

THE BOARD OF SUPERVISORS OF THE COUNTY OF STANISLAUS
ACTION AGENDA SUMMARY

DEPT: Behavioral Health and Recovery Services

BOARD AGENDA # *B-2

Urgent

Routine

AGENDA DATE June 19, 2012

CEO Concurs with Recommendation YES NO
(Information Attached)

4/5 Vote Required YES NO

SUBJECT:

Approval of the Agreement with Sierra Vista Child and Family Services for the Zero to Five Early Intervention Program services for Budget Year 2012-2013

STAFF RECOMMENDATIONS:

1. Approve the agreement with Sierra Vista Child and Family Services for the Zero to Five Early Intervention Program services during Budget Year 2012-2013.
2. Authorize the Behavioral Health Director, or her designee, to sign the agreement for Budget Year 2012-2013 reflected in this agenda item.
3. Authorize the Behavioral Health Director, or her designee, to negotiate and sign amendments to the agreement discussed in this agenda item, to add services and payment for services up to \$75,000, budget permitting, throughout Budget Year 2012-2013.

FISCAL IMPACT:

The budget submitted by Behavioral Health and Recovery Services for Budget Year 2012-2013 includes funding in the amount of \$533,000 for the agreement listed in this agenda item. There is no impact on the County General Fund.

BOARD ACTION AS FOLLOWS:

No. 2012-289

On motion of Supervisor Withrow, Seconded by Supervisor Chiesa
and approved by the following vote,

Ayes: Supervisors: Chiesa, Withrow, Monteith, De Martini, and Chairman O'Brien

Noes: Supervisors: None

Excused or Absent: Supervisors: None

Abstaining: Supervisor: None

- 1) Approved as recommended
- 2) Denied
- 3) Approved as amended
- 4) Other:

MOTION:



ATTEST: CHRISTINE FERRARO TALLMAN, Clerk

File No.

DISCUSSION:

Behavioral Health and Recovery Services (BHRS) has a continuing need to provide mental health, case management, parent mentoring and parent education and support services to reduce symptoms of emotional and behavioral problems in children from ages 0 to 5 years old. BHRS also provides behavioral health screenings, referrals and services at school sites, partner sites and family homes. BHRS has collaborated through a successful, long-term Agreement with Sierra Vista Child and Family Services to provide these services through the Zero to Five Early Intervention Program. Consistent with the Board of Supervisors' direction, BHRS identified this long-term provider contract as an opportunity to seek competitive bids for a provider who has the expertise to provide the required services in a cost effective manner for Budget Year 2012-2013.

A Request for Proposal, RFP 12-13-SS, was conducted through the County General Services Agency (GSA) on March 20, 2012, resulting in proposals from two organizations by the submission deadline of April 23, 2012. The evaluation of both RFP proposals led to the selection of Sierra Vista Child and Family Services to provide services through the Early Intervention Program to the zero to five year old target population for Fiscal Year 2012-2013. On May 21, 2012 GSA notified both RFP respondents of the outcome of their RFP proposals. BHRS requests approval of the Agreement with Sierra Vista Child and Family Services to provide Zero to Five Early Intervention Program services for Budget Year 2012-2013.

BHRS experiences occasional unanticipated increases in the utilization of services and funding opportunities throughout the year. On many occasions, these services and funds are time sensitive. For this reason, the Department requests authorization for the Behavioral Health Director, or her designee, to negotiate and execute amendments, when necessary, up to \$75,000 to the Agreement with Sierra Vista Child and Family Services for the Zero to Five Early Intervention Program without further action by the Board of Supervisors, budget permitting, throughout Budget Year 2012-2013.

Because the RFP process resulted in the selection of the vendor who has been providing these services for the past several years, BHRS is following the Contract Reporting Policy Number One, originally approved by the Board on January 24, 2006 and modified by the Board on March 22, 2011. The following table includes the cumulative value of prior contracts with Sierra Vista Child and Family Services for the Zero to Five Early Intervention Program for the period beginning July 1, 2010 through June 30, 2013.

Budget Unit	Contractor	Description of Service Provided or Position Held	Contract Amount for Previous Contractual Period List Amount and Time Period	Proposed Contract Amount and Time Period	Cumulative Contract Total
Mental Health	Sierra Vista Child and Family Services	Zero to Five Early Intervention Program	\$1,204,994 (7/1/10 – 6/30/12)	\$533,000 (7/1/12-6/30/13)	\$1,737,994

Approval of the agreement with Sierra Vista Child and Family Services for the Zero to Five Early Intervention Program will provide for the continuation of services to BHRS clients without interruption.

POLICY ISSUES:

Approval of the agreement meets the Board of Supervisors' priorities of A Healthy Community, Effective Partnerships and Efficient Delivery of Public Services by contracting with community providers to deliver needed services at an appropriate level of care in a cost effective manner.

STAFFING IMPACT:

Existing department staff is available to support this contract.

CONTACT:

Linda Downs, Assistant Director. Telephone 525-6225.



PROVIDER AGREEMENT

BETWEEN

STANISLAUS COUNTY

BEHAVIORAL HEALTH AND RECOVERY SERVICES

AND

SIERRA VISTA CHILD AND FAMILY SERVICES

ZERO TO FIVE EARLY INTERVENTION PROGRAM

JULY 1, 2012 – JUNE 30, 2013

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AGREEMENT

Zero to Five Early Intervention Program

This Agreement is made and entered into in the City of Modesto, State of California, by and between the **County of Stanislaus**, through **Behavioral Health and Recovery Services**, hereinafter referred to as "**COUNTY**", and **Sierra Vista Child and Family Services**, a California Non-profit Corporation with its principal place of business identified in **Section 24**, hereinafter referred to as "**CONTRACTOR**", in consideration of the premises, and the mutual promises, covenants, terms, and conditions hereinafter contained.

WHEREAS, COUNTY, through Behavioral Health and Recovery Services, Children's System of Care (CSOC), in partnership with the Local Mental Health Plan, hereinafter referred to as "PLAN", wishes to expand its services to high risk children, birth to five years of age and their families; and,

WHEREAS, CONTRACTOR wishes to collaborate with COUNTY as an organizational provider under the provisions of PLAN as described in Title 9 of the California Code of Regulations, Chapter 11, Medi-Cal Specialty Mental Health Services, Subchapter 1, Article 1, beginning at Section 1810.100, as it may be amended from time to time, and the Bronzan-McCorquodale Act contained in the California Welfare and Institutions Code, beginning at Section 5600, as it may be amended from time to time by the California Legislature.

WHEREAS, as a result of RFP 12-13-SS, CONTRACTOR was awarded this Agreement.

NOW THEREFORE, the parties hereby agree as follows:

1. RECITALS

The recitals set forth above are a material part of this Agreement.

2. SERVICES

- 2.1 The CONTRACTOR shall ensure that covered services are sufficient in amount, duration, or scope to reasonably be expected to achieve the purpose for which the services are furnished. The CONTRACTOR shall not arbitrarily deny or reduce the amount, duration, or scope of a required service solely because of diagnosis, type of illness, or condition of the beneficiary except as specifically provided in the medical necessity criteria applicable to the situation as provided in Title 9, California Code of Regulations (CCR), Sections 1820.205, 1830.205, and 1830.210.
- 2.2 The CONTRACTOR shall make covered services available in accordance with Title 9 CCR, Section 1810.345 and with Section 1810.405 with respect to timeliness of routine services.
- 2.3 The CONTRACTOR shall provide COUNTY's Medi-Cal beneficiaries with

COUNTY's most current beneficiary brochure and provider list when a Medi-Cal beneficiary first receives a specialty mental health service from CONTRACTOR or upon request. CONTRACTOR may obtain copies of COUNTY's beneficiary brochure and provider list from COUNTY.

2.4 CONTRACTOR shall ensure that hours of operation are no less than the hours of operation offered to commercial enrollees, if enrollees of a commercial health plan receive services by CONTRACTOR.

2.5 Services required under this Agreement are described in the attached exhibit(s).

3. NONDISCRIMINATION

3.1 During the performance of this Agreement, CONTRACTOR and its officers, employees, agents, representatives or subcontractors shall not unlawfully discriminate, harass, or allow harassment against any employee or applicant for employment because of sex, sexual orientation, race, color, ancestry, religious creed, national origin, physical disability (including HIV and AIDS), mental disability, medical condition (cancer), age (over 40), marital status, and denial of family care leave. CONTRACTOR and subcontractors shall insure that the evaluation and treatment of their employees and applicants for employment are free from such discrimination and harassment. CONTRACTOR and subcontractors shall comply with the provisions of the Fair Employment and Housing Act (Gov. Code §12990 (a-f) et seq.) and the applicable regulations promulgated thereunder (California Code of Regulations, Title 2, Section 7285 et seq.). The applicable regulations of the Fair Employment and Housing Commission implementing Government Code Section 12990 (a-f), set forth in Chapter 5 of Division 4 of Title 2 of the California Code of Regulations, are incorporated into this Agreement by reference and made a part hereof as if set forth in full. CONTRACTOR and its subcontractors shall give written notice of their obligations under this clause to labor organizations with which they have a collective bargaining or other Agreement.

3.2 Consistent with the requirements of applicable Federal or State Law, the CONTRACTOR shall not engage in any unlawful discriminatory practices in the admission of clients, assignment of accommodations, treatment, evaluation, or in any other respect on the basis of race, color, gender, religion, marital status, national origin, age (over 40), sexual preference, or mental or physical disability (including individuals with AIDS or those with a record of or who are regarded as having a substantially limiting impairment), or medical condition (cancer-related), pregnancy

related condition, or political affiliation or belief. This policy shall be in writing, in English and Spanish. It shall be posted in all public areas.

4. AUTHORIZATION

- 4.1 All services must have prior authorization by COUNTY's Utilization Management.
- 4.2 A request for authorization for continued services shall be submitted by CONTRACTOR on a Client Care Plan form and received by Utilization Management prior to the expiration of the previous authorization.
- 4.3 The Utilization Management Unit may request a second opinion regarding treatment planning, after consultation with CONTRACTOR.

5. BILLING AND PAYMENT

- 5.1 Payment information is identified in the attached exhibit(s).
- 5.2 CONTRACTOR shall submit an invoice to COUNTY's Contract Manager, 800 Scenic Drive, Modesto, California 95350, on a monthly basis. CONTRACTOR shall make a good faith effort to submit claims by the tenth of each month.
- 5.3 Pursuant to CCR, Title 9, Chapter 11, Subchapter 4, a signed Claims Certification and Program Integrity, as shown in Exhibit F, must accompany each invoice. This certification must be signed by a duly authorized official.
- 5.4 COUNTY shall reimburse CONTRACTOR for only those services that were authorized and approved by local or State entities. COUNTY shall reconcile payments, which have been made for these services, periodically.
- 5.5 Upon request by COUNTY, CONTRACTOR shall repay COUNTY for audit exceptions as a function of BHRS, State, or Federal Medi-Cal audits which occur within the next five (5) fiscal years for the applicable fiscal year, within thirty (30) days from date of request, unless otherwise negotiated with COUNTY.
- 5.6 Payment by COUNTY to CONTRACTOR shall be payment in full for services provided.
- 5.7 CONTRACTOR shall hold harmless both the State and Medi-Cal beneficiaries in the event COUNTY can not or will not pay for services performed by CONTRACTOR pursuant to this Agreement.
- 5.8 Both parties acknowledge that the State of California will continue to seek State or Federal revenue enhancements throughout the term of this Agreement. If a specific strategy adopted by the State affects the funding that COUNTY uses to support this Agreement, the parties agree to re-negotiate the applicable terms.
- 5.9 Final payment for services provided under the terms of this Agreement may be

withheld pending fiscal reconciliation.

6. CULTURAL COMPETENCY

- 6.1 CONTRACTOR shall ensure that cultural competency is integrated into the provision of services. The terms of this section of the Agreement shall be reviewed during contract monitoring meetings.
- 6.2 COUNTY will provide the Cultural Competence Plan (CCP) to CONTRACTOR when submitted to the California Department of Mental Health and as updated annually.
- 6.3 CONTRACTOR shall adhere to the provisions of the COUNTY CCP, as submitted and updated, and provide information as required for submitting and updating the CCP.
- 6.4 CONTRACTOR shall document evidence that interpreter services are offered and provided for threshold languages at all points of contact. CONTRACTOR shall also document the response to the offer of interpreter services.
- 6.5 CONTRACTOR shall regularly have a representative participate in the COUNTY Cultural Competence Oversight Committee.
- 6.6 CONTRACTOR staff shall attend the COUNTY Clinical and Administrative Cultural Competency Standards training.

7. QUALITY MANAGEMENT

- 7.1 CONTRACTOR shall be in full compliance with COUNTY's Quality Management Plan and Risk Management Program. COUNTY shall have access to, and conduct audits and reviews of, records, policies and procedures, incident reports, and related activities it deems necessary to support these functions.
- 7.2 CONTRACTOR and COUNTY, to the extent feasible, shall include their respective Quality Management staff in each other's Quality Management activities. Such activities shall include, but not be limited to, Quality Improvement Councils, chart audits, program compliance reviews, and Medi-Cal certifications.

8. COMPLIANCE

- 8.1 COUNTY has accepted as policy an Organizational Compliance Plan which addresses compliance with Federal, State, and local laws, regulations, rules and guidelines. It is expected that CONTRACTOR will maintain a similar compliance plan for their respective organization, which is in alignment with COUNTY's Plan.
- 8.2 CONTRACTOR shall ensure that compliance is integrated into the provision of services. This shall be reviewed during contract monitoring meetings.
- 8.3 CONTRACTOR shall comply with all applicable standards, orders or regulations

issued pursuant to the Clean Air Act and the Federal Water Pollution Control Act. Violations shall be reported to the Centers for Medicare and Medicaid Services.

- 8.4 CONTRACTOR shall comply with the provisions of Title 42, CFR, Section 438.610 and Executive Orders 12549 and 12689, "Debarment and Suspension," which excludes parties listed on the General Services Administration's list of parties excluded from federal procurement or non-procurement programs from having a relationship with CONTRACTOR.
- 8.5 CONTRACTOR shall not employ or contract with providers or other individuals and entities excluded from participation in Federal health care programs under either Section 1128 or 1128A of the Social Security Act. Federal financial participation is not available for providers excluded by Medicare, Medicaid, or the State Children's Insurance Program, except for emergency services.
- 8.6 CONTRACTOR shall not allow services to be provided under the terms of this Agreement by any officer, employee, subcontractor, agent or any other individual or entity that is on the List of Excluded Individuals/Entities maintained by the U. S. Department of Health and Human Services, Office of the Inspector General (OIG), or the California State Medi-Cal Suspended and Ineligible Provider List (S&I), maintained by the California Department of Health Care Services.
 - 8.6.1 CONTRACTOR shall insure that all officers, employees, subcontractors, agents or other individuals or entities are not on the two lists in this section at the time of hiring.
 - 8.6.2 CONTRACTOR shall thereafter semi-annually insure that all officers, employees, subcontractors, agents or other individuals or entities are not on the two lists in this section.
 - 8.6.3 CONTRACTOR shall immediately notify the COUNTY upon discovery of any officer, employee, subcontractor, agent or other individual or entity who are found on either of the two lists in this section.
 - 8.6.4 COUNTY provides to CONTRACTOR the following references to the two lists found in this section. COUNTY does not guarantee that these references will not change from time to time.
 - 8.6.4.1 OIG list is currently found at the following web address:

<http://exclusions.oig.hhs.gov/>

8.6.4.2 A link to the S&I list is currently found at the following web address:

<http://www.medi-cal.ca.gov/references.asp> Near the bottom of the page click, on the "Suspended & Ineligible Provider List."

8.7 Pursuant to Section 6032 of the Deficit Reduction Act of 2005, CONTRACTOR shall communicate to its employees, subcontractors, agents and other persons providing services on behalf of CONTRACTOR the policies and procedures related to the Federal and State False Claims Act. CONTRACTOR agrees that it has received a copy of the False Health Care Claims Policy approved by the Board of Supervisors on May 8, 2007 and that it and its employees, subcontractors, agents and other persons providing services on behalf of CONTRACTOR will adhere to these policies and procedures.

9. PATIENTS' RIGHTS AND PROBLEM RESOLUTION

9.1 CONTRACTOR shall comply with all relevant rules, regulations, statutes, and COUNTY policies and procedures related to individuals' rights to a grievance process, an appeal process, and an expedited appeal process.

9.2 CONTRACTOR shall comply with the PLAN's Medi-Cal beneficiary problem resolution process as stated in the PLAN's Beneficiary Handbook. This does not preclude CONTRACTOR's commitment to resolve problems or complaints by Medi-Cal beneficiaries at the informal level as simply and quickly as possible. Nothing in this Agreement shall prevent Medi-Cal beneficiaries from utilizing the PLAN's and other rights and processes regarding grievances and appeals, which are guaranteed by statute.

9.3 CONTRACTOR shall ensure that each beneficiary has adequate information about the CONTRACTOR's processes to include at a minimum:

9.3.1 Description of grievance and appeal process;

9.3.2 Posting notices explaining the process procedures;

9.3.3 Making grievance forms and appeal forms along with self addressed envelopes available for beneficiaries at CONTRACTOR sites;

9.3.4 Making interpreter services and TDD/TTY available to beneficiaries during normal business hours.

9.4 No provision of this Agreement shall be construed to replace or conflict with the duties of COUNTY's Patients' Rights Advocates as described in Section 5520 of the Welfare and Institutions Code.

10. CONFIDENTIALITY AND INFORMATION SECURITY

- 10.1 CONTRACTOR and its officers, employees, agents, representatives, subcontractors and all others acting on behalf of CONTRACTOR shall comply with applicable laws and regulations, including but not limited to Section 14100.2 and 5328 et seq. of the California Welfare and Institutions (W&I) Code, and 45 CFR Parts 160, 162, and 164 regarding the confidentiality and security of individually identifiable health information (IIHI) as required by Exhibit B of this Agreement.
- 10.2 Such records shall be disclosed only in accordance with all applicable State and Federal laws and regulations, including those relating to the privacy of protected health information, confidentiality of medical records, patient consents to release information, and the psychotherapist-patient privilege. Such information shall be used only for appropriate claims and quality management purposes, unless specifically authorized by the client. Confidentiality regulations shall apply to all electronic media.

11. MONITORING/REVIEW ASSISTANCE

- 11.1 CONTRACTOR agrees to maintain books, records, documents, and other evidence necessary to facilitate contract monitoring and audits pursuant to Section 640, Title 9, Division 1, Chapter 3, Article 9, of the California Code of Regulations and Behavioral Health and Recovery Services policy.
- 11.2 CONTRACTOR agrees that the COUNTY shall have access to facilities, program documents, records, staff, clients/patients, or other material or persons the COUNTY deems necessary to monitor and audit services rendered.
- 11.3 CONTRACTOR shall provide any necessary assistance to COUNTY in its conduct of facility inspections, and operational reviews of the quality of care being provided to beneficiaries, including providing COUNTY with any requested documentation or reports in advance of a scheduled on-site review. CONTRACTOR shall also provide any necessary assistance to COUNTY and the External Quality Review Organization contracting with the State Department of Mental Health in the annual external quality review of the quality of care, quality outcomes, timeliness of, and access to, the services being provided to beneficiaries under this Agreement. CONTRACTOR shall correct deficiencies as identified by such inspections and reviews according to the time frames delineated in the resulting reports.
- 11.4 CONTRACTOR shall participate in regularly scheduled contract monitoring designed to review various aspects of contract services, including actual costs, cost per unit,

number of units, amount of required match, and State rates.

12. MEDI-CAL CERTIFICATION

- 12.1 CONTRACTOR shall maintain certification as an organizational provider of Medi-Cal specialty mental health services during the term of this Agreement. This includes meeting all staffing and facility standards required for organizational providers of Medi-Cal specialty mental health services which are claimed and notifying COUNTY's Contract Manager in writing of anticipated changes in service locations at least sixty (60) days prior to such change.
- 12.2 A Medi-Cal site certification review is required for all new locations. A review can only be conducted after a fire clearance on the new site is obtained. All Medi-Cal billing for services at locations not yet certified shall be suspended until a fire clearance is received and certification has been concluded. CONTRACTOR may not be reimbursed for services provided which are not Medi-Cal billable.
- 12.3 The storage and dispensing of medications on site shall be in compliance with all pertinent state and federal standards.

13. RECORDS

- 13.1 CONTRACTOR shall participate in COUNTY's outpatient medical records system. Accordingly, all necessary recording and charting of the provision of services and related documentation shall be entered in the COUNTY's medical record which shall be the sole medical record used by CONTRACTOR in providing services pursuant to this Agreement.
- 13.2 CONTRACTOR shall comply with COUNTY's medical record policies and procedures including, but not limited to, those related to requesting and transporting records, filing, and security. Further, CONTRACTOR shall comply with COUNTY's documentation protocols and use of forms. COUNTY shall provide training, support, and technical assistance if needed.
- 13.3 Clinical records shall be maintained according to COUNTY standards, policies and procedures and Short-Doyle Medi-Cal regulations. For each client who has received services, a legible record shall be kept in detail which permits effective quality management processes and external operational audit processes, and which facilitates an adequate system for follow-up treatment.
- 13.4 Clinical records shall be the property of COUNTY and maintained by CONTRACTOR in accordance with COUNTY standards.
- 13.5 Each medical record shall be returned to the COUNTY at the time the client is

discharged.

- 13.6 The CONTRACTOR shall be subject to the examination and audit of the Auditor General after final payment under Government Code, Section 8546.7.
- 13.7 CONTRACTOR shall make all of its books and records, pertaining to the goods and services furnished under the terms of this Agreement, available for inspection, examination or copying by COUNTY, HHS, the Comptroller General of the United States, and other authorized Federal and State agencies, or their duly authorized representatives, at all reasonable times at CONTRACTOR's place of business, or at such other mutually agreeable location in California, in a form maintained in accordance with the general standards applicable to such book or record keeping
- 13.8 These books and records shall be maintained for a term of at least five (5) years after final payment is made and all pending matters closed, or, in the event the CONTRACTOR has been duly notified that the County, State, HHS, or the Comptroller General of the United States, or their duly authorized representatives, have commenced an audit or investigation of the contract, until such time as the matter under audit or investigation has been resolved, whichever is later.

14. REPORTING

- 14.1 CONTRACTOR shall enter all required data into the COUNTY's Information System. Data must be entered by the fourth working day of each month. COUNTY may withhold payment for services until the entry of data is current.
- 14.2 CONTRACTOR shall prepare and submit a year-end Medi-Cal cost report for each fiscal year, as required by the State Department of Mental Health, no later than November 15th. COUNTY shall provide the appropriate report forms. If necessary, technical assistance must be requested and will be provided no later than thirty (30) days before the date the report is due.
- 14.3 CONTRACTOR shall submit program bi-annual reports in December and June, as required by the Stanislaus County Children and Families Commission. The report shall include program activities, staff recruitment, and data related to meeting performance outcomes.
- 14.4 CONTRACTOR shall submit a year-end program report electronically to the following e-mail address; contracts@stanbhrs.org by September 30, of each year. The report shall include a summary of the year's events; an update on the challenges and strategies; evidence of meeting contract outcomes; update of cultural competency activities; staff training, number and percentage of staff that

have received HIPAA training; number of complaints regarding breach of confidentiality and disclosures of PHI, number of internal incidents of disclosure discovered, description of incident, action taken to mitigate risk, outcome of incident; evidence of use of the Language Line and interpreters; and inventory list.

- 14.5 CONTRACTOR shall submit an annual report on CONTRACTOR's staff language and ethnicity as of the payroll period ending closest to December 1. This report shall be submitted electronically to BHRS Contract Services by December 31 of each year, to the following e-mail address; contracts@stanbhhs.org
- 14.6 CONTRACTOR shall provide COUNTY with any other reports, which may be required by State, Federal or local agencies for compliance with this Agreement.
- 14.7 CONTRACTOR shall submit to COUNTY any fiscal documents required, including, but not restricted to, monthly requests for payment, an annual report of expenditures and an annual financial audit performed by an independent public accounting firm.
- 14.8 CONTRACTOR shall establish and maintain accounting and fiscal practices that comply with its obligations pursuant to Section 1840.105, Chapter 11, Medi-Cal Specialty Mental Health Services and Title 9, California Code of Regulations.

15. INVENTORY

- 15.1 CONTRACTOR shall report to COUNTY, with the annual program report, any equipment with a cost of \$1,000 or more, purchased with funds from this Agreement. Such report shall include the item description, model and serial number (if applicable), purchase price, date of purchase and physical location of the each item.
- 15.2 CONTRACTOR shall make all equipment available during normal business hours for the COUNTY to conduct a physical inspection and/or place a COUNTY inventory tag on the equipment, if desired.
- 15.3 CONTRACTOR shall be solely responsible for maintenance of inventory while in CONTRACTOR's possession. Records evidencing maintenance and any upgrades shall be provided to COUNTY as part of the inventory in the event of termination of this Agreement.
- 15.4 COUNTY reserves title to any property purchased or financed from the proceeds of this Agreement, if such property is not fully consumed in the performance of this Agreement. This provision shall be operational even though such property may have been purchased in whole or in part by Federal funds and absent a Federal requirement for transfer of title.

16. PERSONNEL

- 16.1 CONTRACTOR shall adhere to the Statement of Compliance as specified in Exhibit C.
- 16.2 All CONTRACTOR staff providing services under the terms of this Agreement shall have successfully passed a criminal background check appropriate to their job classification and duties. CONTRACTOR shall not knowingly allow services to be provided under the terms of this Agreement by any person convicted of financial fraud involving Federal or State funds.
- 16.3 CONTRACTOR assures COUNTY that it complies with the Americans with Disabilities Act (ADA) of 1990, (42 U.S.C. 12101 et seq.), which prohibits discrimination on the basis of disability, as well as all applicable regulations and guidelines issued pursuant to the ADA.
- 16.4 All personnel rendering services under this contract shall be employed by, or under contract to CONTRACTOR, and shall be appropriately supervised. Services shall be under the direction of CONTRACTOR's Clinical Director or employee who shall be a licensed mental health professional or other appropriate individual as described in Sections 622 through 630 of Title 9, of the California Code of Regulations.
- 16.5 All staff providing service under registration with the California State Board of Behavioral Health Science, or the Board of Psychology, shall be supervised by a licensed mental health professional, i.e., a Licensed Clinical Social Worker; Marriage Family Therapist; or Clinical Psychologist.
- 16.6 All staff providing services under this Agreement must obtain a National Provider Identifier (NPI).
- 16.7 All CONTRACTOR staff transporting clients under the terms of this Agreement shall have received and possess a valid California Drivers License and, if not covered by CONTRACTOR for auto insurance, shall maintain at least minimum coverage.
- 16.8 CONTRACTOR shall follow COUNTY's procedures for registering and terminating CONTRACTOR staff from the COUNTY's Insyst System. This shall include CONTRACTOR providing Insyst Registration Forms to COUNTY for all newly licensed staff, NPI number, and copies of staff's current license to enable COUNTY to maintain accurate information necessary for billing in COUNTY's Insyst System.
- 16.9 CONTRACTOR's staff shall be linguistically and culturally qualified to meet the current and projected needs of the client community. CONTRACTOR shall ensure that staff providing bilingual services are fluent in their identified language

17. CODE OF ETHICS

CONTRACTOR's Code of Ethics shall be consistent with COUNTY's Code of Ethics, a copy of which was provided to CONTRACTOR in Fiscal Year 2002/03.

18. WORKPLACE REQUIREMENTS

18.1 CONTRACTOR shall report all incidents of client suicides, homicides, or other unusual occurrences resulting in serious harm to clients or staff, using the Outpatient Incident/Occurrence Reporting Form. Such forms shall be faxed to COUNTY's BHRS Risk Manager within twenty-four (24) hours of time of occurrence or as soon as possible.

18.2 CONTRACTOR shall participate, as appropriate, in COUNTY's Root Cause Analysis investigations related to CONTRACTOR's incidents.

18.3 CONTRACTOR shall maintain a safe facility that is as free from safety hazards as is possible. Any reporting of unsafe working conditions by employees or others shall be immediately appraised and addressed.

18.4 CONTRACTOR hereby certifies that it complies with the requirements of the Drug-Free Workplace Act of 1990 (Government Code Section 8350 et seq.) and provides a drug-free workplace.

18.5 Failure to comply with these requirements may result in suspension of payments under the Agreement or termination of the Agreement or both and CONTRACTOR may be ineligible for award of any future Agreements if the COUNTY determines that any of the following has occurred: (1) CONTRACTOR has made a false certification or, (2) violates the certification by failing to carry out the requirements as noted above.

19. ACKNOWLEDGEMENT

All public relations and educational material shall mention that CONTRACTOR's Program(s) is funded or partially funded by the Stanislaus County Board of Supervisors and Behavioral Health and Recovery Services.

20. FINANCIAL RELATIONSHIPS

20.1 CONTRACTOR shall maintain program statistical records in the manner required by the COUNTY, State Department of Mental Health, and applicable licensing agencies, and make such records available to COUNTY upon request.

20.2 CONTRACTOR shall maintain accurate accounting records of its costs and operating expenses. Such records shall be maintained until State audit findings are resolved. They shall be open to inspection by COUNTY, the Grand Jury, the State

Controller, and the State Director of the Department of Mental Health, or any of their deputies.

20.3 CONTRACTOR shall have an audit conducted by an independent auditing firm that shall be executed in accordance with generally accepted auditing standards. This audit shall be submitted to COUNTY within one hundred twenty (120) days after the end of the CONTRACTOR's fiscal year.

20.4 CONTRACTOR shall adhere to Title XIX of the Social Security Act, and conform to all other applicable Federal and State statutes and regulations.

21. REQUIRED LICENSES, CERTIFICATES, OR PERMITS

Any licenses, certificates, or permits required by the Federal, State, County, or municipal governments for CONTRACTOR to provide the services and work described in this Agreement shall be procured by CONTRACTOR and be valid at the time CONTRACTOR enters into this Agreement. Further, during the term of this Agreement, CONTRACTOR shall maintain such licenses, certificates, and permits in full force and effect. Licenses, certificates, and permits may include, but are not limited to, driver's licenses, professional licenses or certificates, and business licenses. Such licenses, certificates, and permits shall be procured and maintained in force by CONTRACTOR at no direct expense to COUNTY. CONTRACTOR shall comply with all applicable local, state and Federal laws, rules and regulations.

22. INDEMNIFICATION

22.1 To the fullest extent permitted by law, CONTRACTOR shall indemnify, hold harmless and defend COUNTY and its agents, officers, and employees from and against all claims, damages, losses, judgments, liabilities, expenses and other costs, including litigation costs and attorneys' fees, arising out of, resulting from, or in connection with the performance of this Agreement by CONTRACTOR or CONTRACTOR's officers, employees, agents, representatives or subcontractors and resulting in or attributable to personal injury, death, or damage or destruction to tangible or intangible property, including the loss of use. Notwithstanding the foregoing, CONTRACTOR's obligation to indemnify the COUNTY and its agents, officers and employees for any judgment, decree or arbitration award shall extend only to the percentage of negligence or responsibility of the CONTRACTOR in contributing to such claim, damage, loss and expense.

22.2 CONTRACTOR's obligation to defend, indemnify and hold COUNTY and its agents, officers, and employees harmless under the provisions of this paragraph is not

limited to or restricted by any requirement in this Agreement for CONTRACTOR to procure and maintain a policy of insurance.

- 22.3 To the fullest extent permitted by law, the COUNTY shall indemnify, hold harmless and defend the CONTRACTOR and its officers, employees, agents, representatives or subcontractors from and against all claims, damages, losses, judgments, liabilities, expenses and other costs, including litigation costs and attorney's fees, arising out of or resulting from the negligence or wrongful acts of COUNTY and its officers or employees.

23. INSURANCE

- 23.1 CONTRACTOR shall take out, and maintain during the life of this Agreement, insurance policies with coverage at least as broad as follows:

23.1.1 General Liability. Comprehensive general liability insurance covering bodily injury, personal injury, property damage, products and completed operations with limits of no less than One Million Dollars (\$1,000,000) per incident or occurrence. If Commercial General Liability Insurance or other form with a general aggregate limit is used, either the general aggregate limit shall apply separately to any act or omission by CONTRACTOR under this Agreement or the general aggregate limit shall be twice the required occurrence limit.

23.1.2 Professional Liability. Professional malpractice liability insurance with limits of no less than One Million Dollars (\$1,000,000) aggregate. Such professional liability insurance shall be continued for a period of no less than one year following completion of the CONTRACTOR's services.

23.1.3 Automobile Liability Insurance. If CONTRACTOR or CONTRACTOR's officers, employees, agents, representatives or subcontractors utilize a motor vehicle in performing any of the work or services under this Agreement, owned/non-owned automobile liability insurance providing combined single limits covering bodily injury, property damage and transportation related pollution liability with limits or no less than One Million Dollars (\$1,000,000) per incident or occurrence.

23.1.4 Workers' Compensation Insurance. Workers' Compensation insurance as required by the California Labor Code. In signing this contract, CONTRACTOR certifies under section 1861 of the Labor Code that CONTRACTOR is aware of the provisions of section 3700 of the Labor Code which requires every employer to be insured against liability for workers'

compensation or to undertake self-insurance in accordance with the provisions of that code, and that CONTRACTOR will comply with such provisions before commencing the performance of the work of this Agreement.

- 23.2 Any deductibles, self-insured retentions or named insureds must be declared in writing and approved by COUNTY. At the option of COUNTY, either: (a) the insurer shall reduce or eliminate such deductibles, self-insured retentions or named insureds, or (b) CONTRACTOR shall provide a bond, cash, letter of credit, guaranty or other security satisfactory to COUNTY guaranteeing payment of the self-insured retention or deductible and payment of any and all costs, losses, related investigations, claim administration and defense expenses. COUNTY, in its sole discretion, may waive the requirement to reduce or eliminate deductibles or self-insured retentions, in which case, CONTRACTOR agrees that it will be responsible for and pay any self-insured retention or deductible and will pay any and all costs, losses, related investigations, claim administration and defense expenses related to or arising out of CONTRACTOR's defense and indemnification obligations as set forth in this Agreement.
- 23.3 CONTRACTOR shall provide a specific endorsement to all required insurance policies, except Workers' Compensation insurance and Professional Liability insurance, if any, naming COUNTY and its officers, officials and employees as additional insureds regarding: (a) liability arising from or in connection with the performance or omission to perform any term or condition of this Agreement by or on behalf of CONTRACTOR, including the insured's general supervision of its sub-contractors; (b) services, products and completed operations of CONTRACTOR; (c) premises owned, occupied or used by CONTRACTOR; and (d) automobiles owned, leased, hired or borrowed by CONTRACTOR. For Workers' Compensation insurance, the insurance carrier shall agree to waive all rights of subrogation against COUNTY and its officers, officials and employees for losses arising from the performance of or the omission to perform any term or condition of this Agreement by CONTRACTOR.
- 23.4 CONTRACTOR's insurance coverage shall be primary insurance regarding COUNTY and COUNTY's officers, officials and employees. Any insurance or self-insurance maintained by COUNTY or COUNTY's officers, officials and employees

shall be excess of CONTRACTOR's insurance and shall not contribute with CONTRACTOR's insurance.

- 23.5 Any failure to comply with reporting provisions of the policies shall not affect coverage provided to COUNTY or its officers, officials, employees or volunteers.
- 23.6 CONTRACTOR's insurance shall apply separately to each insured against whom claim is made or suit is brought, except with respect to the limits of the insurer's liability.
- 23.7 Each insurance policy required by this section shall be endorsed to state that coverage shall not be suspended, voided, canceled by either party except after thirty (30) days' prior written notice has been given to COUNTY. CONTRACTOR shall promptly notify, or cause the insurance carrier to promptly notify, the COUNTY of any change in the insurance policy or policies required under this Agreement, including, without limitation, any reduction in coverage or in limits of the required policy or policies.
- 23.8 Insurance shall be placed with California admitted insurers (licensed to do business in California) with a current rating by Best's Key Rating Guide acceptable to the COUNTY; provided, however, that if no California admitted insurance company provides the required insurance, it is acceptable to provide the required insurance through a United States domiciled carrier that meets the required Best's rating and that is listed on the current List of Eligible Surplus Line Insurers maintained by the California Department of Insurance. A Best's rating of at least A-VII shall be acceptable to COUNTY; lesser ratings must be approved in writing by COUNTY.
- 23.9 CONTRACTOR shall require that all of its subcontractors are subject to the insurance and indemnity requirements stated herein, or shall include all subcontractors as additional insureds under its insurance policies.
- 23.10 At least ten (10) days prior to the date CONTRACTOR begins performance of its obligations under this Agreement, CONTRACTOR shall furnish COUNTY with certificates of insurance and with original endorsements showing coverage required by this Agreement, including, without limitation, those that verify coverage for subcontractors of CONTRACTOR. The certificates and endorsements for each insurance policy are to be signed by a person authorized by the insurer to bind coverage on its behalf. All certificates and endorsements shall be received and, in COUNTY's sole and absolute discretion, approved by COUNTY. COUNTY reserves

the right to require complete copies of all required insurance policies and endorsements, at any time.

23.11 The limits of insurance described herein shall not limit the liability of CONTRACTOR and CONTRACTOR's officers, employees, agents, representatives or subcontractors.

24. NOTICE

Any notice, communication, amendments, additions, or deletions to this Agreement including change of address of either party during the term of this Agreement, which either party shall be required or may desire to make, shall be in writing and may be personally served or sent by prepaid first class mail to the respective parties as follows:

County: County of Stanislaus
Behavioral Health and Recovery Services
Attention: Contract Manager
800 Scenic Drive
Modesto, CA 95350

Contractor: Judy Kindle, Executive Director
Sierra Vista Child and Family Services
1400 "K" Street
Modesto, CA 95354

25. CONFLICTS

CONTRACTOR agrees that it has no interest and shall not acquire any interest, directly or indirectly, which would conflict in any manner or degree with the performance of the work and services under this Agreement.

26. SEVERABILITY

If any portion of this Agreement or application thereof to any person or circumstance shall be declared invalid by a court of competent jurisdiction or if it is found in contravention of any Federal, State or County statute, ordinance, regulation, the remaining provisions of this Agreement, or the application thereof, shall not be invalidated there and shall remain in full force and effect to the extent that the provisions of this Agreement are severable.

27. AMENDMENT

This Agreement may only be modified, amended, changed, added to, or subtracted from by mutual consent of the parties hereto if such amendment or change is in written form and executed with the same formalities as this Agreement and attached to the original Agreement to maintain continuity.

28. ENTIRE AGREEMENT

This Agreement supersedes any and all other agreements, either oral or in writing, between any of the parties herein with respect to the subject matter hereof and contains all the agreements between the parties with respect to such matter. Each party acknowledges that no representations, inducements, promises or agreements, oral or otherwise, have been made by any party, or anyone acting on behalf of any party, which are not embodied herein, and that no other agreement, statement or promise not contained in this Agreement shall be valid or binding.

29. RELATIONSHIP OF PARTIES

This is an Agreement by and between two (2) independent contractors and is not intended to, and shall not be construed to be, nor create the relationship of agent, servant, employee, partnership, joint venture, or any other similar association.

30. REFERENCES TO LAWS AND RULES

In the event any statute, regulation, or policy referred to in this Agreement is amended during the term of this Agreement; the parties shall comply with the amended provision as of the effective date of such amendment.

31. ASSIGNMENT

31.1 COUNTY has relied upon the skills, knowledge, experience, and training presented by CONTRACTOR, as an inducement to enter into this Agreement. CONTRACTOR shall not assign or subcontract this Agreement, either in whole or in part, without prior written consent of COUNTY, which shall not be unreasonably withheld.

31.2 CONTRACTOR shall not assign any monies due or to become due under this Agreement without the prior written consent of COUNTY.

32. AVAILABILITY OF FUNDS

Payment for services provided in accordance with the provision this Agreement are contingent upon the availability of County, State and Federal funds. If Federal, State or local entities do not appropriate sufficient funds for this program, the County has the option to terminate this Agreement or amend the Agreement to reflect any reduction of funds.

33. WAIVER OF DEFAULT

Waiver of any default by either party to this Agreement shall not be deemed to be waiver of any subsequent default. Waiver or breach of any provision of this Agreement shall not be deemed to be a waiver of any other or subsequent breach, and shall not be construed to be a modification of the terms of this Agreement unless this Agreement is modified as provided below.

34. VENUE

This Agreement shall be deemed to be made under, and shall be governed by and construed in accordance with, the laws of the State of California. Any action brought to enforce the terms or provisions of this Agreement shall have venue in the County of Stanislaus, State of California.

35. TERM

35.1 In the event of termination or expiration of this Agreement, CONTRACTOR shall assist COUNTY in the orderly transfer of clients. In doing this, CONTRACTOR shall make available any pertinent information necessary for efficient case management of clients as determined by COUNTY. In no case shall a client be billed for this service.

35.2 This Agreement shall commence on July 1, 2012, and continue through June 30, 2013. Either party may terminate this Agreement, with or without cause, by giving thirty (30) days prior written notice to the other party. COUNTY may suspend or terminate this Agreement for cause upon written notice to CONTRACTOR immediately, or upon such notice, as COUNTY deems reasonable. If the default is cured by CONTRACTOR to the satisfaction of COUNTY, or COUNTY determines that the default should be excused, COUNTY may reinstate the Agreement, or revoke the termination upon application by CONTRACTOR.

35.3 This Agreement shall terminate automatically on the occurrence of (a) bankruptcy or insolvency of either party, (b) sale of Contractor's business, (c) cancellation of insurance required under the terms of this Agreement, and (d) if, for any reason, Contractor ceases to be licensed or otherwise authorized to do business in the State of California, and the Contractor fails to remedy such defect or defects within thirty (30) days of receipt of notice of such defect or defects.

36. SURVIVAL

Notwithstanding any other provision of this Agreement, the following clauses shall remain in full force and effect and shall survive the expiration or termination of this Agreement: Paragraph 5, "Billing and Payment"; Paragraph 10, "Confidentiality and Information Security"; Paragraph 13, "Records"; Paragraph 22, "Indemnification"; and Paragraph 31, "Assignment".

[SIGNATURES SET FORTH ON THE FOLLOWING PAGE]

**COUNTY OF STANISLAUS
BEHAVIORAL HEALTH AND
RECOVERY SERVICES**

**SIERRA VISTA CHILD AND
FAMILY SERVICES**

Madelyn Schlaepfer, Ph. D., CEAP
Behavioral Health Director
Date 6/25/12

Judy Kinde
Executive Director
Date 6/25/12

APPROVED AS TO CONTENT:

Shannyn C. McDonald, M.A., LMFT
Chief, Children's System of Care
Date 6/25/12

APPROVED AS TO FORM:
John P. Doering, County Counsel

Vicki Fern de Castro
Vicki Fern de Castro
Deputy County Counsel

BOS Action Item: 2012-289, June 19, 2012

HIGH RISK CHILDREN BIRTH TO FIVE YEARS AND THEIR FAMILIES

1. SERVICES

- 1.1 CONTRACTOR shall provide the following services to reduce symptoms of emotional and behavioral problems in children and expand the community's capacity to provide for children 0-5 and their families.
 - 1.1.1 Mental health services to high-risk children, ages zero (0) to five (5) with an emphasis on children ages four (4) through five (5) and their families, including those who are uninsured;
 - 1.1.2 Case management services including linkage with other support networks;
 - 1.1.3 Parent Education and Support Program for families with children in affiliated Child Care Sites;
 - 1.1.4 Structured parent/child relationship based interventions to mitigate the impact of trauma;
 - 1.1.5 Parent Mentor In-home support to families in need of stabilizing their environment;
 - 1.1.6 Childcare consultation to include training and consultation to childcare providers in Stanislaus County;
 - 1.1.7 Focus on school readiness programming and consultation as well as coordination between early education and formal education.
- 1.2 CONTRACTOR shall work to increase the competence and confidence of center and home based day care providers in working with children with social emotional difficulties, focusing on school readiness and family involvement.
- 1.3 CONTRACTOR shall develop and deliver, through collaboration with COUNTY, training, technical assistance, and programmatic consultation on specialized child development to a minimum of 31 childcare providers.
- 1.4 CONTRACTOR shall provide direct clinical services to a minimum of 125 children and their families.
- 1.5 CONTRACTOR shall complete full infant to kindergarten assessments using the DSM-4 and the DCO-3. CONTRACTOR shall meet with COUNTY to review ten (10) assessments, on quarterly basis.
- 1.6 CONTRACTOR shall provide direct services to a minimum of 138 children in the Childcare Consultation Portion of the program. Childcare consultation shall be implemented using a focus on the caregiver-child relationship.
- 1.7 CONTRACTOR shall provide direct services to a minimum of 111 parents in the Childcare Consultation Portion of the program.
- 1.8 CONTRACTOR and COUNTY staff providing childcare consultation will meet six times during the fiscal year in order to share resources and discuss best practices, including, but not limited, to the theories discussed in the book "Mental Health Consultation in Child Care: Transforming Relationships with Directors,

Staff and Families”, by Kadija Johnson.

- 1.9 CONTRACTOR shall provide the following services at school sites, which include Chatom Union, Keyes Union, Newman-Crows Landing Unified, Patterson Unified, Riverbank Unified, Turlock Unified and Waterford Unified School Districts, Family Resource Centers (FRC), Healthy Starts, Head Start sites and non-profit Community Based Organization (CBO) sites:
 - 1.9.1 Collaborate with community sites to identify children and families who are functioning at their fullest potential and identify those children and families with behavioral health challenges.
 - 1.9.2 Identify those families who are struggling with the impact of poverty, abuse and lack of adequate parenting skills. These have been identified as core challenges by the National School Readiness Indicators Initiative.
 - 1.9.3 Provide behavioral health screenings and services at school sites, collaboration sites and in family homes.
 - 1.9.4 Refer children to appropriate agencies providing behavioral health services.
 - 1.9.5 Screen and refer children for specialized developmental screening through Valley Mountain Regional Services and designated school sites.
 - 1.9.6 Provide behavioral health services to the families of children 0-5.
 - 1.9.7 Provide consultation, training and mentoring in order to provide supports to families and early education providers on behalf of healthy relationships in children.
- 1.10 All Medi-Cal beneficiaries shall receive the same level of service provided to all other clients served by CONTRACTOR. This requirement is a condition for reimbursement for specialty mental health services. A minimum of 85% of clients open to outpatient services shall be Medi-Cal beneficiaries.
- 1.11 CONTRACTOR's services shall reflect the core values of the COUNTY's CSOC as identified in Exhibit D.
- 1.12 CONTRACTOR shall comply with the data requirements outlined in Exhibit E. It is expected that CONTRACTOR shall comply with any additional outcomes, as requested by COUNTY and Children & Families Commission.
- 1.13 CONTRACTOR shall collaborate with BHRS to provide outcome measures, including, but not limited to, surveys (parent, childcare provider, community-based provider) and screening and assessment tools such as the Ages & Stages Questionnaire-Social Emotional (ASQ-SE) and the Parenting Stress Index (PSI). Results of these measures will be reported to the commission annually.

2. OUTCOMES

- 2.1 It is expected that:
 - 2.1.1 70% of participating children will show improvement in presenting mental health problems utilizing valid measurement tools including pre-post tests, surveys and clinician/parent questionnaires;

- 2.1.2 75% of participating parents will report improvement in their relationship with their child;
 - 2.1.3 70% of participating families will show a reduction in risk factors for abuse and neglect utilizing valid measurement tools;
 - 2.1.4 70% of children will demonstrate improvement in behavior within day care and social environments;
 - 2.1.5 70% of day care providers will report improved skills in working with difficult children;
 - 2.1.6 70% of day care providers will report improvement in skills, confidence, and job satisfaction in working with children with social emotional difficulties;
 - 2.1.7 70% of sites will report a reduction of children leaving the site due to difficulties with behavioral management;
 - 2.1.8 80% of day care providers will report positive skill gains from training programs provided; and
 - 2.1.9 80% of parents will report positive skill gains from training programs provided.
- 2.2 It is expected that an overall positive response on consumer satisfaction surveys administered by CONTRACTOR will be equal to or greater than COUNTY responses by CONTRACTOR through this Agreement and staff of the referring agencies.
- 2.3 It is expected that assessments will occur within thirty (30) days of referral. It is expected that treatment be provided within thirty (30) days of assessment. CONTRACTOR shall utilize a tracking system to measure this requirement that is accessible by COUNTY for review. For good cause, CONTRACTOR shall notify CSOC Coordinator when unable to meet the assessment expectation.

3. BILLING AND PAYMENT

- 3.1 In consideration of CONTRACTOR's provision of services required under this Agreement, County shall reimburse CONTRACTOR for costs associated with operating the program, not to exceed the Agreement maximum of \$533,000 (GL 5118040) for salaries, benefits and operating expenses identified in the Operating Budget, during the term of this Agreement.
- 3.2 COUNTY shall reimburse CONTRACTOR monthly at the rate of one-twelfth of the Agreement maximum amount.
- 3.3 CONTRACTOR shall provide COUNTY a quarterly report of actual expenditures for quarters one, two and three of the fiscal year (all due on the 15th of the month following the end of each quarter), along with a projection of annual expenditures. In the event projected annual expenditures are less than the Agreement maximum, the monthly rate may be adjusted as agreed between both parties.
- 3.4 Following submission of CONTRACTOR's cost report, COUNTY and CONTRACTOR shall settle to CONTRACTOR's actual cost in January 2014, not to exceed \$533,000 for fiscal year 2012-2013.
- 3.5 COUNTY shall reimburse CONTRACTOR through the following funding source(s): Stanislaus County Children and Families Commission, Proposition 10.

4. DUPLICATE COUNTERPARTS

The Agreement may be executed in duplicate counterparts, each of which shall be deemed a duplicate original.

**Confidentiality and Information Security Provisions
Direct Service Providers**

1. As a covered entity, the Contractor shall comply with applicable laws and regulations, including but not limited to Sections 14100.2 and 5328 et seq. of the Welfare and Institutions Code and with the privacy and security requirements of Title II of the Health Insurance Portability and Accountability Act of 1996, (Public Law 104-91), also known as "HIPAA", and Title XIII of the American Recovery and Reinvestment Act of 2009, (Public Law 111-5), "the ARRA/HITECH Act" or "the HITECH Act", as these laws may be subsequently amended, and implementing regulations enacted by the Department of Health and Human Services at 45 CFR Parts 160-164, and, regulations enacted with regard to the HITECH Act. The foregoing laws and rules are sometimes collectively referred to hereafter as "HIPAA".
2. Permitted Uses and Disclosures of IIHI by the Contractor.
 - A. *Permitted Uses and Disclosures.* Except as otherwise provided in this Agreement, the Contractor, may use or disclose IIHI to perform functions, activities or services identified in this Agreement provided that such use or disclosure would not violate federal or state laws or regulations.
 - B. *Specific Uses and Disclosures Provisions.* Except as otherwise indicated in the Agreement, the Contractor may:
 - (1) Use and disclose IIHI for the proper management and administration of the Contractor or to carry out the legal responsibilities of the Contractor, provided that such use and disclosures are permitted by law.
 - (2) Use IIHI to provide data aggregation services to County. Data aggregation means the combining of IIHI created or received by the Contractor for the purposes of this Agreement with IIHI received by the Contractor in its capacity as the Contractor of another HIPAA covered entity, to permit data analyses that relate to the health care operations of County.
3. Responsibilities of the Contractor.

The Contractor agrees:

- A. *Safeguards.* To prevent use or disclosure of IIHI other than as provided for by this Agreement. The Contractor shall develop and maintain an information privacy and security program that includes the implementation of administrative, technical, and physical safeguards appropriate to the size and complexity of the Contractor's operations and the nature and scope of its activities. The information privacy and security programs must reasonably and appropriately protect the confidentiality, integrity, and availability of the IIHI that it creates, receives, maintains, or transmits; and prevent the use or disclosure of IIHI other than as provided for by this Agreement. The Contractor shall provide County with information concerning such safeguards as County may reasonably request from time to time.

The Contractor shall restrict logical and physical access to confidential, personal (e.g., PHI) or sensitive data to authorized users only.

The Contractor shall not transmit confidential, personal, or sensitive data via e-mail or other Internet transport protocol over a public network.

- B. *Mitigation of Harmful Effects.* To mitigate, to the extent practicable, any harmful effect that is known to Contractor of a use or disclosure of IIHI by Contractor or its subcontractors in violation of the requirements of this Agreement.

**Confidentiality and Information Security Provisions
Direct Service Providers**

- C. *Agents and Subcontractors of the Contractor.* To ensure that any agent, including a subcontractor to which the Contractor provides IHI received from County, or created or received by the Contractor, for the purposes of this contract shall comply with the same restrictions and conditions that apply through this Agreement to the Contractor with respect to such information.
- D. *Notification of Electronic Breach or Improper Disclosure.* During the term of this Agreement, Contractor shall notify County immediately upon discovery of any breach of IHI and/or data, where the information and/or data is reasonably believed to have been acquired by an unauthorized person. Immediate notification shall be made to the County BHRS Privacy Officer, within five (5) business days of discovery. Contractor shall take prompt corrective action to cure any deficiencies and any action pertaining to such unauthorized disclosure required by applicable Federal and State laws and regulations. Contractor shall investigate such breach and provide a written report of the results of the investigation, including any corrective actions taken, and copies of all Notifications made as a result of the breach, to the BHRS Officer, postmarked within thirty (30) calendar days of the discovery of the breach to the address below:

**BHRS Privacy Officer
Behavioral Health and Recovery Services
800 Scenic Drive
Modesto, CA 95320
(209) 525-6225**

- E. *Employee Training and Discipline.* To train and use reasonable measures to ensure compliance with the requirements of this Agreement by employees who assist in the performance of functions or activities under this Agreement and use or disclose IHI; and discipline such employees who intentionally violate any provisions of this Agreement, including by termination of employment.

4. Termination.

- A. *Termination for Cause.* Upon County's knowledge of a material breach of this Agreement by Contractor, County shall either:
- (1) Provide an opportunity for Contractor to cure the breach or end the violation and terminate this Agreement if Contractor does not cure the breach or end the violation within the time specified by County.
 - (2) Immediately terminate this Agreement if Contractor has breached a material term of this Agreement and cure is not possible; or
 - (3) If neither cure nor termination is feasible, the BHRS Privacy Officer shall report the violation to the DMH Information Security Officer of the Department of Mental Health.
- B. *Judicial or Administrative Proceedings.* County may terminate this Agreement, effective immediately, if (i) Contractor is found liable in a civil matter or guilty in a criminal proceeding for a violation of the HIPAA Privacy or Security Rule or (ii) a finding or stipulation is made, in an administrative or civil proceeding in which the Contractor is a party, that the Contractor has violated a privacy or security standard or requirement of HIPAA, or other security or privacy laws.

**Confidentiality and Information Security Provisions
Direct Service Providers**

C. *Effect of Termination.* Upon termination or expiration of this Agreement for any reason, Contractor shall return or destroy all IIHI received from County that Contractor still maintains in any form, and shall retain no copies of such IIHI or, if return or destruction is not feasible, it shall continue to extend the protections of this Agreement to such information, and limit further use of such IIHI to those purposes that make the return or destruction of such IIHI infeasible. This provision shall apply to IIHI that is in the possession of subcontractors or agents of the Contractor.

5. Miscellaneous Provisions.

- A. *Disclaimer.* County makes no warranty or representation that compliance by Contractor with this Agreement, HIPAA or the HIPAA regulations will be adequate or satisfactory for Contractor's own purposes or that any information in the Contractor's possession or control, or transmitted or received by the Contractor, is or will be secure from unauthorized use or disclosure. Contractor is solely responsible for all decisions made by Contractor regarding the safeguarding of IIHI.
- B. *Assistance in Litigation or Administrative Proceedings.* Contractor shall make itself, and use its best efforts to make any subcontractors, employees or agents assisting Contractor in the performance of its obligations under this Agreement, available to County at no cost to County to testify as witnesses, or otherwise, in the event of litigation or administrative proceedings against County, its directors, officers or employees for claimed violation of HIPAA, the HIPAA regulations or other laws relating to security and privacy based upon actions or inactions of the Contractor and/or its subcontractor, employee, or agent, except where Contractor or its subcontractor, employee, or agent is a named adverse party.
- C. *No Third-Party Beneficiaries.* Nothing expressed or implied in the terms and conditions of this Agreement is intended to confer, nor shall anything herein confer, upon any person other than County or Contractor and their respective successors or assignees, any rights remedies, obligations or liabilities whatsoever.
- D. *Interpretation.* The terms and conditions in this Agreement shall be interpreted as broadly as necessary to implement and comply with HIPAA, the HIPAA regulations and applicable State laws. The parties agree that any ambiguity in the terms and conditions of this Agreement shall be resolved in favor of a meaning that complies and is consistent with applicable laws.
- E. *Regulatory References.* A reference in the terms and conditions of this Agreement to a section in the HIPAA regulations means the section as in effect or as amended.
- F. *Survival.* The respective rights and obligations of Contractor under Section 5.B of this Exhibit shall survive the termination or expiration of this Agreement.
- G. *No Waiver of Obligations.* No change, waiver or discharge of any liability or obligation hereunder on any one or more occasions shall be deemed a waiver of performance of any continuing or other obligation, or shall prohibit enforcement of any obligation, on any other occasion.

STATEMENT OF COMPLIANCE

A. CONTRACTOR agrees, unless specifically exempted, to be in compliance with Government Code Section 12900 (a-f) and California Code of Regulations, Title 2, Division 4, Chapter 5 in matters relating to reporting requirements and the development, implementation and maintenance of a Nondiscrimination Program. Contractor agrees not to unlawfully discriminate, harass or allow harassment against any employee or applicant for employment because of sex, race, color, ancestry, religious creed, national origin, physical disability (including HIV and AIDS), mental disability, medical condition (cancer), age (over 40), marital status, and denial of family care leave. Employment of personnel shall be made solely on the basis of merit.

1. Action shall be taken to ensure applicants are employed, and employees are treated during employment, without regard to their race, religion, color, sex, national origin, age, physical or mental handicap. Such action shall include, but not be limited to, the following: Employment; upgrading; demotion or transfer; recruitment or recruitment advertising; layoff; or apprenticeship. However, recruitment and employment of applicants shall reflect the ethnic and racial composition of the County, particularly those groups not previously, nor currently, having adequate representation in recruitment or hiring. There shall be posted, in conspicuous places, notices available to employees and applicants for employment provided by the County Officer responsible for contracts setting forth the provisions of the Equal Opportunity clause.

2. All solicitations or advertisements for employees placed by or on behalf of CONTRACTOR and/or the subcontractor shall state that all qualified applicants will receive consideration for employment without regard to race, religion, color, sex, national origin, age, or physical or mental handicap.

3. Each labor union or representative of workers with which the County and/or the subcontractor has a collective bargaining agreement, or other contract or understanding, must post a notice provided by the County Officer responsible for contracts, advising the labor union or workers representative of CONTRACTOR's commitments under this Equal Opportunity clause and shall post copies of the notice in conspicuous places available to employees and applicants for employment.

4. In the event of noncompliance with the discrimination clause of this contract or as otherwise provided by State and Federal law, this contract may be canceled, terminated or suspended, in whole or in part, and CONTRACTOR and/or the subcontractor may be declared ineligible for further State contracts in accordance with the procedures authorized in the Behavioral Health and Recovery Service's Complaint Process.

5. All provisions of Paragraph 1 through this paragraph 5 will be included in every subcontract unless exempted by rules, regulations or orders of the Director of the Behavioral Health and Recovery Services so such provisions will be binding upon each subcontractor. CONTRACTOR will take such action with respect to any subcontract as the State may direct as a means of enforcing such provisions including sanctions for noncompliance provided; however, in the event CONTRACTOR becomes involved in, or is threatened with, litigation with a subcontractor as a result of such direction by the State, CONTRACTOR may request in writing to the State, who, in turn, may request the United States to enter into such litigation to protect the interest of the State and the United States.

B. Services, benefits and facilities shall be provided to patients without regard to their race, color, creed, national origin, sex, age or physical or mental handicap, and no one will be refused service because of inability to pay for such services.

1. Nondiscrimination in Services, Benefits and Facilities: There shall be no discrimination in the provision of services because of color, race, creed, national origin, sex, age, or physical or mental handicap in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. Section 2000d, rules and regulations promulgated pursuant thereto, or as otherwise provided by State and Federal law. For the purpose of the contract, distinctions on the grounds of color, race, creed, national origin, sex, or age include, but are not limited to, the following: denying a participant any service or benefit to the participant which is different, or is provided in a different manner or at a different time, from that provided to other participants under this contract; subjecting a participant to segregation or separate treatment in any matter related to this receipt of any service; 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 determining whether he/she satisfied any admission, enrollment quota, eligibility, membership, or other requirement or condition which individuals must meet in order to be provided any service or benefit; the assignment of times or places for the provision of services on the basis of the race, color, creed, or national origin of the participants to be served. The County and all subcontractors will take action to ensure intended beneficiaries are provided services without regard to color, race, creed, national origin, sex, age, or physical or mental handicap.

2. Procedure for Complaint Process: All complaints alleging discrimination in the delivery of services by the County and/or the subcontractor because of race, color, creed, national origin, sex, age, or physical or mental handicap, may be resolved by the State through the State Department of Mental Health's Action Complaint Process.

3. Notice of Complaint Process: The County and all subcontractors shall, subject to the approval of the Behavioral Health and Recovery Services, establish procedures under which recipients of the service are informed of their rights to file a complaint alleging discrimination or a violation of their civil rights with the State Department of Mental Health.

C. The County and any subcontractor will furnish all information and reports required by the Behavioral Health and Recovery Services and will permit access to books, records and accounts for purposes of investigation to ascertain compliance with above paragraphs.

D. The County and all subcontractors assure all recipients of service are provided information in accordance with provisions of Welfare and Institutions Code, Sections 5325 and 5325.1, and Sections 5520 through 5550, pertaining to their rights as patients, that the County has established a system whereby recipients of service may file a complaint for alleged violations of their rights.

E. CONTRACTOR agrees to the provisions of Section 504 of the Rehabilitation Act of 1973, as amended, pertaining to the prohibition of discrimination against qualified handicapped persons in all Federally-assisted programs or activities, as detailed in regulations signed by the Secretary of Health, Education and Welfare, effective June 3, 1977, and found in the Federal Register, Volume 42, Number 86, dated May 4, 1977.

CHILDREN'S SYSTEM OF CARE VALUES

- Family focused: we believe in keeping families together and providing what they need to be successful together
- Child centered: we work to help children be the best they can be
- Strength based: we believe that all people have strengths to build on, children, families, and staff
- We go where children and families are, in the community, at school, play and home, we go to where they need us
- We view parents as partners in our work together as staff and as partners in policy and program
- We provide culturally effective services that respect and incorporate the beliefs and values of our diverse families
- We provide outcome based services, working toward families being able to live together, function better together, stay in school, learn more and more effectively and stay out of trouble.

Stanislaus County
Behavioral Health and Recovery Services - Children's System of Care

OUTCOME MEASUREMENTS

A. SYSTEM OF CARE - TARGET POPULATION

The target population is clients under 21 years of age who have a mental disorder identified in the most recent DSM manual, which is not primarily a substance abuse diagnosis or development disorder, and have been opened to a client care plan. In order to measure the effectiveness of the Children's System of Care, performance outcome measurements are collected and routinely reported to State and local agencies. These performance outcome instruments are to be administered according to the Definitions below, based on the initial date of registration in the Stanislaus County Behavioral Health and Recovery Services, Children's System of Care, and consistent with the client care plan review cycles.

B. DEFINITIONS

1. **ENTRY/ADMITS** are defined as instruments administered to clients at the initial entry or intake for services. They are to be completed within the first sixty (60) days from the date of registration.
2. **ANNUAL/ANNIVERSARIES** are defined as instruments administered twelve (12) months after the initial date of registration and are to be completed within thirty (30) days of that date. Every subsequent twelve (12) month administration from the original registration date is considered an anniversary.
3. **DISCHARGES** are defined as instruments administered at discharge (for all services) from the Children's System of Care.
4. **OUTCOME MEASUREMENT INSTRUMENTS ARE TO BE NEGOTIATED WITH COUNTY.**

C. PROCEDURES

1. **CLIENTS** open to more than one (1) reporting unit: The service unit coordinating the client care plan reviews is responsible for assuring the instruments are administered and submitted. The registration date of the primary service unit will be the client care plan review cycle for purposes of instrument data collection.
2. **CLIENTS** receiving services prior to January, 1994, are to have the instruments administered based on the initial date of registration and consistent with the client care plan review cycles.
3. **DEADLINE:** Completed instruments are to be submitted within thirty (30) days of administration to COUNTY's Quality Services.

MHP Claims Certification and Program Integrity

TO: Stanislaus County, Behavioral Health and Recovery Services

I HEREBY CERTIFY based on best knowledge, information, and belief to the following: An assessment of all Medi-Cal beneficiaries were conducted in compliance with the requirements established by the Stanislaus County Mental Health Plan (MHP). The beneficiaries were eligible to receive Medi-Cal services at the time the services were provided to the beneficiaries. Medical necessity was established for each beneficiary for the services provided, for the timeframe in which the services were provided. A client plan was developed and maintained for each beneficiary that met all client plan requirements established by the MHP. For each beneficiary receiving day rehabilitation, day treatment intensive, or EPSDT supplemental specialty mental health services included in the claim, all requirements for MHP payment authorization have been met and reviews for such service or services were conducted prior to the initial authorization and any re-authorization periods as established by the MHP. All documentation for services meets the standards established by the MHP and is in the clinical record.

I also certify based on best knowledge, information, and belief that all claims for services provided to Medi-Cal beneficiaries were, in fact, provided to those beneficiaries.

I understand that payment of these claims will be from Federal and/or State funds, and any falsification or concealment of a material fact may be prosecuted under Federal and/or State laws.

Name

Date

Title

Agency



BOARD OF SUPERVISORS

2012 JUL 16 P 2:38

PROVIDER AGREEMENT

BETWEEN

STANISLAUS COUNTY

BEHAVIORAL HEALTH AND RECOVERY SERVICES

AND

SIERRA VISTA CHILD AND FAMILY SERVICES

OUTPATIENT SERVICES

JULY 1, 2012 – JUNE 30, 2013

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AGREEMENT

Outpatient Services

This Agreement is made and entered into in the City of Modesto, State of California, by and between the **County of Stanislaus**, through **Behavioral Health and Recovery Services**, hereinafter referred to as "**COUNTY**", and **Sierra Vista Child and Family Services**, a California Non-profit Corporation with its principal place of business identified in **Section 24**, hereinafter referred to as "**CONTRACTOR**", in consideration of the premises, and the mutual promises, covenants, terms, and conditions hereinafter contained.

WHEREAS, COUNTY, through Behavioral Health and Recovery Services, Children's System of Care (CSOC), in partnership with the Local Mental Health Plan, hereinafter referred to as "**PLAN**", wishes to provide outpatient mental health services; and,

WHEREAS, CONTRACTOR wishes to partner with COUNTY as an organizational provider under the provisions of PLAN as described in Title 9 of the California Code of Regulations, Chapter 11, Medi-Cal Specialty Mental Health Services, Subchapter 1, Article 1, beginning at Section 1810.100, (9 CCR Section 1810.100 et seq.), as it may be amended from time to time, and the Bronzan-McCorquodale Act contained in the California Welfare and Institutions Code, beginning at Section 5600, as it may be amended from time to time by the California Legislature.

WHEREAS, COUNTY requires and CONTRACTOR is able to perform services that integrate community collaboration, cultural competence, and be client/family driven, with a focus on wellness, recovery and resilience.

NOW THEREFORE, the parties hereby agree as follows:

1. RECITALS

The recitals set forth above are a material part of this Agreement.

2. SERVICES

2.1 The CONTRACTOR shall ensure that covered services are sufficient in amount, duration, or scope to reasonably be expected to achieve the purpose for which the services are furnished. The CONTRACTOR shall not arbitrarily deny or reduce the amount, duration, or scope of a required service solely because of diagnosis, type of illness, or condition of the beneficiary except as specifically provided in the medical necessity criteria applicable to the situation as provided in Title 9, California Code of Regulations (CCR), Sections 1820.205, 1830.205, and 1830.210.

- 2.2 The CONTRACTOR shall make covered services available in accordance with Title 9 CCR, Section 1810.345 and with Section 1810.405 with respect to timeliness of routine services.
- 2.3 The CONTRACTOR shall provide COUNTY's Medi-Cal beneficiaries with COUNTY's most current beneficiary brochure and provider list when a Medi-Cal beneficiary first receives a specialty mental health service from CONTRACTOR or upon request. CONTRACTOR may obtain copies of COUNTY's beneficiary brochure and provider list from COUNTY.
- 2.4 CONTRACTOR shall ensure that hours of operation are no less than the hours of operation offered to commercial enrollees, if enrollees of a commercial health plan receive services by CONTRACTOR.
- 2.5 Services required under this Agreement are described in the attached exhibits.

3. NONDISCRIMINATION

- 3.1 During the performance of this Agreement, CONTRACTOR and its subcontractors shall not unlawfully discriminate, harass, or allow harassment against any employee or applicant for employment because of sex, sexual orientation, race, color, ancestry, religious creed, national origin, physical disability (including HIV and AIDS), mental disability, medical condition (cancer), age (over 40), marital status, and denial of family care leave. CONTRACTOR and subcontractors shall insure that the evaluation and treatment of their employees and applicants for employment are free from such discrimination and harassment. CONTRACTOR and subcontractors shall comply with the provisions of the Fair Employment and Housing Act (Gov. Code §12990 (a-f) et seq.) and the applicable regulations promulgated thereunder (California Code of Regulations, Title 2, Section 7285 et seq.). The applicable regulations of the Fair Employment and Housing Commission implementing Government Code Section 12990 (a-f), set forth in Chapter 5 of Division 4 of Title 2 of the California Code of Regulations, are incorporated into this Agreement by reference and made a part hereof as if set forth in full. CONTRACTOR and its subcontractors shall give written notice of their obligations under this clause to labor organizations with which they have a collective bargaining or other Agreement.
- 3.2 Consistent with the requirements of applicable Federal or State Law, the CONTRACTOR shall not engage in any unlawful discriminatory practices in the admission of clients, assignment of accommodations, treatment, evaluation, or in

any other respect on the basis of race, color, gender, religion, marital status, national origin, age (over 40), sexual preference, or mental or physical disability (including individuals with AIDS or those with a record of or who are regarded as having a substantially limiting impairment), or medical condition (cancer-related), pregnancy related condition, or political affiliation or belief. This policy shall be in writing, in English and Spanish. It shall be posted in all public areas.

4. AUTHORIZATION

- 4.1 All services must have prior authorization by COUNTY's Utilization Management.
- 4.2 A request for authorization for continued services shall be submitted by CONTRACTOR on a Client Care Plan form and received by Utilization Management prior to the expiration of the previous authorization.
- 4.3 The Utilization Management Unit may request a second opinion regarding treatment planning, after consultation with CONTRACTOR.

5. BILLING AND PAYMENT

- 5.1 Payment information is identified in the attached exhibit(s).
- 5.2 CONTRACTOR shall submit an invoice to COUNTY's Contract Manager, 800 Scenic Drive, Modesto, California 95350, on a monthly basis. CONTRACTOR shall make a good faith effort to submit claims by the tenth of each month.
- 5.3 Pursuant to CCR, Title 9, Chapter 11, Subchapter 4, a signed Claims Certification and Program Integrity, as shown in Exhibit G, must accompany each invoice. This certification must be signed by a duly authorized official.
- 5.4 COUNTY shall reimburse CONTRACTOR for only those services that were authorized and approved by local or State entities. COUNTY shall reconcile payments, which have been made for these services, periodically. The reconciliation will be based upon the total authorized and approved units of service captured in COUNTY's information system.
- 5.5 Upon request by COUNTY, CONTRACTOR shall repay COUNTY for audit exceptions as a function of BHRS, State, or Federal Medi-Cal audits which occur within the next five (5) fiscal years for the applicable fiscal year, within thirty (30) days from date of request, unless otherwise negotiated with COUNTY.
- 5.6 Payment by COUNTY to CONTRACTOR shall be payment in full for services provided.
- 5.7 CONTRACTOR shall hold harmless both the State and Medi-Cal beneficiaries in the event COUNTY cannot or will not pay for services performed by

CONTRACTOR pursuant to this Agreement.

- 5.8 In the event the State changes the Short-Doyle/Medi-Cal Maximum Allowance (SMA) reimbursement rates, CONTRACTOR shall be responsible for costs that exceed applicable SMAs. In no case shall payments to CONTRACTOR exceed SMAs.
- 5.9 Both parties acknowledge that the State of California will continue to seek State or Federal revenue enhancements throughout the term of this Agreement. If a specific strategy adopted by the State affects the funding that COUNTY uses to support this Agreement, the parties agree to re-negotiate the applicable terms.
- 5.10 Final payment for services provided under the terms of this Agreement may be withheld pending fiscal reconciliation.

6. CULTURAL COMPETENCY

- 6.1 CONTRACTOR shall ensure that cultural competency is integrated into the provision of services. The terms of this section of the Agreement shall be reviewed during contract monitoring meetings.
- 6.2 COUNTY will provide the Cultural Competence Plan (CCP) to CONTRACTOR when submitted to the California Department of Mental Health and as updated annually.
- 6.3 CONTRACTOR shall adhere to the provisions of the COUNTY CCP, as submitted and updated, and provide information as required for submitting and updating the CCP.
- 6.4 CONTRACTOR shall document evidence that interpreter services are offered and provided for threshold languages at all points of contact. CONTRACTOR shall also document the response to the offer of interpreter services.
- 6.5 CONTRACTOR shall regularly have a representative participate in the COUNTY Cultural Competence Oversight Committee.
- 6.6 CONTRACTOR staff shall attend the COUNTY Clinical and Administrative Cultural Competency Standards training.

7. QUALITY MANAGEMENT

- 7.1 CONTRACTOR shall be in full compliance with COUNTY's Quality Management Plan and Risk Management Program. COUNTY shall have access to, and conduct audits and reviews of, records, policies and procedures, incident reports, and related activities it deems necessary to support these functions.
- 7.2 CONTRACTOR and COUNTY, to the extent feasible, shall include their

respective Quality Management staff in each other's Quality Management activities. Such activities shall include, but not be limited to, Quality Improvement Councils, chart audits, program compliance reviews, and Medi-Cal certifications.

8. COMPLIANCE

- 8.1 COUNTY has accepted as policy an Organizational Compliance Plan which addresses compliance with Federal, State, and local laws, regulations, rules and guidelines. It is expected that CONTRACTOR shall maintain a similar compliance plan for its organization, which is consistent with COUNTY's Plan.
- 8.2 CONTRACTOR shall ensure that compliance is integrated into the provision of services. This shall be reviewed during contract monitoring meetings.
- 8.3 CONTRACTOR shall comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act and the Federal Water Pollution Control Act. Violations shall be reported to the Centers for Medicare and Medicaid Services.
- 8.4 CONTRACTOR shall comply with the provisions of Title 42, CFR, Section 438.610 and Executive Orders 12549 and 12689, "Debarment and Suspension," which excludes parties listed on the General Services Administration's list of parties excluded from federal procurement or non-procurement programs from having a relationship with CONTRACTOR.
- 8.5 CONTRACTOR shall not employ or contract with providers or other individuals and entities excluded from participation in Federal health care programs under either Section 1128 or 1128A of the Social Security Act. Federal financial participation is not available for providers excluded by Medicare, Medicaid, or the State Children's Insurance Program, except for emergency services.
- 8.6 CONTRACTOR shall not allow services to be provided under the terms of this Agreement by any officer, employee, subcontractor, agent or any other individual or entity that is on the List of Excluded Individuals/Entities maintained by the U. S. Department of Health and Human Services, Office of the Inspector General (OIG), or the California State Medi-Cal Suspended and Ineligible Provider List (S&I), maintained by the California Department of Health Care Services.
 - 8.6.1 CONTRACTOR shall insure that all officers, employees, subcontractors, agents or other individuals or entities are not on the two lists in this section at the time of hiring.
 - 8.6.2 CONTRACTOR shall thereafter semi-annually insure that all officers, employees, subcontractors, agents or other individuals or entities are not

on the two lists in this section.

8.6.3 CONTRACTOR shall immediately notify the COUNTY upon discovery of any officer, employee, subcontractor, agent or other individual or entity who are found on either of the two lists in this section.

8.6.4 COUNTY provides to CONTRACTOR the following references to the two lists found in this section. COUNTY does not guarantee that these references will not change from time to time.

8.6.4.1 OIG list is currently found at the following web address:

<http://exclusions.oig.hhs.gov/>

8.6.4.2 A link to the S&I list is currently found at the following web address: <http://www.medi-cal.ca.gov/references.asp> Near the bottom of the page click, on the "Suspended & Ineligible Provider List."

8.7 Pursuant to Section 6032 of the Deficit Reduction Act of 2005, CONTRACTOR shall communicate to its employees, subcontractors, agents and other persons providing services on behalf of CONTRACTOR to the policies and procedures related to the Federal and State False Claims Act. CONTRACTOR agrees that it has received a copy of the False Health Care Claims Policy approved by the Board of Supervisors on May 8, 2007 and that it and its employees, subcontractors, agents and other persons providing services on behalf of CONTRACTOR will adhere to these policies and procedures.

9. PATIENTS' RIGHTS AND PROBLEM RESOLUTION

9.1 CONTRACTOR shall comply with all relevant rules, regulations, statutes, and COUNTY policies and procedures related to individuals' rights to a grievance process, an appeal process, and an expedited appeal process.

9.2 CONTRACTOR shall comply with the PLAN's Medi-Cal beneficiary problem resolution process as stated in the PLAN's Beneficiary Handbook. This does not preclude CONTRACTOR's commitment to resolve problems or complaints by Medi-Cal beneficiaries at the informal level as simply and quickly as possible. Nothing in this Agreement shall prevent Medi-Cal beneficiaries from utilizing the PLAN's and other rights and processes regarding grievances and appeals, which are guaranteed by statute.

9.3 CONTRACTOR shall ensure that each beneficiary has adequate information about the CONTRACTOR's processes to include at a minimum:

- 9.3.1 Description of grievance and appeal process;
 - 9.3.2 Posting notices explaining the process procedures;
 - 9.3.3 Making grievance forms and appeal forms along with self addressed envelopes available for beneficiaries at CONTRACTOR sites;
 - 9.3.4 Making interpreter services and TDD/TTY available to beneficiaries during normal business hours.
- 9.4 No provision of this Agreement shall be construed to replace or conflict with the duties of COUNTY's Patients' Rights Advocates as described in Section 5520 of the Welfare and Institutions Code.

10. CONFIDENTIALITY AND INFORMATION SECURITY

- 10.1 CONTRACTOR and its officers, employees, agents representative, subcontractors and all others acting on behalf of CONTRACTOR shall comply with applicable laws and regulations, including but not limited to Section 14100.2 and 5328 et seq. of the California Welfare and Institutions (W&I) Code, and 45 CFR Parts 160, 162, and 164 regarding the confidentiality and security of individually identifiable health information (IIHI) as required by Exhibit C of this Agreement.
- 10.2 Records shall be disclosed only in accordance with all applicable State and Federal laws and regulations, including those relating to the privacy of protected health information, confidentiality of medical records, patient consents to release information, and the therapist-patient privilege. Such information shall be used only for appropriate claims and quality management purposes, unless specifically authorized by the client. Confidentiality regulations shall apply to all electronic media.

11. MONITORING/REVIEW ASSISTANCE

- 11.1 CONTRACTOR agrees to maintain books, records, documents, and other evidence necessary to facilitate contract monitoring and audits pursuant to Section 640, Title 9, Division 1, Chapter 3, Article 9, of the California Code of Regulations and the policies of Behavioral Health and Recovery Services.
- 11.2 CONTRACTOR agrees that the COUNTY shall have access to facilities, program documents, records, staff, clients/patients, or other material or persons the COUNTY deems necessary to monitor and audit services rendered
- 11.3 CONTRACTOR shall provide any necessary assistance to COUNTY in its conduct of facility inspections, and operational reviews of the quality of care being

provided to beneficiaries, including providing COUNTY with any requested documentation or reports in advance of a scheduled on-site review.

CONTRACTOR shall also provide any necessary assistance to COUNTY and the External Quality Review Organization contracting with the State Department of Mental Health in the annual external quality review of the quality of care, quality outcomes, timeliness of, and access to, the services being provided to beneficiaries under this Agreement. CONTRACTOR shall correct deficiencies as identified by such inspections and reviews according to the time frames delineated in the resulting reports

- 11.4 CONTRACTOR shall participate in regularly scheduled contract monitoring designed to review various aspects of contract services, including actual costs, cost per unit, number of units, amount of required match, and State rates.

12. MEDI-CAL CERTIFICATION

- 12.1 CONTRACTOR shall maintain certification as an organizational provider of Medi-Cal specialty mental health services during the term of this Agreement. This includes meeting all staffing and facility standards required for organizational providers of Medi-Cal specialty mental health services which are claimed and notifying COUNTY's Contract Manager in writing of anticipated changes in service locations at least sixty (60) days prior to such change.
- 12.2 A Medi-Cal site certification review is required for all new locations. A review can only be conducted after a fire clearance on the new site is obtained. All Medi-Cal billing for services at locations not yet certified shall be suspended until a fire clearance is received and certification has been concluded. CONTRACTOR may not be reimbursed for services provided which are not Medi-Cal billable.
- 12.3 The storage and dispensing of medications on site shall be in compliance with all pertinent State and Federal standards.

13. RECORDS

- 13.1 CONTRACTOR shall participate in COUNTY's outpatient medical records system. Accordingly, all necessary recording and charting of the provision of services and related documentation shall be entered in the COUNTY's medical record which shall be the sole medical record used by CONTRACTOR in providing services pursuant to this Agreement.
- 13.2 CONTRACTOR shall comply with COUNTY's medical record policies and procedures including, but not limited to, those related to requesting and

transporting records, filing, and security. Further, CONTRACTOR shall comply with COUNTY's documentation protocols and use of forms. COUNTY shall provide training, support, and technical assistance if needed.

- 13.3 Clinical records shall be maintained according to COUNTY standards, policies and procedures and Short-Doyle Medi-Cal regulations. For each client who has received services, a legible record shall be kept in detail which permits effective quality management processes and external operational audit processes, and which facilitates an adequate system for follow-up treatment.
- 13.4 Clinical records shall be the property of COUNTY, and maintained by CONTRACTOR in accordance with COUNTY standards.
- 13.5 Each medical record shall be returned to the COUNTY at the time the client is discharged.
- 13.6 The CONTRACTOR shall be subject to the examination and audit of the Auditor General after final payment under Government Code, Section 8546.7.
- 13.7 CONTRACTOR shall make all of its books and records, pertaining to the goods and services furnished under the terms of this Agreement, available for inspection, examination, or copying by COUNTY, HHS, the Comptroller General of the United States, and other authorized federal and state agencies, or their duly authorized representatives, at all reasonable times at CONTRACTOR's place of business, or at such other mutually agreeable location in California, in a form maintained in accordance with the general standards applicable to such book or record keeping.
- 13.8 These books and records shall be maintained for a term of at least five (5) years after final payment is made and all pending matters closed, or, in the event the CONTRACTOR has been duly notified that the County, State, HHS, or the Comptroller General of the United States, or their duly authorized representatives, have commenced an audit or investigation of the contract, until such time as the matter under audit or investigation has been resolved, whichever is later.

14. REPORTING

- 14.1 CONTRACTOR shall enter all required data into the COUNTY's information system. Data must be entered by the fourth working day of each month. COUNTY may withhold payment for services until the entry of data is current.
- 14.2 CONTRACTOR shall prepare and submit a year-end Medi-Cal cost report for each fiscal year, as required by the State Department of Mental Health, no later

than November 15th. COUNTY shall provide the appropriate report forms. If necessary, technical assistance must be requested and will be provided no later than thirty (30) days before the date the report is due.

- 14.3 CONTRACTOR shall submit a six (6) month program report electronically to the following e-mail address: contracts@stanbhhs.org by February 15 of each year. The report shall include data related to performance outcomes, cultural competency integration, challenges and the strategies employed to overcome them.
- 14.4 CONTRACTOR shall submit a year-end program report electronically to the following e-mail address: contracts@stanbhhs.org by September 30 of each year. The report shall include a summary of the year's events; an update on the challenges and strategies; evidence of meeting contract outcomes; update of cultural competency activities; staff training, number and percentage of staff that have received HIPAA training; number of complaints regarding breach of confidentiality and disclosures of PHI, number of internal incidents of disclosure discovered, description of incident, action taken to mitigate risk, outcome of incident; evidence of use of the Language Line and interpreters; and inventory list.
- 14.5 CONTRACTOR shall submit an annual report on CONTRACTOR's staff language and ethnicity as of the payroll period ending closest to December 1. This report shall be submitted electronically to BHRS Contract Services by December 31, 2012 to the following e-mail address; contracts@stanbhhs.org
- 14.6 CONTRACTOR shall provide COUNTY with any other reports, which may be required by State, Federal or local agencies for compliance with this Agreement.
- 14.7 CONTRACTOR shall establish and maintain accounting and fiscal practices that comply with its obligations pursuant to Section 1840.105, Chapter 11, Medi-Cal Specialty Mental Health Services and Title 9, California Code of Regulations.

15. INVENTORY

- 15.1 CONTRACTOR shall report to COUNTY, with the annual program report, any equipment with a cost of \$1,000 or more, purchased with funds from this Agreement. Such report shall include the item description, model and serial number (if applicable), purchase price, date of purchase and physical location of the each item.
- 15.2 CONTRACTOR shall make all equipment available during normal business hours

for the COUNTY to conduct a physical inspection and/or place a COUNTY inventory tag on the equipment, if desired.

15.3 CONTRACTOR shall be solely responsible for maintenance of inventory while in CONTRACTOR's possession. Records evidencing maintenance and any upgrades shall be provided to COUNTY as part of the inventory in the event of termination of this Agreement.

15.4 COUNTY reserves title to any property purchased or financed from the proceeds of this Agreement, if such property is not fully consumed in the performance of this Agreement. This provision shall be operational even though such property may have been purchased in whole or in part by Federal funds and absent a Federal requirement for transfer of title.

16. PERSONNEL

16.1 CONTRACTOR shall adhere to the Statement of Compliance as specified in Exhibit D.

16.2 All CONTRACTOR staff providing services under the terms of this Agreement shall have successfully passed a criminal background check appropriate to their job classification and duties. CONTRACTOR shall not knowingly allow services to be provided under the terms of this Agreement by any person convicted of financial fraud involving Federal or State funds.

16.3 CONTRACTOR assures COUNTY that it complies with the Americans with Disabilities Act (ADA) of 1990, (42 U.S.C. 12101 et seq.), which prohibits discrimination on the basis of disability, as well as all applicable regulations and guidelines issued pursuant to the ADA.

16.4 All personnel rendering services under this Agreement shall be employed by, or under contract to CONTRACTOR, and shall be appropriately supervised. Services shall be under the direction of CONTRACTOR's Clinical Director or employee who shall be a licensed mental health professional or other appropriate individual as described in Sections 622 through 630 of Title 9, of the California Code of Regulations.

16.5 All staff providing service under registration with the California State Board of Behavioral Health Science, or the Board of Psychology, shall be supervised by a licensed mental health professional, i.e., a Licensed Clinical Social Worker; Marriage Family Therapist; or Clinical Psychologist.

16.6 All staff providing services under this Agreement must obtain a National Provider

Identifier (NPI).

- 16.7 CONTRACTOR shall ensure a process for credentialing of licensed staff is in place, which includes at a minimum, background checks and license verification.
- 16.8 CONTRACTOR shall follow COUNTY's procedures for registering and terminating CONTRACTOR staff from the COUNTY's information system. This shall include the CONTRACTOR providing COUNTY with the CONTRACTOR's staff information necessary for billing in the COUNTY information system in a manner designated by the COUNTY, including submitting completed registration forms and copies of current licenses.
- 16.9 CONTRACTOR shall provide COUNTY with the name, a copy each of the Curriculum Vitae, Medical License, and DEA Certificate of each new physician providing services under this Agreement at least two (2) weeks prior to the provision of service.
- 16.10 All CONTRACTOR staff transporting clients under the terms of this Agreement shall have received and possess a valid California Drivers License and, if not covered by CONTRACTOR for auto insurance, shall maintain at least minimum coverage.
- 16.11 CONTRACTOR's staff shall be linguistically and culturally qualified to meet the current and projected needs of the client community. CONTRACTOR shall ensure that staff providing bilingual services are fluent in their identified language.

17. CODE OF ETHICS

CONTRACTOR's Code of Ethics shall be consistent with COUNTY's Code of Ethics, a copy of which was provided to CONTRACTOR in Fiscal Year 2001/2002.

18. WORKPLACE REQUIREMENTS

- 18.1 CONTRACTOR shall report all incidents of client suicides, homicides, or other unusual occurrences resulting in serious harm to clients or staff, using the Outpatient Incident/Occurrence Reporting Form. Such forms shall be faxed to COUNTY's BHRS Risk Manager within twenty-four (24) hours of time of occurrence or as soon as possible.
- 18.2 CONTRACTOR shall participate, as appropriate, in COUNTY's Root Cause Analysis investigations related to CONTRACTOR's incidents.
- 18.3 CONTRACTOR shall maintain a safe facility that is as free from safety hazards as is possible. Any reporting of unsafe working conditions by employees or others shall be immediately appraised and addressed.

- 18.4 CONTRACTOR hereby certifies that it complies with the requirements of the Drug-Free Workplace Act of 1990 (Government Code Section 8350 et seq.) and provides a drug-free workplace.
- 18.5 Failure to comply with these requirements may result in suspension of payments under the Agreement or termination of the Agreement or both and CONTRACTOR may be ineligible for award of any future Agreements if the COUNTY determines that any of the following has occurred: (1) CONTRACTOR has made a false certification or, (2) violates the certification by failing to carry out the requirements as noted above.

19. ACKNOWLEDGEMENT

All public relations and educational material shall mention that CONTRACTOR's Program(s) is funded or partially funded by the Stanislaus County Board of Supervisors and Behavioral Health and Recovery Services.

20. FINANCIAL RELATIONSHIPS

- 20.1 CONTRACTOR shall maintain program statistical records in the manner required by the COUNTY, State Department of Mental Health, and applicable licensing agencies, and make such records available to COUNTY upon request.
- 20.2 CONTRACTOR shall maintain accurate accounting records of its costs and operating expenses. Such records shall be maintained until State audit findings are resolved. They shall be open to inspection by COUNTY, the Grand Jury, the State Controller, and the State Director of the Department of Mental Health, or any of their deputies.
- 20.3 CONTRACTOR shall have an audit conducted by an independent auditing firm that shall be executed in accordance with generally accepted auditing standards. This audit shall be submitted to COUNTY within one hundred twenty (120) days after the end of the CONTRACTOR's fiscal year.
- 20.4 CONTRACTOR shall adhere to Title XIX of the Social Security Act, and conform to all other applicable Federal and State statutes and regulations.

21. REQUIRED LICENSES, CERTIFICATES, OR PERMITS

Any licenses, certificates, or permits required by the Federal, State, County, or municipal governments for CONTRACTOR to provide the services and work described in this Agreement shall be procured by CONTRACTOR and be valid at the time CONTRACTOR enters into this Agreement. Further, during the term of this Agreement, CONTRACTOR shall maintain such licenses, certificates, and permits in full force and

effect. Licenses, certificates, and permits may include, but are not limited to, driver's licenses, professional licenses or certificates, and business licenses. Such licenses, certificates, and permits shall be procured and maintained in force by CONTRACTOR at no direct expense to COUNTY. CONTRACTOR shall comply with all applicable local, state, and Federal laws, rules and regulations.

22. INDEMNIFICATION

22.1 To the fullest extent permitted by law, CONTRACTOR shall indemnify, hold harmless and defend COUNTY and its agents, officers, and employees against all claims, damages, losses, judgments, liabilities, expenses and other costs, including litigation costs and attorneys' fees, arising out of, resulting from, or in connection with the performance of this Agreement by CONTRACTOR or CONTRACTOR's officers, employees, agents, representatives or subcontractors and resulting in or attributable to personal injury, death, or damage or destruction to tangible or intangible property, including the loss of use. Notwithstanding the foregoing, CONTRACTOR's obligation to indemnify the COUNTY and its agents, officers and employees for any judgment, decree or arbitration award shall extend only to the percentage of negligence or responsibility of the CONTRACTOR in contributing to such claim, damage, loss and expense.

22.2 CONTRACTOR's obligation to defend, indemnify and hold COUNTY and its agents, officers, and employees harmless under the provisions of this paragraph is not limited to or restricted by any requirement in this Agreement for CONTRACTOR to procure and maintain a policy of insurance.

22.3 To the fullest extent permitted by law, the COUNTY shall indemnify, hold harmless and defend the CONTRACTOR and its officers, employees, agents, representatives or subcontractors from and against all claims, damages, losses, judgments, liabilities, expenses and other costs, including litigation costs and attorney's fees, arising out of or resulting from the negligence or wrongful acts of COUNTY and its officers or employees.

23. INSURANCE

23.1 CONTRACTOR shall take out, and maintain during the life of this Agreement, insurance policies with coverage at least as broad as follows:

23.1.1 General Liability. Comprehensive general liability insurance covering bodily injury, personal injury, property damage, products and completed operations with limits of no less than One Million Dollars (\$1,000,000) per

incident or occurrence. If Commercial General Liability Insurance or other form with a general aggregate limit is used, either the general aggregate limit shall apply separately to any act or omission by CONTRACTOR under this Agreement or the general aggregate limit shall be twice the required occurrence limit.

23.1.2 Professional Liability. Professional malpractice liability insurance with limits of no less than One Million Dollars (\$1,000,000) aggregate. Such professional liability insurance shall be continued for a period of no less than one year following completion of the CONTRACTOR's services.

23.1.3 Automobile Liability Insurance. If CONTRACTOR or CONTRACTOR's officers, employees, agents, representatives or subcontractors utilize a motor vehicle in performing any of the work or services under this Agreement, owned/non-owned automobile liability insurance providing combined single limits covering bodily injury, property damage and transportation related pollution liability with limits or no less than One Million Dollars (\$1,000,000) per incident or occurrence.

23.1.4 Workers' Compensation Insurance. Workers' Compensation insurance as required by the California Labor Code. In signing this contract, CONTRACTOR certifies under section 1861 of the Labor Code that CONTRACTOR is aware of the provisions of section 3700 of the Labor Code which requires every employer to be insured against liability for workers' compensation or to undertake self-insurance in accordance with the provisions of that code, and that CONTRACTOR will comply with such provisions before commencing the performance of the work of this Agreement.

23.2 Any deductibles, self-insured retentions or named insureds must be declared in writing and approved by COUNTY. At the option of COUNTY, either: (a) the insurer shall reduce or eliminate such deductibles, self-insured retentions or named insureds, or (b) CONTRACTOR shall provide a bond, cash, letter of credit, guaranty or other security satisfactory to COUNTY guaranteeing payment of the self-insured retention or deductible and payment of any and all costs, losses, related investigations, claim administration and defense expenses. COUNTY, in its sole discretion, may waive the requirement to reduce or eliminate deductibles or self-insured retentions, in which case, CONTRACTOR agrees that

it will be responsible for and pay any self-insured retention or deductible and will pay any and all costs, losses, related investigations, claim administration and defense expenses related to or arising out of CONTRACTOR's defense and indemnification obligations as set forth in this Agreement.

- 23.3 CONTRACTOR shall provide a specific endorsement to all required insurance policies, except Workers' Compensation insurance and Professional Liability insurance, if any, naming COUNTY and its officers, officials and employees as additional insureds regarding: (a) liability arising from or in connection with the performance or omission to perform any term or condition of this Agreement by or on behalf of CONTRACTOR, including the insured's general supervision of its sub-contractors; (b) services, products and completed operations of CONTRACTOR; (c) premises owned, occupied or used by CONTRACTOR; and (d) automobiles owned, leased, hired or borrowed by CONTRACTOR. For Workers' Compensation insurance, the insurance carrier shall agree to waive all rights of subrogation against COUNTY and its officers, officials and employees for losses arising from the performance of or the omission to perform any term or condition of this Agreement by CONTRACTOR.
- 23.4 CONTRACTOR's insurance coverage shall be primary insurance regarding COUNTY and COUNTY's officers, officials and employees. Any insurance or self-insurance maintained by COUNTY or COUNTY's officers, officials and employees shall be excess of CONTRACTOR's insurance and shall not contribute with CONTRACTOR's insurance.
- 23.5 Any failure to comply with reporting provisions of the policies shall not affect coverage provided to COUNTY or its officers, officials, employees or volunteers.
- 23.6 CONTRACTOR's insurance shall apply separately to each insured against whom claim is made or suit is brought, except with respect to the limits of the insurer's liability.
- 23.7 Each insurance policy required by this section shall be endorsed to state that coverage shall not be suspended, voided, canceled by either party except after thirty (30) days' prior written notice has been given to COUNTY. CONTRACTOR shall promptly notify, or cause the insurance carrier to promptly notify, the COUNTY of any change in the insurance policy or policies required under this Agreement, including, without limitation, any reduction in coverage or in limits of the required policy or policies.

- 23.8 Insurance shall be placed with California admitted insurers (licensed to do business in California) with a current rating by Best's Key Rating Guide acceptable to the COUNTY; provided, however, that if no California admitted insurance company provides the required insurance, it is acceptable to provide the required insurance through a United States domiciled carrier that meets the required Best's rating and that is listed on the current List of Eligible Surplus Line Insurers maintained by the California Department of Insurance. A Best's rating of at least A-: VII shall be acceptable to COUNTY; lesser ratings must be approved in writing by COUNTY.
- 23.9 CONTRACTOR shall require that all of its subcontractors are subject to the insurance and indemnity requirements stated herein, or shall include all subcontractors as additional insureds under its insurance policies.
- 23.10 At least ten (10) days prior to the date CONTRACTOR begins performance of its obligations under this Agreement, CONTRACTOR shall furnish COUNTY with certificates of insurance and with original endorsements showing coverage required by this Agreement, including, without limitation, those that verify coverage for subcontractors of CONTRACTOR. The certificates and endorsements for each insurance policy are to be signed by a person authorized by the insurer to bind coverage on its behalf. All certificates and endorsements shall be received and, in COUNTY's sole and absolute discretion, approved by COUNTY. COUNTY reserves the right to require complete copies of all required insurance policies and endorsements, at any time.
- 23.11 The limits of insurance described herein shall not limit the liability of CONTRACTOR and CONTRACTOR's officers, employees, agents, representatives or subcontractors.

24. NOTICE

Any notice, communication, amendments, additions, or deletions to this Agreement including change of address of either party during the term of this Agreement, which either party shall be required or may desire to make, shall be in writing and may be personally served or sent by prepaid first class mail to the respective parties as follows:

County: County of Stanislaus
Behavioral Health and Recovery Services
Attention: Contract Manager
800 Scenic Drive
Modesto, CA 95350

Contractor: Judy Kindle, Executive Director
Sierra Vista Child and Family Services
101 Poplar Avenue
Modesto, CA 95354

25. CONFLICTS

CONTRACTOR agrees that it has no interest and shall not acquire any interest, directly or indirectly, which would conflict in any manner or degree with the performance of the work and services under this Agreement.

26. SEVERABILITY

If any portion of this Agreement or application thereof to any person or circumstance shall be declared invalid by a court of competent jurisdiction or if it is found in contravention of any Federal, State or County statute, ordinance, regulation, the remaining provisions of this Agreement, or the application thereof, shall not be invalidated there and shall remain in full force and effect to the extent that the provisions of this Agreement are severable.

27. AMENDMENT

This Agreement may only be modified, amended, changed, added to, or subtracted from by mutual consent of the parties hereto if such amendment or change is in written form and executed with the same formalities as this Agreement and attached to the original Agreement to maintain continuity.

28. ENTIRE AGREEMENT

This Agreement supersedes any and all other agreements, either oral or in writing, between any of the parties herein with respect to the subject matter hereof and contains all the agreements between the parties with respect to such matter. Each party acknowledges that no representations, inducements, promises or agreements, oral or otherwise, have been made by any party, or anyone acting on behalf of any party, which are not embodied herein, and that no other agreement, statement or promise not contained in this Agreement shall be valid or binding.

29. RELATIONSHIP OF PARTIES

This is an Agreement by and between two (2) independent contractors and is not intended to, and shall not be construed to be, nor create the relationship of agent, servant, employee, partnership, joint venture, or any other similar association.

30. REFERENCES TO LAWS AND RULES

In the event any statute, regulation, or policy referred to in this Agreement is amended

during the term of this Agreement; the parties shall comply with the amended provision as of the effective date of such amendment.

31. ASSIGNMENT

31.1 COUNTY has relied upon the skills, knowledge, experience, and training presented by CONTRACTOR, as an inducement to enter into this Agreement. CONTRACTOR shall not assign or subcontract this Agreement, either in whole or in part, without prior written consent of COUNTY, which shall not be unreasonably withheld.

31.2 CONTRACTOR shall not assign any monies due or to become due under this Agreement without the prior written consent of COUNTY.

32. AVAILABILITY OF FUNDS

Payments for services provided in accordance with the provisions of this Agreement are contingent upon the availability of County, State, and Federal funds. If Federal, State, or local entities do not appropriate sufficient funds for this program, the County has the option to terminate this Agreement or amend the Agreement to reflect any reduction of funds.

33. WAIVER OF DEFAULT

Waiver of any default by either party to this Agreement shall not be deemed to be waiver of any subsequent default. Waiver or breach of any provision of this Agreement shall not be deemed to be a waiver of any other or subsequent breach, and shall not be construed to be a modification of the terms of this Agreement unless this Agreement is modified as provided below.

34. VENUE

This Agreement shall be deemed to be made under, and shall be governed by and construed in accordance with, the laws of the State of California. Any action brought to enforce the terms or provisions of this Agreement shall have venue in the County of Stanislaus, State of California.

35. TERM

35.1 This Agreement shall commence on July 1, 2012 and continue through June 30, 2013. Either party may terminate this Agreement, with or without cause, by giving thirty (30) days prior written notice to the other party. COUNTY may suspend or terminate this Agreement for cause upon written notice to CONTRACTOR immediately, or upon such notice, as COUNTY deems reasonable. If the default is cured by CONTRACTOR to the satisfaction of COUNTY, or COUNTY

determines that the default should be excused, COUNTY may reinstate the Agreement, or revoke the termination upon application by CONTRACTOR.

35.2 In the event of termination or expiration of this Agreement, CONTRACTOR shall assist COUNTY in the orderly transfer of clients. In doing this, CONTRACTOR shall make available any pertinent information necessary for efficient case management of clients as determined by COUNTY. In no case shall a client be billed for this service.

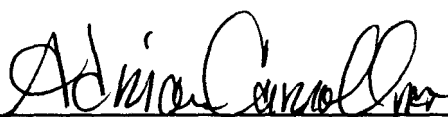
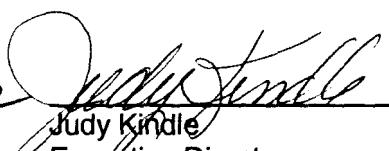
35.3 This Agreement shall terminate automatically on the occurrence of (a) bankruptcy or insolvency of either party, (b) sale of CONTRACTOR 's business, (c) cancellation of insurance required under the terms of this Agreement, and (d) if, for any reason, CONTRACTOR ceases to be licensed or otherwise authorized to do business in the State of California, and the CONTRACTOR fails to remedy such defect or defects within thirty (30) days of receipt of notice of such defect or defects.

36. SURVIVAL

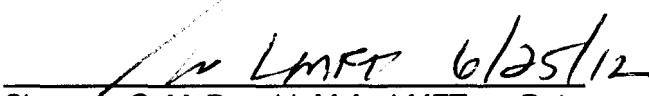
Notwithstanding any other provision of this Agreement, the following clauses shall remain in full force and effect and shall survive the expiration or termination of this Agreement: Paragraph 5, "Billing and Payment", Paragraph 10, "Confidentiality and Information Security", Paragraph 13, "Records", Paragraph 22, "Indemnification", Paragraph 31, "Assignment".

**COUNTY OF STANISLAUS
BEHAVIORAL HEALTH AND
RECOVERY SERVICES**

**SIERRA VISTA CHILD AND FAMILY
SERVICES**

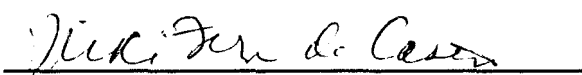
	
Madelyn Schlaepfer, Ph.D., CEAP Behavioral Health Director	Judy Kindle Executive Director
Date 6/28/12	Date 6/21/12

APPROVED AS TO CONTENT:



Shannyn C. McDonald, M.A., LMFT Date
Chief, Children's System of Care

APPROVED AS TO FORM
John P. Doering, County Counsel



Vicki Fern de Castro
Deputy County Counsel

BOS Action Item: 2012-237 May 22, 2012

OUTPATIENT SERVICES

1. SERVICES

- 1.1 CONTRACTOR's services shall reflect the core values of the COUNTY's Children's System of Care (CSOC) as identified in Exhibit E.
- 1.2 The following services provided under this Agreement are described in Exhibits as identified:
 - 1.2.1 Home-Based Services (Exhibit A-1)
 - 1.2.2 Attention Deficit Hyperactivity Disorder (ADHD) Services (Exhibit A-2)
 - 1.2.3 Children's Outpatient Services (Exhibit A-3)
 - 1.2.4 Children's Outpatient Early Intervention (COPEI) Services (Exhibit A-3)
 - 1.2.5 Day Treatment Services (Exhibit A-4)
 - 1.2.6 Non-Public Schools Outpatient Program Services (Exhibit A-5)
 - 1.2.7 Stanislaus County Office of Education/Special Education Local Plan Area (SCOE/SELPA) Services – Level I and Transitional Services (Exhibit A-6)
- 1.3 CONTRACTOR shall follow the brief treatment model, which is:
 - 1.3.1 Short term, not to exceed nine (9) months of continuous service, or as clinically appropriate;
 - 1.3.2 Group oriented when possible and appropriate; and
 - 1.3.3 Focused on treatment goals that keep children with their families, improve school attendance and academic functioning, and improve individual, family, and school functioning.
 - 1.3.4 Linked with community support services, as needed.
- 1.4 CONTRACTOR shall provide access to assessment and mental health treatment services in the primary language of all referred children, ages zero (0) through twenty-one (21), and their foster and birth families of diverse cultures.
- 1.5 CONTRACTOR shall have in place a mechanism for review of all open charts at no more than nine (9) months and periodically thereafter.
- 1.6 All Medi-Cal beneficiaries shall receive the same level of service provided to all other clients served by CONTRACTOR. This requirement is a condition for reimbursement for specialty mental health services.
- 1.7 CONTRACTOR shall accept all appropriate referrals from COUNTY. If CONTRACTOR is at capacity as mutually agreed upon with COUNTY, then CONTRACTOR will collaborate with COUNTY to develop strategies to meet service needs of clients.
- 1.8 CONTRACTOR shall coordinate services, site changes, personnel reassignments, and caseload capacity with the CSOC Contract Coordinator.
- 1.9 CONTRACTOR shall give priority to those persons identified as at-risk of acute psychiatric treatment, or out-of-home placement.

- 1.10 CONTRACTOR shall utilize a parent partnership program, which could include the BHRS Family Partnership Center, as needed.
- 1.11 CONTRACTOR shall provide AOD screening, assessment, and referrals in addition to developing internal staff expertise related to AOD services.
- 1.12 Discharge planning and coordination shall be a focus of treatment throughout service provision.
- 1.13 Treatment goals shall focus on avoiding out of home placement, psychiatric hospitalization, and the need for higher levels of education and mental health care.
- 1.14 CONTRACTOR shall participate in BHRS training and implementation of PCP database.
- 1.15 CONTRACTOR shall collaborate with COUNTY in the implementation and utilization of the "40 Developmental Assets" with the client and family.
- 1.16 CONTRACTOR shall assign one or more agency representatives to attend COUNTY's scheduled CCOC QIC, Peer Reviews, and Interagency Resource Committee meetings as part of the collaborative relationship with COUNTY.
- 1.17 CONTRACTOR shall encourage and assist, as applicable, all individuals who may qualify for coverage under the Healthy Families Insurance Program to apply for such benefits.
- 1.18 Data collection requirements are addressed in Exhibit F. CONTRACTOR shall comply with additional outcomes if requested.

2. OUTCOMES

- 2.1 It is expected that assessments will occur within thirty (30) days of referral and fourteen (14) days for inpatient discharges. CONTRACTOR shall utilize a tracking system to measure this requirement. For good cause, CONTRACTOR shall notify CSOC Coordinator when unable to meet the assessment expectation.
- 2.2 It is expected that CONTRACTOR will maintain a tracking mechanism for reporting services that have included the family.
- 2.3 It is expected that CONTRACTOR will collaborate with COUNTY to continue the implementation of the Performance Outcome System for Children and Youth, in accordance with the Bronzan-McCorquodale Act of 1991.
- 2.4 It is expected that clients and families served by CONTRACTOR through this Agreement will report an overall positive response on consumer satisfaction surveys for all programs, with evaluation percentages equal to or greater than responses to COUNTY CSOC programs. Copies of the completed surveys should be clearly labeled and forwarded to COUNTY's Performance Measurement.

- 2.5 It is expected that responses from Referral Agent/Collaborator Satisfaction Survey administered by CONTRACTOR in May shall report an overall positive response to CONTRACTOR's services under the terms of this Agreement.
- 2.6 It is expected that CONTRACTOR will make contact with their clients Primary Care Physician through the process identified in the BHRS policy and procedure 90.2.115.
- 2.7 It is expected that 80% of children receiving services will have a Primary Care Physician (PCP) noted in the PCP database.
- 2.8 It is expected that CONTRACTOR will make Primary Care Physician (PCP) contact for 70% of those children receiving services with PCPs during the term of this Agreement.
- 2.9 Program specific outcomes are included on applicable exhibits.

3. BILLING AND PAYMENT

- 3.1 In consideration of CONTRACTOR's provision of services required by these Exhibits, COUNTY shall reimburse CONTRACTOR monthly for costs associated with operating the program not to exceed \$2,944,889 (GL 5118110) for salaries, benefits and operating expenses.
- 3.2 COUNTY shall reimburse CONTRACTOR monthly at the rate of one-twelfth of the Agreement maximum.
- 3.3 CONTRACTOR shall provide COUNTY a quarterly report of actual expenditures with a projection of annual expenditures, reports are due:
 - 3.3.1 November 15
 - 3.3.2 February 15
 - 3.3.3 May 15

In the event projected annual expenditures are less than the Agreement maximum, the monthly rate may be adjusted as agreed between both parties.

- 3.4 Medi-Cal Federal Financial Participation (FFP) revenue projections are based on a mutually agreed percentage of approved and authorized Medi-Cal units of service as identified in each specific program exhibit. CONTRACTOR is expected to generate a minimum of \$1,246,663 in FFP for applicable programs identified in Exhibit B, which is in part, the basis for funding this agreement. FFP shall be calculated using the SMA, CONTRACTOR's published charges, or the CONTRACTOR's combined legal entity rate, whichever is less. SELPA Funding, 2011 Realignment, Medi-Cal and 1991 Realignment shall also be used as a basis for funding this agreement and considered during the cost reconciliation process.
- 3.5 Actual and projected FFP shall be reviewed at regular monitoring by COUNTY and CONTRACTOR during the term of this Agreement. In the event the FFP revenue at these intervals, or projected through year-end, will not meet the budgeted amount necessary to support the program expenditures, CONTRACTOR shall submit a plan to increase revenues or reduce costs.
- 3.6 Following submission of CONTRACTOR's cost report, COUNTY and CONTRACTOR shall settle to CONTRACTOR's actual cost in January 2014, not

to exceed, \$2,944,889 for fiscal year 2012-2013. COUNTY and CONTRACTOR shall also settle to the Net County Cost following the submission of the annual cost report. The Net County Cost of \$1,698,226 is calculated by subtracting the required FFP of \$1,246,663 from the contract maximum of \$2,944,889.

- 3.7 CONTRACTOR shall be at risk for shortfalls in Medi-Cal FFP and is therefore accountable for submitting services that are eligible for reimbursement to COUNTY's information system.
- 3.8 Since COUNTY is the referral agent it is anticipated that CONTRACTOR shall generate Medi-Cal FFP to the maximum extent possible; however, an estimated amount of FFP is included in the required Agreement FFP amount of the Agreement as a basis for funding.
- 3.9 Units and funding identified under each program are estimates based on historical services provided. CONTRACTOR's cost reconciliation performed in January 2014 shall be based on the total contract reimbursement and actual units provided under this Agreement.

4. DUPLICATE COUNTERPARTS

The Agreement may be executed in duplicate counterparts, each of which shall be deemed a duplicate original.

HOME BASED SERVICES (RU 50155)

1. SERVICES

- 1.1 CONTRACTOR shall provide assessment, intensive home and community based services to children between the ages of three (3) through twenty-one (21) and their families referred by CSOC and partner agencies, twenty-four (24) hours a day, seven (7) days a week.
- 1.2 Program service elements shall include, but are not limited to, the following:
 - 1.2.1 Team oriented planning and decision making with families which shall include all service providers as well as the family to develop a strength based assessment and plan;
 - 1.2.2 Monthly treatment team meetings to ensure team coordination of services, collaboration and continuity of care;
 - 1.2.3 Family support, parent education, advocacy, school intervention and mentorship provided as needed;

2. OUTCOMES

- 2.1 It is expected that 70% of the client's served will show a decrease in higher levels of care. It is expected that 85% of clients served will avoid out-of-home placement.
- 2.2 The client's ability to function in the home, school, and community will improve as indicated by parental report, school report/records, therapist evaluation and current BHRS outcome measurement tool.
- 2.3 COUNTY and CONTRACTOR anticipate that eighty-five percent (85%) of the client population served will be Medi-Cal or Healthy Families insured..

3. BILLING AND PAYMENT

CONTRACTOR shall provide up to 3,790 of service during the term of this Agreement. COUNTY shall pay CONTRACTOR at the provisional rates identified in Exhibit A, an amount not to exceed \$423,589 for the provision of home-based services required in this Exhibit.

ADHD SERVICES (RU 50154 AND 501519)

1. SERVICES

1.1 Services Offered Across Levels of Care

Assessment: Referral back to PCP and Community-based Support Group
Consultation with PCP, as needed
Group Rehabilitation
Case Management

Stabilization: Referral to Community-based Support Group
Consultation with PCP
Group Rehabilitation
Case Management
Medication Evaluation and Monitoring, as needed

Intensive: Referral to Community-based Support Group
Consultation with PCP
Group Rehabilitation
Case Management
Individual and Family Counseling
Medication Evaluation and Monitoring

1.2 Services shall be individualized to build on family strengths and to target the particular family needs, with the intensity of services customized for each client and family.

1.3 Training and consultation shall be provided to community support group providers to ensure appropriate community-based follow-up services including doctor to doctor consultation for continuity of care.

1.4 In partnership with COUNTY, CONTRACTOR shall actively pursue referral of stabilized ADHD clients and their families to primary care physicians. CONTRACTOR shall provide necessary client information, consultation, and support to facilitate this process.

2. OUTCOMES

2.1 It is expected that the child's ability to function in the home, school, and community will improve as indicated by parental report, school report/records, therapist evaluation and current BHRS outcome measurement tool.

2.2 It is expected that medication and behavior be stabilized in a minimum of fifty (50%) percent of clients served. Stabilization should be achieved within 9-12 months at which time a referral to the PCP is expected. The timeline shall start at the point in which the client begins to receive medications from the medical staff in program.

- 2.3 It is expected that referrals to primary care physicians shall continue to be a priority and that referrals shall remain steady or improve during the term of this agreement
- 2.4 It is expected that clients will move from higher to lower levels of care with flexible treatment plans.
- 2.5 COUNTY and CONTRACTOR anticipate that ninety-eight percent (98%) of the client population served will be Medi-Cal or Healthy Families eligible.

3. BILLING AND PAYMENT

CONTRACTOR shall provide up to 9,400 hours of service during the term of this Agreement. COUNTY shall pay CONTRACTOR at the provisional rates identified in Exhibit A, an amount not to exceed \$1,094,630 for the provision of ADHD services required in this Exhibit.

A. OUTPATIENT SERVICES (RU 501535)

1. SERVICES

- 1.1 CONTRACTOR shall provide mental health services to children and families assessed as needing mental health services to ameliorate emotional problems.
- 1.2 Program service elements shall include, but are not limited to, the provision of groups that serve families' needs, including parent and children groups.

2. OUTCOMES

- 2.1 It is expected that the child's ability to function in the home, school, and community will improve as indicated by parental report, school report/records, therapist evaluation and current BHRS outcome measurement tool.
- 2.2 COUNTY and CONTRACTOR anticipate that ninety-eight percent (98%) of the client population served will be Medi-Cal or Healthy Families eligible.

B. CHILDREN'S OUTPATIENT EARLY INTERVENTION (RU 501536)

1. SERVICES

- 1.1 CONTRACTOR shall provide family, parenting groups, education, and classroom consultation to children and their families.
- 1.2 Service provision shall focus on children at Headstart, State preschools, and elementary age children.

2. OUTCOMES

- 2.1 The child's ability to function in the home, school, and community will improve as indicated by parental report, school report/records, therapist evaluation and current BHRS outcome measurement tool.
- 2.2 COUNTY and CONTRACTOR anticipate that ninety-eight percent (98%) of the client population served will be Medi-Cal or Healthy Families eligible.

3. BILLING AND PAYMENT

CONTRACTOR shall provide up to 6,059 hours of service during the term of this Agreement. COUNTY shall pay CONTRACTOR at the provisional rates identified in

Exhibit A, an amount not to exceed \$705,404, for the provision of outpatient services required in this Exhibit.

DAY TREATMENT (RU 50152, 501518, 501520)

1. SERVICES

- 1.1 CONTRACTOR shall provide day treatment services to children residing in Stanislaus County, between the ages of five (5) and fifteen (15), with serious emotional disturbances. The Day Treatment Program shall have two (2) components: mental health, and education (funded through Stanislaus County Special Education Local Plan Area and Modesto City Schools Special Education Local Plan Area), with children being expected to participate in both.
- 1.2 Program service elements shall include individual and group counseling; social skills training; collateral family therapy; parent support and instructional groups; child advocacy; and consultation with schools, other agencies, and in other community settings.
- 1.3 Sufficient clinical staff shall be present to provide a ratio of one (1) clinician to ten (10) children.
- 1.4 The average length of stay for children in Day Treatment services is twelve (12) months. Service authorizations must occur every six months.
- 1.5 CONTRACTOR shall complete documentation necessary (Service Logs and all clinical documentation) within three (3) working days from date of service and submit to logs and clinical documentation to COUNTY within ten (10) days from the date services were provided for Medi-Cal data entry and billing. Data entry for Day Treatment services are exempt from data entry time requirements.
- 1.6 CONTRACTOR shall use appropriate documentation to meet Medi-Cal audit requirements for reimbursement of FFP, EPSDT, or IDEA funding.
- 1.7 Failure of CONTRACTOR to provide required documentation in the timeframe stipulated above may result in delayed payment to CONTRACTOR. CONTRACTOR shall reimburse COUNTY for undocumented services discovered in client charts during the cost settlement process.

2. OUTCOMES

- 2.1 The child's ability to function in the home, school, and community will improve as indicated by parental report, school report/records, therapist evaluation and current BHRS outcome measurement tool.
- 2.2 Treatment services are expected to result in the transition 70% of students to a less restrictive classroom setting.
- 2.3 At the six-month and anniversary date of entry into Day Treatment, sixty percent (60%) of students are expected to show increased attendance based on parent and family reports.

- 2.4 At the anniversary date of entry into Day Treatment, or at discharge, sixty percent (60%) of students are expected to show social and emotional improvement as measured by parent, and therapist report, utilizing standardized assessment and behavioral checklists and reports.
- 2.5 It is expected that client's academic performance shall improve as measured by school attendance and annual measures of academic gains (KTEA). Results should show an average of 6 months gain per year.
- 2.6 COUNTY and CONTRACTOR anticipate that sixty percent (60%) of the day treatment services client population will be Medi-Cal eligible.

3. BILLING AND PAYMENT

See Billing and Payment information in Exhibit A-5, Non-Public Schools Outpatient Program.

NON-PUBLIC SCHOOLS OUTPATIENT PROGRAM (RU 50159, 501530, 501532)

1. SERVICES

- 1.1 CONTRACTOR shall provide on-site outpatient mental health services to seriously emotionally impaired children attending non-public schools.
- 1.2 Services shall include group therapy, individual and family counseling, and referral for medication services as appropriate.
- 1.3 Children eligible for these services shall include:
 - 1.3.1 Children who do not meet the full criteria for Day Treatment Services;
 - 1.3.2 Children exiting Day Treatment Services who remain at the non-public school and are in need of transitioning to a less restrictive school environment;
 - 1.3.3 Children determined to be medically fragile, dually diagnosed, or who have other special mental health needs and attend non-public schools.
- 1.4 Referrals shall be coordinated with the County's CSOC ED Coordinator and Contractor to determine medical necessity.
- 1.5 Children receiving services shall be reviewed every twelve (12) months to ensure medical necessity.
- 1.6 Services shall be individualized to build on client strengths and target client needs with the intensity of services customized for each child and family.

2. OUTCOMES

- 2.1 It is expected that treatment services will result in the transition of seventy percent (70%) of students to a less restrictive classroom setting within 18 months.
- 2.2 It is expected that seventy percent (70%) of clients will show improvements in social-emotional functioning as measured by daily notes, therapist records, current BHRS outcome measurement tool, and other standardized checklists and assessments and consumer reports.
- 2.3 It is expected that client's academic performance shall improve as measured by school attendance and annual measures of academic gains (KTEA). Results should show an average of 6 months gain per year.
- 2.4 COUNTY and CONTRACTOR anticipate that ninety-five percent (95%) of the outpatient services at non-public schools client population will be Medi-Cal eligible or shall be funded through Department of Education, IDEA funds. Anticipated Medi-cal funding is based on Fiscal Year 07/08 history of 65%.

3. BILLING AND PAYMENT

CONTRACTOR shall provide up to 4,446 days of service (RU 50152 & 501518) and 172 hours of medication services (RU 501520) during the term of this Agreement for an approximate amount of \$418,043. CONTRACTOR shall provide up to 1331 hours of services for the Non-Public School Outpatient Program (RU 50159, 501530, 501532), for an approximate amount of \$151,192. COUNTY shall pay CONTRACTOR at the provisional rates identified in Exhibit A for the provision of services required in this Exhibit and Exhibit A-4. To allow flexibility in services between Day Treatment and the Outpatient at Non-Public Schools Programs, the combined maximum amount for both programs shall not exceed \$569,235.

SCOE/SELPA

1. SERVICES

1.1 Level I - Outpatient Services (RU 501514)

CONTRACTOR shall provide mental health and case management services to children in their school of residence, in partnership with SCOE/SELPA.

1.2 Transitional Services

COUNTY, through Behavioral Health and Recovery Services, shall provide ongoing Case Management and Transitional Service.

2. OUTCOMES

2.1 It is expected that 65% of students participating in Level I services will be maintained at their current level of care or transitioned to a lower level of care.

2.2 Overall, it is expected that 70% of the students participating in program will maintain or reduce their level of care.

2.3 It is expected that 70% of the students will show improvements in social emotional functioning as measured by parent, teacher, and self report and current BHRS outcome measurement tool.

2.4 It is expected that school attendance shall show improvement for participating students based on parental report.

2.5 CONTRACTOR will schedule regular meetings with SCOE/SELPA and COUNTY representatives to further collaborate under the terms of this Agreement.

2.6 Staff involved in the performance of this Agreement are expected to participate in training agreed upon by collaborating with COUNTY.

2.7 CONTRACTOR shall maximize the amount of Medi-Cal billings for Medi-Cal or Healthy Families eligible client population with a projection of at least 46% of services being Medi-Cal billable.

3. BILLING AND PAYMENT

CONTRACTOR shall provide up to 1,350 hours of service during the term of this Agreement. COUNTY shall pay CONTRACTOR at the provisional rates identified in Exhibit A, an amount not to exceed \$152,031, for the provision of services required in this Exhibit.

EXHIBIT B

Federal Financial Participation Projection Summary
FY 2012/2013

Contract Maximum	\$2,944,889		
Program	Program Contract Amt	Medi-Cal Estimation	Total M/C Billable Services
Home Based Services RU 50155	\$ 423,589	85%	\$ 360,051
ADHD RU 50154, 501519 (add Oakdale)	\$1,094,630	98%	\$ 1,072,737
Outpatient/EI RU 501510, 501511	\$ 705,404	98%	\$ 691,295
Non-Public Schools RU 50159, 501530, 501532	\$ 151,192	66%	\$ 99,787
Day Treatment RU 50152, 501518 Med Services 501520	\$ 382,101 \$ 35,942	55%	\$ 229,924
SCOE/SELPA RU 501514,	\$ 152,031	26%	\$ 39,532
TOTAL	\$ 2,944,889		
	Total Amount of Projected Medi-Cal Billable Services		\$ 2,493,326
	FFP requirement		\$ 1,246,663

**Confidentiality and Information Security Provisions
Direct Service Providers**

1. As a covered entity, the Contractor shall comply with applicable laws and regulations, including but not limited to Sections 14100.2 and 5328 et seq. of the Welfare and Institutions Code and with the privacy and security requirements of Title II of the Health Insurance Portability and Accountability Act of 1996, (Public Law 104-91), also known as "HIPAA", and Title XIII of the American Recovery and Reinvestment Act of 2009, (Public Law 111-5), "the ARRA/HITECH Act" or "the HITECH Act", as these laws may be subsequently amended, and implementing regulations enacted by the Department of Health and Human Services at 45 CFR Parts 160-164, and, regulations enacted with regard to the HITECH Act. The foregoing laws and rules are sometimes collectively referred to hereafter as "HIPAA".
2. Permitted Uses and Disclosures of IIHI by the Contractor.
 - A. *Permitted Uses and Disclosures.* Except as otherwise provided in this Agreement, the Contractor, may use or disclose IIHI to perform functions, activities or services identified in this Agreement provided that such use or disclosure would not violate federal or state laws or regulations.
 - B. *Specific Uses and Disclosures Provisions.* Except as otherwise indicated in the Agreement, the Contractor may:
 - (1) Use and disclose IIHI for the proper management and administration of the Contractor or to carry out the legal responsibilities of the Contractor, provided that such use and disclosures are permitted by law.
 - (2) Use IIHI to provide data aggregation services to County. Data aggregation means the combining of IIHI created or received by the Contractor for the purposes of this Agreement with IIHI received by the Contractor in its capacity as the Contractor of another HIPAA covered entity, to permit data analyses that relate to the health care operations of County.
3. Responsibilities of the Contractor.

The Contractor agrees:

- A. *Safeguards.* To prevent use or disclosure of IIHI other than as provided for by this Agreement. The Contractor shall develop and maintain an information privacy and security program that includes the implementation of administrative, technical, and physical safeguards appropriate to the size and complexity of the Contractor's operations and the nature and scope of its activities. The information privacy and security programs must reasonably and appropriately protect the confidentiality, integrity, and availability of the IIHI that it creates, receives, maintains, or transmits; and prevent the use or disclosure of IIHI other than as provided for by this Agreement. The Contractor shall provide County with information concerning such safeguards as County may reasonably request from time to time.

The Contractor shall restrict logical and physical access to confidential, personal (e.g., PHI) or sensitive data to authorized users only.

The Contractor shall not transmit confidential, personal, or sensitive data via e-mail or other Internet transport protocol over a public network.
- B. *Mitigation of Harmful Effects.* To mitigate, to the extent practicable, any harmful effect that is known to Contractor of a use or disclosure of IIHI by Contractor or its subcontractors in violation of the requirements of this Agreement.

**Confidentiality and Information Security Provisions
Direct Service Providers**

- C. *Agents and Subcontractors of the Contractor.* To ensure that any agent, including a subcontractor to which the Contractor provides IIHI received from County, or created or received by the Contractor, for the purposes of this contract shall comply with the same restrictions and conditions that apply through this Agreement to the Contractor with respect to such information.
- D. *Notification of Electronic Breach or Improper Disclosure.* During the term of this Agreement, Contractor shall notify County immediately upon discovery of any breach of IIHI and/or data, where the information and/or data is reasonably believed to have been acquired by an unauthorized person. Immediate notification shall be made to the County BHRS Privacy Officer, within five (5) business days of discovery. Contractor shall take prompt corrective action to cure any deficiencies and any action pertaining to such unauthorized disclosure required by applicable Federal and State laws and regulations. Contractor shall investigate such breach and provide a written report of the results of the investigation, including any corrective actions taken, and copies of all Notifications made as a result of the breach, to the BHRS Officer, postmarked within thirty (30) calendar days of the discovery of the breach to the address below:

**BHRS Privacy Officer
Behavioral Health and Recovery Services
800 Scenic Drive
Modesto, CA 95320
(209) 525-6225**

- E. *Employee Training and Discipline.* To train and use reasonable measures to ensure compliance with the requirements of this Agreement by employees who assist in the performance of functions or activities under this Agreement and use or disclose IIHI; and discipline such employees who intentionally violate any provisions of this Agreement, including by termination of employment.

4. Termination.

- A. *Termination for Cause.* Upon County's knowledge of a material breach of this Agreement by Contractor, County shall either:
- (1) Provide an opportunity for Contractor to cure the breach or end the violation and terminate this Agreement if Contractor does not cure the breach or end the violation within the time specified by County.
 - (2) Immediately terminate this Agreement if Contractor has breached a material term of this Agreement and cure is not possible; or
 - (3) If neither cure nor termination is feasible, the BHRS Privacy Officer shall report the violation to the DMH Information Security Officer of the Department of Mental Health.
- B. *Judicial or Administrative Proceedings.* County may terminate this Agreement, effective immediately, if (i) Contractor is found liable in a civil matter or guilty in a criminal proceeding for a violation of the HIPAA Privacy or Security Rule or (ii) a finding or stipulation is made, in an administrative or civil proceeding in which the Contractor is a party, that the Contractor has violated a privacy or security standard or requirement of HIPAA, or other security or privacy laws.

**Confidentiality and Information Security Provisions
Direct Service Providers**

C. *Effect of Termination.* Upon termination or expiration of this Agreement for any reason, Contractor shall return or destroy all IIHI received from County that Contractor still maintains in any form, and shall retain no copies of such IIHI or, if return or destruction is not feasible, it shall continue to extend the protections of this Agreement to such information, and limit further use of such IIHI to those purposes that make the return or destruction of such IIHI infeasible. This provision shall apply to IIHI that is in the possession of subcontractors or agents of the Contractor.

5. Miscellaneous Provisions.

- A. *Disclaimer.* County makes no warranty or representation that compliance by Contractor with this Agreement, HIPAA or the HIPAA regulations will be adequate or satisfactory for Contractor's own purposes or that any information in the Contractor's possession or control, or transmitted or received by the Contractor, is or will be secure from unauthorized use or disclosure. Contractor is solely responsible for all decisions made by Contractor regarding the safeguarding of IIHI.
- B. *Assistance in Litigation or Administrative Proceedings.* Contractor shall make itself, and use its best efforts to make any subcontractors, employees or agents assisting Contractor in the performance of its obligations under this Agreement, available to County at no cost to County to testify as witnesses, or otherwise, in the event of litigation or administrative proceedings against County, its directors, officers or employees for claimed violation of HIPAA, the HIPAA regulations or other laws relating to security and privacy based upon actions or inactions of the Contractor and/or its subcontractor, employee, or agent, except where Contractor or its subcontractor, employee, or agent is a named adverse party.
- C. *No Third-Party Beneficiaries.* Nothing expressed or implied in the terms and conditions of this Agreement is intended to confer, nor shall anything herein confer, upon any person other than County or Contractor and their respective successors or assignees, any rights remedies, obligations or liabilities whatsoever.
- D. *Interpretation.* The terms and conditions in this Agreement shall be interpreted as broadly as necessary to implement and comply with HIPAA, the HIPAA regulations and applicable State laws. The parties agree that any ambiguity in the terms and conditions of this Agreement shall be resolved in favor of a meaning that complies and is consistent with applicable laws.
- E. *Regulatory References.* A reference in the terms and conditions of this Agreement to a section in the HIPAA regulations means the section as in effect or as amended.
- F. *Survival.* The respective rights and obligations of Contractor under Section 5.B of this Exhibit shall survive the termination or expiration of this Agreement.
- G. *No Waiver of Obligations.* No change, waiver or discharge of any liability or obligation hereunder on any one or more occasions shall be deemed a waiver of performance of any continuing or other obligation, or shall prohibit enforcement of any obligation, on any other occasion.

STATEMENT OF COMPLIANCE

- A. CONTRACTOR agrees, unless specifically exempted, to be in compliance with Government Code Section 12900 (a-f) and California Code of Regulations, Title 2, Division 4, Chapter 5 in matters relating to reporting requirements and the development, implementation and maintenance of a Nondiscrimination Program. Contractor agrees not to unlawfully discriminate, harass or allow harassment against any employee or applicant for employment because of sex, race, color, ancestry, religious creed, national origin, physical disability (including HIV and AIDS), mental disability, medical condition (cancer), age (over 40), marital status, and denial of family care leave. Employment of personnel shall be made solely on the basis of merit.
1. Action shall be taken to ensure applicants are employed, and employees are treated during employment, without regard to their race, religion, color, sex, national origin, age, physical or mental handicap. Such action shall include, but not be limited to, the following: Employment; upgrading; demotion or transfer; recruitment or recruitment advertising; layoff; or apprenticeship. However, recruitment and employment of applicants shall reflect the ethnic and racial composition of the County, particularly those groups not previously, nor currently, having adequate representation in recruitment or hiring. There shall be posted, in conspicuous places, notices available to employees and applicants for employment provided by the County Officer responsible for contracts setting forth the provisions of the Equal Opportunity clause.
 2. All solicitations or advertisements for employees placed by or on behalf of CONTRACTOR and/or the subcontractor shall state that all qualified applicants will receive consideration for employment without regard to race, religion, color, sex, national origin, age, or physical or mental handicap.
 3. Each labor union or representative of workers with which the County and/or the subcontractor has a collective bargaining agreement, or other contract or understanding, must post a notice provided by the County Officer responsible for contracts, advising the labor union or workers representative of CONTRACTOR's commitments under this Equal Opportunity clause and shall post copies of the notice in conspicuous places available to employees and applicants for employment.
 4. In the event of noncompliance with the discrimination clause of this contract or as otherwise provided by State and Federal law, this contract may be canceled, terminated or suspended, in whole or in part, and CONTRACTOR and/or the subcontractor may be declared ineligible for further State contracts in accordance with the procedures authorized in the Behavioral Health and Recovery Service's Complaint Process.
 5. All provision of Paragraph 1 through this paragraph 5 will be included in every subcontract unless exempted by rules, regulations or orders of the Director of the Behavioral Health and Recovery Services so such provisions will be binding upon each subcontractor. CONTRACTOR will take such action with respect to any subcontract as the State may direct as a means of enforcing such provisions including sanctions for noncompliance provided; however, in the event CONTRACTOR becomes involved in, or is threatened with, litigation with a subcontractor as a result of such direction by the State, CONTRACTOR may request in writing to the State, who, in turn, may request the United States to enter into such litigation to protect the interest of the State and the United States.
- B. Services, benefits and facilities shall be provided to patients without regard to their race, color, creed, national origin, sex, age or physical or mental handicap, and no one will be refused service because of inability to pay for such services.
1. Nondiscrimination in Services, Benefits and Facilities: There shall be no discrimination in the provision of services because of color, race, creed, national origin, sex, age, or physical or mental handicap in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. Section 2000d, rules and regulations promulgated pursuant thereto, or as otherwise provided by State and Federal law. For the purpose of the contract, distinctions on the grounds of color, race, creed, national origin, sex, or age include, but are not limited to, the following: denying a participant any service or benefit to the participant which is different, or is provided in a different manner or at a different time, from that provided to other participants under this contract; subjecting a participant to segregation or separate treatment in any matter related to this receipt of any service; 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 determining whether he/she satisfied any admission, enrollment quota, eligibility, membership, or other requirement or condition which individuals must meet in order to be provided any service or benefit; the assignment of times or places for the provision of services on the basis of the race, color, creed, or national origin of the participants to be served. The County and all subcontractors will take action to ensure intended beneficiaries are provided services without regard to color, race, creed, national origin, sex, age, or physical or mental handicap.
 2. Procedure for Complaint Process: All complaints alleging discrimination in the delivery of services by the County and/or the subcontractor because of race, color, creed, national origin, sex, age, or physical or mental handicap, may be resolved by the State through the State Department of Mental Health's Action Complaint Process.
 3. Notice of Complaint Process: The County and all subcontractors shall, subject to the approval of the Behavioral Health and Recovery Services, establish procedures under which recipients of the service are informed of their rights to file a complaint alleging discrimination or a violation of their civil rights with the State Department of Mental Health.
- C. The County and any subcontractor will furnish all information and reports required by the Behavioral Health and Recovery Services and will permit access to books, records and accounts for purposes of investigation to ascertain compliance with above paragraphs.
- D. The County and all subcontractors assure all recipients of service are provided information in accordance with provisions of Welfare and Institutions Code, Sections 5325 and 5325.1, and Sections 5520 through 5550, pertaining to their rights as patients, that the County has established a system whereby recipients of service may file a complaint for alleged violations of their rights.
- E. CONTRACTOR agrees to the provisions of Section 504 of the Rehabilitation Act of 1973, as amended, pertaining to the prohibition of discrimination against qualified handicapped persons in all Federally-assisted programs or activities, as detailed in regulations signed by the Secretary of Health, Education and Welfare, effective June 3, 1977, and found in the Federal Register, Volume 42, Number 86, dated May4, 1977.

EXHIBIT E

CHILDREN'S SYSTEM OF CARE VALUES

- **Family focused: we believe in keeping families together and providing what they need to be successful together**

- **Child centered: we work to help children be the best they can be**

- **Strength based: we believe that all people have strengths to build on, children, families, and staff**

- **We go where children and families are, in the community, at school, play and home, we go to where they need us**

- **We view parents as partners in our work together as staff and as partners in policy and program**

- **We provide culturally effective services that respect and incorporate the beliefs and values of our diverse families**

- **We provide outcome based services, working toward families being able to live together, function better together, stay in school, learn more and more effectively and stay out of trouble.**

Stanislaus County
Children's System of Care

OUTCOME MEASUREMENTS

A. SYSTEM OF CARE - TARGET POPULATION

The target population is clients under 21 years of age who have a mental disorder identified in the most recent DSM manual, which is not primarily a substance abuse diagnosis or development disorder, and have been opened to a client care plan. In order to measure the effectiveness of the Children's System of Care, performance outcome measurements are collected and routinely reported to State and local agencies. These performance outcome instruments are to be administered according to the Definitions below, based on the initial date of registration in the Stanislaus County Behavioral Health and Recovery Services, Children's System of Care, and consistent with the client care plan review cycles.

B. DEFINITIONS

1. **ENTRY/ADMITS** are defined as instruments administered to clients at the initial entry or intake for services. They are to be completed within the first sixty (60) days from the date of registration.
2. **ANNUAL/ANNIVERSARIES** are defined as instruments administered twelve (12) months after the initial date of registration and are to be completed within thirty (30) days of that date. Every subsequent twelve (12) month administration from the original registration date is considered an anniversary.
3. **DISCHARGES** are defined as instruments administered at discharge (for all services) from the Children's System of Care.
4. **OUTCOME MEASUREMENT INSTRUMENTS** are to be negotiated.

C. PROCEDURES

1. **CLIENTS** open to more than one (1) reporting unit: The service unit coordinating the client care plan reviews is responsible for assuring the instruments are administered and submitted. The registration date of the primary service unit will be the client care plan review cycle for purposes of instrument data collection.
2. **CLIENTS** receiving services prior to January, 1994, are to have the instruments administered based on the initial date of registration and consistent with the client care plan review cycles.
3. **DEADLINE:** Completed instruments are to be submitted within thirty (30) days of administration to COUNTY's Quality Services.

EXHIBIT G

MHP Claims Certification and Program Integrity

TO: Stanislaus County, Behavioral Health and Recovery Services

I HEREBY CERTIFY based on best knowledge, information, and belief to the following: An assessment of all Medi-Cal beneficiaries were conducted in compliance with the requirements established by the Stanislaus County Mental Health Plan (MHP). The beneficiaries were eligible to receive Medi-Cal services at the time the services were provided to the beneficiaries. Medical necessity was established for each beneficiary for the services provided, for the timeframe in which the services were provided. A client plan was developed and maintained for each beneficiary that met all client plan requirements established by the MHP. For each beneficiary receiving day rehabilitation, day treatment intensive, or EPSDT supplemental specialty mental health services included in the claim, all requirements for MHP payment authorization have been met and reviews for such service or services were conducted prior to the initial authorization and any re-authorization periods as established by the MHP. All documentation for services meets the standards established by the MHP and is in the clinical record.

I also certify based on best knowledge, information, and belief that all claims for services provided to Medi-Cal beneficiaries were, in fact, provided to those beneficiaries.

I understand that payment of these claims will be from Federal and/or State funds, and any falsification or concealment of a material fact may be prosecuted under Federal and/or State laws.

Name

Date

Title

Agency