

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



ITEM: 3.35
(ID # 27443)

MEETING DATE:
Tuesday, May 06, 2025

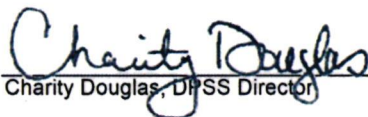
FROM : PUBLIC SOCIAL SERVICES

SUBJECT: DEPARTMENT OF PUBLIC SOCIAL SERVICES (DPSS): Ratify and Approve Amendment No. 1 to the Professional Services Agreement (DPSS-0005052) with MarSell Consulting and MHS for Counseling and Anger Management Services to increase the total contract aggregate amount by \$798,471 from \$3,208,680 to \$4,007,151, effective February 1, 2025 through June 30, 2028; All Districts. [Total Cost Increase: \$798,471; up to \$801,430 in additional compensation; Funding: 76% Federal; 24% Realignment]

RECOMMENDED MOTION: That the Board of Supervisors:

1. Ratify and Approve Amendment No. 1 to the Professional Services Agreement DPSS-0005052 with MarSell Consulting and MHS for Counseling and Anger Management Services to increase the total contract aggregate amount by \$798,471 from \$3,208,680 to \$4,007,151, effective February 1, 2025 through June 30, 2028, and authorize the Chair of the Board to sign the Amendment No. 1 on behalf of the County, and;
2. 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) issue a Purchase Order for any goods and/or services rendered; (b) sign amendments that make modifications to the scope of services that stay within the intent of the Agreement; and (c) sign amendments to the compensation provisions that do not exceed the sum total of twenty percent (20%) of the contract aggregate amount.

ACTION:Policy

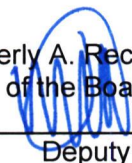

Charity Douglas, DPSS Director

4/2/2025

MINUTES OF THE BOARD OF SUPERVISORS

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

Ayes: Medina, Spiegel, Washington, Perez and Gutierrez
Nays: None
Absent: None
Date: May 6, 2025
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	\$364,550	\$433,921	\$798,471	\$0
NET COUNTY COST	\$0	\$0	\$0	\$0
SOURCE OF FUNDS: 76% Federal, 24% Realignment			Budget Adjustment:	No
			For Fiscal Year:	24/25 – 27/28

C.E.O. RECOMMENDATION: Approve

BACKGROUND:

Summary

The Counseling and Anger Management Program provides evidence-based, evidence-informed, promising, and supported treatment for parents/caregivers, children, and youth who are at risk and/or have been reported for maltreatment. Trained counseling and anger management professionals provide parents/caregivers, children, and youth with information, skills, and principles essential for managing mental health and/or anger problems. The counseling and/or anger management treatment is intended to improve Child Welfare outcomes related to child safety, permanency, and child and family well-being.

DPSS has experienced an increase in client volume and unit of cost for counseling and anger management services throughout Riverside County which has exceeded the approved budget amount for agreement DPSS-0005052. This Amendment No. 1 will allow DPSS to continue to provide counseling and anger management support to the families who are at risk and/or reported for maltreatment.

This board action requests the ratification and approval of Amendment No. 1 to the Professional Services Agreement DPSS-0005052 with MarSell Consulting and MHS (MarSell) for Counseling and Anger Management Services to increase the FY 24/25 and FY 25/26 annual budgets and the aggregate budget by \$798,471 from \$3,208,680 to \$4,007,151.

Impact on Residents and Businesses

Approval of this Amendment No. 1 will continue to meet the Department's objectives of reducing the recurrence of abuse and/or neglect in homes where children were not removed subsequent to a child abuse investigation and will reduce the rate of foster care entry and re-entry.

Additional Fiscal Information

FISCAL YEAR PERIOD	ANNUAL PAYMENT	INCREASE	AMENDED PAYMENT
May 2, 2024 through June 30, 2024	\$225,000	\$0	\$225,000
July 1, 2024 through June 30, 2025	\$745,920	\$364,550	\$1,110,470
July 1, 2025 through June 30, 2026	\$745,920	\$433,921	\$1,179,841
July 1, 2026 through June 30, 2027	\$745,920	\$0	\$745,920

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July 1, 2027 through June 30, 2028	\$745,920	\$0	\$745,920
Total Aggregate Amount	\$3,208,680	\$798,471	\$4,007,151

Contract History and Price Reasonableness

On October 17, 2022, Request for Proposal (RFP) #DPARC-0612 Counseling and Anger Management Services, was released on the Public Purchase website. The bid closed on November 17, 2022, and three (3) proposals were received and deemed timely and responsive by the Purchasing Department for bid evaluation readiness. The Proposal Evaluation committee recommended a multi-award to ASANTE Family Agency, Inc. and MarSell Consulting & MHS for Counseling and Anger Management Services based on the bidder's scores, responsiveness, and ability for multi-zone coverage. The Board of Supervisors approved both agreements on April 30, 2024, agenda item #3.44.

ATTACHMENT:

Attachment A: DPSS-0005052 – MarSell - Counseling and Anger Management Amendment No.1


Melissa Curtis, Deputy Director of Purchasing and Fleet 4/22/2025


Brian Lantajo, Principal Management Analyst 4/30/2025


Gregg Gu, Chief of Deputy County Counsel 4/22/2025

**RIVERSIDE COUNTY DEPARTMENT OF PUBLIC SOCIAL SERVICES
RATIFICATION AND AMENDMENT No.1
PROFESSIONAL SERVICES AGREEMENT WITH
MARSELL CONSULTING AND MHS
COUNSELING AND ANGER MANAGEMENT SERVICES**

AGREEMENT:	DPSS-0005052
PERIOD OF PERFORMANCE:	May 2, 2024 through June 30, 2028
EFFECTIVE DATE OF AMENDMENT:	February 1, 2025
ORIGINAL ANNUAL MAXIMUM REIMBURSABLE AMOUNT:	\$745,920
MAXIMUM AGGREGATE REIMBURSABLE AMOUNT:	\$3,208,680
AMENDED MAXIMUM AGGREGATE REIMBURSABLE AMOUNT:	\$4,007,151

This Ratification and Amendment No.1 to the Original Agreement #DPSS-0005052 for Counseling and Anger Management services is made by and between the County of Riverside, a political subdivision of the State of California, on behalf of its Department of Public Social Services (hereinafter referred to as "COUNTY" and/or "DPSS") and MarSell Consulting and MHS, a California corporation, hereinafter referred to as CONTRACTOR.

RECITALS

WHEREAS, COUNTY and CONTRACTOR previously entered into that certain Original Agreement #DPSS-0005052, executed on May 2, 2024, effective May 2, 2024 through June 30, 2028 for Counseling and Anger Management Services (herein referred to as "Original Agreement"); and;

WHEREAS, COUNTY and CONTRACTOR now desire to ratify and amend the Original Agreement #DPSS-0005052 to increase the budget for FY24/25 and FY 25/26 by a total amount of \$798,471 which subsequently increase the total maximum aggregate reimbursable amount to \$4,007,151; to amend Schedule A, Payment Provisions Sections, A.1 Budget Table and A.2, Unit of Service/Cost Rate Tables; Schedule B, Scope of Services to reflect current needs/practices; and,

WHEREAS, the parties now desire to ratify and amend the Original Agreement.

WHEREAS, Section 44, "MODIFICATION OF TERMS" allows for modification by written amendment signed by both parties; and,

NOW THEREFORE, COUNTY and CONTRACTOR agree to ratify and amend the Original Agreement according to the terms and in the manner set forth herein:

1. **Recitals.** The recitals set forth above are true and correct and incorporated herein by this reference.
2. **Ratification.** The parties acknowledge and agree that the CONTRACTOR began rendering additional services to COUNTY on February 1, 2024 and were accepted by COUNTY without a written services amendment. All actions taken by both COUNTY and CONTRACTOR prior to the date hereof were in compliance with, and pursuant to the terms and conditions of the Original Agreement and are hereby confirmed and ratified.
3. **Amend** Section I, "Definitions" Subsection EE, "Walk In" in its entirety and replace with the following:

"EE. "Zone" refers to each of the three geographic areas in Riverside County identified by the Riverside County Needs Assessment."

4. **Amend** Schedule A "PAYMENT PROVISIONS", Section A.1 "MAXIMUM AMOUNTS-ANNUAL AND AGGREGATE TOTALS", and replace with the following:

FISCAL YEAR PERIOD	ANNUAL PAYMENT	AMENDED PAYMENT
Upon execution through June 30, 2024	\$225,000	\$225,000
July 1, 2024 through June 30, 2025	\$745,920	\$1,110,470
July 1, 2025 through June 30, 2026	\$745,920	\$1,179,841
July 1, 2026 through June 30, 2027	\$745,920	\$745,920
July 1, 2027 through June 30, 2028	\$745,920	\$745,920
Total	\$3,208,680	\$4,007,151

5. **Amend** Schedule A. "PAYMENT PROVISIONS", Section A.2 "Unit of Service/Cost Rate" Subsections "Group Anger Management," and replace with the following:

" INDIVIDUAL/CONJOINT/FAMILY COUNSELING

Unit of Service	Supporting Documentation	Zone	Billing Cost per Unit of Service
A single unit of individual/conjoint/family counseling sessions must include ALL of the following: <ul style="list-style-type: none"> ○ Be a minimum of fifty (50) minutes of face-to-face 	<ul style="list-style-type: none"> • Client name; • Date(s) of service; • Beginning and ending time of session; 	1 & 2	\$110.00

Unit of Service	Supporting Documentation	Zone	Billing Cost per Unit of Service
<p>contact between the Licensed Clinical Therapist or Registered Intern and one Client. <i>Conjoint and Family Counseling shall include a Licensed Clinical Therapist/Registered Intern, one Client, and at least one (1) family member, AND</i></p> <ul style="list-style-type: none"> Is limited to a maximum of sixteen (16) sessions per Client, unless additional sessions are approved by DPSS, with Clients attending no more than one (1) session per week unless the Client is making up a missed session or is in crisis, 	<ul style="list-style-type: none"> Licensed Clinical Therapist name; If Client was referred by the COUNTY a copy of initial referral for services is required. CWS funding requires the referral form for payment. Documentation of programs approval for Clients receiving permission for Extensions, new Episodes, or Out-of-Zone services. 	3	\$110.00

INDIVIDUAL ANGER MANAGEMENT

Unit of Service	Supporting Documentation	Zone	Billing Cost per Unit of Service
<p>A single unit of individual Anger Management must include ALL of the following:</p> <ul style="list-style-type: none"> Be a minimum of fifty (50) minutes of face-to-face contact between the Licensed Clinical Therapist or Registered Intern and one Client; AND Is limited to a maximum of sixteen (16) sessions per Client, unless additional sessions are approved by DPSS with Clients attending no more than one (1) session per week unless the Client is making up a missed session or is in crisis. 	<ul style="list-style-type: none"> Client name; Date(s) of service; Beginning and ending time of session; Licensed Clinical Therapist name; 	1 & 2	\$110.00
	<ul style="list-style-type: none"> If Client was referred by the COUNTY a copy of initial referral for services is required. CWS funding requires the referral form for payment. Documentation of programs approval for Clients receiving permission for Extensions, new Episodes, or Out-of-Zone services. 	3	\$110.00

GROUP ANGER MANAGEMENT

Unit of Service	Supporting Documentation	Zone	Billing Cost per Unit of Service	
<p>A single unit of group Anger Management must include ALL of the following:</p> <ul style="list-style-type: none"> Be a minimum of ninety (90) minutes of face-to-face contact between the Licensed Clinical Therapist or Registered Intern and a group of Clients with an additional thirty (30) minutes for case management and administrative support; AND Group Client ratio is a minimum of six (6) Clients, and a maximum of fifteen (15) Clients to one (1) Clinical Therapist/Registered Intern; AND Groups exceeding fifteen (15) Clients shall have a group facilitator (Licensed Clinical Therapist/Registered Intern) and co-facilitator (Licensed Clinical Therapist/Registered Intern; except in cases where Client(s) are requiring a Make-up Class; Make-up Classes are expected to be an exception for Clients to complete the program. Exceptions shall be reviewed and evaluated on a case-by-case basis by the provider, who will note all justifications for any exceptions on the sign-in sheets, in the case file and in the invoice documentation. AND Is limited to a maximum of sixteen (16) sessions per Client offering a different group topic weekly, with Clients attending no more than one (1) session per week unless the Client is making up a missed session or is in crisis 	<ul style="list-style-type: none"> Client name; Date(s) of service; Beginning and ending time of session; Facilitator name; and, a Copy of initial referral for services is required. CWS funding requires the referral form for payment. Copy of Client sign-in sheet for each group session. Documentation of programs approval for Clients receiving permission for Extensions, new Episodes, or Out-of-Zone services. 	1, 2 & 3	# of Clients in group	Prorated Group Amount
			6+	\$172.50
			5	\$143.75
			4	\$ 115.00
			3	\$ 86.25
			2	\$ 57.50
			1	\$ 28.75

Translation services for non-speaking Spanish clients reimbursable when the aggregate costs for a month exceeds \$1,000 providing the maximum annual aggregate amount is not exceeded. Provide supporting documentation to include but not limited to: Copy of invoice or receipt, proof of payment, copy of check or credit card receipt."

6. **Amend** Schedule A "PAYMENT PROVISIONS" Section A.3 METHOD, TIME, AND CONDITIONS OF PAYMENT, subsection D to read as follows:

"D. 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 30.

7. **Amend** Schedule A. "PAYMENT PROVISIONS" Section A.3 METHOD, TIME, AND CONDITIONS OF PAYMENT, subsection E to read as follows:

"E. CONTRACTOR shall bill/invoice all other available funding sources, including Medi-Cal, for all claimable expenses prior to submitting invoice to DPSS."

8. **Delete** Schedule B. "SCOPE OF SERVICES", Section B.1 "County Responsibilities" through Section B.7 "Evaluation and Reporting" and replace with the revised Schedule B incorporated herein by reference.

9. **Signed in Counterparts.** This Amendment No. 1 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.
12. **Electronic Signatures.** Each party of this Amendment 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.
13. **Miscellaneous.** All other terms and conditions of the Original Agreement not modified herein shall remain unchanged and in full force and effect.
14. **Effective Date.** This Ratification and Amendment No. 1 to the Original Agreement shall become effective February 1, 2025.

IN WITNESS WHEREOF, the undersigned authorized representatives of the parties have executed this Amendment No.1 to the Original Agreement.

County of Riverside, a political
Subdivision of the state of California

V. Manuel Perez

V. Manuel Perez
Chair of the Board

May 7, 2025

Date

MarSell Consulting and MHS, a
California Corporation

Martinez I. Sellers

Martinez I. Sellers
Chief Executive Officer

Mar 27, 2025

Date

ATTEST: Kimberly Rector
Clerk of the Board

By: *Whitney Mayo*

Deputy



Approval as to Form
Minh C. Tran
County Counsel

By: *Katherine Wilkins*

Katherine Wilkins
Deputy County Counsel

Mar 28, 2025

Date

Schedule B
Scope of Services

OBJECTIVE: The objective of this agreement is to reduce recurrence of child maltreatment, and/or entry/re-entry into the Child Welfare System and increase reunification by equipping parents/caregivers with the knowledge and skills necessary to increase their capacity to safely parent their children

B.1 COUNTY RESPONSIBILITIES

County Shall:

- A. Assign staff to serve as liaison and program coordinator between DPSS and the Contractor.
- B. Identify the population for the Counseling and Anger Management Program that is DPSS referred and benefit from needing counseling and/or Anger Management services in order to provide for a safe environment for their children. The identified population could be families of dependent and or at-risk families in need of counseling and anger management.

B.2 CONTRACTOR RESPONSIBILITIES

Contractor Shall:

- A. The County is divided into three (3) separate regions (as determined Zip Code and population). Contractor is to provide services in Zones 1, 2, and 3 which is listed in Schedule C, service by Geographical Zone.
- B. Counseling Objectives:
 - 1. Provide referred families with counseling services designed to:
 - (a) Prevent the occurrence or recurrence of child maltreatment;
 - (b) Ensure permanency by maintaining or reuniting children with their parents, adoptive parents, kinship providers, or legal guardians.
 - 2. Provide CSD children/youth and or children/youth at-risk of entering the Child Welfare System with an evidence based, evidence informed, promising, supported and/or well supported intervention designed to address the complex trauma issues associated with child maltreatment.
 - 3. Ensure that the counseling services are accessible to parents and children/youth in need of the service.
- C. Anger Management Objectives:
 - 1. Provide referred families with an Evidence-based, Evidence-informed, promising, supported Anger Management program designed to:
 - (a) Guide Clients in learning to increase the positive aspects/functions of anger and decrease the negative functions;
 - (b) Teach Clients to communicate feelings, problem solve, take control of a situation, and avoid unnecessarily defending oneself or becoming aggressive; and,
 - (c) Ensure that the program is accessible to parents and children/youth in need of the service

B.3 PROGRAM OUTCOMES – LEADING AND LAGGING INDICATORS

A. Counseling Program Leading Indicators:

1. After completion of the counseling program, participating clients will demonstrate a 7% increase in general self-efficacy to manage difficult tasks as measured by the average difference in scores using an evaluation tool selected by DPSS-CAFE, administered to Clients prior to participation in the program (Pre) and subsequent to participation in the program (Post).

B. Anger Management Program Leading Indicators:

1. After completion of the Anger Management Program, participating clients will demonstrate a 20% increase in their knowledge of techniques for dealing effectively with anger as measured by the average difference in scores using an evaluation tool selected by DPSS-CAFE, administered to clients prior to participation in the program (Pre) and subsequent to participation in the program (Post).
2. After completion of the Anger Management Program, participating clients will demonstrate a 4% decrease in anger as measured by the average difference in scores using an evaluation tool selected by DPSS-CAFE, administered to clients prior to participation in the program (Pre) and subsequent to participation in the program (Post).

The results generated by the evaluation tool(s) during the first year of implementation may be used to establish a baseline for future use in determining appropriate percentage(s) of change for targeted leading indicator(s). In subsequent years, changes to target leading indicator percentage(s) of change may be modified based on the collected data with approval by DPSS.

A. Counseling and Anger Management Program Lagging Indicators:

1. DPSS-DAT will review and analyze the results of the Contractor's participating Clients referred by CSD to the SIP goals:
 - a. S2 – Recurrence of Maltreatment – Children who had an additional substantiated allegation of maltreatment within 12 months of the participant's program exit date.
 - b. P1 – Permanency within 12 months – Children who exited their foster care placement to permanency within 12 months of the participant's program exit date.
 - c. P4 – Reentry – Children who exited placement to guardianship or reunification within 12 months of their removal from the home but reentered foster care within 12 months of the participant's program exit date.
 - d. Measure At-Risk children entry into foster care (as opposed to re-entry) since the expectation is to serve a greater number of families. However, the SIP goals may change in the future.

B. Program Evaluation

DPSS-CAFE and DPSS-DAT evaluates program for efficacy of delivered services and successful accomplishment of leading and lagging indicators. All practices and tools should be evidence-based, evidence-informed, promising, supported, or well-supported as defined below. Therefore, practices and tools approved by DPSS-CAFE should be used in the implementation of the contract, and modification to or elimination of the proposed practices and tools are not recommended and need to be discussed with and approved by DPSS-CAFE.

1. Data Collection

- a. The CONTRACTOR is responsible for properly administering and assisting all program Clients in completing the evaluation tool(s) via a method designated by DPSS-CAFE (e.g., SurveyMonkey, SharePoint). DPSS-CAFE shall provide any necessary training on how to use SurveyMonkey and/or 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 15th of the month following the month in which services were delivered.
- c. CONTRACTOR shall have at a minimum intermediate familiarity with Microsoft Excel and Microsoft Access applications/software.
- d. Pre and post survey responses will be automatically received by DPSS-CAFE upon completion via SurveyMonkey. Additional or alternative evaluation tools proposed by the CONTRACTOR must be approved by DPSS-CAFE prior to use, but any revisions to or replacement of the evaluation tools and procedures shall not require an amendment to the Agreement.
- e. CONTRACTOR must provide documentation of justification, and literature citations and/or references (NREPP, CEBC4CW, etc.) that demonstrate evidence-based or evidence-informed effectiveness of the proposed additional evaluation tools.
- f. CONTRACTOR must provide DPSS-CAFE physical copies of all proposed program evaluation tools (Examples: survey or scale, survey instructions, data collection procedures, scoring instructions, scoring CD-ROM, etc.) within twenty (20) days following the approval of the Agreement.

C. Evaluation Tool(s)

DPSS-CAFE will provide evaluation tools to measure leading indicators. CONTRACTOR shall use the most current version of the evaluation tools provided and approved by DPSS-CAFE, but any revisions to or replacement of the evaluation tools and procedures, shall not require an amendment to the Agreement. The following evaluation tools are to be utilized:

Counseling:

Leading Indicator 1: General Self-Efficacy Scale (GSE) (Schwarzer R. and Jerusalem M., 1999)

Anger Management:

Leading Indicator 1: Watt Anger Knowledge Scale (WAKS) (Watt M., 1999)

Leading Indicator 2: Multidimensional Anger Inventory (MAI) (Siegel, J., 1986)

Other Tools to be Used for Participants:

- Provider Form
- DPSS-CSD Client Information Measure
- DPSS-CSD Client Exit Measure

Additional tools proposed for use by contracted vendor must be approved by DPSS-CAFÉ. The contracted vendor must provide documentation of justification, and literature citations and/or references (CEBC4CW, etc.) that demonstrate evidence-based or evidence informed effectiveness of the proposed additional evaluation tools. The contracted vendor must purchase and provide DPSS-CAFÉ physical copies of all proposed program evaluation tools (Examples: survey or scale, survey instructions, data collection procedures, scoring instructions, scoring CD-ROM, etc.) 60 days following their approval.

B.4 UNIT OF SERVICE REQUIREMENTS

A. General Service Requirements

1. Evidence-based or Evidence-informed services are mandatory:
 - (a) CONTRACTOR shall provide Evidence-based, Evidence-informed, promising supported, and/or well supported practice(s). CONTRACTOR must obtain approval of practice(s) by DPSS-CAFÉ no later than thirty (30) days after the Agreement start date.
 - (b) CONTRACTOR shall utilize the curriculum approved by DPSS-CAFÉ for delivery of each service.
 - (c) Anger Management programs must be offered in an open-entry setting, allowing Clients to enter classes at any point in the 16 -week format.
 - (d) Services will be provided to clients referred by Riverside County DPSS including clients with open dependent status and at risk of dependent status.
 - (e) Group Counseling and Group Anger Management program must include educational materials, group discussion, and homework assignments to ensure Client understanding of information and address Client behavioral and relational changes.
 - (f) Services will be provided to Clients referred by Riverside County DPSS to include clients with an open dependency, open or closed investigation and those clients with an evaluated-out referral.
 - (g) Services will be accessible through in-person and telehealth services (upon DPSS approval) in order to meet the needs of both parents and children/youth.
2. Initial Contact:
 - (a) CONTRACTOR must contact or attempt to contact the client within two (2) business days of receipt of referral from DPSS.
 - i. A minimum of two (2) attempts on two (2) separate days must be made to contact the client. The two (2) attempts must occur within 5 business days of receipt of referral. If the Contractor cannot contact the client, the Contractor must notify the referring SSP that contact cannot be made. All attempts to contact the client and the SSP must be documented in writing and maintained in the client file.
 - ii. If after five (5) business days from initial referral, the Contractor has not made contact with the client, the Contractor must notify the referring SSP and copy the DPSS PDR program liaison. After this point, the Contractor will not be required to make additional attempts to contact the client.
 - (b) Referrals for clients are valid for one year from date of issue and must be submitted with appropriate billings for service.

Intake/Screening/Assessment:

3. Clients must have an Intake/Assessment completed within ten (10) business days of receipt of the referral. Service delays outside of ten (10) business days must be documented, along with the reason for the delay, and maintained in the client's file.
4. All clients must begin services within a maximum of twenty (20) calendar days of receipt of the CWS referral. Service delays outside of twenty (20) calendar days must be documented, along with the reason for the delay, and maintained in the client's file.

Administration

5. Contractor's staff liaison(s) shall participate in the quarterly Joint Operation Meetings (JOMs).
6. Contractor's staff liaison shall participate in Child Family Team Meeting (CFTM) sessions as requested by DPSS staff.
7. Services must be offered during the day and during the evening hours defined after 6 p.m. Staff are available to see clients, Monday through Friday, 8:00 a.m. to 8:00 p.m. and on Saturdays 8:00 a.m. to 2:00 p.m.
8. Provide services in English and Spanish. Contractor will be reimbursed in months in which the aggregate cost of such services exceeds \$1,000.00 for translation services for non-Spanish speaking clients. Services can be provided virtually, as needed, and as approved by CSD.

B.5 EXTENSION APPROVAL PROCESS

A. Referral Clients

1. Contractor shall obtain prior email approval by the County for any referral client in need of an Extension beyond the maximum number of services listed for each service type.
 - (a) At the time, the client must be currently receiving the services that the Extensions requested for. If the client has exceeded the maximum number of services for the service type and there is a lapse in services greater than sixty (60) calendar days, a "new Episode" request must be made for the client as detailed in Section B.6 NEW EPISODE APPROVAL PROCESS.
 - (b) Approvals can only be given by a DPSS program supervisor or above.
 - i. Requests must include the following information:
 - a. Date of request
 - b. Client's first initial and last name
 - c. Reason for Extension
 - d. Number of sessions attended to date
 - e. Number of additional sessions requested
 - f. Social Worker requested
 - g. Formal DSM IV-R or V dx should not be included
 - ii. Files containing approval requests must be password protected; and,
 - iii. File passwords must be sent to DPSS in an email separate from the original request email.
 - iv. DPSS will provide response to approval requests within two (2) business days of receipt.
 - (c) All approvals must be documented and submitted with appropriate billings for services. Copies of approvals must also be maintained in the Client's file.

B.6 NEW EPISODE APPROVAL PROCESS

A. Referral Clients

1. If Contractor receives a new service request/referral for a referral Client at any time within the same contract term (July 1 – June 30), the Client is considered as a new Episode and maximum counts for referral services will start back at (1).
 - (a) The Contractor can request that a new service request/referral be submitted by the Client's social worker for any referral Client in need of additional services that has 1) exceeded their maximum counts for the service; and, 2) surpassed the lapse period for Extension requests.
2. New service referrals must be submitted with appropriate billings for services. Copies of new 2468 referrals must also be maintained in the Client's file.

B.7 EVALUATION and REPORTING

- A. CONTRACTOR must submit monthly reports to DPSS-DAT via the DPSS-CAFE SharePoint site and to PDR liaison no later than the 15th calendar day of the month following the month in which services were delivered. Reports must include total unduplicated counts of the following and reported by region:
 1. Client Type (Dependent or at-risk)
 2. CWS Identifier (CWS Client Number)
 3. Client's Name (Last Name, First Name, Middle Initial)
 4. Client's Date of Birth
 5. Does the client have a disability? (Yes/No)
 6. Client's Race/Ethnicity
 7. Client's Sex at Birth
 8. Contractor's Number (Contractor's Client Identifier)
 9. Program Type (counseling, anger management, or anger management group)
 10. Program Status (e.g., referred, new, active, or closed)
 11. Date Referred to Program (Referral Date)
 12. Enrolled Date (Intake Date)
 13. Discharge Date (Closure Date)
 14. Discharge Reason (Closure Reason e.g., graduated or drop out)
 15. Pre-Test Date
 16. Intake/Provider Form Only
 17. Post Test
 18. Exit/Provider Order Form
- B. CONTRACTOR must submit monthly and quarterly reports to the CSD-PDR liaison via PDRreports@rivco.org no later than the 15th calendar day of the month following the quarter in which services were delivered. Quarterly reports also must be presented at JOMs for discussion. Reports must include total unduplicated counts of the following and reported by region:
 1. Counseling (all counts to be sorted by Region)
 - (a) Number of new referrals received for the month/quarter
 - (b) Total number of active counseling clients during the month/quarter
 - (c) Total number of new counseling clients enrolled during the month/quarter
 - (c) Number of clients to complete individual/conjoint/group counseling during the month/quarter

- (d) Number of clients to drop out individual/conjoint/group counseling during the month/quarter
- 2. Anger Management (all counts to be sorted by region)
 - (a) Number of new referrals received for the month/quarter
 - (b) Total number of active anger management clients during the month/quarter
 - (c) Total number of new anger management clients enrolled during the month/quarter
 - (d) Number of clients to complete anger management group during the month/quarter
 - (e) Number of clients to drop out anger management group during the month/quarter
- C. The Contractor must notify and submit in writing to the CSD-PDR any changes of the service locations within 5 days in advance. Notification will consist of the following:
 - 1. Site Change: New site or Closing site
 - 2. Name:
 - 3. Office Location Name: if available
 - 4. Address:
 - 5. Telephone Number:
 - 6. Fax Number: if available
 - 7. Start Date: for a new site – date site was open for client services
 - 8. End Date: for a closing site – last date client could receive services at this location