to comply with the Privacy Rule, Security Rule, HIPAA and HITECH generally.
- G. **Notices to County.** All notifications required to be given by Contractor to County pursuant to the terms of this Addendum shall be made in writing and delivered to the County both by fax and to both of the addresses listed below by either registered or certified mail return receipt requested or guaranteed overnight mail with tracing capability, or at such other address as County may hereafter designate. All notices to County provided by Contractor pursuant to this Section shall be deemed given or made when received by County.

County HIPAA Privacy Officer: HIPAA Privacy Manager

County HIPAA Privacy Officer Address: P.O. Box 1569
Riverside, CA 92502

County HIPAA Privacy Officer Fax Number: (951) 955-HIPAA or (951) 955-4472

— — — — — **TO BE COMPLETED BY COUNTY PERSONNEL ONLY** — — — — —

County Departmental Officer: _____

County Departmental Officer Title: _____

County Department Address: _____

County Department Fax Number: _____

County of Riverside BAA 09/2013

ATTACHMENT II
PII Privacy and Security Standards

1. PHYSICAL SECURITY

The Contractor shall ensure PII is used and stored in an area that is physically safe from access by unauthorized persons at all times. The Contractor agrees to safeguard PII from loss, theft, or inadvertent disclosure and, therefore, agrees to:

- A. Secure all areas of the Contractor facilities where staff assist in the administration of their program and use, disclose, or store PII.
- B. These areas shall be restricted to only allow access to authorized individuals by using one or more of the following:
 - 1) Properly coded key cards
 - 2) Authorized door keys
 - 3) Official identification
- C. Issue identification badges to Contractor staff.
- D. Require Contractor staff to wear these badges where PII is used, disclosed, or stored.
- E. Ensure each physical location, where PII is used, disclosed, or stored, has procedures and controls that ensure an individual who is terminated from access to the facility is promptly escorted from the facility by an authorized employee and access is revoked.
- F. Ensure there are security guards or a monitored alarm system at all times at the Contractor facilities and leased facilities where five hundred (500) or more individually identifiable records of PII is used, disclosed, or stored. Video surveillance systems are recommended.
- G. Ensure data centers with servers, data storage devices, and/or critical network infrastructure involved in the use, storage, and/or processing of PII have perimeter security and physical access controls that limit access to only authorized staff. Visitors to the data center area must be escorted at all times by authorized staff.
- H. Store paper records with PII in locked spaces, such as locked file cabinets, locked file rooms, locked desks, or locked offices in facilities which are multi-use meaning that there are County and non-County functions in one building in work areas that are not securely segregated from each other. It is recommended that all PII be locked up when unattended at any time, not just within multi-use facilities.
- I. Use all reasonable measures to prevent non-authorized personnel and visitors from having access to, control of, or viewing PII.

2. TECHNICAL SECURITY CONTROLS

- A. Workstation/Laptop Encryption. All workstations and laptops, which use, store and/or process PII, must be encrypted using a FIPS 140-2 certified algorithm 128 bit or higher, such as Advanced Encryption Standard (AES). The encryption solution must be full disk. It is encouraged, when available and when feasible, that the encryption be 256 bit.
- B. Server Security. Servers containing unencrypted PII must have sufficient administrative, physical, and technical controls in place to protect that data, based upon a risk assessment/system security review. It is recommended to follow the guidelines documented in the latest revision of the National Institute of

Standards and Technology (NIST) Special Publication (SP) 800-53, Security and Privacy Controls for Federal Information Systems and Organizations.

- C. Minimum Necessary. Only the minimum necessary amount of PII required to perform required business functions may be accessed, copied, downloaded, or exported.
- D. Mobile Device and Removable Media. All electronic files, which contain PII data, must be encrypted when stored on any mobile device or removable media (i.e., USB drives, CD/DVD, smartphones, tablets, backup tapes etc.). Encryption must be a FIPS 140-2 certified algorithm 128 bit or higher, such as AES. It is encouraged, when available and when feasible, that the encryption be 256 bit.
- E. Antivirus Software. All workstations, laptops and other systems, which process and/or store PII, must install and actively use an antivirus software solution. Antivirus software should have automatic updates for definitions scheduled at least daily.
- F. Patch Management.
 - 1) All workstations, laptops and other systems, which process and/or store PII, must have critical security patches applied, with system reboot if necessary.
 - 2) There must be a documented patch management process that determines installation timeframe based on risk assessment and vendor recommendations.
 - 3) At a maximum, all applicable patches deemed as critical must be installed within thirty (30) days of vendor release. It is recommended that critical patches which are high risk be installed within seven (7) days.
 - 4) Applications and systems that cannot be patched within this time frame, due to significant operational reasons, must have compensatory controls implemented to minimize risk.
- G. User IDs and Password Controls.
 - 1) All users must be issued a unique username for accessing PII.
 - 2) Username must be promptly disabled, deleted, or the password changed upon the transfer or termination of an employee within twenty-four (24) hours. Note: Twenty-four (24) hours is defined as one (1) working day.
 - 3) Passwords are not to be shared.
 - 4) Passwords must be at least eight (8) characters.
 - 5) Passwords must be a non-dictionary word.
 - 6) Passwords must not be stored in readable format on the computer or server.
 - 7) Passwords must be changed every ninety (90) days or less. It is recommended that passwords be required to be changed every sixty (60) days or less.
 - 8) Passwords must be changed if revealed or compromised.
 - 9) Passwords must be composed of characters from at least three (3) of the following four (4) groups from the standard keyboard:
 - a) Upper case letters (A-Z)
 - b) Lower case letters (a-z)
 - c) Arabic numerals (0-9)
 - d) Special characters (!,@,#, etc.)
- H. Data Destruction. When no longer needed, all PII must be cleared, purged, or destroyed consistent with NIST SP 800-88, Guidelines for Media Sanitization, such that the PII cannot be retrieved.
- I. System Timeout. The systems providing access to PII must provide an automatic timeout, requiring re-authentication of the user session after no more than twenty (20) minutes of inactivity.

- J. Warning Banners. The systems providing access to PII must display a warning banner stating, at a minimum:
- 1) Data is confidential;
 - 2) Systems are logged;
 - 3) System use is for business purposes only, by authorized users; and
 - 4) Users shall log off the system immediately if they do not agree with these requirements.
- K. System Logging.
- 1) The systems which provide access to PII must maintain an automated audit trail that can identify the user or system process which initiates a request for PII, or alters PII.
 - 2) The audit trail shall:
 - a) Be date and time stamped;
 - b) Log both successful and failed accesses;
 - c) Be read-access only; and
 - d) Be restricted to authorized users.
 - 3) If PII is stored in a database, database logging functionality shall be enabled.
 - 4) Audit trail data shall be archived for at least three (3) years from the occurrence.
- L. Access Controls. The system providing access to PII shall use role-based access controls for all user authentications, enforcing the principle of least privilege.
- M. Transmission Encryption.
- 1) All data transmissions of PII outside of a secure internal network must be encrypted using a Federal Information Processing Standard (FIPS) 140-2 certified algorithm that is 128 bit or higher, such as Advanced Encryption Standard (AES) or Transport Layer Security (TLS). It is encouraged, when available and when feasible, that 256 bit encryption be used.
 - 2) Encryption can be end to end at the network level, or the data files containing PII can be encrypted.
 - 3) This requirement pertains to any type of PII in motion such as website access, file transfer, and email.
- N. Intrusion Prevention. All systems involved in accessing, storing, transporting, and protecting PII, which are accessible through the Internet, must be protected by an intrusion detection and prevention solution.

3. AUDIT CONTROLS

A. System Security Review.

- 1) The Contractor must ensure audit control mechanisms are in place.
- 2) All systems processing and/or storing PII must have at least an annual system risk assessment/security review that ensures administrative, physical, and technical controls are functioning effectively and provide an adequate level of protection.
- 3) Reviews should include vulnerability scanning tools.

B. Log Reviews. All systems processing and/or storing PII must have a process or automated procedure in place to review system logs for unauthorized access.

C. Change Control. All systems processing and/or storing PII must have a documented change control process that ensures separation of duties and protects the confidentiality, integrity and availability of data.

4. BUSINESS CONTINUITY / DISASTER RECOVERY CONTROLS

A. Emergency Mode Operation Plan. The Contractor must establish a documented plan to enable continuation of critical business processes and protection of the security of PII kept in an electronic format in the event of an emergency. Emergency means any circumstance or situation that causes normal computer operations

to become unavailable for use in performing the work required under this Agreement for more than twenty-four (24) hours.

- B. Data Centers. Data centers with servers, data storage devices, and critical network infrastructure involved in the use, storage and/or processing of PII, must include environmental protection such as cooling, power, and fire prevention, detection, and suppression.
- C. Data Backup and Recovery Plan.
 - 1) The Contractor shall have established documented procedures to backup PII to maintain retrievable exact copies of PII.
 - 2) The documented backup procedures shall contain a schedule which includes incremental and full backups.
 - 3) The procedures shall include storing backups offsite.
 - 4) The procedures shall ensure an inventory of backup media.
 - 5) The Contractor shall have established documented procedures to recover PII data.
 - 6) The documented recovery procedures shall include an estimate of the amount of time needed to restore the PII data.

5. PAPER DOCUMENT CONTROLS

- A. Supervision of Data. The PII in paper form shall not be left unattended at any time, unless it is locked in a file cabinet, file room, desk or office. Unattended means that information may be observed by an individual not authorized to access the information.
- B. Data in Vehicles. The Contractor shall have policies that include, based on applicable risk factors, a description of the circumstances under which staff can transport PII, as well as the physical security requirements during transport. A Contractor that chooses to permit its staff to leave records unattended in vehicles must include provisions in its policies to ensure the PII is stored in a non-visible area such as a trunk, that the vehicle is locked, and under no circumstances permit PII be left unattended in a vehicle overnight or for other extended periods of time.
- C. Public Modes of Transportation. The PII in paper form shall not be left unattended at any time in airplanes, buses, trains, etc., including baggage areas. This should be included in training due to the nature of the risk.
- D. Escorting Visitors. Visitors to areas where PII is contained shall be escorted, and PII shall be kept out of sight while visitors are in the area.
- E. Confidential Destruction. PII must be disposed of through confidential means, such as crosscut shredding or pulverizing.
- F. Removal of Data. The PII must not be removed from the premises except for identified routine business purposes or with express written permission of the County.
- G. Faxing.
 - 1) Faxes containing PII shall not be left unattended and fax machines shall be in secure areas.
 - 2) Faxes shall contain a confidentiality statement notifying persons receiving faxes in error to destroy them and notify the sender.
 - 3) Fax numbers shall be verified with the intended recipient before sending the fax.
- H. Mailing.

- 1) Mailings containing PII shall be sealed and secured from damage or inappropriate viewing of PII to the extent possible.
- 2) Mailings that include five hundred (500) or more individually identifiable records containing PII in a single package shall be sent using a tracked mailing method that includes verification of delivery and receipt, unless the Contractor obtains prior written permission from the County to use another method.

6. NOTIFICATION AND INVESTIGATION OF BREACHES AND SECURITY INCIDENTS

During the term of this Agreement, the Contractor agrees to implement reasonable systems for the discovery and prompt reporting of any Breach or Security Incident, and to take the following steps:

The Contractor shall immediately notify the County when it discovers that there may have been a breach in security which has or may have resulted in compromise to confidential data. For purposes of this section, immediately is defined as within two hours of discovery. The County contact for such notification is as follows:

Breaches should be referred to:

DPSS Privacy Officer
Assurance and Review Services
Riverside County Department of Public Social Services
10281 Kidd Street
Riverside, CA 92503
privacyincident@rivco.org

ATTACHMENT III
Assurance of Compliance

**ASSURANCE OF COMPLIANCE WITH
THE RIVERSIDE COUNTY DEPARTMENT OF PUBLIC SOCIAL SERVICES
NONDISCRIMINATION IN STATE AND FEDERALLY ASSISTED PROGRAMS**

California Family Life Center
NAME OF ORGANIZATION

HEREBY AGREES THAT it will comply with Title VI and VII of the Civil Rights Act of 1964 as amended; Section 504 of the Rehabilitation Act of 1973 as amended; the Age Discrimination Act of 1975 as amended; the Food Stamp Act of 1977, as amended and in particular section 272.6; Title II of the Americans with Disabilities Act of 1990; California Civil Code Section 51 et seq., as amended; California Government Code section 11135-11139.5, as amended; California Government Code section 12940 (c), (h) (1), (i), and (j); California Government Code section 4450; Title 22, California Code of Regulations section 98000 – 98413; Title 24 of the California Code of Regulations, Section 3105A(e); the Dymally-Alatorre Bilingual Services Act (California Government Code Section 7290-7299.8); Section 1808 of the Removal of Barriers to Interethnic Adoption Act of 1996; and other applicable federal and state laws, as well as their implementing regulations [including 45 Code of Federal Regulations (CFR) Parts 80, 84, and 91, 7 CFR Part 15, and 28 CFR Part 42], by ensuring that employment practices and the administration of public assistance and social services programs are nondiscriminatory, to the effect that no person shall because of ethnic group identification, age, sex, color, disability, medical condition, national origin, race, ancestry, marital status, religion, religious creed or political belief be excluded from participation in or be denied the benefits of, or be otherwise subject to discrimination under any program or activity receiving federal or state financial assistance; and HEREBY GIVE ASSURANCE THAT it will immediately take any measures necessary to effectuate this agreement.

THIS ASSURANCE is given in consideration of and for the purpose of obtaining any and all federal and state assistance; and THE VENDOR/RECIPIENT HEREBY GIVES ASSURANCE THAT administrative methods/ procedures which have the effect of subjecting individuals to discrimination or defeating the objectives of the California Department of Social Services (CDSS) Manual of Policies and Procedures (MPP) Chapter 21, will be prohibited.

BY ACCEPTING THIS ASSURANCE, the vendor/recipient agrees to compile data, maintain records and submit reports as required, to permit effective enforcement of the aforementioned laws, rules and regulations and permit authorized CDSS and/or federal government personnel, during normal working hours, to review such records, books and accounts as needed to ascertain compliance. If there are any violations of this assurance, CDSS shall have the right to invoke fiscal sanctions or other legal remedies in accordance with Welfare and Institutions Code section 10605, or Government Code section 11135-11139.5, or any other laws, or the issue may be referred to the appropriate federal agency for further compliance action and enforcement of this assurance.

THIS ASSURANCE is binding on the vendor/recipient directly or through contract, license, or other provider services, as long as it receives federal or state assistance.

Dec 14, 2023

Date

Mary Jo Ramirez

Director's Signature

930 N. State St. Hemet Ca. 92543

Address of Vendor/Recipient
(08/13/01)

CR50-Vendor Assurance of Compliance

COUNTY OF RIVERSIDE DEPARTMENT OF PUBLIC SOCIAL SERVICES

CONTRACTOR PAYMENT REQUEST

To: Riverside COUNTY
Department of Public Social Services
Attn: Management Reporting Unit
4060 COUNTY Circle Drive
Riverside, CA 92503

From:
Remit to Name
Address
City, State and Zip Code
Contract Number

Total amount requested _____ for the period of _____ 20 _____

Select Payment Type(s) Below:

[] Advance Payment \$ _____ (if allowed by Contract/MOU) [] Actual Payment \$ _____ (Same amount as 2076B if needed)

[] Unit of Service Payment \$ _____
_____ (# of Units) x _____ (Unit Price) = (\$) _____
_____ (# of Units) x _____ (Unit Price) = (\$) _____
_____ (# of Units) x _____ (Unit Price) = (\$) _____
_____ (# of Units) x _____ (Unit Price) = (\$) _____
_____ (# of Units) x _____ (Unit Price) = (\$) _____

Any questions regarding this request should be directed to and authorized by:

Name Phone Number

FOR DPSS USE ONLY (DO NOT WRITE BELOW THIS LINE)

If amount authorized is different from the amount requested, please explain:

MRU Authorization _____ Date _____

Amount Authorized _____

Invoice Number _____

PO Number _____

DEPARTMENT OF PUBLIC SOCIAL SERVICES FORMS

Mailing Instructions: When completed, these forms will summarize all of your claims for payment. Your Claims Packet will include DPSS 2076A, 2076B (if required), invoices, payroll verification, and copies of canceled checks attached, receipts, bank statements, sign-in sheets, daily logs, mileage logs, and other back-up documentation needed to comply with Contract/MOU.

Mail Claims Packet to address shown on upper left corner of DPSS 2076A.
[see method, time, and schedule/condition of payments].
(Please type or print information on all DPSS Forms.)

DPSS 2076A
CONTRACTOR PAYMENT REQUEST

"Remit to Name"
The legal name of your agency.

"Address" "City, State, and Zip Code"
The remit to address used when this contract was established for your agency. All address changes must be submitted for processing prior to use.

"Contract Number"
Can be found on the first page of your contract.

"Amount Requested"
Fill in the total amount and billing period you are requesting payment for.

"Payment Type"
Check the box and enter the dollar amount for the type(s) of payment(s) you are requesting payment for.

"Any questions regarding..."
Fill in the name and phone number of the person to be contacted should any questions arise regarding your request for payment.

EVERYTHING BELOW THE THICK SOLID LINE IS FOR DPSS USE ONLY AND SHOULD BE LEFT BLANK.

EXHIBIT B
Parental Stress Scale

Parental Stress Scale (PSS)

Berry J.O. and Jones W.H. (1995)

*The following statements describe feelings and perceptions about the experience of being a parent. Think of each of the items in terms of how your relationship with your child or children typically is. Please **CIRCLE** the degree to which you agree or disagree with the following statements at the moment.*

Statement	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree
1. I am happy in my role as a parent.	1	2	3	4	5
2. There is little or nothing I wouldn't do for my child(ren) if it was necessary.	1	2	3	4	5
3. Caring for my child(ren) sometimes takes more time and energy than I have to give.	1	2	3	4	5
4. I sometimes worry whether I am doing enough for my child(ren).	1	2	3	4	5
5. I feel close to my child(ren).	1	2	3	4	5
6. I enjoy spending time with my child(ren).	1	2	3	4	5
7. My child(ren) is an important source of affection for me.	1	2	3	4	5
8. Having child(ren) gives me a more certain and optimistic view for the future.	1	2	3	4	5
9. The major source of stress in my life is my child(ren).	1	2	3	4	5
10. Having child(ren) leaves little time and flexibility in my life.	1	2	3	4	5
11. Having child(ren) has been a financial burden.	1	2	3	4	5
12. It is difficult to balance different responsibilities because of my child(ren).	1	2	3	4	5
13. The behavior of my child(ren) is often embarrassing or stressful to me.	1	2	3	4	5
14. If I had it to do over again, I might decide not to have child(ren).	1	2	3	4	5
15. I feel overwhelmed by the responsibility of being a parent.	1	2	3	4	5

Statement	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree
16. Having child(ren) has meant having too few choices and too little control over my life.	1	2	3	4	5
17. I am satisfied as a parent.	1	2	3	4	5
18. I find my child(ren) enjoyable.	1	2	3	4	5

EXHIBIT C
Parenting Sense of Competence

Parenting Sense of Competence Scale (PSoC)

Gibaud-Wallston & Wandersman (1978)

Please CIRCLE the extent to which you agree or disagree with each of the following statements at the moment.

Statement	Strongly Disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree
1. The problems of taking care of a child are easy to solve once you know how your actions affect your child, an understanding I have acquired.	1	2	3	4	5	6
2. Even though being a parent could be rewarding, I am frustrated now while my child is at his / her present age.	1	2	3	4	5	6
3. I go to bed the same way I wake up in the morning, feeling I have not accomplished a whole lot.	1	2	3	4	5	6
4. I do not know why it is, but sometimes when I'm supposed to be in control, I feel more like the one being manipulated.	1	2	3	4	5	6
5. My mother (or father) was better prepared to be a good mother (or father) than I am.	1	2	3	4	5	6
6. I would make a fine model for a new mother (or father) to follow in order to learn what she would need to know in order to be a good parent.	1	2	3	4	5	6
7. Being a parent is manageable, and any problems are easily solved.	1	2	3	4	5	6
8. A difficult problem in being a parent is not knowing whether you're doing a good job or a bad one.	1	2	3	4	5	6
9. Sometimes I feel like I'm not getting anything done.	1	2	3	4	5	6
10. I meet by own personal expectations for expertise in caring for my child.	1	2	3	4	5	6
11. If anyone can find the answer to what is troubling my child, I am the one.	1	2	3	4	5	6
12. My talents and interests are in other areas, not being a parent.	1	2	3	4	5	6
13. Considering how long I've been a mother (or father), I feel thoroughly familiar with this role.	1	2	3	4	5	6

Statement	Strongly Disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree
14. If being a mother of a child were only more interesting, I would be motivated to do a better job as a parent.	1	2	3	4	5	6
15. I honestly believe I have all the skills necessary to be a good mother (or father) to my child.	1	2	3	4	5	6
16. Being a parent makes me tense and anxious.	1	2	3	4	5	6
17. Being a good mother (or father) is a reward in itself.	1	2	3	4	5	6

Pre-Test Provider Form (COMPLETED BY STAFF)

Staff Name: _____ Date: _____

Provider Street Address: _____

Client Name: _____

Client's Date of Birth: _____ Provider ID for Client: _____

How did the client hear about you? (Mark one.)

- 1 DPSS Children's Services, with a referral form. Provide the CWS/CMS Client ID: _____
- 7 Adoption Assistance Program Eligibility

Provide the date the referral was received: _____

- 2 DPSS Children's Services, without a referral form (DPSS walk-in)
- 3 Non-DPSS walk-in / Self-Referred
- 4 SafeCare
- 5 Differential Response (DR)
- 6 Department of Probation (DOP)
- 8 Private Adoption Agency
- 9 Riverside University Health System – Behavioral Health (RUHS-BH)
- 10 School
- 11 Community-Based Organization/2-1-1
- 99 Other (specify): _____

Please ask the client the following questions:

1. What is your relationship to the child(ren) in your household? (Mark one that is most appropriate.)

1 <input type="checkbox"/> Biological Parent	5 <input type="checkbox"/> Grandparent
2 <input type="checkbox"/> Adoptive Parent	Relative: 6 <input type="checkbox"/> Aunt/Uncle 7 <input type="checkbox"/> Cousin 8 <input type="checkbox"/> Sibling 99 <input type="checkbox"/> Other: _____
3 <input type="checkbox"/> Step Parent	9 <input type="checkbox"/> Non-Related Caregiver/ Legal Guardian
4 <input type="checkbox"/> Foster Parent	10 <input type="checkbox"/> Not applicable

2. If you are a biological parent, adoptive parent or step parent for the previous question, what type of living / custody arrangement do you have with your child(ren)? (Check all that apply.)

1 <input type="checkbox"/> Partner/spouse and child both live in the same residence.	5 <input type="checkbox"/> Child lives in the same residence at all times, and partner/spouse and move in and out.
2 <input type="checkbox"/> Joint custody (child lives with both parents)	6 <input type="checkbox"/> Single parent, and my child lives with me.
3 <input type="checkbox"/> Sole custody (child lives with parent most of the time).	99 <input type="checkbox"/> Other (specify): _____
4 <input type="checkbox"/> Visitation rights (child lives with the other parent most of the time).	

Feedback to the Program Evaluation Unit (including any difficulties in overseeing administration of the evaluation tools or in clients understanding the questions):

Instructions to Read to Clients Before They Start the Evaluation Tools

This survey is part of an important study. It is not a test. We want to learn about your honest thoughts and experiences to help improve the county's services so we can better meet the needs of people like you. Your responses will be confidential and will not affect your services. When completing the survey, it is very important that you:

- ✓ Give your own views about yourself, without talking to others about your responses.
 - ✓ Carefully read all instructions and questions. Do not rush.
 - ✓ Ask if you have any questions or need help.
 - ✓ Do not skip any question.
- Select only one response for each question unless the question says more than one response is allowed.

Client Information Measure

(COMPLETED BY CLIENT)

1. Full Name: _____ Date of Birth: _____

2. Date: _____

3. Sex at Birth: 1 Male 2 Female 3 Intersex

4. Race/Ethnicity (Mark one.):

- | | |
|---|---|
| 1 <input type="checkbox"/> White (Non-Hispanic) | 5 <input type="checkbox"/> American Indian or Alaskan Native (Non-Hispanic) |
| 2 <input type="checkbox"/> Hispanic or Latino | 6 <input type="checkbox"/> Native Hawaiian or other Pacific Islander (Non-Hispanic) |
| 3 <input type="checkbox"/> Black or African American (Non-Hispanic) | 7 <input type="checkbox"/> Two or More Races |
| 4 <input type="checkbox"/> Asian (Non-Hispanic) | 99 <input type="checkbox"/> Other (specify): _____ |

5. Do you have a disability? 1 Yes 2 No

6. Zip Code where you live: _____

7. What is your marital status? (Mark one.)

- | | | |
|--|--|--|
| 1 <input type="checkbox"/> Single, never married | 4 <input type="checkbox"/> Legally separated | 7 <input type="checkbox"/> Widowed |
| 2 <input type="checkbox"/> Cohabiting | 5 <input type="checkbox"/> Married | 99 <input type="checkbox"/> Other (specify): _____ |
| 3 <input type="checkbox"/> Domestic Partner | 6 <input type="checkbox"/> Divorced | |

8. What is the highest degree or level of school you have completed? (Mark one.)

- | | |
|--|--|
| 1 <input type="checkbox"/> 8 th grade or less | 5 <input type="checkbox"/> Some college |
| 2 <input type="checkbox"/> Some high school | 6 <input type="checkbox"/> Associate's degree |
| 3 <input type="checkbox"/> High school diploma/GED | 7 <input type="checkbox"/> Bachelor's degree |
| 4 <input type="checkbox"/> Vocational/trade school | 8 <input type="checkbox"/> Graduate or professional school |

9. Check all that apply:

<p>In a typical week:</p> <p>1 <input type="checkbox"/> I usually work 35 hours or more (Full time)</p> <p>2 <input type="checkbox"/> I usually 1-35 hours (Part time)</p>	<p>Retired</p> <p>a <input type="checkbox"/> Less than 6 months</p> <p>b <input type="checkbox"/> 6-12 months</p> <p>c <input type="checkbox"/> More than 1 year</p>
<p>Unemployed:</p> <p>3 <input type="checkbox"/> Less than 6 months</p> <p>4 <input type="checkbox"/> 6-12 months</p> <p>5 <input type="checkbox"/> More than 1 year</p> <p><i>Job Search Status:</i></p> <p>6 <input type="checkbox"/> I am looking for work</p> <p>7 <input type="checkbox"/> I am not looking for work</p>	<p>Disability (not working)</p> <p>d <input type="checkbox"/> Less than 6 months</p> <p>e <input type="checkbox"/> More than 6 months</p>
<p>8 <input type="checkbox"/> Student</p>	<p>99 <input type="checkbox"/> Other (specify): _____</p>

10. Including yourself, how many people live in your household today? _____

11. How many are less than 18 years old? _____

12. How many are 18 to 64 years old? _____

13. How many are more than 65 years old? _____

14. What is your household's total annual income? (Mark one.)

- | | | |
|------------------------|-----------------------|--------------------------|
| 1 ■ Less than \$10,000 | 5 ■ \$40,000-\$49,999 | 9 ■ \$80,000-\$89,999 |
| 2 ■ \$10,000-\$19,999 | 6 ■ \$50,000-\$59,999 | 10 ■ \$90,000-\$99,999 |
| 3 ■ \$20,000-\$29,999 | 7 ■ \$60,000-\$69,999 | 11 ■ \$100,000-\$109,999 |
| 4 ■ \$30,000-\$39,999 | 8 ■ \$70,000-\$79,999 | 12 ■ \$110,000 or more |

15. Are you or anyone who lives with you currently enrolled in any of these programs? (Check all that apply.)

- | | |
|--|--|
| 1 <input type="checkbox"/> CalWORKS | 5 <input type="checkbox"/> CalFRESH/Food Stamps |
| 2 <input type="checkbox"/> General Assistance/General Relief | 6 <input type="checkbox"/> Supplemental Security Insurance (SSI) |
| 3 <input type="checkbox"/> Medi-Cal/Medicare/Medicaid | 7 <input type="checkbox"/> Women, Infants, and Children (WIC) |
| 4 <input type="checkbox"/> Disability Benefits | 99 <input type="checkbox"/> Other (specify) _____ |

Client Exit Measure

Instructions: For each question, please the box that best describes your response. **Thank you!**

Question	Never	Rarely	Sometimes	Often	Always
1. I looked forward to coming to class/session/program.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
2. I was bored in class/session/program.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
3. I put a lot of effort into class/session/program.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
4. This class/session/program was an excellent learning experience.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
5. I learned nothing.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
6. I thought that my friends and family should come to this class/session/program.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
7. My clinician/instructor was clear and understandable.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
8. My clinician/instructor was on time to appointments.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
9. My clinician/instructor was good at explaining the class material.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
10. My clinician/instructor speaks with me about my personal goals and thoughts about treatment.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
11. My clinician/instructor and I are open with one another.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
12. My clinician/instructor and I share a trusting relationship.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
13. I believe my clinician/instructor withholds the truth from me.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
14. My clinician/instructor and I share an honest relationship.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
15. My clinician/instructor and I work towards mutually agreed upon goals.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
16. My clinician/instructor is stern with me when I speak about things that are important to me and my situation.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
17. My clinician/instructor and I have established an understanding of the kind of changes that would be good for me.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
18. My clinician/instructor is impatient with me.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
19. My clinician/instructor seems to like me regardless of what I do or say.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

Question	Never	Rarely	Sometimes	Often	Always
20. My clinician/instructor and I agree on what is important for me to work on.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
21. I believe my clinician/instructor has an understanding of what my experiences have meant to me.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
22. Overall, I was satisfied with the class/service/program.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

EXHIBIT G
Monthly Report Example

Monthly Service Report

Name of Provider:										
Contract No.:										
Program Name:										
Report Month/Year:										
Date Report Submitted:										
Submitted By:										

Service(s) Provided	Referrals Received	Units Provided	New Clients	Graduated Clients	Terminated (Dropped) Clients	Total Clients Served	Materials Provided	Total Active Clients	Scheduled Evening Appointments	Completed Evening Appointments

Grand Total: