

1 AGREEMENT FOR PROVISION OF  
2 TRANSITIONAL AGE YOUTH AND YOUNG ADULT  
3 MENTAL HEALTH COMMUNITY NETWORKING SERVICES

4 BETWEEN  
5 COUNTY OF ORANGE

6 AND  
7 NATIONAL COUNCIL ON ALCOHOLISM AND DRUG DEPENDENCE – ORANGE COUNTY  
8 (NCADD-OC)

9 FEBRUARY 1, 2020 THROUGH JUNE 30, 2022

10  
11 THIS AGREEMENT entered into this 1st day of February 2020 (effective date), is by and between  
12 the COUNTY OF ORANGE, a political subdivision of State of California (COUNTY) and  
13 NATIONAL COUNCIL ON ALCOHOLISM AND DRUG DEPENDENCE – ORANGE COUNTY  
14 (NCADD-OC), a California nonprofit corporation (CONTRACTOR). COUNTY and CONTRACTOR  
15 may sometimes be referred to herein individually as “Party” or collectively as “Parties.” This  
16 Agreement shall be administered by the Director of the COUNTY’s Health Care Agency or an  
17 authorized designee (“ADMINISTRATOR”).

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19 **W I T N E S E T H:**

20  
21 WHEREAS, COUNTY wishes to contract with CONTRACTOR for the provision of Transitional  
22 Age Youth and Young Adult Mental Health Community Networking Services described herein to the  
23 residents of Orange County; and

24 WHEREAS, CONTRACTOR is agreeable to the rendering of such services on the terms and  
25 conditions hereinafter set forth:

26 NOW, THEREFORE, in consideration of the mutual covenants, benefits, and promises contained  
27 herein, COUNTY and CONTRACTOR do hereby agree as follows:

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**REFERENCED CONTRACT PROVISIONS**

**Term:** February 1, 2020 through June 30, 2022

Period One means the period from February 1, 2020 through June 30, 2020

Period Two means the period from July 1, 2020 through June 30, 2021

Period Three means the period from July 1, 2021 through June 30, 2022

**Maximum Obligation:**

Period One Maximum Obligation: \$ 123,033

Period Two Maximum Obligation: 295,278

Period Three Maximum Obligation: 295,278

TOTAL MAXIMUM OBLIGATION: \$ 713,589

**Basis for Reimbursement:** Actual Cost

**Payment Method:** Monthly in Arrears

**CONTRACTOR DUNS Number:** 03-059-1697

**CONTRACTOR TAX ID Number:** 95-1970946

**Notices to COUNTY and CONTRACTOR:**

**COUNTY:** County of Orange  
Health Care Agency  
Contract Services  
405 West 5th Street, Suite 600  
Santa Ana, CA 92701-4637

**CONTRACTOR:** National Council on Alcoholism and Drug Dependence – Orange County  
21068 Bake Parkway Suite 200  
Lake Forest, CA 92630  
Phillip Falcetti, Chief Executive Officer  
phillipf@ncaddoc.org

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## I. ACRONYMS

The following standard definitions are for reference purposes only and may or may not apply in their entirety throughout this Agreement:

4	A. ARRA	American Recovery and Reinvestment Act
5	B. CAP	Corrective Action Plan
6	C. CCC	California Civil Code
7	D. CCR	California Code of Regulations
8	E. CEO	County Executive Office
9	F. CFR	Code of Federal Regulations
10	G. CHPP	COUNTY HIPAA Policies and Procedures
11	H. COI	Certificate of Insurance
12	I. CRN	Crisis Response Network
13	J. DHCS	Department of Health Care Services
14	K. DRS	Designated Record Set
15	L. EOC	Equal Opportunity Clause
16	M. EOE	Equal Opportunity Employer
17	N. GAAP	General Accepted Accounting Principles
18	O. HCA	Health Care Agency
19	P. HHS	Health and Human Services
20	Q. HITECH	Health Information Technology for Economic and Clinical Act, Public Law 111-
21		005
22	R. HIPAA	Health Insurance Portability and Accountability Act of 1996, Public Law 104-191
23	S. HSC	California Health and Safety Code
24	T. ISO	Insurance Services Office
25	U. MHSA	Mental Health Services Act
26	V. NPP	Notice of Privacy Practices
27	W. OIG	Office of Inspector General
28	X. OMB	Office of Management and Budget
29	Y. OPM	Federal Office of Personnel Management
30	Z. PC	State of California Penal Code
31	AA. PEI	Prevention and Early Intervention
32	AB. PHI	Protected Health Information
33	AC. PII	Personally Identifiable Information
34	AD. P&P	Policy and Procedure
35	AE. PRA	Public Record Act
36	AF. SIR	Self-Insured Retention
37	AG. SFTS	Safe from the Start

- 1 AH. TOT Train the Trainer
- 2 AI. USC United States Code
- 3 AJ. VPE Violence Prevention Education
- 4 AK. WIC State of California Welfare and Institutions Code

5  
6 **II. ALTERATION OF TERMS**

7 A. This Agreement, together with Exhibits A, B and C attached hereto and incorporated herein,  
8 fully expresses the complete understanding of COUNTY and CONTRACTOR with respect to the  
9 subject matter of this Agreement.

10 B. Unless otherwise expressly stated in this Agreement, no addition to, or alteration of the terms of  
11 this Agreement or any Exhibits, whether written or verbal, made by the Parties, their officers, employees  
12 or agents shall be valid unless made in the form of a written amendment to this Agreement, which has  
13 been formally approved and executed by both Parties.

14  
15 **III. ASSIGNMENT OF DEBTS**

16 Unless this Agreement is followed without interruption by another Agreement between the Parties  
17 hereto for the same services and substantially the same scope, at the termination of this Agreement,  
18 CONTRACTOR shall assign to COUNTY any debts owing to CONTRACTOR by or on behalf of  
19 persons receiving services pursuant to this Agreement. CONTRACTOR shall immediately notify by  
20 mail each of the respective Parties, specifying the date of assignment, the County of Orange as assignee,  
21 and the address to which payments are to be sent. Payments received by CONTRACTOR from or on  
22 behalf of said persons, shall be immediately given to COUNTY.

23  
24 **IV. COMPLIANCE**

25 A. COMPLIANCE PROGRAM - ADMINISTRATOR has established a Compliance Program for  
26 the purpose of ensuring adherence to all rules and regulations related to federal and state health care  
27 programs.

28 1. ADMINISTRATOR shall provide CONTRACTOR with a copy of the policies and  
29 procedures relating to ADMINISTRATOR's Compliance Program, Code of Conduct and access to  
30 General Compliance and Annual Provider Trainings.

31 2. CONTRACTOR has the option to provide ADMINISTRATOR with proof of its own  
32 compliance program, code of conduct and any compliance related policies and procedures.  
33 CONTRACTOR's compliance program, code of conduct and any related policies and procedures shall  
34 be verified by ADMINISTRATOR's Compliance Department to ensure they include all required  
35 elements by ADMINISTRATOR's Compliance Officer as described in this Compliance Paragraph to  
36 this Agreement. These elements include:

- 37 a. Designation of a Compliance Officer and/or compliance staff.

- b. Written standards, policies and/or procedures.
- c. Compliance related training and/or education program and proof of completion.
- d. Communication methods for reporting concerns to the Compliance Officer.
- e. Methodology for conducting internal monitoring and auditing.
- f. Methodology for detecting and correcting offenses.
- g. Methodology/Procedure for enforcing disciplinary standards.

3. If CONTRACTOR does not provide proof of its own compliance program to ADMINISTRATOR, CONTRACTOR shall internally comply with ADMINISTRATOR’s Compliance Program and Code of Conduct, the CONTRACTOR shall submit to the ADMINISTRATOR within thirty (30) calendar days of execution of this Agreement a signed acknowledgement that CONTRACTOR will internally comply with ADMINISTRATOR’s Compliance Program and Code of Conduct. CONTRACTOR shall have as many Covered Individuals it determines necessary complete ADMINISTRATOR’s annual compliance training to ensure proper compliance.

4. If CONTRACTOR elects to have its own compliance program, code of conduct and any Compliance related policies and procedures reviewed by ADMINISTRATOR, then CONTRACTOR shall submit a copy of its compliance program, code of conduct and all relevant policies and procedures to ADMINISTRATOR within thirty (30) calendar days of execution of this Agreement. ADMINISTRATOR’s Compliance Officer, or designee, shall review said documents within a reasonable time, which shall not exceed forty-five (45) calendar days, and determine if contractor’s proposed compliance program and code of conduct contain all required elements to the ADMINISTRATOR’s satisfaction as consistent with the HCA’s Compliance Program and Code of Conduct. ADMINISTRATOR shall inform CONTRACTOR of any missing required elements and CONTRACTOR shall revise its compliance program and code of conduct to meet ADMINISTRATOR’s required elements within thirty (30) calendar days after ADMINISTRATOR’s Compliance Officer’s determination and resubmit the same for review by the ADMINISTRATOR.

5. Upon written confirmation from ADMINISTRATOR’s compliance officer that the CONTRACTOR’s compliance program, code of conduct and any compliance related policies and procedures contain all required elements, CONTRACTOR shall ensure that all Covered Individuals relative to this Agreement are made aware of CONTRACTOR’s compliance program, code of conduct, related policies and procedures and contact information for the ADMINISTRATOR’s Compliance Program.

B. SANCTION SCREENING – CONTRACTOR shall screen all Covered Individuals employed or retained to provide services related to this Agreement monthly to ensure that they are not designated as Ineligible Persons, as pursuant to this Agreement. Screening shall be conducted against the General Services Administration's Excluded Parties List System or System for Award Management, the Health and Human Services/Office of Inspector General List of Excluded Individuals/Entities, and the

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1 California Medi-Cal Suspended and Ineligible Provider List, the Social Security Administration’s Death  
2 Master File, and/or any other list or system as identified by ADMINISTRATOR.

3 1. For purposes of this Compliance Paragraph, Covered Individuals includes all employees,  
4 interns, volunteers, contractors, subcontractors, agents, and other persons who provide health care items  
5 or services or who perform billing or coding functions on behalf of ADMINISTRATOR.  
6 CONTRACTOR shall ensure that all Covered Individuals relative to this Agreement are made aware of  
7 ADMINISTRATOR’s Compliance Program, Code of Conduct and related policies and procedures (or  
8 CONTRACTOR’s own compliance program, code of conduct and related policies and procedures if  
9 CONTRACTOR has elected to use its own).

10 2. An Ineligible Person shall be any individual or entity who:

11 a. is currently excluded, suspended, debarred or otherwise ineligible to participate in  
12 federal and state health care programs; or

13 b. has been convicted of a criminal offense related to the provision of health care items or  
14 services and has not been reinstated in the federal and state health care programs after a period of  
15 exclusion, suspension, debarment, or ineligibility.

16 3. CONTRACTOR shall screen prospective Covered Individuals prior to hire or engagement.  
17 CONTRACTOR shall not hire or engage any Ineligible Person to provide services relative to this  
18 Agreement.

19 4. CONTRACTOR shall screen all current Covered Individuals and subcontractors monthly to  
20 ensure that they have not become Ineligible Persons. CONTRACTOR shall also request that its  
21 subcontractors use their best efforts to verify that they are eligible to participate in all federal and State  
22 of California health programs and have not been excluded or debarred from participation in any federal  
23 or state health care programs, and to further represent to CONTRACTOR that they do not have any  
24 Ineligible Person in their employ or under contract.

25 5. Covered Individuals shall be required to disclose to CONTRACTOR immediately any  
26 debarment, exclusion or other event that makes the Covered Individual an Ineligible Person.  
27 CONTRACTOR shall notify ADMINISTRATOR immediately if a Covered Individual providing  
28 services directly relative to this Agreement becomes debarred, excluded or otherwise becomes an  
29 Ineligible Person.

30 6. CONTRACTOR acknowledges that Ineligible Persons are precluded from providing  
31 federal and state funded health care services by contract with COUNTY in the event that they are  
32 currently sanctioned or excluded by a federal or state law enforcement regulatory or licensing agency.  
33 If CONTRACTOR becomes aware that a Covered Individual has become an Ineligible Person,  
34 CONTRACTOR shall remove such individual from responsibility for, or involvement with, COUNTY  
35 business operations related to this Agreement.

36 7. CONTRACTOR shall notify ADMINISTRATOR immediately if a Covered Individual or  
37 entity is currently excluded, suspended or debarred, or is identified as such after being sanction



1 screened. Such individual or entity shall be immediately removed from participating in any activity  
2 associated with this Agreement. ADMINISTRATOR will determine appropriate repayment from, or  
3 sanction(s) to CONTRACTOR for services provided by ineligible person or individual.

4 CONTRACTOR shall promptly return any overpayments within forty-five (45) business days after the  
5 overpayment is verified by ADMINISTRATOR.

6 C. GENERAL COMPLIANCE TRAINING - ADMINISTRATOR shall make General  
7 Compliance Training available to Covered Individuals.

8 1. CONTRACTORS that have acknowledged to comply with ADMINISTRATOR's  
9 Compliance Program shall use its best efforts to encourage completion by all Covered Individuals;  
10 provided, however, that at a minimum CONTRACTOR shall assign at least one (1) designated  
11 representative to complete the General Compliance Training when offered.

12 2. Such training will be made available to Covered Individuals within thirty (30) calendar  
13 days of employment or engagement.

14 3. Such training will be made available to each Covered Individual annually.

15 4. ADMINISTRATOR will track training completion while CONTRACTOR shall provide  
16 copies of training certification upon request.

17 5. Each Covered Individual attending a group training shall certify, in writing, attendance at  
18 compliance training. ADMINISTRATOR shall provide instruction on group training completion while  
19 CONTRACTOR shall retain the training certifications. Upon written request by ADMINISTRATOR,  
20 CONTRACTOR shall provide copies of the certifications.

21 D. SPECIALIZED PROVIDER TRAINING – ADMINISTRATOR shall make Specialized  
22 Provider Training, where appropriate, available to Covered Individuals.

23 1. CONTRACTOR shall ensure completion of Specialized Provider Training by all Covered  
24 Individuals relative to this Agreement. This includes compliance with federal and state healthcare  
25 program regulations and procedures or instructions otherwise communicated by regulatory agencies;  
26 including the Centers for Medicare and Medicaid Services or their agents.

27 2. Such training will be made available to Covered Individuals within thirty (30) calendar  
28 days of employment or engagement.

29 3. Such training will be made available to each Covered Individual annually.

30 4. ADMINISTRATOR will track online completion of training while CONTRACTOR shall  
31 provide copies of the certifications upon request.

32 5. Each Covered Individual attending a group training shall certify, in writing, attendance at  
33 compliance training. ADMINISTRATOR shall provide instructions on completing the training in a  
34 group setting while CONTRACTOR shall retain the certifications. Upon written request by  
35 ADMINISTRATOR, CONTRACTOR shall provide copies of the certifications.

36 E. MEDI-CAL BILLING, CODING, AND DOCUMENTATION COMPLIANCE STANDARDS  
37 //

1 1. CONTRACTOR shall take reasonable precaution to ensure that the coding of health care  
2 claims, billings and/or invoices for same are prepared and submitted in an accurate and timely manner  
3 and are consistent with federal, state and county laws and regulations. This includes compliance with  
4 federal and state health care program regulations and procedures or instructions otherwise  
5 communicated by regulatory agencies including the Centers for Medicare and Medicaid Services or  
6 their agents.

7 2. CONTRACTOR shall not submit any false, fraudulent, inaccurate and/or fictitious claims  
8 for payment or reimbursement of any kind.

9 3. CONTRACTOR shall bill only for those eligible services actually rendered which are also  
10 fully documented. When such services are coded, CONTRACTOR shall use proper billing codes which  
11 accurately describes the services provided and must ensure compliance with all billing and  
12 documentation requirements.

13 4. CONTRACTOR shall act promptly to investigate and correct any problems or errors in  
14 coding of claims and billing, if and when, any such problems or errors are identified.

15 5. CONTRACTOR shall promptly return any overpayments within forty-five (45) business  
16 days after the overpayment is verified by the ADMINISTRATOR.

17 6. CONTRACTOR shall meet the HCA MHP Quality Management Program Standards and  
18 participate in the quality improvement activities developed in the implementation of the Quality  
19 Management Program.

20 7. CONTRACTOR shall comply with the provisions of the ADMINISTRATOR’s Cultural  
21 Competency Plan submitted and approved by the state. ADMINISTRATOR shall update the Cultural  
22 Competency Plan and submit the updates to the State for review and approval annually. (CCR, Title 9,  
23 §1810.410.subds.(c)-(d)).

24 F. Failure to comply with the obligations stated in this Compliance Paragraph shall constitute a  
25 breach of the Agreement on the part of CONTRACTOR and grounds for COUNTY to terminate the  
26 Agreement. Unless the circumstances require a sooner period of cure, CONTRACTOR shall have thirty  
27 (30) calendar days from the date of the written notice of default to cure any defaults grounded on this  
28 Compliance Paragraph prior to ADMINISTRATOR’s right to terminate this Agreement on the basis of  
29 such default.

30  
31 **V. CONFIDENTIALITY**

32 A. CONTRACTOR shall maintain the confidentiality of all records, including billings and any  
33 audio and/or video recordings, in accordance with all applicable federal, state and county codes and  
34 regulations, as they now exist or may hereafter be amended or changed.

35 B. Prior to providing any services pursuant to this Agreement, all members of the Board of  
36 Directors or its designee or authorized agent, employees, consultants, subcontractors, volunteers and  
37 interns of the CONTRACTOR shall agree, in writing, with CONTRACTOR to maintain the

1 confidentiality of any and all information and records which may be obtained in the course of providing  
2 such services. This Agreement shall specify that it is effective irrespective of all subsequent  
3 resignations or terminations of CONTRACTOR members of the Board of Directors or its designee or  
4 authorized agent, employees, consultants, subcontractors, volunteers and interns.

5  
6 **VI. COST REPORT**

7 A. CONTRACTOR shall submit separate Cost Reports for Period One, Period Two and Period  
8 Three, or for a portion thereof, to COUNTY no later than sixty (60) calendar days following the period  
9 for which they are prepared or termination of this Agreement. CONTRACTOR shall prepare the Cost  
10 Report in accordance with all applicable federal, state and COUNTY requirements, GAAP and the  
11 Special Provisions Paragraph of this Agreement. CONTRACTOR shall allocate direct and indirect  
12 costs to and between programs, cost centers, services, and funding sources in accordance with such  
13 requirements and consistent with prudent business practice, which costs and allocations shall be  
14 supported by source documentation maintained by CONTRACTOR, and available at any time to  
15 ADMINISTRATOR upon reasonable notice.

16 1. If CONTRACTOR fails to submit an accurate and complete Cost Report within the time  
17 period specified above, ADMINISTRATOR shall have sole discretion to impose one or both of the  
18 following:

19 a. CONTRACTOR may be assessed a late penalty of five-hundred dollars (\$500) for each  
20 business day after the above specified due date that the accurate and complete Cost Report is not  
21 submitted. Imposition of the late penalty shall be at the sole discretion of the ADMINISTRATOR. The  
22 late penalty shall be assessed separately on each outstanding Cost Report due COUNTY by  
23 CONTRACTOR.

24 b. ADMINISTRATOR may withhold or delay any or all payments due CONTRACTOR  
25 pursuant to any or all agreements between COUNTY and CONTRACTOR until such time that the  
26 accurate and complete Cost Report is delivered to ADMINISTRATOR.

27 2. CONTRACTOR may request, in advance and in writing, an extension of the due date of the  
28 Cost Report setting forth good cause for justification of the request. Approval of such requests shall be  
29 at the sole discretion of ADMINISTRATOR and shall not be unreasonably denied.

30 3. In the event that CONTRACTOR does not submit an accurate and complete Cost Report  
31 within one hundred and eighty (180) calendar days following the termination of this Agreement, and  
32 CONTRACTOR has not entered into a subsequent or new agreement for any other services with  
33 COUNTY, then all amounts paid to CONTRACTOR by COUNTY during the term of the Agreement  
34 shall be immediately reimbursed to COUNTY.

35 B. The individual and/or consolidated Cost Report prepared for each period shall be the final  
36 financial and statistical report submitted by CONTRACTOR to COUNTY, and shall serve as the basis  
37 for final settlement to CONTRACTOR for that period. CONTRACTOR shall document that costs are

1 reasonable and allowable and directly or indirectly related to the services to be provided hereunder. The  
2 Cost Report shall be the final financial record for subsequent audits, if any.

3 C. Final settlement shall be based upon the actual and reimbursable costs for services hereunder,  
4 less applicable revenues and any late penalty, not to exceed COUNTY's Maximum Obligation as set  
5 forth in the Referenced Contract Provisions of this Agreement. CONTRACTOR shall not claim  
6 expenditures to COUNTY which are not reimbursable pursuant to applicable federal, state and  
7 COUNTY laws, regulations and requirements. Any payment made by COUNTY to CONTRACTOR,  
8 which is subsequently determined to have been for an unreimbursable expenditure or service, shall be  
9 repaid by CONTRACTOR to COUNTY in cash, or other authorized form of payment, within thirty (30)  
10 calendar days of submission of the Cost Report or COUNTY may elect to reduce any amount owed  
11 CONTRACTOR by an amount not to exceed the reimbursement due COUNTY.

12 D. If the Cost Report indicates the actual and reimbursable costs of services provided pursuant to  
13 this Agreement, less applicable revenues and late penalty, are lower than the aggregate of interim  
14 monthly payments to CONTRACTOR, CONTRACTOR shall remit the difference to COUNTY. Such  
15 reimbursement shall be made, in cash, or other authorized form of payment, with the submission of the  
16 Cost Report. If such reimbursement is not made by CONTRACTOR within thirty (30) calendar days  
17 after submission of the Cost Report, COUNTY may, in addition to any other remedies, reduce any  
18 amount owed CONTRACTOR by an amount not to exceed the reimbursement due COUNTY.

19 E. If the Cost Report indicates the actual and reimbursable costs of services provided pursuant to  
20 this Agreement, less applicable revenues and late penalty, are higher than the aggregate of interim  
21 monthly payments to CONTRACTOR, COUNTY shall pay CONTRACTOR the difference, provided  
22 such payment does not exceed the Maximum Obligation of COUNTY.

23 F. All Cost Reports shall contain the following attestation, which may be typed directly on or  
24 attached to the Cost Report:

25  
26 "I HEREBY CERTIFY that I have executed the accompanying Cost Report and  
27 supporting documentation prepared by \_\_\_\_\_ for the cost report period  
28 beginning \_\_\_\_\_ and ending \_\_\_\_\_ and that, to the best of my  
29 knowledge and belief, costs reimbursed through this Agreement are reasonable and  
30 allowable and directly or indirectly related to the services provided and that this Cost  
31 Report is a true, correct, and complete statement from the books and records of  
32 (provider name) in accordance with applicable instructions, except as noted. I also  
33 hereby certify that I have the authority to execute the accompanying Cost Report.

34 Signed \_\_\_\_\_  
35 Name \_\_\_\_\_  
36 Title \_\_\_\_\_  
37 Date \_\_\_\_\_"

**VII. DELEGATION, ASSIGNMENT AND SUBCONTRACTS**

A. CONTRACTOR may not delegate the obligations hereunder, either in whole or in part, without prior written consent of COUNTY. CONTRACTOR shall provide written notification of CONTRACTOR’s intent to delegate the obligations hereunder, either in whole or part, to ADMINISTRATOR not less than sixty (60) calendar days prior to the effective date of the delegation. Any attempted assignment or delegation in derogation of this paragraph shall be void.

B. CONTRACTOR agrees that if there is a change or transfer in ownership of CONTRACTOR’s business prior to completion of this Agreement, and COUNTY agrees to an assignment of the Agreement, the new owners shall be required under the terms of sale or other instruments of transfer to assume CONTRACTOR’s duties and obligations contained in this Agreement and complete them to the satisfaction of COUNTY. CONTRACTOR may not assign the rights hereunder, either in whole or in part, without the prior written consent of COUNTY.

1. If CONTRACTOR is a nonprofit organization, any change from a nonprofit corporation to any other corporate structure of CONTRACTOR, including a change in more than fifty percent (50%) of the composition of the Board of Directors within a two (2) month period of time, shall be deemed an assignment for purposes of this paragraph, unless CONTRACTOR is transitioning from a community clinic/health center to a Federally Qualified Health Center and has been so designated by the Federal Government. Any attempted assignment or delegation in derogation of this subparagraph shall be void.

2. If CONTRACTOR is a for-profit organization, any change in the business structure, including but not limited to, the sale or transfer of more than ten percent (10%) of the assets or stocks of CONTRACTOR, change to another corporate structure, including a change to a sole proprietorship, or a change in fifty percent (50%) or more of Board of Directors or any governing body of CONTRACTOR at one time shall be deemed an assignment pursuant to this paragraph. Any attempted assignment or delegation in derogation of this subparagraph shall be void.

3. If CONTRACTOR is a governmental organization, any change to another structure, including a change in more than fifty percent (50%) of the composition of its governing body (i.e. Board of Supervisors, City Council, School Board) within a two (2) month period of time, shall be deemed an assignment for purposes of this paragraph. Any attempted assignment or delegation in derogation of this subparagraph shall be void.

4. Whether CONTRACTOR is a nonprofit, for-profit, or a governmental organization, CONTRACTOR shall provide written notification of CONTRACTOR’s intent to assign the obligations hereunder, either in whole or part, to ADMINISTRATOR not less than sixty (60) calendar days prior to the effective date of the assignment.

5. Whether CONTRACTOR is a nonprofit, for-profit, or a governmental organization, CONTRACTOR shall provide written notification within thirty (30) calendar days to ADMINISTRATOR when there is change of less than fifty percent (50%) of Board of Directors or any governing body of CONTRACTOR at one time.



1 6. COUNTY reserves the right to immediately terminate the Agreement in the event  
2 COUNTY determines, in its sole discretion, that the assignee is not qualified or is otherwise  
3 unacceptable to COUNTY for the provision of services under the Agreement.

4 C. CONTRACTOR’s obligations undertaken pursuant to this Agreement may be carried out by  
5 means of subcontracts, provided such subcontractors are approved in advance by ADMINISTRATOR,  
6 meet the requirements of this Agreement as they relate to the service or activity under subcontract,  
7 include any provisions that ADMINISTRATOR may require, and are authorized in writing by  
8 ADMINISTRATOR prior to the beginning of service delivery.

9 1. After approval of the subcontractor, ADMNISTRATOR may revoke the approval of the  
10 subcontractor upon five (5) calendar days’ written notice to CONTRACTOR if the subcontractor  
11 subsequently fails to meet the requirements of this Agreement or any provisions that  
12 ADMINISTRATOR has required. ADMINISTRATOR may disallow subcontractor expenses reported  
13 by CONTRACTOR.

14 2. No subcontract shall terminate or alter the responsibilities of CONTRACTOR to COUNTY  
15 pursuant to this Agreement.

16 3. ADMINISTRATOR may disallow, from payments otherwise due CONTRACTOR,  
17 amounts claimed for subcontracts not approved in accordance with this paragraph.

18 4. This provision shall not be applicable to service agreements usually and customarily  
19 entered into by CONTRACTOR to obtain or arrange for supplies, technical support, and professional  
20 services provided by consultants.

21 D. CONTRACTOR shall notify COUNTY in writing of any change in the CONTRACTOR’s  
22 status with respect to name changes that do not require an assignment of the Agreement.  
23 CONTRACTOR is also obligated to notify COUNTY in writing if the CONTRACTOR becomes a party  
24 to any litigation against COUNTY, or a party to litigation that may reasonably affect the  
25 CONTRACTOR’s performance under the Contract, as well as any potential conflicts of interest between  
26 CONTRACTOR and County that may arise prior to or during the period of Agreement performance.  
27 While CONTRACTOR will be required to provide this information without prompting from COUNTY  
28 any time there is a change in CONTRACTOR’s name, conflict of interest or litigation status,  
29 CONTRACTOR must also provide an update to COUNTY of its status in these areas whenever  
30 requested by COUNTY.

31  
32 **VIII. EMPLOYEE ELIGIBILITY VERIFICATION**

33 CONTRACTOR attests that it shall fully comply with all federal and state statutes and regulations  
34 regarding the employment of aliens and others and to ensure that employees, subcontractors, and  
35 consultants performing work under this Agreement meet the citizenship or alien status requirements set  
36 forth in federal statutes and regulations. CONTRACTOR shall obtain, from all employees,  
37 subcontractors, and consultants performing work hereunder, all verification and other documentation of

1 employment eligibility status required by federal or state statutes and regulations including, but not  
2 limited to, the Immigration Reform and Control Act of 1986, 8 USC §1324 et seq., as they currently  
3 exist and as they may be hereafter amended. CONTRACTOR shall retain all such documentation for all  
4 covered employees, subcontractors, and consultants for the period prescribed by the law.

## 6 **IX. EQUIPMENT**

7 A. Unless otherwise specified in writing by ADMINISTRATOR, Equipment is defined as all  
8 property of a Relatively Permanent nature with significant value, purchased in whole or in part by  
9 ADMINISTRATOR to assist in performing the services described in this Agreement. “Relatively  
10 Permanent” is defined as having a useful life of one (1) year or longer. Equipment which costs \$5,000  
11 or over, including freight charges, sales taxes, and other taxes, and installation costs are defined as  
12 Capital Assets. Equipment which costs between \$600 and \$5,000, including freight charges, sales taxes  
13 and other taxes, and installation costs, or electronic equipment that costs less than \$600 but may  
14 contained PHI or PII, are defined as Controlled Equipment. Controlled Equipment includes, but is not  
15 limited to phones, tablets, audio/visual equipment, computer equipment, and lab equipment. The cost of  
16 Equipment purchased, in whole or in part, with funds paid pursuant to this Agreement shall be  
17 depreciated according to GAAP.

18 B. CONTRACTOR shall obtain ADMINISTRATOR’s written approval prior to purchase of any  
19 Equipment with funds paid pursuant to this Agreement. Upon delivery of Equipment, CONTRACTOR  
20 shall forward to ADMINISTRATOR, copies of the purchase order, receipt, and other supporting  
21 documentation, which includes delivery date, unit price, tax, shipping and serial numbers.  
22 CONTRACTOR shall request an applicable asset tag for said Equipment and shall include each  
23 purchased asset in an Equipment inventory.

24 C. Upon ADMINISTRATOR’s prior written approval, CONTRACTOR may expense to  
25 COUNTY the cost of the approved Equipment purchased by CONTRACTOR. To “expense,” in  
26 relation to Equipment, means to charge the proportionate cost of Equipment in the fiscal year in which it  
27 is purchased. Title of expensed Equipment shall be vested with COUNTY.

28 D. CONTRACTOR shall maintain an inventory of all Equipment purchased in whole or in part  
29 with funds paid through this Agreement, including date of purchase, purchase price, serial number,  
30 model and type of Equipment. Such inventory shall be available for review by ADMINISTRATOR,  
31 and shall include the original purchase date and price, useful life, and balance of depreciated Equipment  
32 cost, if any.

33 E. CONTRACTOR shall cooperate with ADMINISTRATOR in conducting periodic physical  
34 inventories of all Equipment. Upon demand by ADMINISTRATOR, CONTRACTOR shall return any  
35 or all Equipment to COUNTY.

36 F. CONTRACTOR must report any loss or theft of Equipment in accordance with the procedure  
37 approved by ADMINISTRATOR and the Notices Paragraph of this Agreement. In addition,



1 CONTRACTOR must complete and submit to ADMINISTRATOR a notification form when items of  
2 Equipment are moved from one location to another or returned to COUNTY as surplus.

3 G. Unless this Agreement is followed without interruption by another agreement between the  
4 Parties for substantially the same type and scope of services, at the termination of this Agreement for  
5 any cause, CONTRACTOR shall return to COUNTY all Equipment purchased with funds paid through  
6 this Agreement.

7 H. CONTRACTOR shall maintain and administer a sound business program for ensuring the  
8 proper use, maintenance, repair, protection, insurance, and preservation of COUNTY Equipment.  
9

10 **X. FACILITIES, PAYMENTS AND SERVICES**

11 A. CONTRACTOR agrees to provide the services, staffing, facilities, and supplies in accordance  
12 with this Agreement. COUNTY shall compensate, and authorize, when applicable, said services.  
13 CONTRACTOR shall operate continuously throughout the term of this Agreement with at least the  
14 minimum number and type of staff which meet applicable federal and state requirements, and which are  
15 necessary for the provision of the services hereunder.

16 B. In the event that CONTRACTOR is unable to provide the services, staffing, facilities, or  
17 supplies as required, ADMINISTRATOR may, at its sole discretion, reduce the Maximum Obligation.  
18 The reduction to the Maximum Obligation shall be in an amount proportionate to the number of days in  
19 which CONTRACTOR was determined to be unable to provide services, staffing, facilities or supplies.  
20

21 **XI. INDEMNIFICATION AND INSURANCE**

22 A. CONTRACTOR agrees to indemnify, defend with counsel approved in writing by COUNTY,  
23 and hold COUNTY, its elected and appointed officials, officers, employees, agents and those special  
24 districts and agencies for which COUNTY's Board of Supervisors acts as the governing Board  
25 ("COUNTY INDEMNITEES") harmless from any claims, demands or liability of any kind or nature,  
26 including but not limited to personal injury or property damage, arising from or related to the services,  
27 products or other performance provided by CONTRACTOR pursuant to this Agreement. If judgment is  
28 entered against CONTRACTOR and COUNTY by a court of competent jurisdiction because of the  
29 concurrent active negligence of COUNTY or COUNTY INDEMNITEES, CONTRACTOR and  
30 COUNTY agree that liability will be apportioned as determined by the court. Neither Party shall  
31 request a jury apportionment.

32 B. Prior to the provision of services under this Agreement, CONTRACTOR agrees to purchase all  
33 required insurance at CONTRACTOR's expense, including all endorsements required herein, necessary  
34 to satisfy COUNTY that the insurance provisions of this Agreement have been complied with.  
35 CONTRACTOR agrees to keep such insurance coverage, Certificates of Insurance, and endorsements  
36 on deposit with COUNTY during the entire term of this Agreement. In addition, all subcontractors  
37 //

1 performing work on behalf of CONTRACTOR pursuant to this Agreement shall obtain insurance  
2 subject to the same terms and conditions as set forth herein for CONTRACTOR.

3 C. CONTRACTOR shall ensure that all subcontractors performing work on behalf of  
4 CONTRACTOR pursuant to this Agreement shall be covered under CONTRACTOR's insurance as an  
5 Additional Insured or maintain insurance subject to the same terms and conditions as set forth herein for  
6 CONTRACTOR. CONTRACTOR shall not allow subcontractors to work if subcontractors have less  
7 than the level of coverage required by COUNTY from CONTRACTOR under this Agreement. It is the  
8 obligation of CONTRACTOR to provide notice of the insurance requirements to every subcontractor  
9 and to receive proof of insurance prior to allowing any subcontractor to begin work. Such proof of  
10 insurance must be maintained by CONTRACTOR through the entirety of this Agreement for inspection  
11 by COUNTY representative(s) at any reasonable time.

12 D. All SIRs shall be clearly stated on the COI. Any SIR in an amount in excess of fifty thousand  
13 dollars (\$50,000) shall specifically be approved by the CEO/Office of Risk Management upon review of  
14 CONTRACTOR's current audited financial report. If CONTRACTOR's SIR is approved,  
15 CONTRACTOR, in addition to, and without limitation of, any other indemnity provision(s) in this  
16 Agreement, agrees to all of the following:

17 1. In addition to the duty to indemnify and hold the COUNTY harmless against any and all  
18 liability, claim, demand or suit resulting from CONTRACTOR's, its agents, employee's or  
19 subcontractor's performance of this Agreement, CONTRACTOR shall defend the COUNTY at its sole  
20 cost and expense with counsel approved by Board of Supervisors against same; and

21 2. CONTRACTOR's duty to defend, as stated above, shall be absolute and irrespective of any  
22 duty to indemnify or hold harmless; and

23 3. The provisions of California Civil Code Section 2860 shall apply to any and all actions to  
24 which the duty to defend stated above applies, and the CONTRACTOR's SIR provision shall be  
25 interpreted as though the CONTRACTOR was an insurer and the COUNTY was the insured.

26 E. If CONTRACTOR fails to maintain insurance acceptable to the COUNTY for the full term of  
27 this Agreement, the COUNTY may terminate this Agreement.

28 F. QUALIFIED INSURER

29 1. The policy or policies of insurance must be issued by an insurer with a minimum rating of  
30 A- (Secure A.M. Best's Rating) and VIII (Financial Size Category as determined by the most current  
31 edition of the Best's Key Rating Guide/Property-Casualty/United States or ambest.com). It is preferred,  
32 but not mandatory, that the insurer be licensed to do business in the state of California (California  
33 Admitted Carrier).

34 2. If the insurance carrier does not have an A.M. Best Rating of A-/VIII, the CEO/Office of  
35 Risk Management retains the right to approve or reject a carrier after a review of the company's  
36 performance and financial ratings.

37 //

1 G. The policy or policies of insurance maintained by CONTRACTOR shall provide the minimum  
 2 limits and coverage as set forth below:

<u>Coverage</u>	<u>Minimum Limits</u>
Commercial General Liability	\$1,000,000 per occurrence \$2,000,000 aggregate
Automobile Liability including coverage for owned, non-owned and hired vehicles	\$1,000,000 per occurrence
Workers' Compensation	Statutory
Employers' Liability Insurance	\$1,000,000 per occurrence
Sexual Misconduct Liability	\$1,000,000 per occurrence

18 H. REQUIRED COVERAGE FORMS

19 1. The Commercial General Liability coverage shall be written on ISO form CG 00 01, or a  
 20 substitute form providing liability coverage at least as broad.

21 2. The Business Automobile Liability coverage shall be written on ISO form CA 00 01,  
 22 CA 00 05, CA 00 12, CA 00 20, or a substitute form providing coverage at least as broad.

23 I. REQUIRED ENDORSEMENTS

24 1. The Commercial General Liability policy shall contain the following endorsements, which  
 25 shall accompany the COI:

26 a. An Additional Insured endorsement using ISO form CG 20 26 04 13 or a form at least  
 27 as broad naming the *County of Orange, its elected and appointed officials, officers, agents and*  
 28 *employees* as Additional Insureds, or provide blanket coverage, which will state **AS REQUIRED BY**  
 29 **WRITTEN AGREEMENT.**

30 b. A primary non-contributing endorsement using ISO form CG 20 01 04 13, or a form at  
 31 least as broad evidencing that the CONTRACTOR's insurance is primary and any insurance or self-  
 32 insurance maintained by the County of Orange shall be excess and non-contributing.

33 J. All insurance policies required by this Agreement shall waive all rights of subrogation against  
 34 the County of Orange, its elected and appointed officials, officers, agents and employees when acting  
 35 within the scope of their appointment or employment.

36 K. The Workers' Compensation policy shall contain a waiver of subrogation endorsement waiving  
 37 all rights of subrogation against the *County of Orange, its elected and appointed officials,*

1 *officers, agents and employees*, or provide blanket coverage, which will state ***AS REQUIRED BY***  
2 ***WRITTEN AGREEMENT***.

3 L. All insurance policies required by this Agreement shall waive all rights of subrogation against  
4 the County of Orange, its elected and appointed officials, officers, agents and employees when acting  
5 within the scope of their appointment or employment.

6 M. CONTRACTOR shall notify COUNTY in writing within thirty (30) days of any policy  
7 cancellation and within ten (10) days for non-payment of premium and provide a copy of the  
8 cancellation notice to COUNTY. Failure to provide written notice of cancellation shall constitute a  
9 breach of CONTRACTOR’s obligation hereunder and ground for COUNTY to suspend or terminate  
10 this Agreement.

11 N. The Commercial General Liability policy shall contain a “severability of interests” clause also  
12 known as a “separation of insureds” clause (standard in the ISO CG 0001 policy).

13 O. Insurance certificates should be forwarded to the agency/department address listed on the  
14 solicitation.

15 P. If the Contractor fails to provide the insurance certificates and endorsements within seven (7)  
16 days of notification by CEO/Purchasing or the agency/department purchasing division, award may be  
17 made to the next qualified vendor.

18 Q. COUNTY expressly retains the right to require CONTRACTOR to increase or decrease  
19 insurance of any of the above insurance types throughout the term of this Agreement. Any increase or  
20 decrease in insurance will be as deemed by County of Orange Risk Manager as appropriate to  
21 adequately protect COUNTY.

22 R. COUNTY shall notify CONTRACTOR in writing of changes in the insurance requirements. If  
23 CONTRACTOR does not deposit copies of acceptable Certificate of Insurance and endorsements with  
24 COUNTY incorporating such changes within thirty (30) calendar days of receipt of such notice,  
25 this Agreement may be in breach without further notice to CONTRACTOR, and COUNTY shall be  
26 entitled to all legal remedies.

27 S. The procuring of such required policy or policies of insurance shall not be construed to limit  
28 CONTRACTOR's liability hereunder nor to fulfill the indemnification provisions and requirements of  
29 this Agreement, nor act in any way to reduce the policy coverage and limits available from the insurer.

30 **T. SUBMISSION OF INSURANCE DOCUMENTS**

- 31 1. The COI and endorsements shall be provided to COUNTY as follows:  
32 a. Prior to the start date of this Agreement.  
33 b. No later than the expiration date for each policy.  
34 c. Within thirty (30) calendar days upon receipt of written notice by COUNTY regarding  
35 changes to any of the insurance requirements as set forth in the Coverage Subparagraph above.

36 2. The COI and endorsements shall be provided to the COUNTY at the address as specified in  
37 the Referenced Contract Provisions of this Agreement.

1 3. If CONTRACTOR fails to submit the COI and endorsements that meet the insurance  
2 provisions stipulated in this Agreement by the above specified due dates, ADMINISTRATOR shall  
3 have sole discretion to impose one or both of the following:

4 a. ADMINISTRATOR may withhold or delay any or all payments due CONTRACTOR  
5 pursuant to any and all Agreements between COUNTY and CONTRACTOR until such time that the  
6 required COI and endorsements that meet the insurance provisions stipulated in this Agreement are  
7 submitted to ADMINISTRATOR.

8 b. CONTRACTOR may be assessed a penalty of one hundred dollars (\$100) for each late  
9 COI or endorsement for each business day, pursuant to any and all Agreements between COUNTY and  
10 CONTRACTOR, until such time that the required COI and endorsements that meet the insurance  
11 provisions stipulated in this Agreement are submitted to ADMINISTRATOR.

12 c. If CONTRACTOR is assessed a late penalty, the amount shall be deducted from  
13 CONTRACTOR’s monthly invoice.

14 4. In no cases shall assurances by CONTRACTOR, its employees, agents, including any  
15 insurance agent, be construed as adequate evidence of insurance. COUNTY will only accept valid COIs  
16 and endorsements, or in the interim, an insurance binder as adequate evidence of insurance coverage.

17  
18 **XII. INSPECTIONS AND AUDITS**

19 A. ADMINISTRATOR, any authorized representative of COUNTY, any authorized representative  
20 of the State of California, the Secretary of the United States Department of Health and Human Services,  
21 the Comptroller General of the United States, or any other of their authorized representatives, shall to  
22 the extent permissible under applicable law have access to any books, documents, and records, including  
23 but not limited to, financial statements, general ledgers, relevant accounting systems, medical and Client  
24 records, of CONTRACTOR that are directly pertinent to this Agreement, for the purpose of responding  
25 to a beneficiary complaint or conducting an audit, review, evaluation, or examination, or making  
26 transcripts during the periods of retention set forth in the Records Management and Maintenance  
27 Paragraph of this Agreement. Such persons may at all reasonable times inspect or otherwise evaluate  
28 the services provided pursuant to this Agreement, and the premises in which they are provided.

29 B. CONTRACTOR shall actively participate and cooperate with any person specified in  
30 Subparagraph A. above in any evaluation or monitoring of the services provided pursuant to this  
31 Agreement, and shall provide the above-mentioned persons adequate office space to conduct such  
32 evaluation or monitoring.

33 **C. AUDIT RESPONSE**

34 1. Following an audit report, in the event of non-compliance with applicable laws and  
35 regulations governing funds provided through this Agreement, COUNTY may terminate this Agreement  
36 as provided for in the Termination Paragraph or direct CONTRACTOR to immediately implement

37 //



1 appropriate corrective action. A CAP shall be submitted to ADMINISTRATOR in writing within thirty  
2 (30) calendar days after receiving notice from ADMINISTRATOR.

3 2. If the audit reveals that money is payable from one Party to the other, that is,  
4 reimbursement by CONTRACTOR to COUNTY, or payment of sums due from COUNTY to  
5 CONTRACTOR, said funds shall be due and payable from one Party to the other within sixty (60)  
6 calendar days of receipt of the audit results. If reimbursement is due from CONTRACTOR to  
7 COUNTY, and such reimbursement is not received within said sixty (60) calendar days, COUNTY may,  
8 in addition to any other remedies provided by law, reduce any amount owed CONTRACTOR by an  
9 amount not to exceed the reimbursement due COUNTY.

10 D. CONTRACTOR shall retain a licensed certified public accountant, who will prepare and file  
11 with ADMINISTRATOR, an annual, independent, organization-wide audit of related expenditures as  
12 may be required during the term of this Agreement.

13 E. CONTRACTOR shall forward to ADMINISTRATOR a copy of any audit report within  
14 fourteen (14) calendar days of receipt. Such audit shall include, but not be limited to, management,  
15 financial, programmatic or any other type of audit of CONTRACTOR’s operations, whether or not the  
16 cost of such operation or audit is reimbursed in whole or in part through this Agreement.

17  
18 **XIII. LICENSES AND LAWS**

19 A. CONTRACTOR, its officers, agents, employees, affiliates, and subcontractors shall, throughout  
20 the term of this Agreement, maintain all necessary licenses, permits, approvals, certificates,  
21 accreditations, waivers, and exemptions necessary for the provision of the services hereunder and  
22 required by the laws, regulations and requirements of the United States, the State of California,  
23 COUNTY, and all other applicable governmental agencies. CONTRACTOR shall notify  
24 ADMINISTRATOR immediately and in writing of its inability to obtain or maintain, irrespective of the  
25 pendency of any hearings or appeals, permits, licenses, approvals, certificates, accreditations, waivers  
26 and exemptions. Said inability shall be cause for termination of this Agreement.

27 **B. ENFORCEMENT OF CHILD SUPPORT OBLIGATIONS**

28 1. CONTRACTOR certifies it is in full compliance with all applicable federal and State  
29 reporting requirements regarding its employees and with all lawfully served Wage and Earnings  
30 Assignment Orders and Notices of Assignments and will continue to be in compliance throughout the  
31 term of the Agreement with the County of Orange. Failure to comply shall constitute a material breach  
32 of the Agreement and failure to cure such breach within sixty (60) calendar days of notice from the  
33 COUNTY shall constitute grounds for termination of the Agreement.

34 2. CONTRACTOR agrees to furnish to ADMINISTRATOR within thirty (30) calendar days  
35 of the award of this Agreement:

36 a. In the case of an individual CONTRACTOR, his/her name, date of birth, social security  
37 number, and residence address;

1 b. In the case of a CONTRACTOR doing business in a form other than as an individual,  
2 the name, date of birth, social security number, and residence address of each individual who owns an  
3 interest of ten percent (10%) or more in the contracting entity;

4 3. It is expressly understood that this data will be transmitted to governmental agencies  
5 charged with the establishment and enforcement of child support orders, or as permitted by federal  
6 and/or state statute.

7 C. CONTRACTOR shall comply with all applicable governmental laws, regulations, and  
8 requirements as they exist now or may be hereafter amended or changed. These laws, regulations, and  
9 requirements shall include, but not be limited to, the following:

- 10 1. ARRA of 2009.
- 11 2. Trafficking Victims Protection Act of 2000.
- 12 3. WIC, Division 5, Community Mental Health Services.
- 13 4. WIC, Division 6, Admissions and Judicial Commitments.
- 14 5. WIC, Division 7, Mental Institutions.
- 15 6. HSC, §§1250 et seq., Health Facilities.
- 16 7. PC, §§11164-11174.3, Child Abuse and Neglect Reporting Act.
- 17 8. CCR, Title 9, Rehabilitative and Developmental Services.
- 18 9. CCR, Title 17, Public Health.
- 19 10. CCR, Title 22, Social Security.
- 20 11. CFR, Title 42, Public Health.
- 21 12. CFR, Title 45, Public Welfare.
- 22 13. USC Title 42. Public Health and Welfare.
- 23 14. Federal Social Security Act, Title XVIII and Title XIX Medicare and Medicaid.
- 24 15. 42 USC §12101 et seq., Americans with Disabilities Act of 1990.
- 25 16. 42 USC §1857, et seq., Clean Air Act.
- 26 17. 33 USC 84, §308 and §§1251 et seq., the Federal Water Pollution Control Act.
- 27 18. 31 USC 7501.70, Federal Single Audit Act of 1984.
- 28 19. Policies and procedures set forth in Mental Health Services Act.
- 29 20. Policies and procedures set forth in DHCS Letters.
- 30 21. HIPAA privacy rule, as it may exist now, or be hereafter amended, and if applicable.
- 31 22. 31 USC 7501 – 7507, as well as its implementing regulations under 2 CFR Part 200,
- 32 Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards.

33  
34 **XIV. LITERATURE, ADVERTISEMENTS, AND SOCIAL MEDIA**

35 A. Any written information or literature, including educational or promotional materials,  
36 distributed by CONTRACTOR to any person or organization for purposes directly or indirectly related  
37 to this Agreement must be approved at least thirty (30) days in advance and in writing by



1 ADMINISTRATOR before distribution. For the purposes of this Agreement, distribution of written  
2 materials shall include, but not be limited to, pamphlets, brochures, flyers, newspaper or magazine ads,  
3 and electronic media such as the Internet.

4 B. Any advertisement through radio, television broadcast, or the Internet, for educational or  
5 promotional purposes, made by CONTRACTOR for purposes directly or indirectly related to this  
6 Agreement must be approved in advance at least thirty (30) days and in writing by ADMINISTRATOR.

7 C. If CONTRACTOR uses social media (such as Facebook, Twitter, YouTube or other publicly  
8 available social media sites) in support of the services described within this Agreement,  
9 CONTRACTOR shall develop social media policies and procedures and have them available to  
10 ADMINISTRATOR upon reasonable notice. CONTRACTOR shall inform ADMINISTRATOR of all  
11 forms of social media used to either directly or indirectly support the services described within this  
12 Agreement. CONTRACTOR shall comply with COUNTY Social Media Use Policy and Procedures as  
13 they pertain to any social media developed in support of the services described within this Agreement.  
14 CONTRACTOR shall also include any required funding statement information on social media when  
15 required by ADMINISTRATOR.

16 D. Any information as described in Subparagraphs A. and B. above shall not imply endorsement  
17 by COUNTY, unless ADMINISTRATOR consents thereto in writing.

18  
19 **XV. MAXIMUM OBLIGATION**

20 A. The Total Maximum Obligation of COUNTY for services provided in accordance with this  
21 Agreement, and the separate Maximum Obligations for each Period, are specified in the Referenced  
22 Contract Provisions of this Agreement, except as allowed for in Subparagraph B. below.

23 B. ADMINISTRATOR may amend the Maximum Obligation by an amount not to exceed ten  
24 percent (10%) of the first full year of funding for this Agreement.

25  
26 **XVI. MINIMUM WAGE LAWS**

27 A. Pursuant to the United States of America Fair Labor Standards Act of 1938, as amended, and  
28 State of California Labor Code, §1178.5, CONTRACTOR shall pay no less than the greater of the  
29 federal or California Minimum Wage to all its Covered Individuals (as defined within the “Compliance”  
30 paragraph of this Agreement) that directly or indirectly provide services pursuant to this Agreement, in  
31 any manner whatsoever. CONTRACTOR shall require and verify that all of its Covered Individuals  
32 providing services pursuant to this Agreement be paid no less than the greater of the federal or  
33 California Minimum Wage.

34 B. CONTRACTOR shall comply and verify that its Covered Individuals comply with all other  
35 federal and State of California laws for minimum wage, overtime pay, record keeping, and child labor  
36 standards pursuant to providing services pursuant to this Agreement.

37 //

1 C. Notwithstanding the minimum wage requirements provided for in this clause, CONTRACTOR,  
2 where applicable, shall comply with the prevailing wage and related requirements, as provided for in  
3 accordance with the provisions of Article 2 of Chapter 1, Part 7, Division 2 of the Labor Code of the  
4 State of California (§§1770, et seq.), as it now exists or may hereafter be amended.

5  
6 **XVII. NONDISCRIMINATION**

7 **A. EMPLOYMENT**

8 1. During the term of this Agreement, CONTRACTOR and its Covered Individuals (as  
9 defined in the “Compliance” paragraph of this Agreement) shall not unlawfully discriminate against any  
10 employee or applicant for employment because of his/her race, religious creed, color, national origin,  
11 ancestry, physical disability, mental disability, medical condition, genetic information, marital status,  
12 sex, gender, gender identity, gender expression, age, sexual orientation, or military and veteran status.  
13 Additionally, during the term of this Agreement, CONTRACTOR and its Covered Individuals shall  
14 require in its subcontracts that subcontractors shall not unlawfully discriminate against any employee or  
15 applicant for employment because of his/her race, religious creed, color, national origin, ancestry,  
16 physical disability, mental disability, medical condition, genetic information, marital status, sex, gender,  
17 gender identity, gender expression, age, sexual orientation, or military and veteran status.

18 2. CONTRACTOR and its Covered Individuals shall not discriminate against employees or  
19 applicants for employment in the areas of employment, promotion, demotion or transfer; recruitment or  
20 recruitment advertising, layoff or termination; rate of pay or other forms of compensation; and selection  
21 for training, including apprenticeship.

22 3. CONTRACTOR shall not discriminate between employees with spouses and employees  
23 with domestic partners, or discriminate between domestic partners and spouses of those employees, in  
24 the provision of benefits.

25 4. CONTRACTOR shall post in conspicuous places, available to employees and applicants for  
26 employment, notices from ADMINISTRATOR and/or the United States Equal Employment  
27 Opportunity Commission setting forth the provisions of the EOC.

28 5. All solicitations or advertisements for employees placed by or on behalf of  
29 CONTRACTOR and/or subcontractor shall state that all qualified applicants will receive consideration  
30 for employment without regard to race, religious creed, color, national origin, ancestry, physical  
31 disability, mental disability, medical condition, genetic information, marital status, sex, gender, gender  
32 identity, gender expression, age, sexual orientation, or military and veteran status. Such requirements  
33 shall be deemed fulfilled by use of the term EOE.

34 6. Each labor union or representative of workers with which CONTRACTOR and/or  
35 subcontractor has a collective bargaining agreement or other contract or understanding must post a  
36 notice advising the labor union or workers' representative of the commitments under this  
37 //

1 Nondiscrimination Paragraph and shall post copies of the notice in conspicuous places, available to  
2 employees and applicants for employment.

3 B. SERVICES, BENEFITS AND FACILITIES – CONTRACTOR and/or subcontractor shall not  
4 discriminate in the provision of services, the allocation of benefits, or in the accommodation in facilities  
5 on the basis of race, religious creed, color, national origin, ancestry, physical disability, mental  
6 disability, medical condition, genetic information, marital status, sex, gender, gender identity, gender  
7 expression, age, sexual orientation, or military and veteran status in accordance with Title IX of the  
8 Education Amendments of 1972 as they relate to 20 USC §1681 - §1688; Title VI of the Civil Rights  
9 Act of 1964 (42 USC §2000d); the Age Discrimination Act of 1975 (42 USC §6101); Title 9, Division  
10 4, Chapter 6, Article 1 (§10800, et seq.) of the CCR; and Title II of the Genetic Information  
11 Nondiscrimination Act of 2008, 42 USC 2000ff, et seq. as applicable, and all other pertinent rules and  
12 regulations promulgated pursuant thereto, and as otherwise provided by state law and regulations, as all  
13 may now exist or be hereafter amended or changed. For the purpose of this Nondiscrimination  
14 paragraph, discrimination includes, but is not limited to the following based on one or more of the  
15 factors identified above:

- 16 1. Denying a Client or potential Client any service, benefit, or accommodation.
- 17 2. Providing any service or benefit to a Client which is different or is provided in a different  
18 manner or at a different time from that provided to other Clients.
- 19 3. Restricting a Client in any way in the enjoyment of any advantage or privilege enjoyed by  
20 others receiving any service and/or benefit.
- 21 4. Treating a Client differently from others in satisfying any admission requirement or  
22 condition, or eligibility requirement or condition, which individuals must meet in order to be provided  
23 any service and/or benefit.
- 24 5. Assignment of times or places for the provision of services.

25 C. COMPLAINT PROCESS – CONTRACTOR shall establish procedures for advising all Clients  
26 through a written statement that CONTRACTOR’s and/or subcontractor’s Clients may file all  
27 complaints alleging discrimination in the delivery of services with CONTRACTOR, subcontractor, and  
28 ADMINISTRATOR.

29 1. Whenever possible, problems shall be resolved informally and at the point of service.  
30 CONTRACTOR shall establish an internal informal problem resolution process for Clients not able to  
31 resolve such problems at the point of service. Clients may initiate a grievance or complaint directly with  
32 CONTRACTOR either orally or in writing.

33 2. Within the time limits procedurally imposed, the complainant shall be notified in writing as  
34 to the findings regarding the alleged complaint and, if not satisfied with the decision, may file an appeal.

35 D. PERSONS WITH DISABILITIES – CONTRACTOR and/or subcontractor agree to comply  
36 with the provisions of §504 of the Rehabilitation Act of 1973, as amended, (29 USC 794 et seq., as  
37 implemented in 45 CFR 84.1 et seq.), and the Americans with Disabilities Act of 1990 as amended

1 (42 USC 12101 et seq.; as implemented in 29 CFR 1630), as applicable, pertaining to the prohibition of  
2 discrimination against qualified persons with disabilities in all programs or activities, and if applicable,  
3 as implemented in Title 45, CFR, §84.1 et seq., as they exist now or may be hereafter amended together  
4 with succeeding legislation.

5 E. RETALIATION – Neither CONTRACTOR nor subcontractor, nor its employees or agents shall  
6 intimidate, coerce or take adverse action against any person for the purpose of interfering with rights  
7 secured by federal or state laws, or because such person has filed a complaint, certified, assisted or  
8 otherwise participated in an investigation, proceeding, hearing or any other activity undertaken to  
9 enforce rights secured by federal or state law.

10 F. In the event of non-compliance with this paragraph or as otherwise provided by federal and  
11 state law, this Agreement may be canceled, terminated or suspended in whole or in part and  
12 CONTRACTOR or subcontractor may be declared ineligible for further contracts involving federal,  
13 state or COUNTY funds.

14  
15 **XVIII. NOTICES**

16 A. Unless otherwise specified, all notices, claims, correspondence, reports and/or statements  
17 authorized or required by this Agreement shall be effective:

18 1. When written and deposited in the United States mail, first class postage prepaid and  
19 addressed as specified in the Referenced Contract Provisions of this Agreement or as otherwise directed  
20 by ADMINISTRATOR;

21 2. When faxed, transmission confirmed;

22 3. When sent by Email; or

23 4. When accepted by U.S. Postal Service Express Mail, Federal Express, United Parcel  
24 Service, or any other expedited delivery service.

25 B. Termination Notices shall be addressed as specified in the Referenced Contract Provisions of  
26 this Agreement or as otherwise directed by ADMINISTRATOR and shall be effective when faxed,  
27 transmission confirmed, or when accepted by U.S. Postal Service Express Mail, Federal Express, United  
28 Parcel Service, or any other expedited delivery service.

29 C. CONTRACTOR shall notify ADMINISTRATOR, in writing, within twenty-four (24) hours of  
30 becoming aware of any occurrence of a serious nature, which may expose COUNTY to liability. Such  
31 occurrences shall include, but not be limited to, accidents, injuries, or acts of negligence, or loss or  
32 damage to any COUNTY property in possession of CONTRACTOR.

33 D. For purposes of this Agreement, any notice to be provided by COUNTY may be given by  
34 ADMINISTRATOR.

35 //

36 //

37 //

**XIX. NOTIFICATION OF DEATH**

A. Upon becoming aware of the death of any person served pursuant to this Agreement, CONTRACTOR shall immediately notify ADMINISTRATOR.

B. All Notifications of Death provided to ADMINISTRATOR by CONTRACTOR shall contain the name of the deceased, the date and time of death, the nature and circumstances of the death, and the name(s) of CONTRACTOR’s officers or employees with knowledge of the incident.

1. TELEPHONE NOTIFICATION – CONTRACTOR shall notify ADMINISTRATOR by telephone immediately upon becoming aware of the death due to non-terminal illness of any person served pursuant to this Agreement; notice need only be given during normal business hours.

2. WRITTEN NOTIFICATION

a. NON-TERMINAL ILLNESS – CONTRACTOR shall hand deliver, fax, and/or send via encrypted email to ADMINISTRATOR a written report within sixteen (16) hours after becoming aware of the death due to non-terminal illness of any person served pursuant to this Agreement.

b. TERMINAL ILLNESS – CONTRACTOR shall notify ADMINISTRATOR by written report hand delivered, faxed, sent via encrypted email, within forty-eight (48) hours of becoming aware of the death due to terminal illness of any person served pursuant to this Agreement.

c. When notification via encrypted email is not possible or practical CONTRACTOR may hand deliver or fax to a known number said notification.

C. If there are any questions regarding the cause of death of any person served pursuant to this Agreement who was diagnosed with a terminal illness, or if there are any unusual circumstances related to the death, CONTRACTOR shall immediately notify ADMINISTRATOR in accordance with this Notification of Death Paragraph.

**XX. NOTIFICATION OF PUBLIC EVENTS AND MEETINGS**

A. CONTRACTOR shall notify ADMINISTRATOR of any public event or meeting funded in whole or in part by the COUNTY, except for those events or meetings that are intended solely to serve Clients or occur in the normal course of business.

B. CONTRACTOR shall notify ADMINISTRATOR at least thirty (30) business days in advance of any applicable public event or meeting. The notification must include the date, time, duration, location and purpose of the public event or meeting. Any promotional materials or event related flyers must be approved by ADMINISTRATOR prior to distribution.

**XXI. RECORDS MANAGEMENT AND MAINTENANCE**

A. CONTRACTOR, its officers, agents, employees and subcontractors shall, throughout the term of this Agreement, prepare, maintain and manage records appropriate to the services provided and in accordance with this Agreement and all applicable requirements.

//



1 B. CONTRACTOR shall ensure appropriate financial records related to cost reporting,  
2 expenditure, revenue, billings, etc., are prepared and maintained accurately and appropriately.

3 C. CONTRACTOR shall ensure all appropriate state and federal standards of documentation,  
4 preparation, and confidentiality of records related to Client records are met at all times.

5 D. CONTRACTOR shall retain all financial records for a minimum of seven (7) years from the  
6 commencement of the contract, unless a longer period is required due to legal proceedings such as  
7 litigations and/or settlement of claims.

8 E. CONTRACTOR shall make records pertaining to the costs of services, Client fees, charges,  
9 billings, and revenues available at one (1) location within the limits of the County of Orange.

10 F. If CONTRACTOR is unable to meet the record location criteria above, ADMINISTRATOR  
11 may provide written approval to CONTRACTOR to maintain records in a single location, identified by  
12 CONTRACTOR.

13 G. CONTRACTOR may be required to retain all records involving litigation proceedings and  
14 settlement of claims for a longer term as directed by ADMINISTRATOR.

15 H. CONTRACTOR shall notify ADMINISTRATOR of any PRA requests related to, or arising out  
16 of, this Agreement, within forty-eight (48) hours. CONTRACTOR shall provide ADMINISTRATOR  
17 all information that is requested by the PRA request.

18  
19 **XXII. RESEARCH AND PUBLICATION**

20 CONTRACTOR shall not utilize information and/or data received from COUNTY, or arising out  
21 of, or developed, as a result of this Agreement for the purpose of personal or professional research, or  
22 for publication.

23  
24 **XXIII. SEVERABILITY**

25 If a court of competent jurisdiction declares any provision of this Agreement or application thereof  
26 to any person or circumstances to be invalid or if any provision of this Agreement contravenes any  
27 federal, state or county statute, ordinance, or regulation, the remaining provisions of this Agreement or  
28 the application thereof shall remain valid, and the remaining provisions of this Agreement shall remain  
29 in full force and effect, and to that extent the provisions of this Agreement are severable.

30  
31 **XXIV. SPECIAL PROVISIONS**

32 A. CONTRACTOR shall not use the funds provided by means of this Agreement for the following  
33 purposes:

- 34 1. Making cash payments to intended recipients of services through this Agreement.
- 35 2. Lobbying any governmental agency or official. CONTRACTOR shall file all certifications  
36 and reports in compliance with this requirement pursuant to Title 31, USC, §1352 (e.g., limitation on  
37 use of appropriated funds to influence certain federal contracting and financial transactions).

- 1           3. Fundraising.
- 2           4. Purchase of gifts, meals, entertainment, awards, or other personal expenses for
- 3 CONTRACTOR’s staff, volunteers, interns, consultants, subcontractors, and members of the Board of
- 4 Directors or governing body.
- 5           5. Reimbursement of CONTRACTOR’s members of the Board of Directors or governing
- 6 body for expenses or services.
- 7           6. Making personal loans to CONTRACTOR’s staff, volunteers, interns, consultants,
- 8 subcontractors, and members of the Board of Directors or governing body, or its designee or authorized
- 9 agent, or making salary advances or giving bonuses to CONTRACTOR’s staff.
- 10          7. Paying an individual salary or compensation for services at a rate in excess of the current
- 11 Level I of the Executive Salary Schedule as published by the OPM. The OPM Executive Salary
- 12 Schedule may be found at [www.opm.gov](http://www.opm.gov).
- 13          8. Severance pay for separating employees.
- 14          9. Paying rent and/or lease costs for a facility prior to the facility meeting all required building
- 15 codes and obtaining all necessary building permits for any associated construction.
- 16          10. Supplanting current funding for existing services.
- 17          B. Unless otherwise specified in advance and in writing by ADMINISTRATOR, CONTRACTOR
- 18 shall not use the funds provided by means of this Agreement for the following purposes:
- 19           1. Funding travel or training (excluding mileage or parking).
- 20           2. Making phone calls outside of the local area unless documented to be directly for the
- 21 purpose of Client care.
- 22           3. Payment for grant writing, consultants, certified public accounting, or legal services.
- 23           4. Purchase of artwork or other items that are for decorative purposes and do not directly
- 24 contribute to the quality of services to be provided pursuant to this Agreement.
- 25           5. Purchasing or improving land, including constructing or permanently improving any
- 26 building or facility, except for tenant improvements.
- 27           6. Providing inpatient hospital services or purchasing major medical equipment.
- 28           7. Satisfying any expenditure of non-federal funds as a condition for the receipt of federal
- 29 funds (matching).
- 30           8. Purchase of gifts, meals, entertainment, awards, or other personal expenses for
- 31 CONTRACTOR’s Clients.

**XXV. STATUS OF CONTRACTOR**

34          CONTRACTOR is, and shall at all times be deemed to be, an independent contractor and shall be  
35 wholly responsible for the manner in which it performs the services required of it by the terms of this  
36 Agreement. CONTRACTOR is entirely responsible for compensating staff, subcontractors, and  
37 consultants employed by CONTRACTOR. This Agreement shall not be construed as creating the



1 relationship of employer and employee, or principal and agent, between COUNTY and CONTRACTOR  
2 or any of CONTRACTOR’s employees, agents, consultants, volunteers, interns, or subcontractors.  
3 CONTRACTOR assumes exclusively the responsibility for the acts of its employees, agents,  
4 consultants, volunteers, interns, or subcontractors as they relate to the services to be provided during the  
5 course and scope of their employment. CONTRACTOR, its agents, employees, consultants, volunteers,  
6 interns, or subcontractors, shall not be entitled to any rights or privileges of COUNTY’s employees and  
7 shall not be considered in any manner to be COUNTY’s employees.

8  
9 **XXVI. TERM**

10 A. The term of this Agreement shall commence as specified in the Referenced Contract Provisions  
11 of this Agreement or the execution date, whichever is later. This Agreement shall terminate as specified  
12 in the Referenced Contract Provisions of this Agreement unless otherwise sooner terminated as provided  
13 in this Agreement. CONTRACTOR shall be obligated to perform such duties as would normally extend  
14 beyond this term, including but not limited to, obligations with respect to confidentiality,  
15 indemnification, audits, reporting, and accounting.

16 B. Any administrative duty or obligation to be performed pursuant to this Agreement on a  
17 weekend or holiday may be performed on the next regular business day.

18  
19 **XXVII. TERMINATION**

20 A. CONTRACTOR shall be responsible for meeting all programmatic and administrative  
21 contracted objectives and requirements as indicated in this Agreement. CONTRACTOR shall be  
22 subject to the issuance of a CAP for the failure to perform to the level of contracted objectives,  
23 continuing to not meet goals and expectations, and/or for non-compliance. If CAPs are not completed  
24 within timeframe as determined by ADMINISTRATOR notice, payments may be reduced or withheld  
25 until CAP is resolved and/or the Agreement could be terminated.

26 B. COUNTY may terminate this Agreement immediately, upon written notice, on the occurrence  
27 of any of the following events:

- 28 1. The loss by CONTRACTOR of legal capacity.
- 29 2. Cessation of services.
- 30 3. The delegation or assignment of CONTRACTOR’s services, operation or administration to  
31 another entity without the prior written consent of COUNTY.
- 32 4. The neglect by any physician or licensed person employed by CONTRACTOR of any duty  
33 required pursuant to this Agreement.
- 34 5. The loss of accreditation or any license required by the Licenses and Laws Paragraph of  
35 this Agreement.
- 36 6. The continued incapacity of any physician or licensed person to perform duties required  
37 pursuant to this Agreement.

1 7. Unethical conduct or malpractice by any physician or licensed person providing services  
2 pursuant to this Agreement; provided, however, COUNTY may waive this option if CONTRACTOR  
3 removes such physician or licensed person from serving persons treated or assisted pursuant to this  
4 Agreement.

5 C. CONTINGENT FUNDING

6 1. Any obligation of COUNTY under this Agreement is contingent upon the following:

7 a. The continued availability of federal, state and county funds for reimbursement of  
8 COUNTY's expenditures, and

9 b. Inclusion of sufficient funding for the services hereunder in the applicable budget(s)  
10 approved by the Board of Supervisors.

11 2. In the event such funding is subsequently reduced or terminated, COUNTY may suspend,  
12 terminate or renegotiate this Agreement upon thirty (30) calendar days' written notice given  
13 CONTRACTOR. If COUNTY elects to renegotiate this Agreement due to reduced or terminated  
14 funding, CONTRACTOR shall not be obligated to accept the renegotiated terms.

15 D. In the event this Agreement is suspended or terminated prior to the completion of the term as  
16 specified in the Referenced Contract Provisions of this Agreement, ADMINISTRATOR may, at its  
17 sole discretion, reduce the Not To Exceed Amount of this Agreement to be consistent with the reduced  
18 term of the Agreement.

19 E. In the event this Agreement is terminated CONTRACTOR shall do the following:

20 1. Comply with termination instructions provided by ADMINISTRATOR in a manner which  
21 is consistent with recognized standards of quality care and prudent business practice.

22 2. Obtain immediate clarification from ADMINISTRATOR of any unsettled issues of contract  
23 performance during the remaining contract term.

24 3. Until the date of termination, continue to provide the same level of service required by this  
25 Agreement.

26 4. If Clients are to be transferred to another facility for services, furnish ADMINISTRATOR,  
27 upon request, all Client information and records deemed necessary by ADMINISTRATOR to effect an  
28 orderly transfer.

29 5. Assist ADMINISTRATOR in effecting the transfer of Clients in a manner consistent with  
30 Client's best interests.

31 6. If records are to be transferred to COUNTY, pack and label such records in accordance  
32 with directions provided by ADMINISTRATOR.

33 7. Return to COUNTY, in the manner indicated by ADMINISTRATOR, any equipment and  
34 supplies purchased with funds provided by COUNTY.

35 8. To the extent services are terminated, cancel outstanding commitments covering the  
36 procurement of materials, supplies, equipment, and miscellaneous items, as well as outstanding  
37 commitments which relate to personal services. With respect to these canceled commitments,

1 CONTRACTOR shall submit a written plan for settlement of all outstanding liabilities and all claims  
2 arising out of such cancellation of commitment which shall be subject to written approval of  
3 ADMINISTRATOR.

4 9. Provide written notice of termination of services to each Client being served under this  
5 Agreement, within fifteen (15) calendar days of receipt of termination notice. A copy of the notice of  
6 termination of services must also be provided to ADMINISTRATOR within the fifteen (15) calendar  
7 day period.

8 F. COUNTY may terminate this Agreement, without cause, upon thirty (30) calendar days' written  
9 notice. The rights and remedies of COUNTY provided in this Termination Paragraph shall not be  
10 exclusive, and are in addition to any other rights and remedies provided by law or under this Agreement.

11  
12 **XXVIII. THIRD PARTY BENEFICIARY**

13 Neither Party hereto intends that this Agreement shall create rights hereunder in third parties  
14 including, but not limited to, any subcontractors or any Clients provided services pursuant to this  
15 Agreement.

16  
17 **XXIX. WAIVER OF DEFAULT OR BREACH**

18 Waiver by COUNTY of any default by CONTRACTOR shall not be considered a waiver of any  
19 subsequent default. Waiver by COUNTY of any breach by CONTRACTOR of any provision of this  
20 Agreement shall not be considered a waiver of any subsequent breach. Waiver by COUNTY of any  
21 default or any breach by CONTRACTOR shall not be considered a modification of the terms of this  
22 Agreement.

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1 IN WITNESS WHEREOF, the Parties have executed this Agreement, in the County of Orange,  
2 State of California.

3  
4 NATIONAL COUNCIL ON ALCOHOLISM AND DRUG DEPENDENCE – ORANGE COUNTY  
5 (NCADD-OC)

6  
7 DocuSigned by:  
8 BY Phillip Falchetti \_\_\_\_\_ DATED: 12/24/2019  
9 EDF3CE2E8C284AA...

10 TITLE: CEO  
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12  
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16 COUNTY OF ORANGE  
17  
18

19 BY: \_\_\_\_\_ DATED: \_\_\_\_\_  
20 HEALTH CARE AGENCY  
21  
22  
23  
24

25 APPROVED AS TO FORM  
26 OFFICE OF THE COUNTY COUNSEL  
27 ORANGE COUNTY, CALIFORNIA  
28

29 DocuSigned by:  
30 BY Brittany McLean \_\_\_\_\_ DATED: 12/26/2019  
31 9713A4081D4343D...  
32 DEPUTY

33  
34 If the contracting party is a corporation, two (2) signatures are required: one (1) signature by the Chairman of the Board, the  
35 President or any Vice President; and one (1) signature by the Secretary, any Assistant Secretary, the Chief Financial Officer  
36 or any Assistant Treasurer. If the contract is signed by one (1) authorized individual only, a copy of the corporate resolution  
37 or by-laws whereby the Board of Directors has empowered said authorized individual to act on its behalf by his or her  
signature alone is required by ADMINISTRATOR.

1 EXHIBIT A  
2 AGREEMENT FOR PROVISION OF  
3 TRANSITIONAL AGE YOUTH AND YOUNG ADULT  
4 MENTAL HEALTH COMMUNITY NETWORKING SERVICES  
5 BETWEEN  
6 COUNTY OF ORANGE  
7 AND  
8 NATIONAL COUNCIL ON ALCOHOLISM AND DRUG DEPENDENCE – ORANGE COUNTY  
9 (NCADD-OC)

10 FEBRUARY 1, 2020 THROUGH JUNE 30, 2022

11  
12 **I. COMMON TERMS AND DEFINITIONS**

13 A. The parties agree to the following terms and definitions, and to those terms and definitions  
14 which, for convenience, are set forth elsewhere in the Agreement.

15 1. Activity Form means a data collection form used to track each activity in which the group  
16 and/or individual participate.

17 2. Admission means completion of the entry and/or intake process for program Participants.

18 3. Assessment means a professional review and evaluation of an individual’s behavioral  
19 health needs and conditions in order to determine the most appropriate course of services.

20 4. At Risk means a state of high stressor and low protective factor that would increase  
21 likelihood of development of a mental illness.

22 5. Behavioral Health Condition means diminished cognitive, emotional, or social abilities, but  
23 not to the extent that the criteria for a mental disorder are met.

24 6. Community-Defined Evidence “validates practices that have a community-defined evidence  
25 base for effectiveness in achieving mental health outcomes for underserved communities. It also defines  
26 a process underway to nationally develop specific criteria by which practices’ effectiveness may be  
27 documented using community-defined evidence that eventually will allow the procedure to have an  
28 equal standing with evidence-based practices currently defined in the peer reviewed literature.”  
29 [National Network to Eliminate Disparities Latino Work Group] cited by California DMH, PEI  
30 Resource Materials.

31 7. Consumer means an individual who is utilizing services for the treatment and/or support of  
32 a mental health condition.

33 8. Evaluation means the systematic investigation of the value and impact of an intervention or  
34 program.

35 9. Evidence-based Practice means the range of treatment and services of well-documented  
36 effectiveness. An evidence-based practice has quantitative and qualitative data showing positive  
37 //

1 outcomes and has been subject to expert/peer review that has determined that a particular approach or  
2 strategy has a significant level of evidence of effectiveness.

3 10. Family Member means any traditional and/or non-traditional support system, significant  
4 other, or natural support designated by the Participant.

5 11. Follow-up means ensuring that the Participants have been linked to the referred service  
6 and/or successfully transitioned from one service to another.

7 12. Information Dissemination means the distribution of a collection of facts or data.

8 13. Level of Well-being means the state of satisfaction, happiness, and/or in control that a  
9 Participant feels about his/her present situation/condition as measured by a validated instrument/scale.

10 14. Linkage means when an individual is connected to programs or services through warm  
11 hand-off or follow-up to ensure the connection is made.

12 15. Media Events means culturally relevant activities conducted by CONTRACTOR which are  
13 coordinated with and publicized by the media, including radio and TV appearances.

14 16. MHSA means the law that provides funding for expanded community mental health  
15 services, also known as Proposition 63.

16 17. NPP means a document that notifies individuals of uses and disclosures of PHI that may be  
17 made by or on behalf of the health plan or health care provider as set forth in the HIPAA of 1996.

18 18. Outreach means contact with potential participants to link them to appropriate mental health  
19 and supportive services; which may include activities to educate the community about services offered  
20 and requirements for participation in the program.

21 19. Participant means an individual enrolled in a program who engages in activities aimed at  
22 preventing and/or eliminating the development of Behavioral Health Condition.

23 20. PII means any information that could be readily used to identify a specific person, including  
24 but not limited to: name, address, telephone number, email address, driver's license number, Social  
25 Security number, bank account information, credit card information, or any combination of data that  
26 could be used to identify a specific person, such as birth date, zip code, mother's maiden name and  
27 gender.

28 21. Prevention means the group or individual interventions that occur before the initial onset of  
29 a Behavioral Health Condition. Prevention promotes positive cognitive, social, and emotional  
30 development and encourages a state of well-being that allows the individuals to function well in the face  
31 of changing and sometimes challenging circumstances.

32 22. PEI Plan means the most recent County of Orange MHSA Prevention and Early  
33 Intervention Plan approved by the Orange County MHSA Steering Committee and Board of  
34 Supervisors.

35 23. Program Protocol means the written program description, goals, objectives, and policies  
36 established by CONTRACTOR for the program provided pursuant to this Agreement.

37 //



1 24. Promising Practice means programs and strategies that have some quantitative data  
2 showing positive outcomes over a period of time, but do not have enough research or replication to  
3 support generalized outcomes. It has an evaluation component/plan in place to move towards  
4 demonstration of effectiveness; however, it does not yet have evaluation data available to demonstrate  
5 positive outcomes. [The Association of Maternal and Child Health Programs] cited by California DMH,  
6 PEI Resource Materials.

7 25. PHI means individually identifiable health information usually transmitted by electronic  
8 media maintained in any medium as defined in the regulations or for an entity, such as a health plan,  
9 transmitted or maintained in any other medium. It is created or received by a covered entity and relates  
10 to the past, present, or future physical or Behavioral Health Condition of an individual, provision of  
11 health care to an individual, or the past, present, or future payment for health care provided to an  
12 individual.

13 26. Referral means an individual receives information or contacts for services or programs, or  
14 an unsuccessful Linkage attempt.

15 27. Short-term individual counseling to Participants means an interpersonal, theory-based  
16 process of helping persons who are basically psychologically healthy, resolve developmental and  
17 situational problems. Counseling activities are guided by ethical and legal standards and go through  
18 distinct stages from initiation to termination. Counseling will be provided by professionally trained  
19 counselors or interns under supervised practice to individuals who exhibit early signs and symptoms of  
20 emotional and behavioral issues that without intervention could develop into full-blown mental  
21 disorders.

22 28. Transitional Age Youth (TAY) are individuals between the ages of sixteen (16) and twenty-  
23 four (24) who are in transition from young age to adulthood.

24 29. Training means the action or method used to transfer skills and/or knowledge to a target  
25 audience.

26 30. Triage means a process that constitutes of sorting individuals on a services continuum that  
27 is based on an established level of risk and need based on screening of Participants.

28 31. Unduplicated Participant means an individual who is counted only once, despite how many  
29 programs the individual is enrolled in during a contractual agreement period. For example; if a  
30 Participant receives individual and group services, they can only be counted once.

31 32. Units of Service means the number and/or type of activities the CONTRACTOR will fulfill  
32 during a contractual agreement period.

33 B. CONTRACTOR and ADMINISTRATOR may mutually agree, in writing, to modify the  
34 Common Terms and Definitions Paragraph of this Exhibit A to the Agreement.

35 //  
36 //  
37 //



**II. BUDGET**

A. COUNTY shall pay CONTRACTOR in accordance with the Payments Paragraph in this Exhibit A to the Agreement and the following budgets, which are set forth for informational purposes only and may be adjusted by mutual agreement, in writing, by ADMINISTRATOR and CONTRACTOR.

	<u>PERIOD</u> <u>ONE</u>	<u>PERIOD</u> <u>TWO</u>	<u>PERIOD</u> <u>THREE</u>	<u>TOTAL</u>
<b>ADMINISTRATIVE COSTS</b>				
Salaries	\$ 5,092	\$ 12,220	\$ 12,220	\$ 29,532
Benefits	1,069	2,566	2,566	6,201
Service and Supplies	<u>2,042</u>	<u>4,900</u>	<u>4,900</u>	<u>11,842</u>
<b>SUBTOTAL ADMINISTRATIVE COSTS</b>	<b>\$ 8,203</b>	<b>\$ 19,686</b>	<b>\$ 19,686</b>	<b>\$ 47,575</b>
<b>PROGRAM COSTS</b>				
Salaries	\$ 60,624	\$145,498	\$145,498	\$351,620
Benefits	12,731	30,554	30,554	73,839
Services and Supplies	36,058	86,540	86,540	209,138
Subcontractor(s)	<u>5,417</u>	<u>13,000</u>	<u>13,000</u>	<u>31,417</u>
<b>SUBTOTAL PROGRAM COSTS</b>	<b>\$114,830</b>	<b>\$275,592</b>	<b>\$275,592</b>	<b>\$666,014</b>
<b>TOTAL GROSS COSTS</b>	<b>\$123,033</b>	<b>\$295,278</b>	<b>\$295,278</b>	<b>\$713,589</b>
<b>REVENUE</b>				
MHSA	<u>\$123,033</u>	<u>\$295,278</u>	<u>\$295,278</u>	<u>\$713,589</u>
<b>TOTAL REVENUE</b>	<b>\$123,033</b>	<b>\$295,278</b>	<b>\$295,278</b>	<b>\$713,589</b>
<b>TOTAL MAXIMUM OBLIGATION</b>	<b>\$123,033</b>	<b>\$295,278</b>	<b>\$295,278</b>	<b>\$713,589</b>

B. BUDGET/STAFFING MODIFICATIONS – CONTRACTOR may request to shift funds between budgeted line items for the purpose of meeting specific program needs or for providing continuity of care to its Participants, by utilizing a Budget/Staffing Modification Request form provided by ADMINISTRATOR. CONTRACTOR shall submit a properly completed Budget/Staffing Modification Request to ADMINISTRATOR for consideration, in advance, which shall include a justification narrative specifying the purpose of the request, the amount of said funds to be shifted, and the sustaining annual impact of the shift as may be applicable to the current contract period and/or future

1 contract periods. CONTRACTOR shall obtain written approval of any Budget/Staffing Modification  
2 Request(s) from ADMINISTRATOR prior to implementation by CONTRACTOR. Failure of  
3 CONTRACTOR to obtain written approval from ADMINISTRATOR for any proposed Budget/Staffing  
4 Modification Request(s) may result in disallowance of those costs.

5 C. FINANCIAL RECORDS – CONTRACTOR shall prepare and maintain accurate and complete  
6 financial records of its cost and operating expenses. Such records will reflect the actual cost of the type  
7 of service for which payment is claimed. Any apportionment of or distribution of costs, including  
8 indirect costs, to or between programs or cost centers of CONTRACTOR shall be documented, and will  
9 be made in accordance with GAAP.

10 D. CONTRACTOR shall provide effective Administrative management of the budget, staffing,  
11 recording, and reporting portion of the Agreement with the COUNTY. If administrative responsibilities  
12 are delegated to subcontractors, CONTRACTOR must ensure that any subcontractor(s) possess the  
13 qualifications and capacity to perform all delegated responsibilities. These responsibilities include, but  
14 are not limited, to the following:

- 15 1. Designate the responsible position(s) in your organization for managing the funds allocated  
16 to the program;
- 17 2. Maximize the use of the allocated funds;
- 18 3. Ensure timely and accurate reporting of monthly expenditures;
- 19 4. Maintain appropriate staffing levels;
- 20 5. Request budget and/or staffing modifications to the Agreement;
- 21 6. Effectively communicate and monitor the program for its success;
- 22 7. Track and report expenditures electronically;
- 23 8. Maintain electronic and telephone communication between CONTRACTOR and  
24 ADMINISTRATOR; and
- 25 9. Act quickly to identify and solve problems.

26 E. CONTRACTOR and ADMINISTRATOR may mutually agree, in writing, to modify the  
27 Budget Paragraph of this Exhibit A to the Agreement.

28  
29 **III. PAYMENTS**

30 A. COUNTY shall pay CONTRACTOR monthly, in arrears, the provisional amounts of \$24,607  
31 per month for Periods One, Two and Three as specified in the Referenced Contract Provisions of the  
32 Agreement. All payments are interim payments only, and subject to Final Settlement in accordance  
33 with the Cost Report Paragraph of the Agreement for which CONTRACTOR shall be reimbursed for  
34 the actual cost of providing the services hereunder; provided, however, the total of such payments does  
35 not exceed COUNTY’s Maximum Obligation as specified in the Referenced Contract Provisions of the  
36 Agreement and, provided further, CONTRACTOR’s costs are reimbursable pursuant to COUNTY,  
37 //

1 state, and federal regulations. ADMINISTRATOR may, at its discretion, pay supplemental invoices for  
2 any month for which the provisional amount specified above has not been fully paid.

3 1. In support of the monthly invoice, CONTRACTOR shall submit an Expenditure and  
4 Revenue Report as specified in the Reports Paragraph of this Exhibit A to the Agreement.  
5 ADMINISTRATOR shall use the Expenditure and Revenue Report to determine payment to  
6 CONTRACTOR as specified in Subparagraphs A.2. and A.3., below.

7 2. If, at any time, CONTRACTOR's Expenditure and Revenue Reports indicate that the  
8 provisional amount payments exceed the actual cost of providing services, ADMINISTRATOR may  
9 reduce payments to CONTRACTOR by an amount not to exceed the difference between the  
10 year-to-date provisional amount payments to CONTRACTOR's and the year-to-date actual cost  
11 incurred by CONTRACTOR.

12 3. If, at any time, CONTRACTOR's Expenditure and Revenue Reports indicate that the  
13 provisional amount payments are less than the actual cost of providing services, ADMINISTRATOR  
14 may authorize an increase in the provisional amount payment to CONTRACTOR by an amount not to  
15 exceed the difference between the year-to-date provisional amount payments to CONTRACTOR and  
16 the year-to-date actual cost incurred by CONTRACTOR.

17 B. CONTRACTOR's invoices shall be on a form approved or supplied by ADMINISTRATOR  
18 and provide such information as is required by ADMINISTRATOR. Invoices are due the tenth (10th)  
19 day of each month. Invoices received after the due date may not be paid within the same month.  
20 Payments to CONTRACTOR should be released by COUNTY no later than thirty (30) calendar days  
21 after receipt of the correctly completed invoice.

22 C. All invoices to COUNTY shall be supported at CONTRACTOR's facility, by source  
23 documentation including, but not limited to, ledgers, journals, time sheets, invoices, bank statements,  
24 canceled checks, receipts, receiving records, and records of services provided.

25 D. ADMINISTRATOR may withhold or delay any payment if CONTRACTOR fails to comply  
26 with any provision of the Agreement.

27 E. COUNTY shall not reimburse CONTRACTOR for services provided beyond the expiration  
28 and/or termination of the Agreement, except as may otherwise be provided under the Agreement, or  
29 specifically agreed upon in a subsequent Agreement.

30 F. CONTRACTOR and ADMINISTRATOR may mutually agree, in writing, to modify the  
31 Payments Paragraph of this Exhibit A to the Agreement.

32  
33 **IV. REPORTS**

34 **A. FISCAL**

35 1. CONTRACTOR shall submit monthly Expenditure and Revenue Reports to  
36 ADMINISTRATOR. These reports shall be on a form acceptable to, or provided by,  
37 ADMINISTRATOR and shall report actual costs and revenues for CONTRACTOR's program described

1 in the Services Paragraph of this Exhibit A to the Agreement. Any changes, modifications, or  
2 deviations to any approved budget line item must be approved in advance and in writing by  
3 ADMINISTRATOR and annotated on the monthly Expenditure and Revenue Report, or said cost  
4 deviations may be subject to disallowance. Such reports shall be received by ADMINISTRATOR no  
5 later than twenty (20) calendar days following the end of the month being reported.

6 2. CONTRACTOR shall submit Year-End Projection Reports to ADMINISTRATOR. These  
7 reports shall be on a form acceptable to, or provided by, ADMINISTRATOR and shall report  
8 anticipated year-end actual costs and revenues for CONTRACTOR's program described in the Services  
9 Paragraph of this Exhibit A to the Agreement. Such reports shall include actual monthly costs and  
10 revenue to date and anticipated monthly costs and revenue to the end of the fiscal year, and shall include  
11 a projection narrative justifying the year-end projections. Year-End Projection Reports shall be  
12 submitted in conjunction with the Monthly Expenditure and Revenue Reports.

### 13 B. STAFFING REPORT

14 1. CONTRACTOR shall submit monthly Staffing Reports to ADMINISTRATOR.  
15 CONTRACTOR's reports shall contain required information, and be on a form acceptable to, or  
16 provided by ADMINISTRATOR. CONTRACTOR shall submit these reports no later than twenty (20)  
17 calendar days following the end of the month being reported.

### 18 C. PROGRAMMATIC

19 1. CONTRACTOR shall submit monthly Programmatic Reports to ADMINISTRATOR.  
20 These reports shall be in a format approved by ADMINISTRATOR and shall include but not be limited  
21 to, description(s) of any performance objectives, outcomes, and or interim findings as directed by  
22 ADMINISTRATOR. CONTRACTOR shall be prepared to present and discuss the programmatic  
23 reports at the monthly meetings with ADMINISTRATOR, to include whether or not CONTRACTOR is  
24 progressing satisfactorily and if not, specify what steps are being taken to achieve satisfactory progress.  
25 ADMINISTRATOR may request programmatic reports for milestones in addition to those specified.  
26 Such reports shall be received by ADMINISTRATOR no later than twenty (20) calendar days following  
27 the end of the month being reported.

### 28 D. ADDITIONAL REPORTS

29 1. Upon ADMINISTRATOR's request, CONTRACTOR shall make such additional reports as  
30 required by ADMINISTRATOR concerning CONTRACTOR's activities as they affect the services  
31 hereunder. ADMINISTRATOR shall be specific as to the nature of information requested and allow  
32 thirty (30) calendar days for CONTRACTOR to respond.

33 E. CONTRACTOR shall advise ADMINISTRATOR of any special incidents, conditions, or issues  
34 that adversely affect the quality or accessibility of services provided by, or under contract with, the  
35 COUNTY as identified in the Health Care Agency's policy and procedures.

36 F. CONTRACTOR and ADMINISTRATOR may mutually agree, in writing, to modify the  
37 Reports Paragraph of this Exhibit A to the Agreement.

**V. SERVICES**

**A. FACILITIES**

1. CONTRACTOR shall maintain facility/(ies) for the provision of Transitional Age Youth (TAY) Mental Health and Young Adults Mental Health Community Networking Services to the TAY and young adult population described herein at the following location(s), or any other location approved, in advance, in writing, by ADMINISTRATOR. The facility shall include space to support the services identified within the Agreement.

National Council on Alcoholism and Drug Dependence  
21068 Bake Parkway # 200  
Lake Forest, CA 92630

2. CONTRACTOR shall maintain regularly scheduled service hours, Monday through Friday 8:00 a.m. – 5:00 p.m. throughout the year. CONTRACTOR staff hours will be adjusted to accommodate schedule needs of students, faculty and TAY youth in the community as necessary. CONTRACTOR’s holiday schedule shall be consistent with COUNTY’s holiday schedule unless otherwise approved in writing by ADMINISTRATOR.

**B. COMMUNITY NETWORKING SERVICES**

1. CONTRACTOR shall provide Community Networking Services that seek to support and engage TAY and young adults who are between the ages of sixteen (16) and twenty-four (24) years of age. Services shall be designed to address the mental health needs of TAY and young adults including students in colleges and universities, and TAY and young adults who are not in the educational institutions and may be particularly hard to reach. These may include but not be limited to: at-risk transitional age youth and young adult foster youth; participants from social services or juvenile justice systems; veterans; monolingual non-English speakers; recent immigrants; refugees; homeless individuals; deaf and hard of hearing individuals; and lesbian, gay, bisexual and transgender, intersex, and questioning (LGBTIQ).

2. CONTRACTOR shall provide Community Networking Services to increase help-seeking behaviors, promote awareness about mental health issues, increase access to resources, build resiliency and protective factors; and reduce risk factors, stressors and stigma related to mental illness; and increase support through, information and resources in the community.

3. PEER COMPONENT: CONTRACTOR shall ensure that service provisions at all levels shall include a peer component. CONTRACTOR shall identify and train peers who will actively outreach and engage program Participants.

4. COMMUNITY OUTREACH/COLLABORATIONS: CONTRACTOR shall collaborate with local colleges and universities, local leaders and mental health organizations to reach TAY and young adults.



1 a. College/University Outreach/Collaborations: CONTRACTOR shall conduct outreach  
2 to community colleges and universities through the CONNECT OC Coalition. CONTRACTOR shall  
3 identify a comprehensive list of all colleges and universities that are planned to be included for services.  
4 CONTRACTOR staff shall collaborate with faculty, staff from health and wellness centers on campus,  
5 peer leaders from the campuses to ensure active participation in CONTRACTOR services.

6 b. Community Outreach/Collaborations: Through the CONNECT OC Coalition,  
7 CONTRACTOR shall ensure that there is active collaboration with other community agencies and  
8 organizations serving TAY and young adults that include, but are not limited to, agencies serving  
9 homeless and displaced youth, agencies serving LGBTIQ, youth veterans and military families, faith-  
10 based organizations, individuals impacted by addiction and individuals impacted by domestic violence  
11 or foster youth. CONTRACTOR shall ensure that these partnerships will be made to assist with  
12 identifying TAY and young adults who are not in the educational institutions and ensure their  
13 participation in CONTRACTOR services. CONTRACTOR shall create Memoranda of Understanding  
14 with the community organizations as necessary.

15 5. CONNECT OC COALITION: CONTRACTOR shall form a Community Coalition,  
16 CONNECT OC, to engage and support TAY and young adults in Orange County. CONNECT OC shall  
17 include faculty, staff and students from local colleges and universities, peer leaders and community  
18 agencies and organizations serving TAY and young adults that include, but are not limited to, law  
19 enforcement, agencies serving homeless and displaced youth, agencies serving LGBTIQ youth,  
20 veterans, military families and faith-based organizations. Active members will be required to recruit  
21 new members on an ongoing basis.

22 a. CONTRACTOR shall be responsible for establishing CONNECT OC’s Strategic  
23 Action Plan Framework including its mission statement, charter, goals and objectives and evaluation of  
24 activities.

25 b. CONTRACTOR staff shall be responsible for convening and coordinating the activities  
26 of CONNECT OC including, but not limited to:

- 27 1) Establishing and distributing CONNECT OC meeting agendas,
- 28 2) Maintaining ongoing communication between all partners,
- 29 3) Integrating and aligning efforts among partners, and,
- 30 4) Coordinating CONNECT OC activities including forming sub-committees to assist

31 with strategizing, planning and implementing the activities, objectives and goals. These sub-committees  
32 will include but not be limited to:

33 a) Capacity Development Committee: Will recruit new individuals and agencies  
34 to CONNECT OC and integrate efforts among colleges and universities.

35 b) Media/Event Development Committee: To identify media and social media  
36 strategies to promote relevant information and resources such as developing flyers to recruit members  
37 and promote events.



1 c) Peer Support Committee: Will consist of youth, college faculty to establish  
2 new peer support programs and expand and enhance existing programs on college campuses including  
3 starting new Active Minds Chapters.

4 6. CONTRACTOR shall establish a coalition of a minimum of ten (10) Mental Health  
5 Representatives (faculty and students) from colleges/universities and ten (10) to fifteen (15) Community  
6 Based Mental Health Programs. CONTRACTOR shall seek active collaborations with additional  
7 colleges and universities in Orange County.

8 7. CONNECT OC WEBPAGE AND SOCIAL MEDIA: CONTRACTOR shall ensure the  
9 development of a webpage that will list a wide range of resources and a community-wide calendar of  
10 events listings including locations of meetings, educational presentations and trainings, support groups  
11 and other resources. CONTRACTOR staff shall ensure that the social media platforms including  
12 Facebook, Instagram, and/or Twitter will be utilized to recruit new members, increase awareness of  
13 resources, maintain a live feed of local events and resources and promote stigma-reducing positive  
14 messaging. CONTRACTOR shall utilize social media platforms such as Instagram, Twitter, Snap Chat  
15 and Facebook or other websites and/or social networking site to promote services, engage TAY, as well  
16 as enable access to mental health resources and services.

17 8. COMMUNITY MENTAL HEALTH FORUMS: CONTRACTOR shall ensure that  
18 CONNECT OC organizes and conducts a series of county-wide community mental health awareness  
19 events/forums to be held at designated colleges/universities as well as the community at large. The  
20 Forum topics and locations will be determined by CONNECT OC and approved by ADMINISTRATOR  
21 prior to the event.

22 9. ACTIVE MINDS COLLABORATION: CONTRACTOR shall collaborate with Active  
23 Minds to enhance current on-campus student-led programs by adding new Active Minds chapters at  
24 identified college campuses and arrange for End the Silence exhibits on each of these identified  
25 campuses. CONTRACTOR shall identify and train up to four (4) student mentors who will actively  
26 outreach and engage student Participants for the Active Mind Chapters.

27 10. REFERRALS AND LINKAGES: CONTRACTOR shall provide appropriate referrals and  
28 linkages to program Participants to mental health resources including mental health prevention and early  
29 intervention services and other supportive services as needed.

30 11. CONTRACTOR shall distribute behavioral health resources and materials, which may  
31 include but not be limited to brochures, pamphlets, handouts, and fact sheets to individuals, groups and  
32 organizations.

33 12. CONTRACTOR shall make every reasonable effort to accommodate Participants'  
34 developmental, cultural and linguistic needs. In the event that such needs cannot be immediately met,  
35 CONTRACTOR shall seek assistance from other Outreach and Engagement Service providers,  
36 community resources or COUNTY.

37 //

1 C. UNITS OF SERVICE

2 CONTRACTOR shall achieve, track and record at a minimum, the following annual units of  
 3 service.

	PERIOD ONE	PERIOD TWO	PERIOD THREE
Coalition Representation			
• Students, faculty/staff	10	10	10
• Community-based representation	10	10	10
Coalition Meetings	2	8	8
Active Mind Chapters	5	5	5
End Silence Exhibits	5	5	5
Mental Health Events/Forums	1	6	6
Participants Impacted	500	3,000	3,000

18  
 19 D. OUTCOME MEASURES

20 1. CONTRACTOR shall complete all surveys, tools and pre/post tests for measurement of  
 21 outcomes of services, as requested by the ADMINISTRATOR. Measures may include, but are not  
 22 limited to, Stigma Reduction Survey, Knowledge, Attitude Behavior Survey, Educational Feedback  
 23 Survey and Participant Satisfaction Survey.

24 2. CONTRACTOR shall strive to meet the following outcome measure goals for their  
 25 program and applicable to the population being served:

26 a. On average, Program Participants will report an increase of knowledge of community  
 27 mental health resources.

28 b. On average, Program Participants will report an increase in confidence to navigate the  
 29 behavioral health system.

30 c. On average, Program Participants will report a decrease in stigma related to behavioral  
 31 health conditions.

32 d. On average, Program Participants will report increase in confidence to facilitate and  
 33 engage in help-seeking behaviors.

34 3. CONTRACTOR shall track and implement ADMINISTRATOR approved outcome  
 35 measures across all services. Outcome measures shall include, but not limited to, the increase in  
 36 awareness and knowledge about behavioral health conditions, increase in knowledge about community  
 37 //

1 resources available to help with behavioral health and co-occurring issues, improvement in quality of  
 2 life, and service satisfaction.

3 4. CONTRACTOR shall utilize ADMINISTRATOR approved forms to collect pertinent data,  
 4 which would be entered and analyzed for Participant’s level of satisfaction, program management, and  
 5 quality improvement purposes. In addition, CONTRACTOR shall utilize any data collection systems  
 6 for tracking Participant enrollment, demographics, trends, and service utilization.

7 5. CONTRACTOR shall develop a system to track and record the following demographics:  
 8 number of individuals served based on age groups; race and ethnicity; primary language; individuals  
 9 who identify as LGBTIQ; veterans; and others such as hearing impaired.

10 6. CONTRACTOR shall, on an ongoing basis and in partnership with ADMINISTRATOR,  
 11 develop, modify, and incorporate different/additional outcome measurements, as approved by  
 12 ADMINISTRATOR.

13 7. CONTRACTOR shall provide ADMINISTRATOR with monthly data reports, or as needed  
 14 upon request of ADMINISTRATOR.

15 8. CONTRACTOR shall conduct on-going evaluations of the program and provide analysis to  
 16 ADMINISTRATOR on a regular basis and in a format agreeable to ADMINISTRATOR.

17 E. CONTRACTOR and ADMINISTRATOR may mutually agree, in writing, to modify the  
 18 Services Paragraph of this Exhibit A to the Agreement.

19  
 20 **VI. STAFFING**

21 A. CONTRACTOR shall, at a minimum, provide the following staffing pattern expressed in Full-  
 22 Time Equivalent (FTEs) continuously throughout the term of the Agreement. One (1) FTE shall be  
 23 equal to an average of forty (40) hours work per week.

DIRECT ADMINISTRATION	<u>FTEs</u>
Chief Executive Officer	0.03
Director of Finance	<u>0.04</u>
DIRECT ADMINISTRATION SUBTOTAL	0.07
PROGRAM ADMINISTRATION	
Prevention and Education Director	0.05
Behavioral Health Director	<u>0.05</u>
PROGRAM ADMINISTRATION SUBTOTAL	0.10

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1	DIRECT PROGRAM	
2	Behavioral Health Director	0.45
3	Project Coordinator	1.00
4	Health Educator	1.50
5	Prevention and Education Director	<u>0.15</u>
6	DIRECT PROGRAM SUBTOTAL	3.10
7		
8	SUBCONTRACTORS	
9	Evaluation Specialist	0.05
10	Peer to Peer Leadership Trainer	<u>0.05</u>
11	SUBCONTRACTOR SUBTOTAL	0.10
12		
13	TOTAL FTE's	3.37

15 B. CONTRACTOR shall make best effort to include bilingual/bicultural services to meet the  
 16 diverse needs of the community threshold languages as determined by COUNTY. Whenever possible,  
 17 bilingual/bicultural staff should be recruited and retained. Any staffing vacancies occurring at a time  
 18 when bilingual and bicultural composition of the staffing does not meet the above requirement must be  
 19 filled with bilingual and bicultural staff unless ADMINISTRATOR consents, in writing, to the filling of  
 20 those positions with non-bilingual staff. Salary savings resulting from such vacant positions may not be  
 21 used to cover costs other than salaries and employees benefits unless otherwise authorized in writing, in  
 22 advance, by ADMINISTRATOR.

23 C. CONTRACTOR shall make its best effort to provide services pursuant to the Agreement in a  
 24 manner that is culturally and linguistically appropriate for the population(s) served. CONTRACTOR  
 25 shall maintain documents of such efforts which may include; but not be limited to: records of  
 26 participation in COUNTY-sponsored or other applicable training; recruitment and hiring P&Ps; copies  
 27 of literature in multiple languages and formats, as appropriate; and descriptions of measures taken to  
 28 enhance accessibility for, and sensitivity to, individuals who are physically challenged.

29 D. CONTRACTOR is highly encouraged to augment the above paid staff with qualified and  
 30 trained volunteers and/or interns upon written approval of ADMINISTRATOR. CONTRACTOR shall  
 31 provide ongoing supervision to volunteers and/or interns consistent with the prevailing educational and  
 32 practice standards or as specified by ADMINISTRATOR.

33 E. CONTRACTOR shall maintain personnel files for each staff member, both administrative and  
 34 programmatic, both direct and indirect, which shall include, but not be limited to, an application for  
 35 employment, qualifications for the position, documentation of bicultural/bilingual capabilities (if  
 36 applicable), pay rate and evaluations justifying pay increases.

37 //

1 F. CONTRACTOR shall establish clear P&Ps pertaining to staff’s work location options (i.e.  
2 office vs. field/home) and equipment usage (e.g., cell phones, texting devices, and computers). The  
3 P&Ps shall address at the minimum the following:

- 4 1. Eligibility and selection criteria;
- 5 2. Staff’s field/home on-duty conduct and responsibilities;
- 6 3. Supervision plan of staff and equipment including emergency procedure; and
- 7 4. Confidentiality and records keeping.

8 G. CONTRACTOR shall notify ADMINISTRATOR, in writing, within seventy-two (72) hours, of  
9 any staffing vacancies that occur during the term of the Agreement. CONTRACTOR’s notification  
10 shall include at a minimum the following information: employee name(s), position title(s), date(s) of  
11 resignation, date(s) of hire, and a description of recruitment activity.

12 H. CONTRACTOR shall notify ADMINISTRATOR, in writing, at least seven (7) days in  
13 advance, of any new staffing changes; including promotions, temporary FTE changes and internal or  
14 external temporary staffing assignment requests that occur during the term of the Agreement.

15 I. CONTRACTOR shall ensure that all staff, albeit paid or unpaid, complete necessary training  
16 prior to discharging duties associated with their titles and any other training necessary to assist the  
17 CONTRACTOR and COUNTY to be in compliance with prevailing standards of practice as well as  
18 State and Federal regulatory requirements.

19 J. CONTRACTOR shall provide ongoing supervision throughout all shifts to all staff, albeit paid  
20 or unpaid, direct line staff or supervisors/directors, to enhance service quality and program  
21 effectiveness. Supervision methods should include debriefings and consultation as needed, individual  
22 supervision or one-on-one support, and team meetings. Supervision should be provided by a supervisor  
23 who has extensive knowledge regarding mental health issues.

24 K. CONTRACTOR shall ensure that all staff are trained and have a clear understanding of  
25 CONTRACTOR’s administrative and program P&Ps. CONTRACTOR shall provide signature  
26 confirmation of its P&P training for each staff member and place in their personnel files.

27 L. CONTRACTOR shall not engage in, or permit any of its employees or subcontractors, to  
28 conduct research activity on COUNTY Participants without obtaining prior written authorization from  
29 ADMINISTRATOR.

30 M. CONTRACTOR and ADMINISTRATOR may mutually agree, in writing, to modify the  
31 Staffing Paragraph of this Exhibit A to the Agreement.

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1 EXHIBIT B  
2 TO AGREEMENT FOR PROVISION OF  
3 TRANSITIONAL AGE YOUTH AND YOUNG ADULT  
4 MENTAL HEALTH COMMUNITY NETWORKING SERVICES  
5 BETWEEN  
6 COUNTY OF ORANGE  
7 AND  
8 NATIONAL COUNCIL ON ALCOHOLISM AND DRUG DEPENDENCE – ORANGE COUNTY  
9 (NCADD-OC)

10 FEBRUARY 1, 2020 THROUGH JUNE 30, 2022

11  
12 **I. BUSINESS ASSOCIATE CONTRACT**

13 **A. GENERAL PROVISIONS AND RECITALS**

14 1. The parties agree that the terms used, but not otherwise defined below in Subparagraph B.,  
15 shall have the same meaning given to such terms under the Health Insurance Portability and  
16 Accountability Act of 1996, Public Law 104-191 (“HIPAA”), the Health Information Technology for  
17 Economic and Clinical Health Act, Public Law 111-005 (“the HITECH Act”), and their implementing  
18 regulations at 45 CFR Parts 160 and 164 (“the HIPAA regulations”) as they may exist now or be  
19 hereafter amended.

20 2. The parties agree that a business associate relationship under HIPAA, the HITECH Act,  
21 and the HIPAA regulations between the CONTRACTOR and COUNTY arises to the extent that  
22 CONTRACTOR performs, or delegates to subcontractors to perform, functions or activities on behalf of  
23 COUNTY pursuant to, and as set forth in, the Agreement that are described in the definition of  
24 “Business Associate” in 45 CFR § 160.103.

25 3. The COUNTY wishes to disclose to CONTRACTOR certain information pursuant to the  
26 terms of the Agreement, some of which may constitute Protected Health Information (“PHI”), as defined  
27 below in Subparagraph B.10, to be used or disclosed in the course of providing services and activities  
28 pursuant to, and as set forth, in the Agreement.

29 4. The parties intend to protect the privacy and provide for the security of PHI that may be  
30 created, received, maintained, transmitted, used, or disclosed pursuant to the Agreement in compliance  
31 with the applicable standards, implementation specifications, and requirements of HIPAA, the HITECH  
32 Act, and the HIPAA regulations as they may exist now or be hereafter amended.

33 5. The parties understand and acknowledge that HIPAA, the HITECH Act, and the HIPAA  
34 regulations do not pre-empt any state statutes, rules, or regulations that are not otherwise pre-empted by  
35 other Federal law(s) and impose more stringent requirements with respect to privacy of PHI.

36 6. The parties understand that the HIPAA Privacy and Security rules, as defined below in  
37 Subparagraphs B.9 and B.14, apply to the CONTRACTOR in the same manner as they apply to a



1 covered entity (COUNTY). CONTRACTOR agrees therefore to be in compliance at all times with the  
2 terms of this Business Associate Contract, as it exists now or be hereafter updated with notice to  
3 CONTRACTOR, and the applicable standards, implementation specifications, and requirements of the  
4 Privacy and the Security rules, as they may exist now or be hereafter amended, with respect to PHI and  
5 electronic PHI created, received, maintained, transmitted, used, or disclosed pursuant to the Agreement.

6 B. DEFINITIONS

7 1. "Administrative Safeguards" are administrative actions, and policies and procedures, to  
8 manage the selection, development, implementation, and maintenance of security measures to protect  
9 electronic PHI and to manage the conduct of CONTRACTOR's workforce in relation to the protection  
10 of that information.

11 2. "Breach" means the acquisition, access, use, or disclosure of PHI in a manner not permitted  
12 under the HIPAA Privacy Rule which compromises the security or privacy of the PHI.

13 a. Breach excludes:

14 1) Any unintentional acquisition, access, or use of PHI by a workforce member or  
15 person acting under the authority of CONTRACTOR or COUNTY, if such acquisition, access, or use  
16 was made in good faith and within the scope of authority and does not result in further use or disclosure  
17 in a manner not permitted under the Privacy Rule.

18 2) Any inadvertent disclosure by a person who is authorized to access PHI at  
19 CONTRACTOR to another person authorized to access PHI at the CONTRACTOR, or organized health  
20 care arrangement in which COUNTY participates, and the information received as a result of such  
21 disclosure is not further used or disclosed in a manner not permitted under the HIPAA Privacy Rule.

22 3) A disclosure of PHI where CONTRACTOR or COUNTY has a good faith belief  
23 that an unauthorized person to whom the disclosure was made would not reasonably have been able to  
24 retain such information.

25 b. Except as provided in paragraph (a) of this definition, an acquisition, access, use, or  
26 disclosure of PHI in a manner not permitted under the HIPAA Privacy Rule is presumed to be a breach  
27 unless CONTRACTOR demonstrates that there is a low probability that the PHI has been compromised  
28 based on a risk assessment of at least the following factors:

29 1) The nature and extent of the PHI involved, including the types of identifiers and the  
30 likelihood of re-identification;

31 2) The unauthorized person who used the PHI or to whom the disclosure was made;

32 3) Whether the PHI was actually acquired or viewed; and

33 4) The extent to which the risk to the PHI has been mitigated.

34 3. "Data Aggregation" shall have the meaning given to such term under the HIPAA Privacy  
35 Rule in 45 CFR § 164.501.

36 4. "Designated Record Set" shall have the meaning given to such term under the HIPAA  
37 Privacy Rule in 45 CFR § 164.501.

1 5. "Disclosure" shall have the meaning given to such term under the HIPAA regulations in 45  
2 CFR § 160.103.

3 6. "Health Care Operations" shall have the meaning given to such term under the HIPAA  
4 Privacy Rule in 45 CFR § 164.501.

5 7. "Individual" shall have the meaning given to such term under the HIPAA Privacy Rule in  
6 45 CFR § 160.103 and shall include a person who qualifies as a personal representative in accordance  
7 with 45 CFR § 164.502(g).

8 8. "Physical Safeguards" are physical measures, policies, and procedures to protect  
9 CONTRACTOR's electronic information systems and related buildings and equipment, from natural  
10 and environmental hazards, and unauthorized intrusion.

11 9. "The HIPAA Privacy Rule" shall mean the Standards for Privacy of Individually  
12 Identifiable Health Information at 45 CFR Part 160 and Part 164, Subparts A and E.

13 10. "Protected Health Information" or "PHI" shall have the meaning given to such term under  
14 the HIPAA regulations in 45 CFR § 160.103.

15 11. "Required by Law" shall have the meaning given to such term under the HIPAA Privacy  
16 Rule in 45 CFR § 164.103.

17 12. "Secretary" shall mean the Secretary of the Department of Health and Human Services or  
18 his or her designee.

19 13. "Security Incident" means attempted or successful unauthorized access, use, disclosure,  
20 modification, or destruction of information or interference with system operations in an information  
21 system. "Security incident" does not include trivial incidents that occur on a daily basis, such as scans,  
22 "pings", or unsuccessful attempts to penetrate computer networks or servers maintained by  
23 CONTRACTOR.

24 14. "The HIPAA Security Rule" shall mean the Security Standards for the Protection of  
25 electronic PHI at 45 CFR Part 160, Part 162, and Part 164, Subparts A and C.

26 15. "Subcontractor" shall have the meaning given to such term under the HIPAA regulations in  
27 45 CFR § 160.103.

28 16. "Technical safeguards" means the technology and the policy and procedures for its use that  
29 protect electronic PHI and control access to it.

30 17. "Unsecured PHI" or "PHI that is unsecured" means PHI that is not rendered unusable,  
31 unreadable, or indecipherable to unauthorized individuals through the use of a technology or  
32 methodology specified by the Secretary of Health and Human Services in the guidance issued on the  
33 HHS Web site.

34 18. "Use" shall have the meaning given to such term under the HIPAA regulations in 45 CFR §  
35 160.103.

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37 //

C. OBLIGATIONS AND ACTIVITIES OF CONTRACTOR AS BUSINESS ASSOCIATE:

1. CONTRACTOR agrees not to use or further disclose PHI COUNTY discloses to CONTRACTOR other than as permitted or required by this Business Associate Contract or as required by law.

2. CONTRACTOR agrees to use appropriate safeguards, as provided for in this Business Associate Contract and the Agreement, to prevent use or disclosure of PHI COUNTY discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY other than as provided for by this Business Associate Contract.

3. CONTRACTOR agrees to comply with the HIPAA Security Rule at Subpart C of 45 CFR Part 164 with respect to electronic PHI COUNTY discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY.

4. CONTRACTOR agrees to mitigate, to the extent practicable, any harmful effect that is known to CONTRACTOR of a Use or Disclosure of PHI by CONTRACTOR in violation of the requirements of this Business Associate Contract.

5. CONTRACTOR agrees to report to COUNTY immediately any Use or Disclosure of PHI not provided for by this Business Associate Contract of which CONTRACTOR becomes aware. CONTRACTOR must report Breaches of Unsecured PHI in accordance with Paragraph E below and as required by 45 CFR § 164.410.

6. CONTRACTOR agrees to ensure that any Subcontractors that create, receive, maintain, or transmit PHI on behalf of CONTRACTOR agree to the same restrictions and conditions that apply through this Business Associate Contract to CONTRACTOR with respect to such information.

7. CONTRACTOR agrees to provide access, within fifteen (15) calendar days of receipt of a written request by COUNTY, to PHI in a Designated Record Set, to COUNTY or, as directed by COUNTY, to an Individual in order to meet the requirements under 45 CFR § 164.524. If CONTRACTOR maintains an Electronic Health Record with PHI, and an individual requests a copy of such information in an electronic format, CONTRACTOR shall provide such information in an electronic format.

8. CONTRACTOR agrees to make any amendment(s) to PHI in a Designated Record Set that COUNTY directs or agrees to pursuant to 45 CFR § 164.526 at the request of COUNTY or an Individual, within thirty (30) calendar days of receipt of said request by COUNTY. CONTRACTOR agrees to notify COUNTY in writing no later than ten (10) calendar days after said amendment is completed.

9. CONTRACTOR agrees to make internal practices, books, and records, including policies and procedures, relating to the use and disclosure of PHI received from, or created or received by CONTRACTOR on behalf of, COUNTY available to COUNTY and the Secretary in a time and manner as determined by COUNTY or as designated by the Secretary for purposes of the Secretary determining COUNTY's compliance with the HIPAA Privacy Rule.

1 10. CONTRACTOR agrees to document any Disclosures of PHI COUNTY discloses to  
2 CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY,  
3 and to make information related to such Disclosures available as would be required for COUNTY to  
4 respond to a request by an Individual for an accounting of Disclosures of PHI in accordance with 45  
5 CFR § 164.528.

6 11. CONTRACTOR agrees to provide COUNTY or an Individual, as directed by COUNTY, in  
7 a time and manner to be determined by COUNTY, that information collected in accordance with the  
8 Agreement, in order to permit COUNTY to respond to a request by an Individual for an accounting of  
9 Disclosures of PHI in accordance with 45 CFR § 164.528.

10 12. CONTRACTOR agrees that to the extent CONTRACTOR carries out COUNTY's  
11 obligation under the HIPAA Privacy and/or Security rules CONTRACTOR will comply with the  
12 requirements of 45 CFR Part 164 that apply to COUNTY in the performance of such obligation.

13 13. If CONTRACTOR receives Social Security data from COUNTY provided to COUNTY by  
14 a state agency, upon request by COUNTY, CONTRACTOR shall provide COUNTY with a list of all  
15 employees, subcontractors and agents who have access to the Social Security data, including employees,  
16 agents, subcontractors and agents of its subcontractors.

17 14. CONTRACTOR will notify COUNTY if CONTRACTOR is named as a defendant in a  
18 criminal proceeding for a violation of HIPAA. COUNTY may terminate the Agreement, if  
19 CONTRACTOR is found guilty of a criminal violation in connection with HIPAA. COUNTY may  
20 terminate the Agreement, if a finding or stipulation that CONTRACTOR has violated any standard or  
21 requirement of the privacy or security provisions of HIPAA, or other security or privacy laws are made  
22 in any administrative or civil proceeding in which CONTRACTOR is a party or has been joined.  
23 COUNTY will consider the nature and seriousness of the violation in deciding whether or not to  
24 terminate the Agreement.

25 15. CONTRACTOR shall make itself and any subcontractors, employees or agents assisting  
26 CONTRACTOR in the performance of its obligations under the Agreement, available to COUNTY at  
27 no cost to COUNTY to testify as witnesses, or otherwise, in the event of litigation or administrative  
28 proceedings being commenced against COUNTY, its directors, officers or employees based upon  
29 claimed violation of HIPAA, the HIPAA regulations or other laws relating to security and privacy,  
30 which involves inactions or actions by CONTRACTOR, except where CONTRACTOR or its  
31 subcontractor, employee or agent is a named adverse party.

32 16. The Parties acknowledge that federal and state laws relating to electronic data security and  
33 privacy are rapidly evolving and that amendment of this Business Associate Contract may be required to  
34 provide for procedures to ensure compliance with such developments. The Parties specifically agree to  
35 take such action as is necessary to implement the standards and requirements of HIPAA, the HITECH  
36 Act, the HIPAA regulations and other applicable laws relating to the security or privacy of PHI. Upon  
37 COUNTY's request, CONTRACTOR agrees to promptly enter into negotiations with COUNTY

1 concerning an amendment to this Business Associate Contract embodying written assurances consistent  
2 with the standards and requirements of HIPAA, the HITECH Act, the HIPAA regulations or other  
3 applicable laws. COUNTY may terminate the Agreement upon thirty (30) days written notice in the  
4 event:

5 a. CONTRACTOR does not promptly enter into negotiations to amend this Business  
6 Associate Contract when requested by COUNTY pursuant to this Paragraph C; or

7 b. CONTRACTOR does not enter into an amendment providing assurances regarding the  
8 safeguarding of PHI that COUNTY deems are necessary to satisfy the standards and requirements of  
9 HIPAA, the HITECH Act, and the HIPAA regulations.

10 17. CONTRACTOR shall work with COUNTY upon notification by CONTRACTOR to  
11 COUNTY of a Breach to properly determine if any Breach exclusions exist as defined in Subparagraph  
12 B.2.a above.

13 D. SECURITY RULE

14 1. CONTRACTOR shall comply with the requirements of 45 CFR § 164.306 and establish  
15 and maintain appropriate Administrative, Physical and Technical Safeguards in accordance with 45 CFR  
16 § 164.308, § 164.310, and § 164.312, with respect to electronic PHI COUNTY discloses to  
17 CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY.  
18 CONTRACTOR shall develop and maintain a written information privacy and security program that  
19 includes Administrative, Physical, and Technical Safeguards appropriate to the size and complexity of  
20 CONTRACTOR's operations and the nature and scope of its activities.

21 2. CONTRACTOR shall implement reasonable and appropriate policies and procedures to  
22 comply with the standards, implementation specifications and other requirements of 45 CFR Part 164,  
23 Subpart C, in compliance with 45 CFR § 164.316. CONTRACTOR will provide COUNTY with its  
24 current and updated policies upon request.

25 3. CONTRACTOR shall ensure the continuous security of all computerized data systems  
26 containing electronic PHI COUNTY discloses to CONTRACTOR or CONTRACTOR creates, receives,  
27 maintains, or transmits on behalf of COUNTY. CONTRACTOR shall protect paper documents  
28 containing PHI COUNTY discloses to CONTRACTOR or CONTRACTOR creates, receives,  
29 maintains, or transmits on behalf of COUNTY. These steps shall include, at a minimum:

30 a. Complying with all of the data system security precautions listed under Paragraphs E,  
31 below;

32 b. Achieving and maintaining compliance with the HIPAA Security Rule, as necessary in  
33 conducting operations on behalf of COUNTY;

34 c. Providing a level and scope of security that is at least comparable to the level and scope  
35 of security established by the Office of Management and Budget in OMB Circular No. A-130,  
36 Appendix III - Security of Federal Automated Information Systems, which sets forth guidelines for  
37 automated information systems in Federal agencies;



1 4. CONTRACTOR shall ensure that any subcontractors that create, receive, maintain, or  
2 transmit electronic PHI on behalf of CONTRACTOR agree through a contract with CONTRACTOR to  
3 the same restrictions and requirements contained in this Paragraph D of this Business Associate  
4 Contract.

5 5. CONTRACTOR shall report to COUNTY immediately any Security Incident of which it  
6 becomes aware. CONTRACTOR shall report Breaches of Unsecured PHI in accordance with Paragraph  
7 E below and as required by 45 CFR § 164.410.

8 6. CONTRACTOR shall designate a Security Officer to oversee its data security program who  
9 shall be responsible for carrying out the requirements of this paragraph and for communicating on  
10 security matters with COUNTY.

11 E. DATA SECURITY REQUIREMENTS

12 1. Personal Controls

13 a. Employee Training. All workforce members who assist in the performance of  
14 functions or activities on behalf of COUNTY in connection with Agreement, or access or disclose PHI  
15 COUNTY discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on  
16 behalf of COUNTY, must complete information privacy and security training, at least annually, at  
17 CONTRACTOR's expense. Each workforce member who receives information privacy and security  
18 training must sign a certification, indicating the member's name and the date on which the training was  
19 completed. These certifications must be retained for a period of six (6) years following the termination  
20 of Agreement.

21 b. Employee Discipline. Appropriate sanctions must be applied against workforce  
22 members who fail to comply with any provisions of CONTRACTOR's privacy policies and procedures,  
23 including termination of employment where appropriate.

24 c. Confidentiality Statement. All persons that will be working with PHI COUNTY  
25 discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of  
26 COUNTY must sign a confidentiality statement that includes, at a minimum, General Use, Security and  
27 Privacy Safeguards, Unacceptable Use, and Enforcement Policies. The statement must be signed by the  
28 workforce member prior to access to such PHI. The statement must be renewed annually. The  
29 CONTRACTOR shall retain each person's written confidentiality statement for COUNTY inspection  
30 for a period of six (6) years following the termination of the Agreement.

31 d. Background Check. Before a member of the workforce may access PHI COUNTY  
32 discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of  
33 COUNTY, a background screening of that worker must be conducted. The screening should be  
34 commensurate with the risk and magnitude of harm the employee could cause, with more thorough  
35 screening being done for those employees who are authorized to bypass significant technical and  
36 operational security controls. The CONTRACTOR shall retain each workforce member's background  
37 check documentation for a period of three (3) years.



1           2. Technical Security Controls

2           a. Workstation/Laptop encryption. All workstations and laptops that store PHI COUNTY  
3 discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of  
4 COUNTY either directly or temporarily must be encrypted using a FIPS 140-2 certified algorithm which  
5 is 128bit or higher, such as Advanced Encryption Standard (AES). The encryption solution must be full  
6 disk unless approved by the COUNTY.

7           b. Server Security. Servers containing unencrypted PHI COUNTY discloses to  
8 CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY  
9 must have sufficient administrative, physical, and technical controls in place to protect that data, based  
10 upon a risk assessment/system security review.

11           c. Minimum Necessary. Only the minimum necessary amount of PHI COUNTY discloses  
12 to CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY  
13 required to perform necessary business functions may be copied, downloaded, or exported.

14           d. Removable media devices. All electronic files that contain PHI COUNTY discloses to  
15 CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY  
16 must be encrypted when stored on any removable media or portable device (i.e. USB thumb drives,  
17 floppies, CD/DVD, Blackberry, backup tapes etc.). Encryption must be a FIPS 140-2 certified  
18 algorithm which is 128bit or higher, such as AES. Such PHI shall not be considered “removed from the  
19 premises” if it is only being transported from one of CONTRACTOR’s locations to another of  
20 CONTRACTOR’s locations.

21           e. Antivirus software. All workstations, laptops and other systems that process and/or  
22 store PHI COUNTY discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains, or  
23 transmits on behalf of COUNTY must have installed and actively use comprehensive anti-virus software  
24 solution with automatic updates scheduled at least daily.

25           f. Patch Management. All workstations, laptops and other systems that process and/or  
26 store PHI COUNTY discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains, or  
27 transmits on behalf of COUNTY must have critical security patches applied, with system reboot if  
28 necessary. There must be a documented patch management process which determines installation  
29 timeframe based on risk assessment and vendor recommendations. At a maximum, all applicable  
30 patches must be installed within 30 days of vendor release. Applications and systems that cannot be  
31 patched due to operational reasons must have compensatory controls implemented to minimize risk,  
32 where possible.

33           g. User IDs and Password Controls. All users must be issued a unique user name for  
34 accessing PHI COUNTY discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains,  
35 or transmits on behalf of COUNTY. Username must be promptly disabled, deleted, or the password  
36 changed upon the transfer or termination of an employee with knowledge of the password, at maximum  
37 within 24 hours. Passwords are not to be shared. Passwords must be at least eight characters and must

1 be a non-dictionary word. Passwords must not be stored in readable format on the computer.  
2 Passwords must be changed every 90 days, preferably every 60 days. Passwords must be changed if  
3 revealed or compromised. Passwords must be composed of characters from at least three of the  
4 following four groups from the standard keyboard:

- 5 1) Upper case letters (A-Z)
- 6 2) Lower case letters (a-z)
- 7 3) Arabic numerals (0-9)
- 8 4) Non-alphanumeric characters (punctuation symbols)

9 h. Data Destruction. When no longer needed, all PHI COUNTY discloses to  
10 CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY  
11 must be wiped using the Gutmann or US Department of Defense (DoD) 5220.22-M (7 Pass) standard, or  
12 by degaussing. Media may also be physically destroyed in accordance with NIST Special Publication  
13 800-88. Other methods require prior written permission by COUNTY.

14 i. System Timeout. The system providing access to PHI COUNTY discloses to  
15 CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY  
16 must provide an automatic timeout, requiring re-authentication of the user session after no more than 20  
17 minutes of inactivity.

18 j. Warning Banners. All systems providing access to PHI COUNTY discloses to  
19 CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY  
20 must display a warning banner stating that data is confidential, systems are logged, and system use is for  
21 business purposes only by authorized users. User must be directed to log off the system if they do not  
22 agree with these requirements.

23 k. System Logging. The system must maintain an automated audit trail which can  
24 identify the user or system process which initiates a request for PHI COUNTY discloses to  
25 CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY,  
26 or which alters such PHI. The audit trail must be date and time stamped, must log both successful and  
27 failed accesses, must be read only, and must be restricted to authorized users. If such PHI is stored in a  
28 database, database logging functionality must be enabled. Audit trail data must be archived for at least 3  
29 years after occurrence.

30 l. Access Controls. The system providing access to PHI COUNTY discloses to  
31 CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY  
32 must use role based access controls for all user authentications, enforcing the principle of least privilege.

33 m. Transmission encryption. All data transmissions of PHI COUNTY discloses to  
34 CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY  
35 outside the secure internal network must be encrypted using a FIPS 140-2 certified algorithm which is  
36 128bit or higher, such as AES. Encryption can be end to end at the network level, or the data files

37 //

1 containing PHI can be encrypted. This requirement pertains to any type of PHI in motion such as  
2 website access, file transfer, and E-Mail.

3 n. Intrusion Detection. All systems involved in accessing, holding, transporting, and  
4 protecting PHI COUNTY discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains,  
5 or transmits on behalf of COUNTY that are accessible via the Internet must be protected by a  
6 comprehensive intrusion detection and prevention solution.

7 3. Audit Controls

8 a. System Security Review. CONTRACTOR must ensure audit control mechanisms that  
9 record and examine system activity are in place. All systems processing and/or storing PHI COUNTY  
10 discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of  
11 COUNTY must have at least an annual system risk assessment/security review which provides  
12 assurance that administrative, physical, and technical controls are functioning effectively and providing  
13 adequate levels of protection. Reviews should include vulnerability scanning tools.

14 b. Log Reviews. All systems processing and/or storing PHI COUNTY discloses to  
15 CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY  
16 must have a routine procedure in place to review system logs for unauthorized access.

17 c. Change Control. All systems processing and/or storing PHI COUNTY discloses to  
18 CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY  
19 must have a documented change control procedure that ensures separation of duties and protects the  
20 confidentiality, integrity and availability of data.

21 4. Business Continuity/Disaster Recovery Control

22 a. Emergency Mode Operation Plan. CONTRACTOR must establish a documented plan  
23 to enable continuation of critical business processes and protection of the security of PHI COUNTY  
24 discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of  
25 COUNTY kept in an electronic format in the event of an emergency. Emergency means any  
26 circumstance or situation that causes normal computer operations to become unavailable for use in  
27 performing the work required under this Agreement for more than 24 hours.

28 b. Data Backup Plan. CONTRACTOR must have established documented procedures to  
29 backup such PHI to maintain retrievable exact copies of the PHI. The plan must include a regular  
30 schedule for making backups, storing backup offsite, an inventory of backup media, and an estimate of  
31 the amount of time needed to restore DHCS PHI or PI should it be lost. At a minimum, the schedule  
32 must be a weekly full backup and monthly offsite storage of DHCS data. Business Continuity Plan  
33 (BCP) for contractor and COUNTY (e.g. the application owner) must merge with the DRP.

34 5. Paper Document Controls

35 a. Supervision of Data. PHI COUNTY discloses to CONTRACTOR or CONTRACTOR  
36 creates, receives, maintains, or transmits on behalf of COUNTY in paper form shall not be left  
37 unattended at any time, unless it is locked in a file cabinet, file room, desk or office. Unattended means

1 that information is not being observed by an employee authorized to access the information. Such PHI  
2 in paper form shall not be left unattended at any time in vehicles or planes and shall not be checked in  
3 baggage on commercial airplanes.

4 b. Escorting Visitors. Visitors to areas where PHI COUNTY discloses to  
5 CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY is  
6 contained shall be escorted and such PHI shall be kept out of sight while visitors are in the area.

7 c. Confidential Destruction. PHI COUNTY discloses to CONTRACTOR or  
8 CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY must be disposed of  
9 through confidential means, such as cross cut shredding and pulverizing.

10 d. Removal of Data. PHI COUNTY discloses to CONTRACTOR or CONTRACTOR  
11 creates, receives, maintains, or transmits on behalf of COUNTY must not be removed from the premises  
12 of the CONTRACTOR except with express written permission of COUNTY.

13 e. Faxing. Faxes containing PHI COUNTY discloses to CONTRACTOR or  
14 CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY shall not be left  
15 unattended and fax machines shall be in secure areas. Faxes shall contain a confidentiality statement  
16 notifying persons receiving faxes in error to destroy them. Fax numbers shall be verified with the  
17 intended recipient before sending the fax.

18 f. Mailing. Mailings containing PHI COUNTY discloses to CONTRACTOR or  
19 CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY shall be sealed and  
20 secured from damage or inappropriate viewing of PHI to the extent possible. Mailings which include  
21 500 or more individually identifiable records containing PHI COUNTY discloses to CONTRACTOR or  
22 CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY in a single package  
23 shall be sent using a tracked mailing method which includes verification of delivery and receipt, unless  
24 the prior written permission of COUNTY to use another method is obtained.

25 **F. BREACH DISCOVERY AND NOTIFICATION**

26 1. Following the discovery of a Breach of Unsecured PHI, CONTRACTOR shall notify  
27 COUNTY of such Breach, however both parties agree to a delay in the notification if so advised by a  
28 law enforcement official pursuant to 45 CFR § 164.412.

29 a. A Breach shall be treated as discovered by CONTRACTOR as of the first day on which  
30 such Breach is known to CONTRACTOR or, by exercising reasonable diligence, would have been  
31 known to CONTRACTOR.

32 b. CONTRACTOR shall be deemed to have knowledge of a Breach, if the Breach is  
33 known, or by exercising reasonable diligence would have known, to any person who is an employee,  
34 officer, or other agent of CONTRACTOR, as determined by federal common law of agency.

35 2. CONTRACTOR shall provide the notification of the Breach immediately to the COUNTY  
36 Privacy Officer. CONTRACTOR's notification may be oral, but shall be followed by written  
37 notification within 24 hours of the oral notification.

1           3. CONTRACTOR’s notification shall include, to the extent possible:

2           a. The identification of each Individual whose Unsecured PHI has been, or is reasonably

3 believed by CONTRACTOR to have been, accessed, acquired, used, or disclosed during the Breach;

4           b. Any other information that COUNTY is required to include in the notification to

5 Individual under 45 CFR §164.404 (c) at the time CONTRACTOR is required to notify COUNTY or

6 promptly thereafter as this information becomes available, even after the regulatory sixty (60) day

7 period set forth in 45 CFR § 164.410 (b) has elapsed, including:

8           1) A brief description of what happened, including the date of the Breach and the date

9 of the discovery of the Breach, if known;

10           2) A description of the types of Unsecured PHI that were involved in the Breach (such

11 as whether full name, social security number, date of birth, home address, account number, diagnosis,

12 disability code, or other types of information were involved);

13           3) Any steps Individuals should take to protect themselves from potential harm

14 resulting from the Breach;

15           4) A brief description of what CONTRACTOR is doing to investigate the Breach, to

16 mitigate harm to Individuals, and to protect against any future Breaches; and

17           5) Contact procedures for Individuals to ask questions or learn additional information,

18 which shall include a toll-free telephone number, an e-mail address, Web site, or postal address.

19           4. COUNTY may require CONTRACTOR to provide notice to the Individual as required in

20 45 CFR § 164.404, if it is reasonable to do so under the circumstances, at the sole discretion of the

21 COUNTY.

22           5. In the event that CONTRACTOR is responsible for a Breach of Unsecured PHI in violation

23 of the HIPAA Privacy Rule, CONTRACTOR shall have the burden of demonstrating that

24 CONTRACTOR made all notifications to COUNTY consistent with this Paragraph F and as required by

25 the Breach notification regulations, or, in the alternative, that the acquisition, access, use, or disclosure

26 of PHI did not constitute a Breach.

27           6. CONTRACTOR shall maintain documentation of all required notifications of a Breach or

28 its risk assessment under 45 CFR § 164.402 to demonstrate that a Breach did not occur.

29           7. CONTRACTOR shall provide to COUNTY all specific and pertinent information about the

30 Breach, including the information listed in Section E.3.b.(1)-(5) above, if not yet provided, to permit

31 COUNTY to meet its notification obligations under Subpart D of 45 CFR Part 164 as soon as

32 practicable, but in no event later than fifteen (15) calendar days after CONTRACTOR’s initial report of

33 the Breach to COUNTY pursuant to Subparagraph F.2 above.

34           8. CONTRACTOR shall continue to provide all additional pertinent information about the

35 Breach to COUNTY as it may become available, in reporting increments of five (5) business days after

36 the last report to COUNTY. CONTRACTOR shall also respond in good faith to any reasonable

37 //



1 requests for further information, or follow-up information after report to COUNTY, when such request  
2 is made by COUNTY.

3 9. If the Breach is the fault of CONTRACTOR, CONTRACTOR shall bear all expense or  
4 other costs associated with the Breach and shall reimburse COUNTY for all expenses COUNTY incurs  
5 in addressing the Breach and consequences thereof, including costs of investigation, notification,  
6 remediation, documentation or other costs associated with addressing the Breach.

7 G. PERMITTED USES AND DISCLOSURES BY CONTRACTOR

8 1. CONTRACTOR may use or further disclose PHI COUNTY discloses to CONTRACTOR  
9 as necessary to perform functions, activities, or services for, or on behalf of, COUNTY as specified in  
10 the Agreement, provided that such use or Disclosure would not violate the HIPAA Privacy Rule if done  
11 by COUNTY except for the specific Uses and Disclosures set forth below.

12 a. CONTRACTOR may use PHI COUNTY discloses to CONTRACTOR, if necessary,  
13 for the proper management and administration of CONTRACTOR.

14 b. CONTRACTOR may disclose PHI COUNTY discloses to CONTRACTOR for the  
15 proper management and administration of CONTRACTOR or to carry out the legal responsibilities of  
16 CONTRACTOR, if:

17 1) The Disclosure is required by law; or

18 2) CONTRACTOR obtains reasonable assurances from the person to whom the PHI  
19 is disclosed that it will be held confidentially and used or further disclosed only as required by law or for  
20 the purposes for which it was disclosed to the person and the person immediately notifies  
21 CONTRACTOR of any instance of which it is aware in which the confidentiality of the information has  
22 been breached.

23 c. CONTRACTOR may use or further disclose PHI COUNTY discloses to  
24 CONTRACTOR to provide Data Aggregation services relating to the Health Care Operations of  
25 CONTRACTOR.

26 2. CONTRACTOR may use PHI COUNTY discloses to CONTRACTOR, if necessary, to  
27 carry out legal responsibilities of CONTRACTOR.

28 3. CONTRACTOR may use and disclose PHI COUNTY discloses to CONTRACTOR  
29 consistent with the minimum necessary policies and procedures of COUNTY.

30 4. CONTRACTOR may use or disclose PHI COUNTY discloses to CONTRACTOR as  
31 required by law.

32 H. PROHIBITED USES AND DISCLOSURES

33 1. CONTRACTOR shall not disclose PHI COUNTY discloses to CONTRACTOR or  
34 CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY about an individual to  
35 a health plan for payment or health care operations purposes if the PHI pertains solely to a health care  
36 item or service for which the health care provider involved has been paid out of pocket in full and the  
37 individual requests such restriction, in accordance with 42 USC § 17935(a) and 45 CFR § 164.522(a).



1 2. CONTRACTOR shall not directly or indirectly receive remuneration in exchange for PHI  
2 COUNTY discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on  
3 behalf of COUNTY, except with the prior written consent of COUNTY and as permitted by 42 USC §  
4 17935(d)(2).

5 I. OBLIGATIONS OF COUNTY

6 1. COUNTY shall notify CONTRACTOR of any limitation(s) in COUNTY’s notice of  
7 privacy practices in accordance with 45 CFR § 164.520, to the extent that such limitation may affect  
8 CONTRACTOR’s Use or Disclosure of PHI.

9 2. COUNTY shall notify CONTRACTOR of any changes in, or revocation of, the permission  
10 by an Individual to use or disclose his or her PHI, to the extent that such changes may affect  
11 CONTRACTOR’s Use or Disclosure of PHI.

12 3. COUNTY shall notify CONTRACTOR of any restriction to the Use or Disclosure of PHI  
13 that COUNTY has agreed to in accordance with 45 CFR § 164.522, to the extent that such restriction  
14 may affect CONTRACTOR’s Use or Disclosure of PHI.

15 4. COUNTY shall not request CONTRACTOR to use or disclose PHI in any manner that  
16 would not be permissible under the HIPAA Privacy Rule if done by COUNTY.

17 J. BUSINESS ASSOCIATE TERMINATION

18 1. Upon COUNTY’s knowledge of a material breach or violation by CONTRACTOR of the  
19 requirements of this Business Associate Contract, COUNTY shall:

20 a. Provide an opportunity for CONTRACTOR to cure the material breach or end the  
21 violation within thirty (30) business days; or

22 b. Immediately terminate the Agreement, if CONTRACTOR is unwilling or unable to  
23 cure the material breach or end the violation within (30) days, provided termination of the Agreement is  
24 feasible.

25 2. Upon termination of the Agreement, CONTRACTOR shall either destroy or return to  
26 COUNTY all PHI CONTRACTOR received from COUNTY or CONTRACTOR created, maintained,  
27 or received on behalf of COUNTY in conformity with the HIPAA Privacy Rule.

28 a. This provision shall apply to all PHI that is in the possession of Subcontractors or  
29 agents of CONTRACTOR.

30 b. CONTRACTOR shall retain no copies of the PHI.

31 c. In the event that CONTRACTOR determines that returning or destroying the PHI is not  
32 feasible, CONTRACTOR shall provide to COUNTY notification of the conditions that make return or  
33 destruction infeasible. Upon determination by COUNTY that return or destruction of PHI is infeasible,  
34 CONTRACTOR shall extend the protections of this Business Associate Contract to such PHI and limit  
35 further Uses and Disclosures of such PHI to those purposes that make the return or destruction  
36 infeasible, for as long as CONTRACTOR maintains such PHI.

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1           3. The obligations of this Business Associate Contract shall survive the termination of the  
2 Agreement.  
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1 EXHIBIT C  
2 TO AGREEMENT FOR PROVISION OF  
3 TRANSITIONAL AGE YOUTH AND YOUNG ADULT  
4 MENTAL HEALTH COMMUNITY NETWORKING SERVICES  
5 BETWEEN  
6 COUNTY OF ORANGE  
7 AND  
8 NATIONAL COUNCIL ON ALCOHOLISM AND DRUG DEPENDENCE – ORANGE COUNTY  
9 (NCADD-OC)  
10 FEBRUARY 1, 2020 THROUGH JUNE 30, 2022  
11

12 **I. PERSONAL INFORMATION PRIVACY AND SECURITY CONTRACT**

13 Any reference to statutory, regulatory, or contractual language herein shall be to such language as in  
14 effect or as amended.

15 A. DEFINITIONS

16 1. "Breach" shall have the meaning given to such term under the IEA and CMPPA. It shall  
17 include a "PII loss" as that term is defined in the CMPPA.

18 2. "Breach of the security of the system" shall have the meaning given to such term under the  
19 California Information Practices Act, Civil Code § 1798.29(d).

20 3. "CMPPA Agreement" means the Computer Matching and Privacy Protection Act  
21 Agreement between the Social Security Administration and the California Health and Human Services  
22 Agency (CHHS).

23 4. "DHCS PI" shall mean Personal Information, as defined below, accessed in a database  
24 maintained by the COUNTY or California Department of Health Care Services (DHCS), received by  
25 CONTRACTOR from the COUNTY or DHCS or acquired or created by CONTRACTOR in connection  
26 with performing the functions, activities and services specified in the Agreement on behalf of the  
27 COUNTY.

28 5. "IEA" shall mean the Information Exchange Agreement currently in effect between the  
29 Social Security Administration (SSA) and DHCS.

30 6. "Notice-triggering Personal Information" shall mean the personal information identified in  
31 Civil Code section 1798.29(e) whose unauthorized access may trigger notification requirements under  
32 Civil Code § 1709.29. For purposes of this provision, identity shall include, but not be limited to, name,  
33 identifying number, symbol, or other identifying particular assigned to the individual, such as a finger or  
34 voice print, a photograph or a biometric identifier. Notice-triggering Personal Information includes PI in  
35 electronic, paper or any other medium.

36 7. "Personally Identifiable Information" (PII) shall have the meaning given to such term in the  
37 IEA and CMPPA.

1 8. "Personal Information" (PI) shall have the meaning given to such term in California Civil  
2 Code§ 1798.3(a).

3 9. "Required by law" means a mandate contained in law that compels an entity to make a use  
4 or disclosure of PI or PII that is enforceable in a court of law. This includes, but is not limited to, court  
5 orders and court-ordered warrants, subpoenas or summons issued by a court, grand jury, a governmental  
6 or tribal inspector general, or an administrative body authorized to require the production of  
7 information, and a civil or an authorized investigative demand. It also includes Medicare conditions of  
8 participation with respect to health care providers participating in the program, and statutes or  
9 regulations that require the production of information, including statutes or regulations that require such  
10 information if payment is sought under a government program providing public benefits.

11 10. "Security Incident" means the attempted or successful unauthorized access, use, disclosure,  
12 modification, or destruction of PI, or confidential data utilized in complying with this Agreement; or  
13 interference with system operations in an information system that processes, maintains or stores PI.

14 B. TERMS OF AGREEMENT

15 1. Permitted Uses and Disclosures of DHCS PI and PII by CONTRACTOR. Except as  
16 otherwise indicated in this Exhibit, CONTRACTOR may use or disclose DHCS PI only to perform  
17 functions, activities, or services for or on behalf of the COUNTY pursuant to the terms of the  
18 Agreement provided that such use or disclosure would not violate the California Information Practices  
19 Act (CIPA) if done by the COUNTY.

20 2. Responsibilities of CONTRACTOR  
21 CONTRACTOR agrees:

22 a. Nondisclosure. Not to use or disclose DHCS PI or PII other than as permitted or  
23 required by this Personal Information Privacy and Security Contract or as required by applicable state  
24 and federal law.

25 b. Safeguards. To implement appropriate and reasonable administrative, technical, and  
26 physical safeguards to protect the security, confidentiality and integrity of DHCS PI and PII, to protect  
27 against anticipated threats or hazards to the security or integrity of DHCS PI and PII, and to prevent use  
28 or disclosure of DHCS PI or PII other than as provided for by this Personal Information Privacy and  
29 Security Contract. CONTRACTOR shall develop and maintain a written information privacy and  
30 security program that include administrative, technical and physical safeguards appropriate to the size  
31 and complexity of CONTRACTOR's operations and the nature and scope of its activities, which  
32 incorporate the requirements of Paragraph (c), below. CONTRACTOR will provide COUNTY with its  
33 current policies upon request.

34 c. Security. CONTRACTOR shall ensure the continuous security of all computerized data  
35 systems containing DHCS PI and PII. CONTRACTOR shall protect paper documents containing  
36 DHCS PI and PII. These steps shall include, at a minimum:

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1) Complying with all of the data system security precautions listed in Paragraph E of the Business Associate Contract, Exhibit B to the Agreement; and

2) Providing a level and scope of security that is at least comparable to the level and scope of security established by the Office of Management and Budget in OMB Circular No. A-130, Appendix III-Security of Federal Automated Information Systems, which sets forth guidelines for automated information systems in Federal agencies.

3) If the data obtained by CONTRACTOR from COUNTY includes PII, CONTRACTOR shall also comply with the substantive privacy and security requirements in the Computer Matching and Privacy Protection Act Agreement between the SSA and the California Health and Human Services Agency (CHHS) and in the Agreement between the SSA and DHCS, known as the Information Exchange Agreement (IEA). The specific sections of the IEA with substantive privacy and security requirements to be complied with are sections E, F, and G, and in Attachment 4 to the IEA, Electronic Information Exchange Security Requirements, Guidelines and Procedures for Federal, State and Local Agencies Exchanging Electronic Information with the SSA. CONTRACTOR also agrees to ensure that any of CONTRACTOR's agents or subcontractors, to whom CONTRACTOR provides DHCS PII agree to the same requirements for privacy and security safeguards for confidential data that apply to CONTRACTOR with respect to such information.

d. Mitigation of Harmful Effects. To mitigate, to the extent practicable, any harmful effect that is known to CONTRACTOR of a use or disclosure of DHCS PI or PII by CONTRACTOR or its subcontractors in violation of this Personal Information Privacy and Security Contract.

e. CONTRACTOR's Agents and Subcontractors. To impose the same restrictions and conditions set forth in this Personal Information and Security Contract on any subcontractors or other agents with whom CONTRACTOR subcontracts any activities under the Agreement that involve the disclosure of DHCS PI or PII to such subcontractors or other agents.

f. Availability of Information. To make DHCS PI and PII available to the DHCS and/or COUNTY for purposes of oversight, inspection, amendment, and response to requests for records, injunctions, judgments, and orders for production of DHCS PI and PII. If CONTRACTOR receives DHCS PII, upon request by COUNTY and/or DHCS, CONTRACTOR shall provide COUNTY and/or DHCS with a list of all employees, contractors and agents who have access to DHCS PII, including employees, contractors and agents of its subcontractors and agents.

g. Cooperation with COUNTY. With respect to DHCS PI, to cooperate with and assist the COUNTY to the extent necessary to ensure the DHCS's compliance with the applicable terms of the CIPA including, but not limited to, accounting of disclosures of DHCS PI, correction of errors in DHCS PI, production of DHCS PI, disclosure of a security breach involving DHCS PI and notice of such breach to the affected individual(s).

h. Breaches and Security Incidents. During the term of the Agreement, CONTRACTOR agrees to implement reasonable systems for the discovery of any breach of unsecured DHCS PI and PII

1 or security incident. CONTRACTOR agrees to give notification of any breach of unsecured DHCS PI  
2 and PII or security incident in accordance with Paragraph F, of the Business Associate Contract,  
3 Exhibit B to the Agreement.

4 i. Designation of Individual Responsible for Security. CONTRACTOR shall designate an  
5 individual, (e.g., Security Officer), to oversee its data security program who shall be responsible for  
6 carrying out the requirements of this Personal Information Privacy and Security Contract and for  
7 communicating on security matters with the COUNTY.

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