

CONTRACT FOR PROVISION OF
CHILDREN'S
FULL SERVICE PARTNERSHIP/WRAPAROUND SERVICES
BETWEEN
COUNTY OF ORANGE
AND
PATHWAYS COMMUNITY SERVICES, LLC
JULY 1, 2021 THROUGH JUNE 30, 2024

~~THIS CONTRACT entered into this 1st day of July 2021, (effective date), is by and between the COUNTY OF ORANGE, a political subdivision of the State of California (COUNTY) and PATHWAYS COMMUNITY SERVICES, LLC, a Delaware limited liability company (CONTRACTOR). COUNTY and CONTRACTOR may sometimes be referred to herein individually as "Party" or collectively as "Parties." This Contract shall be administered by the Director of the COUNTY's Health Care Agency or an authorized designee ("ADMINISTRATOR").~~

W I T N E S S E T H:

~~WHEREAS, COUNTY wishes to contract with CONTRACTOR for the provision of Children's Full Service Partnership/Wraparound Services described herein to the residents of Orange County; and~~

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

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

AMENDMENT NO. 1

TO

CONTRACT NO. MA-042-21011160

FOR

CHILDREN'S FULL SERVICE PARTNERSHIP/WRAPAROUND SERVICES

This Amendment ("Amendment No. 1") to Contract No. MA-042-21011160 for Children's Full Service Partnership/Wraparound Services is made and entered into on September 10, 2022 ("Effective Date") between Pathways Community Services, LLC. ("Contractor"), with a place of business at 8337 Telegraph Road, Suite 115, Pico Rivera, CA 90660-4940, and the County of Orange, a political subdivision of the State of California ("County"), through its Health Care Agency, with a place of business at 405 W. 5th St., Ste. 600, Santa Ana, CA 92701. Contractor and County may sometimes be

referred to individually as “Party” or collectively as “Parties”.

RECITALS

WHEREAS, the Parties executed Contract No. MA-042-21011160 for Children’s Full Service Partnership/Wraparound Services, effective July 1, 2021 through June 30, 2024, in an amount not to exceed \$15,263,055, renewable for two additional one-year terms (“Contract”); and

WHEREAS, the Parties now desire to enter into this Amendment No. 1 to increase the Period Two Not To Exceed Amount and the Period Three Not To Exceed Amount each by \$2,614,713 from \$5,087,685 to \$7,702,398, for a revised cumulative amount not to exceed \$20,492,481, and to modify Exhibit A of the Contract to make budget line items and payment changes.

NOW THEREFORE, Contractor and County agree to amend the Contract as follows:

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REFERENCED CONTRACT PROVISIONS

Term: July 1, 2021 through June 30, 2024

Period One means the period of July 1, 2021 through June 30, 2022

Period Two means the period of July 1, 2022 through June 30, 2023

Period Three means the period of July 1, 2023 through June 30, 2024

~~Not to Exceed Amount:~~

~~Period One Not To Exceed Amount: \$5,087,685~~

~~Period Two Not To Exceed Amount: 5,087,685~~

~~Period Three Not to Exceed Amount: 5,087,685~~

~~TOTAL AMOUNT NOT TO EXCEED: \$15,263,055~~

Not to Exceed Amount:

Period One Not To Exceed Amount:	\$ 5,087,685
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Period Two Not To Exceed Amount:	7,702,398
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Period Three Not to Exceed Amount:	7,702,398
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TOTAL AMOUNT NOT TO EXCEED: \$	20,492,481
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Basis for Reimbursement: Actual Cost

Payment Method: Monthly in Arrears

CONTRACTOR DUNS Number: 92-958-0897

CONTRACTOR TAX ID Number: 33-0797276

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: Pathways Community Services, LLC

4281 Katella Avenue, Suite 201
 Los Alamitos, CA 90720
 Gioconda Rodriguez, California State Director
 EMAIL: gjo.rodriguez@pathways.com

I. ACRONYMS

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

A. AB 109	Assembly Bill 109, 2011 Public Safety Realignment
B. AIDS	Acquired Immune Deficiency Syndrome
C. ARRA	American Recovery and Reinvestment Act of 2009
D. ASAM PPC	American Society of Addiction Medicine Patient Placement Criteria
E. ASI	Addiction Severity Index
F. ASRS	Alcohol and Drug Programs Reporting System
G. BHS	Behavioral Health Services
H. CalOMS	California Outcomes Measurement System
I. CalWORKs	California Work Opportunity and Responsibility for Kids
J. CAP	Corrective Action Plan
K. CCC	California Civil Code
L. CCR	California Code of Regulations
M. CESI	Client Evaluation of Self at Intake
N. CEST	Client Evaluation of Self and Treatment
O. CFDA	Catalog of Federal Domestic Assistance
P. CFR	Code of Federal Regulations
Q. CHPP	COUNTY HIPAA Policies and Procedures
R. CHS	Correctional Health Services
S. COI	Certificate of Insurance
T. CPA	Certified Public Accountant
U. CSW	Clinical Social Worker
V. DHCS	California Department of Health Care Services
W. D/MC	Drug/Medi-Cal
X. DPFS	Drug Program Fiscal Systems
Y. DRS	Designated Record Set
Z. EEOC	Equal Employment Opportunity Commission
AA. EHR	Electronic Health Records
AB. EOC	Equal Opportunity Clause
AC. ePHI	Electronic Protected Health Information

1	AD. EPSDT	Early and Periodic Screening, Diagnosis, and Treatment
2	AF. FFS	Fee For Service
3	AG. FSP	Full Service Partnership
4	AH. FTE	Full Time Equivalent
5	AI. GAAP	Generally Accepted Accounting Principles
6	AJ. HCA	County of Orange Health Care Agency
7	AK. HHS	Federal Health and Human Services Agency
8	AL. HIPAA	Health Insurance Portability and Accountability Act of 1996, Public
9		Law 104-191
10	AM. HITECH	Health Information Technology for Economic and Clinical Health
11		Act, Public Law 111-005
12	AN. HIV	Human Immunodeficiency Virus
13	AO. HSC	California Health and Safety Code
14	AP. IRIS	Integrated Records and Information System
15	AQ. ITC	Indigent Trauma Care
16	AR. LCSW	Licensed Clinical Social Worker
17	AS. MAT	Medication Assisted Treatment
18	AT. MFT	Marriage and Family Therapist
19	AU. MH	Mental Health
20	AV. MHP	Mental Health Plan
21	AW. MHS	Mental Health Specialist
22	AX. MHSA	Mental Health Services Act
23	AY. MSN	Medical Safety Net
24	AZ. NIH	National Institutes of Health
25	BA. NPI	National Provider Identifier
26	BB. NPPES	National Plan and Provider Enumeration System
27	BC. OCR	Federal Office for Civil Rights
28	BD. OIG	Federal Office of Inspector General
29	BE. OMB	Federal Office of Management and Budget
30	BF. OPM	Federal Office of Personnel Management
31	BG. P&P	Policy and Procedure
32	BH. PA DSS	Payment Application Data Security Standard
33	BI. PATH	Projects for Assistance in Transition from Homelessness
34	BJ. PC	California Penal Code
35	BK. PCI DSS	Payment Card Industry Data Security Standards
36	BL. PCS	Post-Release Community Supervision
37	BM. PHI	Protected Health Information

1	BN. PII	Personally Identifiable Information
2	BO. PRA	California Public Records Act
3	BP. PSC	Professional Services Contract System
4	BQ. SAPTBG	Substance Abuse Prevention and Treatment Block Grant
5	BR. SIR	Self-Insured Retention
6	BS. SMA	Statewide Maximum Allowable (rate)
7	BT. SOW	Scope of Work
8	BU. SUD	Substance Use Disorder
9	BV. UMDAP	Uniform Method of Determining Ability to Pay
10	BW. UOS	Units of Service
11	BX. USC	United States Code
12	BY. WIC	Women, Infants and Children

13 14 **II. ALTERATION OF TERMS**

15 A. This Contract, together with Exhibit A, B, and C attached hereto and incorporated herein, fully
16 expresses the complete understanding of COUNTY and CONTRACTOR with respect to the subject
17 matter of this Contract.

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

22 23 **III. ASSIGNMENT OF DEBTS**

24 Unless this Contract is followed without interruption by another Contract between the Parties hereto
25 for the same services and substantially the same scope, at the termination of this Contract,
26 CONTRACTOR shall assign to COUNTY any debts owing to CONTRACTOR by or on behalf of
27 persons receiving services pursuant to this Contract. CONTRACTOR shall immediately notify by mail
28 each of the respective Parties, specifying the date of assignment, the County of Orange as assignee, and
29 the address to which payments are to be sent. Payments received by CONTRACTOR from or on behalf
30 of said persons, shall be immediately given to COUNTY.

31 32 **IV. COMPLIANCE**

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

36 1. ADMINISTRATOR shall provide CONTRACTOR with a copy of the policies and
37 procedures relating to ADMINISTRATOR's Compliance Program, Code of Conduct and access to

1 General Compliance and Annual Provider Trainings.

2 2. CONTRACTOR has the option to provide ADMINISTRATOR with proof of its own
3 compliance program, code of conduct and any compliance related policies and procedures.
4 CONTRACTOR's compliance program, code of conduct and any related policies and procedures shall
5 be verified by ADMINISTRATOR's Compliance Department to ensure they include all required
6 elements by ADMINISTRATOR's Compliance Officer as described in this Compliance Paragraph to
7 this Contract. These elements include:

- 8 a. Designation of a Compliance Officer and/or compliance staff.
- 9 b. Written standards, policies and/or procedures.
- 10 c. Compliance related training and/or education program and proof of completion.
- 11 d. Communication methods for reporting concerns to the Compliance Officer.
- 12 e. Methodology for conducting internal monitoring and auditing.
- 13 f. Methodology for detecting and correcting offenses.
- 14 g. Methodology/Procedure for enforcing disciplinary standards.

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

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

34 5. Upon written confirmation from ADMINISTRATOR's compliance officer that the
35 CONTRACTOR's compliance program, code of conduct and any compliance related policies and
36 procedures contain all required elements, CONTRACTOR shall ensure that all Covered Individuals relative
37 to this Contract are made aware of CONTRACTOR's compliance program, code of conduct, related policies

1 and procedures and contact information for the ADMINISTRATOR's Compliance Program.

2 B. SANCTION SCREENING – CONTRACTOR shall screen all Covered Individuals employed or
3 retained to provide services related to this Contract monthly to ensure that they are not designated as
4 Ineligible Persons, as pursuant to this Contract. Screening shall be conducted against the General
5 Services Administration's Excluded Parties List System or System for Award Management, the Health
6 and Human Services/Office of Inspector General List of Excluded Individuals/Entities, and the
7 California Medi-Cal Suspended and Ineligible Provider List, the Social Security Administration's Death
8 Master File at date of employment, and/or any other list or system as identified by ADMINISTRATOR.

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

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

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

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

22 3. CONTRACTOR shall screen prospective Covered Individuals prior to hire or engagement.
23 CONTRACTOR shall not hire or engage any Ineligible Person to provide services relative to this
24 Contract.

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

31 5. Covered Individuals shall be required to disclose to CONTRACTOR immediately any
32 debarment, exclusion or other event that makes the Covered Individual an Ineligible Person.
33 CONTRACTOR shall notify ADMINISTRATOR immediately if a Covered Individual providing
34 services directly relative to this Contract becomes debarred, excluded or otherwise becomes an Ineligible
35 Person.

36 6. CONTRACTOR acknowledges that Ineligible Persons are precluded from providing federal
37 and state funded health care services by contract with COUNTY in the event that they are currently

sanctioned or excluded by a federal or state law enforcement regulatory or licensing agency. If CONTRACTOR becomes aware that a Covered Individual has become an Ineligible Person, CONTRACTOR shall remove such individual from responsibility for, or involvement with, COUNTY business operations related to this Contract.

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7. CONTRACTOR shall notify ADMINISTRATOR immediately if a Covered Individual or entity is currently excluded, suspended or debarred, or is identified as such after being sanction screened. Such individual or entity shall be immediately removed from participating in any activity associated with this Contract. ADMINISTRATOR will determine appropriate repayment from, or sanction(s) to CONTRACTOR for services provided by ineligible person or individual. CONTRACTOR shall promptly return any overpayments within forty-five (45) business days after the overpayment is verified by ADMINISTRATOR.

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

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

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

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

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

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

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

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

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

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

4. ADMINISTRATOR will track online completion of training while CONTRACTOR shall

1 provide copies of the certifications upon request.

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

6 E. MEDI-CAL BILLING, CODING, AND DOCUMENTATION COMPLIANCE STANDARDS

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

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

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

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

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

22 6. CONTRACTOR shall meet the HCA MHP Quality Management Program Standards and
23 participate in the quality improvement activities developed in the implementation of the Quality
24 Management Program.

25 7. CONTRACTOR shall comply with the provisions of the ADMINISTRATOR's Cultural
26 Competency Plan submitted and approved by the State. ADMINISTRATOR shall update the Cultural
27 Competency Plan and submit the updates to the State for review and approval annually. (CCR, Title 9,
28 §1810.410.subds.(c)-(d).

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

35
36 **V. CONFIDENTIALITY**

37 A. CONTRACTOR shall maintain the confidentiality of all records, including billings and any

audio and/or video recordings, in accordance with all applicable federal, state and county codes and regulations, as they now exist or may hereafter be amended or changed.

1. CONTRACTOR acknowledges and agrees that all persons served pursuant to this Contract are Clients of the Orange County Mental Health services system, and therefore it may be necessary for //

authorized staff of ADMINISTRATOR to audit Client files, or to exchange information regarding specific Clients with COUNTY or other providers of related services contracting with COUNTY.

2. CONTRACTOR acknowledges and agrees that it shall be responsible for obtaining written consents for the release of information from all persons served by CONTRACTOR pursuant to this Contract. Such consents shall be obtained by CONTRACTOR in accordance with CCC, Division 1, Part 2.6, relating to confidentiality of medical information.

3. In the event of a collaborative service Contract between Mental Health services providers, CONTRACTOR acknowledges and agrees that it is responsible for obtaining releases of information, from the collaborative agency, for Clients receiving services through the collaborative Contract.

B. Prior to providing any services pursuant to this Contract, all members of the Board of Directors or its designee or authorized agent, employees, consultants, subcontractors, volunteers and interns of the CONTRACTOR shall agree, in writing, with CONTRACTOR to maintain the confidentiality of any and all information and records which may be obtained in the course of providing such services. This Contract shall specify that it is effective irrespective of all subsequent resignations or terminations of CONTRACTOR members of the Board of Directors or its designee or authorized agent, employees, consultants, subcontractors, volunteers and interns.

VI. CONFLICT OF INTEREST

CONTRACTOR shall exercise reasonable care and diligence to prevent any actions or conditions that could result in a conflict with COUNTY interests. In addition to CONTRACTOR, this obligation shall apply to CONTRACTOR's employees, agents, and subcontractors associated with the provision of goods and services provided under this Contract. CONTRACTOR's efforts shall include, but not be limited to establishing rules and procedures preventing its employees, agents, and subcontractors from providing or offering gifts, entertainment, payments, loans or other considerations which could be deemed to influence or appear to influence COUNTY staff or elected officers in the performance of their duties.

VII. COST REPORT

A. CONTRACTOR shall submit an individual and/or consolidated Cost Report to COUNTY no later than sixty (60) calendar days following termination of this Contract. CONTRACTOR shall prepare the individual and/or consolidated Cost Report in accordance with all applicable federal, state and COUNTY requirements, GAAP and the Special Provisions Paragraph of this Contract. CONTRACTOR

shall allocate direct and indirect costs to and between programs, cost centers, services, and funding sources in accordance with such requirements and consistent with prudent business practice, which costs and allocations shall be supported by source documentation maintained by CONTRACTOR, and available at any time to ADMINISTRATOR upon reasonable notice. In the event CONTRACTOR has multiple Contracts for mental health services that are administered by HCA, consolidation of the individual Cost Reports into a single consolidated Cost Report may be required, as stipulated by ADMINISTRATOR. CONTRACTOR shall submit the consolidated Cost Report to COUNTY no later than five (5) business days following approval by ADMINISTRATOR of all individual Cost Reports to be incorporated into a consolidated Cost Report.

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

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

b. ADMINISTRATOR may withhold or delay any or all payments due CONTRACTOR pursuant to any or all Contracts between COUNTY and CONTRACTOR until such time that the accurate and complete individual and/or consolidated Cost Report is delivered to ADMINISTRATOR.

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

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

B. The individual and/or consolidated Cost Report shall be the final financial and statistical report submitted by CONTRACTOR to COUNTY, and shall serve as the basis for final settlement to CONTRACTOR. CONTRACTOR shall document that costs are reasonable and allowable and directly or indirectly related to the services to be provided hereunder. The individual and/or consolidated Cost Report shall be the final financial record for subsequent audits, if any.

C. Final settlement shall be based upon the actual and reimbursable costs for services hereunder, less applicable revenues and any late penalty, not to exceed COUNTY's Amount Not to Exceed as set forth in the Referenced Contract Provisions of this Contract. CONTRACTOR shall not claim

expenditures to COUNTY which are not reimbursable pursuant to applicable federal, state and COUNTY laws, regulations and requirements. Any payment made by COUNTY to CONTRACTOR, which is subsequently determined to have been for an unreimbursable expenditure or service, shall be repaid by CONTRACTOR to COUNTY in cash, or other authorized form of payment, within thirty (30) calendar days of submission of the individual and/or consolidated Cost Report or COUNTY may elect to reduce any amount owed CONTRACTOR by an amount not to exceed the reimbursement due COUNTY.

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

E. If the individual and/or consolidated Cost Report indicates the actual and reimbursable costs of services provided pursuant to this Contract, less applicable revenues and late penalty, are higher than the aggregate of interim monthly payments to CONTRACTOR, COUNTY shall pay CONTRACTOR the difference, provided such payment does not exceed the Amount Not to Exceed of COUNTY.

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

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

Signed _____
 Name _____
 Title _____
 Date _____"

VIII. DEBARMENT AND SUSPENSION CERTIFICATION

1 A. CONTRACTOR certifies that it and its principals:

2 1. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or
3 voluntarily excluded by any federal department or agency.

4 2. Have not within a three-year period preceding this Contract been convicted of or had a civil
5 judgment rendered against them for commission of fraud or a criminal offense in connection with
6 obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction or contract
7 under a public transaction; violation of federal or state antitrust statutes or commission of embezzlement,
8 theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen
9 property.

10 3. Are not presently indicted for or otherwise criminally or civilly charged by a federal, state,
11 or local governmental entity with commission of any of the offenses enumerated in Subparagraph A.2.
12 above.

13 4. Have not within a three-year period preceding this Contract had one or more public
14 transactions (federal, state, or local) terminated for cause or default.

15 5. Shall not knowingly enter into any lower tier covered transaction with a person who is
16 proposed for debarment under federal regulations (i.e., 48 CFR Part 9, Subpart 9.4), debarred, suspended,
17 declared ineligible, or voluntarily excluded from participation in such transaction unless authorized by
18 the State of California.

19 6. Shall include without modification, the clause titled "Certification Regarding Debarment,
20 Suspension, Ineligibility, and Voluntary Exclusion Lower Tier Covered Transaction," (i.e., transactions
21 with sub-grantees and/or contractors) and in all solicitations for lower tier covered transactions in
22 accordance with 2 CFR Part 376.

23 B. The terms and definitions of this paragraph have the meanings set out in the Definitions and
24 Coverage sections of the rules implementing 51 F.R. 6370.

25 26 **IX. DELEGATION, ASSIGNMENT AND SUBCONTRACTS**

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

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

1 1. If CONTRACTOR is a nonprofit organization, any change from a nonprofit corporation to
2 any other corporate structure of CONTRACTOR, including a change in more than fifty percent (50%) of
3 the composition of the Board of Directors within a two (2) month period of time, shall be deemed an
4 assignment for purposes of this paragraph, unless CONTRACTOR is transitioning from a community
5 //

6 clinic/health center to a Federally Qualified Health Center and has been so designated by the Federal
7 Government. Any attempted assignment or delegation in derogation of this subparagraph shall be void.

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

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

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

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

27 6. COUNTY reserves the right to immediately terminate the Contract in the event COUNTY
28 determines, in its sole discretion, that the assignee is not qualified or is otherwise unacceptable to
29 COUNTY for the provision of services under the Contract.

30 C. CONTRACTOR's obligations undertaken pursuant to this Contract may be carried out by means
31 of subcontracts, provided such subcontractors are approved in advance by ADMINISTRATOR, meet the
32 requirements of this Contract as they relate to the service or activity under subcontract, include any
33 provisions that ADMINISTRATOR may require, and are authorized in writing by ADMINISTRATOR
34 prior to the beginning of service delivery.

35 1. After approval of the subcontractor, ADMINISTRATOR may revoke the approval of the
36 subcontractor upon five (5) calendar days' written notice to CONTRACTOR if the subcontractor
37 subsequently fails to meet the requirements of this Contract or any provisions that ADMINISTRATOR

1 has required. ADMINISTRATOR may disallow subcontractor expenses reported by CONTRACTOR.

2 2. No subcontract shall terminate or alter the responsibilities of CONTRACTOR to COUNTY
3 pursuant to this Contract.

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

6 4. This provision shall not be applicable to service contracts usually and customarily entered
7 into by CONTRACTOR to obtain or arrange for supplies, technical support, and professional services
8 provided by consultants.

9 D. CONTRACTOR shall notify COUNTY in writing of any change in the CONTRACTOR's status
10 with respect to name changes that do not require an assignment of the Contract. CONTRACTOR is also
11 obligated to notify COUNTY in writing if the CONTRACTOR becomes a party to any litigation against
12 COUNTY, or a party to litigation that may reasonably affect the CONTRACTOR's performance under
13 the Contract, as well as any potential conflicts of interest between CONTRACTOR and County that may
14 arise prior to or during the period of Contract performance. While CONTRACTOR will be required to
15 provide this information without prompting from COUNTY any time there is a change in
16 CONTRACTOR's name, conflict of interest or litigation status, CONTRACTOR must also provide an
17 update to COUNTY of its status in these areas whenever requested by COUNTY.

18 **X. DISPUTE RESOLUTION**

19 A. The Parties shall deal in good faith and attempt to resolve potential disputes informally. If the
20 dispute concerning a question of fact arising under the terms of this Contract is not disposed of in a
21 reasonable period of time by the CONTRACTOR and the ADMINISTRATOR, such matter shall be
22 brought to the attention of the COUNTY Purchasing Agency by way of the following process:

23 1. CONTRACTOR shall submit to the COUNTY Purchasing Agency a written demand for a
24 final decision regarding the disposition of any dispute between the Parties arising under, related to, or
25 involving this Contract, unless COUNTY, on its own initiative, has already rendered such a final
26 decision.
27

28 2. CONTRACTOR's written demand shall be fully supported by factual information, and, if
29 such demand involves a cost adjustment to the Contract, CONTRACTOR shall include with the demand
30 a written statement signed by an authorized representative indicating that the demand is made in good
31 faith, that the supporting data are accurate and complete, and that the amount requested accurately
32 reflects the Contract adjustment for which CONTRACTOR believes COUNTY is liable.

33 B. Pending the final resolution of any dispute arising under, related to, or involving this Contract,
34 CONTRACTOR agrees to proceed diligently with the performance of services secured via this Contract,
35 including the delivery of goods and/or provision of services. CONTRACTOR's failure to proceed
36 diligently shall be considered a material breach of this Contract.

37 C. Any final decision of COUNTY shall be expressly identified as such, shall be in writing, and

shall be signed by a COUNTY Deputy Purchasing Agent or designee. If COUNTY fails to render a decision within ninety (90) calendar days after receipt of CONTRACTOR's demand, it shall be deemed a final decision adverse to CONTRACTOR's contentions.

D. This Contract has been negotiated and executed in the State of California and shall be governed by and construed under the laws of the State of California. In the event of any legal action to enforce or interpret this Contract, the sole and exclusive venue shall be a court of competent jurisdiction located in Orange County, California, and the Parties hereto agree to and do hereby submit to the jurisdiction of such court, notwithstanding Code of Civil Procedure Section 394. Furthermore, the Parties specifically agree to waive any and all rights to request that an action be transferred for adjudication to another county.

XI. EMPLOYEE ELIGIBILITY VERIFICATION

CONTRACTOR attests that it shall fully comply with all federal and state statutes and regulations regarding the employment of aliens and others and to ensure that employees, subcontractors, and consultants performing work under this Contract meet the citizenship or alien status requirements set forth in federal statutes and regulations. CONTRACTOR shall obtain, from all employees, subcontractors, and consultants performing work hereunder, all verification and other documentation of employment eligibility status required by federal or state statutes and regulations including, but not limited to, the Immigration Reform and Control Act of 1986, 8 USC §1324 et seq., as they currently exist and as they may be hereafter amended. CONTRACTOR shall retain all such documentation for all covered employees, subcontractors, and consultants for the period prescribed by the law.

XII. EQUIPMENT

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

B. CONTRACTOR shall obtain ADMINISTRATOR's written approval prior to purchase of any Equipment with funds paid pursuant to this Contract. Upon delivery of Equipment, CONTRACTOR shall forward to ADMINISTRATOR, copies of the purchase order, receipt, and other supporting

documentation, which includes delivery date, unit price, tax, shipping and serial numbers. CONTRACTOR shall request an applicable asset tag for said Equipment and shall include each purchased asset in an Equipment inventory.

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

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

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

F. CONTRACTOR must report any loss or theft of Equipment in accordance with the procedure approved by ADMINISTRATOR and the Notices Paragraph of this Contract. In addition, CONTRACTOR must complete and submit to ADMINISTRATOR a notification form when items of Equipment are moved from one location to another or returned to COUNTY as surplus.

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

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

XIII. FACILITIES, PAYMENTS AND SERVICES

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

B. In the event that CONTRACTOR is unable to provide the services, staffing, facilities, or supplies as required, ADMINISTRATOR may, at its sole discretion, reduce the Total Amount Not to Exceed for the appropriate Period as well as the Total Amount Not to Exceed]. The reduction to the Amount Not to Exceed for the appropriate Period as well as the Total Amount Not to Exceed shall be in an amount proportionate to the number of days in which CONTRACTOR was determined to be unable

to provide services, staffing, facilities or supplies.

XIV. INDEMNIFICATION AND INSURANCE

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

B. Prior to the provision of services under this Contract, CONTRACTOR agrees to purchase all required insurance at CONTRACTOR's expense, including all endorsements required herein, necessary to satisfy COUNTY that the insurance provisions of this Contract have been complied with. CONTRACTOR agrees to keep such insurance coverage, Certificates of Insurance, and endorsements on deposit with COUNTY during the entire term of this Contract. In addition, all subcontractors performing work on behalf of CONTRACTOR pursuant to this Contract shall obtain insurance subject to the same terms and conditions as set forth herein for CONTRACTOR.

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

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

1. In addition to the duty to indemnify and hold the COUNTY harmless against any and all liability, claim, demand or suit resulting from CONTRACTOR's, its agents, employee's or subcontractor's performance of this Contract, CONTRACTOR shall defend the COUNTY at its sole cost

and expense with counsel approved by Board of Supervisors against same; and

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

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

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

F. QUALIFIED INSURER

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

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

G. The policy or policies of insurance maintained by CONTRACTOR shall provide the minimum 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	\$1,000,000 per occurrence for owned, non-owned, and hired vehicles (4 passengers or less)
Passenger vehicles (7 passengers or less)	\$2,000,000 per occurrence
Passenger vehicles (8 passengers or more)	\$5,000,000 per occurrence
Workers' Compensation	Statutory
Employers' Liability Insurance	\$1,000,000 per occurrence

1	Network Security & Privacy Liability	\$1,000,000 per claims -made
2		
3	Professional Liability Insurance	\$1,000,000 per claims -made
4		\$1,000,000 aggregate
5	Sexual Misconduct Liability	\$1,000,000 per occurrence

6 H. REQUIRED COVERAGE FORMS

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

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

11 I. REQUIRED ENDORSEMENTS

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

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

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

21 2. The Network Security and Privacy Liability policy shall contain the following endorsements
22 which shall accompany the COI:

23 a. An Additional Insured endorsement naming the *County of Orange, its elected and*
24 *appointed officials, officers, agents and employees* as Additional Insureds for its vicarious liability.

25 b. A primary and non-contributing endorsement evidencing that the Contractor's insurance
26 is primary and any insurance or self-insurance maintained by the County of Orange shall be excess and
27 non-contributing.

28 J. The Workers' Compensation policy shall contain a waiver of subrogation endorsement waiving
29 all rights of subrogation against the *County of Orange, its elected and appointed officials,*
30 *officers, agents and employees*, or provide blanket coverage, which will state **AS REQUIRED BY**
31 **WRITTEN CONTRACT.**

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

35 L. CONTRACTOR shall notify COUNTY in writing within thirty (30) days of any policy
36 cancellation and within ten (10) days for non-payment of premium and provide a copy of the cancellation
37 notice to COUNTY. Failure to provide written notice of cancellation shall constitute a breach of

1 CONTRACTOR's obligation hereunder and ground for COUNTY to suspend or terminate this Contract.

2 M. If CONTRACTOR's Professional Liability, Technology Errors & Omissions and/or Network
3 Security & Privacy Liability are "Claims -Made" policies, CONTRACTOR shall agree to maintain
4 coverage for two (2) years following the completion of the Contract.

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6 N. The Commercial General Liability policy shall contain a "severability of interests" clause also
7 known as a "separation of insureds" clause (standard in the ISO CG 0001 policy).

8 O. Insurance certificates should be forwarded to the agency/department address specified in the
9 Referenced Contract Provisions of this Contract.

10 P. If CONTRACTOR fails to provide the insurance certificates and endorsements within seven (7)
11 days of notification by CEO/Purchasing or the agency/department purchasing division, it shall constitute
12 a breach of CONTRACTOR's obligation hereunder and ground for COUNTY to suspend or terminate
13 this Contract.

14 Q. COUNTY expressly retains the right to require CONTRACTOR to increase or decrease
15 insurance of any of the above insurance types throughout the term of this Contract. Any increase or
16 decrease in insurance will be as deemed by County of Orange Risk Manager as appropriate to adequately
17 protect COUNTY.

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

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

26 T. SUBMISSION OF INSURANCE DOCUMENTS

27 1. The COI and endorsements shall be provided to COUNTY as follows:

- 28 a. Prior to the start date of this Contract.
- 29 b. No later than the expiration date for each policy.
- 30 c. Within thirty (30) calendar days upon receipt of written notice by COUNTY regarding
31 changes to any of the insurance requirements as set forth in the Coverage Subparagraph above.

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

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

- 37 a. ADMINISTRATOR may withhold or delay any or all payments due CONTRACTOR

1 pursuant to any and all Contracts between COUNTY and CONTRACTOR until such time that the
2 required COI and endorsements that meet the insurance provisions stipulated in this Contract are
3 submitted to ADMINISTRATOR.

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

8 c. If CONTRACTOR is assessed a late penalty, the amount shall be deducted from
9 CONTRACTOR's monthly invoice.

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

13 **XV. INSPECTIONS AND AUDITS**

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

24 B. CONTRACTOR shall actively participate and cooperate with any person specified in
25 Subparagraph A. above in any evaluation or monitoring of the services provided pursuant to this
26 Contract, and shall provide the above-mentioned persons adequate office space to conduct such
27 evaluation or monitoring.

28 **C. AUDIT RESPONSE**

29 1. Following an audit report, in the event of non-compliance with applicable laws and
30 regulations governing funds provided through this Contract, COUNTY may terminate this Contract as
31 provided for in the Termination Paragraph or direct CONTRACTOR to immediately implement
32 appropriate corrective action. A CAP shall be submitted to ADMINISTRATOR in writing within thirty
33 (30) calendar days after receiving notice from ADMINISTRATOR.

34 2. If the audit reveals that money is payable from one Party to the other, that is, reimbursement
35 by CONTRACTOR to COUNTY, or payment of sums due from COUNTY to CONTRACTOR, said
36 funds shall be due and payable from one Party to the other within sixty (60) calendar days of receipt of
37

the audit results. If reimbursement is due from CONTRACTOR to COUNTY, and such reimbursement is not received within said sixty (60) calendar days, COUNTY may, in addition to any other remedies provided by law, reduce any amount owed CONTRACTOR by an amount not to exceed the reimbursement due COUNTY.

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D. CONTRACTOR shall retain a licensed certified public accountant, who will prepare an annual Single Audit as required by 31 USC 7501 – 7507, as well as its implementing regulations under 2 CFR Part 200, Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards. CONTRACTOR shall forward the Single Audit to ADMINISTRATOR within fourteen (14) calendar days of receipt.

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

XVI. LICENSES AND LAWS

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

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

1. ARRA of 2009.
2. Trafficking Victims Protection Act of 2000.
3. Title 22, CCR, §51009, Confidentiality of Records.
4. California Welfare and Institutions Code, §14100.2, Medicaid Confidentiality.
5. D/MC Certification Standards for Substance Abuse Clinics, July 2004.
6. D/MC Billing Manual (March 23, 2010).
7. Federal Medicare Cost reimbursement principles and cost reporting standards.
8. State of California-Health and Human Services Agency, Department of Health Care Services, MHSD, Medi-Cal Billing Manual, October 2013.
9. Orange County Medi-Cal Mental Health Managed Care Plan.

10. 42 CFR, Section 438, Managed Care Regulations

11. Short-Doyle/Medi-Cal Manual for the Rehabilitation Option and Targeted Case Management.

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12. Short-Doyle/Medi-Cal Modifications/Revisions for the Rehabilitation Option and Targeted Case Management Manual, including DMH Letter 94-14, dated July 7, 1994, DMH Letter No. 95-04, dated July 27, 1995, DMH Letter 96-03, dated August 13, 1996.

C. CONTRACTOR shall at all times be capable and authorized by the State of California to provide treatment and bill for services provided to Medi-Cal eligible Clients while working under the terms of this Contract.

D. CONTRACTOR shall make every reasonable effort to obtain appropriate licenses and/or waivers to provide Medi-Cal billable treatment services at school or other sites requested by ADMINISTRATOR.

XVII. LITERATURE, ADVERTISEMENTS, AND SOCIAL MEDIA

A. Any written information or literature, including educational or promotional materials, distributed by CONTRACTOR to any person or organization for purposes directly or indirectly related to this Contract must be approved at least thirty (30) days in advance and in writing by ADMINISTRATOR before distribution. For the purposes of this Contract, distribution of written materials shall include, but not be limited to, pamphlets, brochures, flyers, newspaper or magazine ads, and electronic media such as the Internet.

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

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

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

XVIII. AMOUNT NOT TO EXCEED

1 A. The Total Amount Not To Exceed of COUNTY for services provided in accordance with this
 2 Contract, and the separate Amounts Not To Exceed for each period under this Contract, are as specified
 3 in the Referenced Contract Provisions of this Contract, except as allowed for in Subparagraph B. below.

4 B. ADMINISTRATOR may amend the Total Amount Not To Exceed by an amount not to exceed
 5 ten percent (10%) of Period One funding for this Contract.

6 **XIX. MINIMUM WAGE LAWS**

7 A. Pursuant to the United States of America Fair Labor Standards Act of 1938, as amended, and
 8 State of California Labor Code, §1178.5, CONTRACTOR shall pay no less than the greater of the
 9 federal or California Minimum Wage to all its Covered Individuals (as defined within the "Compliance"
 10 paragraph of this Contract) that directly or indirectly provide services pursuant to this Contract, in any
 11 manner whatsoever. CONTRACTOR shall require and verify that all of its Covered Individuals
 12 providing services pursuant to this Contract be paid no less than the greater of the federal or California
 13 Minimum Wage.

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

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

22 **XX. NONDISCRIMINATION**

23 **A. EMPLOYMENT**

24 1. During the term of this Contract, CONTRACTOR and its Covered Individuals (as defined in
 25 the "Compliance" paragraph of this Contract) shall not unlawfully discriminate against any employee or
 26 applicant for employment because of his/her race, religious creed, color, national origin, ancestry,
 27 physical disability, mental disability, medical condition, genetic information, marital status, sex, gender,
 28 gender identity, gender expression, age, sexual orientation, or military and veteran status. Additionally,
 29 during the term of this Contract, CONTRACTOR and its Covered Individuals shall require in its
 30 subcontracts that subcontractors shall not unlawfully discriminate against any employee or applicant for
 31 employment because of his/her race, religious creed, color, national origin, ancestry, physical disability,
 32 mental disability, medical condition, genetic information, marital status, sex, gender, gender identity,
 33 gender expression, age, sexual orientation, or military and veteran status.

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

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

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

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

6. Each labor union or representative of workers with which CONTRACTOR and/or subcontractor has a collective bargaining contract or other contract or understanding must post a notice advising the labor union or workers' representative of the commitments under this Nondiscrimination Paragraph and shall post copies of the notice in conspicuous places, available to employees and applicants for employment.

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

1. Denying a Client or potential Client any service, benefit, or accommodation.
2. Providing any service or benefit to a Client which is different or is provided in a different manner or at a different time from that provided to other Clients.
3. Restricting a Client in any way in the enjoyment of any advantage or privilege enjoyed by others receiving any service and/or benefit.
4. Treating a Client differently from others in satisfying any admission requirement or

condition, or eligibility requirement or condition, which individuals must meet in order to be provided any service and/or benefit.

5. Assignment of times or places for the provision of services.

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

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

a. COUNTY shall establish a formal resolution and grievance process in the event informal processes do not yield a resolution.

b. Throughout the problem resolution and grievance process, Client rights shall be maintained, including access to the COUNTY's Patients' Rights Office at any point in the process. Clients shall be informed of their right to access the COUNTY's Patients' Rights Office at any time.

2. Within the time limits procedurally imposed, the complainant shall be notified in writing as to the findings regarding the alleged complaint and, if not satisfied with the decision, has the right to request a State Fair Hearing.

D. PERSONS WITH DISABILITIES – CONTRACTOR and/or subcontractor agree to comply with the provisions of §504 of the Rehabilitation Act of 1973, as amended, (29 USC 794 et seq., as implemented in 45 CFR 84.1 et seq.), and the Americans with Disabilities Act of 1990 as amended (42 USC 12101 et seq.; as implemented in 29 CFR 1630), as applicable, pertaining to the prohibition of discrimination against qualified persons with disabilities in all programs or activities, and if applicable, as implemented in Title 45, CFR, §84.1 et seq., as they exist now or may be hereafter amended together with succeeding legislation.

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

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

XXI. NOTICES

A. Unless otherwise specified, all notices, claims, correspondence, reports and/or statements

1 authorized or required by this Contract shall be effective:

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

5 //

6 2. When faxed, transmission confirmed;
7 3. When sent by Email; or
8 4. When accepted by U.S. Postal Service Express Mail, Federal Express, United Parcel
9 Service, or any other expedited delivery service.

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

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

18 D. For purposes of this Contract, any notice to be provided by COUNTY may be given by
19 ADMINISTRATOR.

20 **XXII. NOTIFICATION OF DEATH**

21
22 A. Upon becoming aware of the death of any person served pursuant to this Contract,
23 CONTRACTOR shall immediately notify ADMINISTRATOR.

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

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

30 2. WRITTEN NOTIFICATION

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

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

37 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 Contract 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.

XXIII. 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.

XXIV. PATIENT'S RIGHTS

A. CONTRACTOR shall post the current California Department of Mental Health Patients' Rights poster as well as the Orange County HCA Mental Health Plan Grievance and Appeals poster in locations readily available to Clients and staff and have Grievance and Appeal forms in the threshold languages and envelopes readily accessible to Clients to take without having to request it on the unit.

B. In addition to those processes provided by ADMINISTRATOR, CONTRACTOR shall have an internal grievance processes approved by ADMINISTRATOR, to which the beneficiary shall have access.

1. CONTRACTOR's grievance processes shall incorporate COUNTY's grievance, patients' rights, and/or utilization management guidelines and procedures. The patient has the right to utilize either or both grievance process simultaneously in order to resolve their dissatisfaction.

2. Title IX Rights Advocacy. This process may be initiated by a Client who registers a statutory rights violation or a denial or abuse complaint with the County Patients' Rights Office. The Patients' Rights office shall investigate the complaint, and Title IX grievance procedures shall apply, which involve ADMINISTRATOR'S Director of Behavioral Health Care and the State Patients' Rights Office.

C. The parties agree that Clients have recourse to initiate an expression of dissatisfaction to CONTRACTOR, appeal to the County Patients' Rights Office, file a grievance, and file a Title IX complaint. The Patients' Advocate shall advise and assist the Client, investigate the cause of the grievance, and attempt to resolve the matter

D. No provision of this Contract shall be construed as to replacing or conflicting with the duties of County Patients' Rights Office pursuant to Welfare and Institutions Code Section 5500.

XXV. RECORDS MANAGEMENT AND MAINTENANCE

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

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1. CONTRACTOR shall maintain records that are adequate to substantiate the services for which claims are submitted for reimbursement under this Contract and the charges thereto. Such records shall include, but not be limited to, individual patient charts and utilization review records.

2. CONTRACTOR shall keep and maintain records of each service rendered to each MSN Patient, the identity of the MSN Patient to whom the service was rendered, the date the service was rendered, and such additional information as ADMINISTRATOR or DHCS may require.

3. CONTRACTOR shall maintain books, records, documents, accounting procedures and practices, and other evidence sufficient to reflect properly all direct and indirect cost of whatever nature claimed to have been incurred in the performance of this Contract and in accordance with Medicare principles of reimbursement and GAAP.

4. CONTRACTOR shall ensure the maintenance of medical records required by §70747 through and including §70751 of the CCR, as they exist now or may hereafter be amended, the medical necessity of the service, and the quality of care provided. Records shall be maintained in accordance with §51476 of Title 22 of the CCR, as it exists now or may hereafter be amended.

B. CONTRACTOR shall implement and maintain administrative, technical and physical safeguards to ensure the privacy of PHI and prevent the intentional or unintentional use or disclosure of PHI in violation of the HIPAA, federal and state regulations. CONTRACTOR shall mitigate to the extent practicable, the known harmful effect of any use or disclosure of PHI made in violation of federal or state regulations and/or COUNTY policies.

C. CONTRACTOR's participant, client, and/or patient records shall be maintained in a secure manner. CONTRACTOR shall maintain participant, client, and/or patient records and must establish and implement written record management procedures.

D. CONTRACTOR shall retain all financial records for a minimum of ten (10) years from the termination of the Contract, unless a longer period is required due to legal proceedings such as litigations and/or settlement of claims.

E. CONTRACTOR shall retain all client and/or patient medical records for ten (10) years following discharge of the participant, client and/or patient.

F. CONTRACTOR shall make records pertaining to the costs of services, participant fees, charges, billings, and revenues available at one (1) location within the limits of the County of Orange. If CONTRACTOR is unable to meet the record location criteria above, ADMINISTRATOR may provide written approval to CONTRACTOR to maintain records in a single location, identified by CONTRACTOR.

1 G. CONTRACTOR shall notify ADMINISTRATOR of any PRA requests related to, or arising out
2 of, this Contract, within forty-eight (48) hours. CONTRACTOR shall provide ADMINISTRATOR all
3 information that is requested by the PRA request.

4 H. CONTRACTOR shall ensure all HIPAA DRS requirements are met. HIPAA requires that
5 clients, participants and/or patients be provided the right to access or receive a copy of their DRS and/or
6 request addendum to their records. Title 45 CFR §164.501, defines DRS as a group of records
7 maintained by or for a covered entity that is:

8 1. The medical records and billing records about individuals maintained by or for a covered
9 health care provider;

10 2. The enrollment, payment, claims adjudication, and case or medical management record
11 systems maintained by or for a health plan; or

12 3. Used, in whole or in part, by or for the covered entity to make decisions about individuals.

13 I. CONTRACTOR may retain client, and/or patient documentation electronically in accordance
14 with the terms of this Contract and common business practices. If documentation is retained
15 electronically, CONTRACTOR shall, in the event of an audit or site visit:

16 1. Have documents readily available within twenty-four (24) hour notice of a scheduled audit
17 or site visit.

18 2. Provide auditor or other authorized individuals access to documents via a computer terminal.

19 3. Provide auditor or other authorized individuals a hardcopy printout of documents, if
20 requested.

21 J. CONTRACTOR shall ensure compliance with requirements pertaining to the privacy and
22 security of PII and/or PHI. CONTRACTOR shall, upon discovery of a Breach of privacy and/or security
23 of PII and/or PHI by CONTRACTOR, notify federal and/or state authorities as required by law or
24 regulation, and copy ADMINISTRATOR on such notifications.

25 K. CONTRACTOR may be required to pay any costs associated with a Breach of privacy and/or
26 security of PII and/or PHI, including but not limited to the costs of notification. CONTRACTOR shall
27 pay any and all such costs arising out of a Breach of privacy and/or security of PII and/or PHI.

28 **XXVI. RESEARCH AND PUBLICATION**

29 CONTRACTOR shall not utilize information and/or data received from COUNTY, or arising out of,
30 or developed, as a result of this Contract for the purpose of personal or professional research, or for
31 publication.
32

33 **XXVII. REVENUE**

34 A. CLIENT FEES – CONTRACTOR shall charge, unless waived by ADMINISTRATOR, a fee to
35 Clients to whom billable services, other than those amounts reimbursed by Medicare, Medi-Cal or other
36 third party health plans, are provided pursuant to this Contract, their estates and responsible relatives,
37

according to their ability to pay as determined by the State Department of Health Care Services' "Uniform Method of Determining Ability to Pay" procedure or by any other payment procedure as approved in advance, and in writing by ADMINISTRATOR; and in accordance with Title 9 of the CCR. Such fee shall not exceed the actual cost of services provided. No Client shall be denied services because of an inability to pay.

B. THIRD-PARTY REVENUE – CONTRACTOR shall make every reasonable effort to obtain all available third-party reimbursement for which persons served pursuant to this Contract may be eligible. Charges to insurance carriers shall be on the basis of CONTRACTOR's usual and customary charges.

C. PROCEDURES – CONTRACTOR shall maintain internal financial controls which adequately ensure proper billing and collection procedures. CONTRACTOR's procedures shall specifically provide for the identification of delinquent accounts and methods for pursuing such accounts. CONTRACTOR shall provide ADMINISTRATOR, monthly, a written report specifying the current status of fees which are billed, collected, transferred to a collection agency, or deemed by CONTRACTOR to be uncollectible.

D. OTHER REVENUES – CONTRACTOR shall charge for services, supplies, or facility use by persons other than individuals or groups eligible for services pursuant to this Contract.

XXVIII. SEVERABILITY

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

XXIX. SPECIAL PROVISIONS

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

1. Making cash payments to intended recipients of services through this Contract.
2. Lobbying any governmental agency or official. CONTRACTOR shall file all certifications and reports in compliance with this requirement pursuant to Title 31, USC, §1352 (e.g., limitation on use of appropriated funds to influence certain federal contracting and financial transactions).
3. Fundraising.
4. Purchase of gifts, meals, entertainment, awards, or other personal expenses for CONTRACTOR's staff, volunteers, interns, consultants, subcontractors, and members of the Board of Directors or governing body.
5. Reimbursement of CONTRACTOR's members of the Board of Directors or governing body for expenses or services.

6. Making personal loans to CONTRACTOR's staff, volunteers, interns, consultants, subcontractors, and members of the Board of Directors or governing body, or its designee or authorized agent, or making salary advances or giving bonuses to CONTRACTOR's staff.

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7. Paying an individual salary or compensation for services at a rate in excess of the current Level I of the Executive Salary Schedule as published by the OPM. The OPM Executive Salary Schedule may be found at www.opm.gov.

8. Severance pay for separating employees.

9. Paying rent and/or lease costs for a facility prior to the facility meeting all required building codes and obtaining all necessary building permits for any associated construction.

10. Supplanting current funding for existing services.

B. Unless otherwise specified in advance and in writing by ADMINISTRATOR, CONTRACTOR shall not use the funds provided by means of this Contract for the following purposes:

1. Funding travel or training (excluding mileage or parking).

2. Making phone calls outside of the local area unless documented to be directly for the purpose of Client care.

3. Payment for grant writing, consultants, certified public accounting, or legal services.

4. Purchase of artwork or other items that are for decorative purposes and do not directly contribute to the quality of services to be provided pursuant to this Contract.

5. Purchasing or improving land, including constructing or permanently improving any building or facility, except for tenant improvements.

6. Providing inpatient hospital services or purchasing major medical equipment.

7. Satisfying any expenditure of non-federal funds as a condition for the receipt of federal funds (matching).

8. Purchase of gifts, meals, entertainment, awards, or other personal expenses for CONTRACTOR's Clients.

XXX. STATUS OF CONTRACTOR

CONTRACTOR is, and shall at all times be deemed to be, an independent contractor and shall be wholly responsible for the manner in which it performs the services required of it by the terms of this Contract. CONTRACTOR is entirely responsible for compensating staff, subcontractors, and consultants employed by CONTRACTOR. This Contract shall not be construed as creating the relationship of employer and employee, or principal and agent, between COUNTY and CONTRACTOR or any of CONTRACTOR's employees, agents, consultants, volunteers, interns, or subcontractors. CONTRACTOR assumes exclusively the responsibility for the acts of its employees, agents, consultants, volunteers, interns, or subcontractors as they relate to the services to be provided during the course and

scope of their employment. CONTRACTOR, its agents, employees, consultants, volunteers, interns, or subcontractors, shall not be entitled to any rights or privileges of COUNTY's employees and shall not be considered in any manner to be COUNTY's employees.

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XXXI. TERM

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

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

XXXII. TERMINATION

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

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

1. The loss by CONTRACTOR of legal capacity.
2. Cessation of services.
3. The delegation or assignment of CONTRACTOR's services, operation or administration to another entity without the prior written consent of COUNTY.
4. The neglect by any physician or licensed person employed by CONTRACTOR of any duty required pursuant to this Contract.
5. The loss of accreditation or any license required by the Licenses and Laws Paragraph of this Contract.
6. The continued incapacity of any physician or licensed person to perform duties required pursuant to this Contract.
7. Unethical conduct or malpractice by any physician or licensed person providing services pursuant to this Contract; provided, however, COUNTY may waive this option if CONTRACTOR removes such physician or licensed person from serving persons treated or assisted pursuant to this

1 Contract.

2 C. CONTINGENT FUNDING

3 1. Any obligation of COUNTY under this Contract is contingent upon the following:

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

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

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

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

18 E. In the event this Contract is terminated CONTRACTOR shall do the following:

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

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

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

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

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

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

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

34 8. To the extent services are terminated, cancel outstanding commitments covering the
35 procurement of materials, supplies, equipment, and miscellaneous items, as well as outstanding
36 commitments which relate to personal services. With respect to these canceled commitments,
37 CONTRACTOR shall submit a written plan for settlement of all outstanding liabilities and all claims

arising out of such cancellation of commitment which shall be subject to written approval of ADMINISTRATOR.

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

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

XXXIII. THIRD PARTY BENEFICIARY

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

XXXIV. WAIVER OF DEFAULT OR BREACH

Waiver by COUNTY of any default by CONTRACTOR shall not be considered a waiver of any subsequent default. Waiver by COUNTY of any breach by CONTRACTOR of any provision of this Contract shall not be considered a waiver of any subsequent breach. Waiver by COUNTY of any default or any breach by CONTRACTOR shall not be considered a modification of the terms of this Contract.

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

3
4 PATHWAYS COMMUNITY SERVICES, LLC

5
6
7 BY: _____ DATED: _____

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9
10 TITLE: _____

11
12
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14
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16 COUNTY OF ORANGE

17
18
19 BY: _____ DATED: _____

20 HEALTH CARE AGENCY

21
22
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25 APPROVED AS TO FORM

26 OFFICE OF THE COUNTY COUNSEL

27 ORANGE COUNTY, CALIFORNIA

28
29
30 BY: _____ DATED: _____

31 DEPUTY

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35 If the contracting party is a corporation, two (2) signatures are required: one (1) signature by the Chairman of the Board, the President or
36 any Vice President; and one (1) signature by the Secretary, any Assistant Secretary, the Chief Financial Officer or any Assistant Treasurer.
37 If the contract is signed by one (1) authorized individual only, a copy of the corporate resolution 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..

EXHIBIT A
 CONTRACT FOR PROVISION OF
 CHILDREN'S
 FULL SERVICE PARTNERSHIP/WRAPAROUND SERVICES
 BETWEEN
 COUNTY OF ORANGE
 AND
 PATHWAYS COMMUNITY SERVICES, LLC
 JULY 1, 2021 THROUGH JUNE 30, 2024

I. COMMON TERMS AND DEFINITIONS

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

1. 5150 – 5150 is the number of the section of the Welfare and Institutions Code under California State Law which allows a adult who is experiencing a mental health crisis to be involuntarily detained for a 72-hour psychiatric hospitalization due to threat of harm to self, others, or being gravely disabled.

2. 5585 - 5585 is the number of the section of the Welfare and Institutions Code under California State Law which allows a minor who is experiencing a mental health crisis to be involuntarily detained for a 72- hour psychiatric hospitalization due to threat of harm to self, others, or being gravely disabled.

3. Admission means documentation, by CONTRACTOR, for completion of entry and evaluation services provided to Clients into IRIS.

4. Client means any individual, referred or enrolled, for services under the Contract who is living with mental, emotional, or behavioral disorders.

5. Care Plan (CP) also known as the Plan of Care (POC) or Master Treatment Plan (MTP) means a written plan, including by reference any juvenile court order(s), developed and signed by the Family Team that includes the following elements:

- a. A statement of an overall goal or vision for the Client and Client's family as applicable.
- b. The strengths of the Client and Client's family as applicable.
- c. The needs, as defined by specific life areas that must be met to achieve the goal(s) of - the Client and Client's family as applicable.
- d. Prevention and intervention safety plans.
- e. The type, frequency, and duration of intervention strategies
- f. Financial responsibility for the components of the POC.
- h. Desired outcomes.

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6. Contract Census refers to the minimum number of clients enrolled and serviced by the program per contractual requirements.

7. Co-occurring means the presence of BOTH a mental health diagnosis, according to the DSM-5/ICD-10, AND either a substance use disorder OR a medical condition which is either exacerbated by, or the result of, a mental health diagnosis.

8. Crisis Intervention means a service, lasting less than twenty-four (24) hours that is provided to, or on the behalf of. a Client for a condition that requires a more timely response than a regularly scheduled visit. Service activities may include, but are not limited to: assessment, individual therapy, collateral therapy, family therapy, case management, and psychiatric evaluation.

9. Crisis Assessment Team (CAT) means the team of behavioral health specialists operated by the COUNTY to provide community based assessment and intervention for youth or adults in crisis operating 24/7. The CAT serves as the central point for locating psychiatric beds for youth and adults and facilitating admission for those who require this level of care.

10. Crisis Stabilization Unit (CSU) means a County operated or contracted facility operating twenty-four(24) hours a day/seven (7) days a week for the evaluation of Clients who are experiencing a behavioral health crisis. CSUs are a designated outpatient facility that provides assessment, evaluation and behavioral health treatment for individuals for up to twenty-three (23) hours and fifty-nine (59) minutes.

11. Diagnosis means identifying the nature of a Client's disorder. When formulating the Diagnosis of a Client, CONTRACTOR shall use the diagnostic codes as specified in the most current International Classification of Diseases–Clinical Modification (ICD-CM) and further defined in the most current edition of the Diagnostic and Statistical Manual of Mental Disorders (DSM) published by the American Psychiatric Association. DSM diagnoses will be recorded on all IRIS documents, as appropriate.

12. Data Collection Reporting system means the collection of State mandated data used for the tracking and reporting of outcome data for Clients enrolled in FSP Mental Health Services Act (MHSA) programs.

13. 3 M's means the Quarterly Assessment Form being completed for each Client every three months in the approved Data Collection System. It tracks changes in education, sources of financial support, legal issues/designations, health status, housing, substance abuse, and any other fields set forth by the State and/or the County. Must be completed not more than 14 days prior to or 30 days after the due date.

14. Data Certification means reviewing outcome data mandated by the State and COUNTY for accuracy and signing a Certification of Accuracy of Data form indicating that the data is accurate.

15. Key Event Tracking (KET) means the tracking of a Client's service movement and changes in the approved Data Collection System. A KET must be completed following the DCR business rules and entered accurately each time the CONTRACTOR is reporting a change from previous Client status

in certain categories. The categories include: administrative status, residential status (including incarcerations and hospitalizations), employment, education, benefits acquisition, legal status, emergency interventions and any other fields set forth by the State or County.

16. Partnership Assessment Form (PAF) means the baseline Assessment for each Client (as defined by the State and/or County) that must be completed in full and entered into the DCR system within thirty (30) days of the Client's enrollment date. All DCR business rules regarding transferring and re-enrolling clients must be followed and verified prior to entering a PAF in the system.

17. Direct Service Hour (DSH) means the time, measured in hours and portions of hours, that a clinician spends providing services to Clients or others on behalf of Clients in relationship to their SED/SMI diagnosis. DSH credit, both billable and non-billable minutes, are obtained by providing mental health, case management, medication support, and crisis intervention services to Clients open in IRIS.

18. Early Periodic Screening Diagnostic and Treatment (EPSDT) means the State of California's implementation of the Federal child health component of Medicaid program which provides physical, mental, and developmental health services for children and young adults. EPSDT is a Medi-Cal benefit for individuals under the age of 21 who have full-scope Medi-Cal eligibility. This benefit allows for periodic screenings to determine health care needs in accordance with the requirements in Section 1905(r) of the Social Security Act and Title 42 Code of Federal Regulations (CFR) Section 441.50 *et seq*. Services are comprehensive, high-quality array of preventive (such as screening), diagnostic, and treatment services under EPSDT and are covered without cost.

19. Education Coordinator means an individual who is responsible for providing assistance and support with educational and vocational services as well as developing resources for those Clients that wish to further their education or training.

20. Employment Coordinator means an individual who is responsible for providing pre-employment training, job orientation and site training to Clients. This individual is also responsible for assisting Clients with job application procedures, teaching social, grooming and dress-for-success personal hygiene skills to Clients, and coaching Clients on how to maintain employment. This individual will develop employment resources that match the needs of the program's client population. In addition, the Employment Coordinator may provide on-the-job mentoring and will work closely with the hiring companies and Clients.

21. Engagement means the act of building a secure connection with a client(s) through active listening, empathy, and mutual trust, which is likely to increase the client's acceptance of behavioral health treatment and ultimate integration into his or her community. Engagement is the process where a trusting relationship between CONTRACTOR's staff and Client is developed over a short period of time, so CONTRACTOR and Client can develop a plan to link the Client to appropriate services within the community. Engagement of the Client is the objective of a successful outreach.

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22. Face-to-Face Contact means a direct encounter between CONTRACTOR's staff and Client(s)/parent(s)/guardian(s). This does not include contact by phone, email, text, or FaceTime, etc.

23. Family Team means a group formed to meet the needs of an FSP eligible Client through the "whatever it takes" approach, and this team includes program staff, the eligible Client, the Client's family members, and other support individual(s) the individual or family agrees to include on the team.

24. Full Service Partnership (FSP) means a program model described in COUNTY's MHSA plan that has been approved by the State. The MHSA plan describes how COUNTY will use MHSA funds to develop and implement treatment plans for mental health Clients through an FSP. An FSP is an evidence-based and strength-based model with the focus on the individual rather than the disease. Provided services are culturally competent, provided either in-home or in the community, intensive, mental health care coordination services that will address individual and family needs as applicable, across all life domains of the Client.

25. Group Home means a facility for housing youth and is licensed by Community Care Licensing under the provisions of CCR, Title 22, Division 6, et seq.

26. Head of Service means an individual ultimately responsible for oversight of the program. This person is required to be licensed as a mental health professional.

27. Housing Coordinator means an individual who provides assistance to Clients/families to secure and maintain the most stable housing appropriate to their functioning levels and life circumstances. This may range from emergency motel placement to avoid homelessness to transitional housing that will provide stability and skills that would lead to more permanent housing. This individual may also assist the Client in moving to greater independence by creating flex fund usage plans where the Client/family pays a greater percentage of housing cost per month so that housing costs become independently sustainable for the client/family.

28. Individual Services and Support Funds (Flexible Funds) means funds used to provide Clients and/or their families with immediate assistance, as deemed necessary, for the treatment of their mental illness and to improve their overall quality of life. Flexible Funds are generally categorized as housing, transportation, food, clothing, medical, and miscellaneous expenditures that are individualized and appropriate to support Clients' mental health treatment.

29. Integrated Records Information System (IRIS) means the ADMINISTRATOR's database system that collects Clients' information such as registration, scheduled appointments, laboratory information system, invoice and reporting capabilities, compliance with regulatory requirements, electronic medical records, and other relevant applications.

30. Pathways to Wellbeing (PWB) subclass refers to the lawsuit, Katie A. et al. v. Bonta et al., a class action lawsuit filed in Federal District Court concerning the availability of intensive mental health services to children in California who are either in foster care or at imminent risk of coming into care.

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31. Licensed Clinical Social Worker (LCSW) means a licensed individual, pursuant to the provisions of Chapter 14 of the California Business and Professions Code, who can provide clinical services to Clients. The license must be current and in force, and has not been suspended or revoked. Also, it is preferred that the individual has at least one (1) year of experience treating children and TAY.

32. Licensed Marriage Family Therapist (LMFT) means a licensed individual, pursuant to the provisions of Chapter 13 of the California Business and Professions Code, who can provide clinical services to Clients. The license must be current and in force, and has not been suspended or revoked. Also, it is preferred that the individual has at least one (1) year of experience treating children and TAY.

33. Licensed Professional Clinical Counselor (LPCC) means a licensed individual, pursuant to the provisions of Chapter 16 of the California Business and Professions Code, who can provide clinical service to Clients. The license must be current and in force, and has not been suspended or revoked. Also, it is preferred that the individual has at least one (1) year of experience treating children and TAY.

34. Licensed Psychiatric Technician (LPT) means a licensed individual, pursuant to the provisions of Chapter 10 of the California Business and Professions Code, who can provide clinical services to Clients. The license must be current and in force, and has not been suspended or revoked. Also, it is preferred that the individual has at least one (1) year of experience treating children and TAY.

35. Licensed Psychologist means a licensed individual, pursuant to the provisions of Chapter 6.6 of the California Business and Professions Code, who can provide clinical services to Clients. The license must be current and in force, and has not been suspended or revoked. Also, it is preferred that the individual has at least one (1) year of experience treating children and TAY.

36. Licensed Vocational Nurse (LVN) means a licensed individual, pursuant to the provisions of Chapter 6.5 of the California Business and Professions Code, who can provide clinical services to Clients. The license must be current and in force, and has not been suspended or revoked. Also, it is preferred that the individual has at least one (1) year of experience treating children and TAY.

37. Live Scan means an inkless, electronic fingerprint which is transmitted directly to the Department of Justice (DOJ) for the completion of a criminal record check, typically required of employees who have direct contact with Clients.

38. Medi-Cal means the State of California's implementation of the federal Medicaid health care program which pays for a variety of medical services for children and adults who meet eligibility criteria.

39. Medi-Cal Certification is a requirement for programs providing services under the Mental Health Plan (MHP). The MHP, Orange County Health Care Agency, will conduct the Medi-Cal Certification using Department of Health Care Services (DHCS) Certification Protocol, which includes enrolling, certifying, recertifying, and monitoring the program for continued compliance.

40. Medical Necessity means that a service is medically necessary if it is needed in order to address a particular mental health condition. Four parts must be present to meet the criteria for medical necessity: 1) a covered diagnosis per the County's MHP, 2) an impairment as a result of the disorder

that affects a client's ability to function individually or in the community, 3) the intervention needed must be focused on addressing the impairment, and 4) the intervention must meet specialty mental health service criteria (i.e., the condition being treated would be responsive to mental health treatment, but would not be responsive to physical health care based treatment).

41. Mental Health Services includes individual or group therapies and interventions that can reduce mental disability and restore, improve or maintain functioning. These should help with learning, development, independent living and enhanced self-sufficiency and that are not provided as part of another mental health program (e.g. such as a day or residential program). Service activities may include assessment, plan development, individual, family or group therapy, rehabilitation and related services. In addition, these services cannot be provided as a component of adult residential services, crisis residential treatment services, crisis intervention, crisis stabilization, day rehabilitation, or intensive day treatment. Service activities may include, but are not limited to: Assessment, plan development, rehabilitation, and collateral services. Also, Mental Health Services may be either Face-to-Face Contact, or by telephone with Clients or significant support individuals, and services may be provided anywhere in the community.

42. Assessment means a service activity, which may include a clinical analysis of the history and current status of a Client's mental, emotional, behavioral disorder, and relevant cultural issues. The Assessment also needs to include history of services being provided, diagnosis, and use of testing procedures.

43. Collateral means significant support individual(s) in a Client's life and is/are used to define services provided to the Client with the intent of improving or maintaining the mental health status of the Client. The Client may or may not be present for this service activity.

44. Intensive Care Coordination (ICC) means a medically necessary service provided to Medi-Cal beneficiaries under the EPSDT benefit. ICC includes assessment, care planning and coordination of services across child services systems and providers, including intensive services for children/youth who meet the PWB Subclass criteria.

45. Intensive Home-Based Services (IHBS) means a medically necessary service provided to Medi-Cal beneficiaries under the EPSDT benefit. IHBS are individualized, strength-based mental health treatment interventions designed to ameliorate mental health conditions that interfere with a client's functioning. IHBS are provided only in conjunction with ICC and are recommended by the Child and Family Team. IHBS is also provided to the PWB (Katie A. Subclass) population.

46. Medication Support Services means services provided by licensed physicians, nurse practitioners, registered nurses, or other qualified medical staff, which include: prescribing, administering, dispensing and monitoring of psychiatric medications or biologicals that are necessary to alleviate symptoms of mental illness. These services also include evaluation and documentation of the clinical justification and effectiveness of medication, dosage, side effects, compliance, and response to medication. In addition, the licensed physicians, registered nurses, or other qualified medical staff must

1 obtain informed consent from Clients prior to providing medication education and plan development
2 related to the delivery of these services and/or Assessment to Clients.

3 47. Rehabilitation Service means an activity which includes assistance to improving,
4 maintaining, or restoring a Client's or group of Clients' functional skills, daily living skills, social and
5 leisure skills, grooming and personal hygiene skills, meal preparation skills, support resources and/or
6 medication education.

7 48. Substance Use Treatment means a program that uses a stage-wise treatment model and is
8 non-confrontational, follows behavioral principles, considers interactions between mental illness and
9 substance abuse, and has gradual expectations of abstinence.

10 49. Therapeutic Behavioral Services (TBS) means one-on-one behavioral interventions with a
11 Client, which is designed to reduce or eliminate targeted behaviors as identified in the Client's treatment
12 plan. Collateral services are also provided to parent(s)/guardian(s) as part of TBS. Clients must be
13 Medi-Cal eligible and meet TBS class membership and service need requirements. Documentation in
14 the medical record must support Medical Necessity for these intensive services. Cases in which Clients
15 are receiving more than twenty (20) hours per week of TBS or those who are expected to receive more
16 than four months (120 days) of TBS must be approved by ADMINISTRATOR. ADMINISTRATOR
17 has to approve individuals that are delivering these intervention services to ensure they are qualified to
18 deliver these services.

19 50. Targeted Case Management (TCM) means services that assist a Client in accessing needed
20 medical, educational, social, pre-vocational, vocational, rehabilitative, or other community services.
21 These service activities may include, but are not limited to: communicating and coordinating services
22 through referrals, monitoring service delivery to ensure Clients' access to services and the service
23 delivery system, and tracking of Clients' progress and plan development.

24 51. Treatment Foster Care (TFC) also known as Therapeutic Foster Care, consists of intensive
25 and highly coordinated mental health and support services provided to a foster parent or caregiver in
26 which the foster parent/caregiver becomes an integral part of the child's treatment team.

27 52. Therapy means a therapeutic intervention that focuses primarily on symptom reduction as a
28 means to improve functional impairments. Therapy may be delivered to a Client or a group of Clients,
29 and may include family Therapy with Client being present.

30 53. The Mental Health Services Act (MHSA) is a voter-approved initiative to develop a
31 comprehensive approach to providing community-based mental health services and supports for
32 California residents. It is also known as "Proposition 63."

33 54. Mentoring Services means non-clinical interventions provided to a client by a screened and
34 trained mentor, in conjunction with the therapeutic services being received, to help the client reach a
35 treatment goal, become independent and self-sufficient. The mentor is a peer or older, more
36 experienced individual who provides one-to-one contact and support in the following areas to assist
37 Client(s)/parent(s)/guardian(s): consistent support, guidance, and coaching in life skills, concrete help

and/or other relationship-building activities, and linking the Client(s)/parent(s)/guardian(s) to other services within the COUNTY.

55. National Provider Identifier (NPI) means the standard unique health identifier that was adopted by the Secretary of HHS Services under HIPAA for health care providers. All HIPAA covered healthcare providers, individuals, and organizations must obtain an NPI for use to identify themselves in HIPAA standard transactions. The NPI is assigned for life.

56. Notice of Adverse Benefit Determination (NOABD), as outlined in California Code of Regulations Title 9 Chapter 11 Section 1850.210 and Title 22, Section 50179, means to provide formal written notification via hand-delivery or mail to Medi-Cal Beneficiaries and faxed or mailed to the ADMINISTRATOR when services are denied, modified, reduced, delayed, suspended or terminated as specified by State standards.

57. Notice of Privacy Practices (NPP) means a document that notifies Clients of uses and disclosures of PHI/PII. The NPP may be made by, or on behalf of, the health plan or health care provider as set forth in HIPAA.

58. Outcomes Analyst means an individual who ensures that a program maintains a focus on program outcomes and quality assurance of the data being reported. This individual will be responsible for reviewing outcome data and other collected information for accuracy and correcting any errors prior to entering into the data capture system and again prior to exporting the files to the County and State. The Outcomes Analyst will analyze data and develop strategies for gathering new data from the Client's perspective to improve the program's understanding of Client's needs and desires towards furthering their recovery. This individual will also provide feedback to the program and work collaboratively with the employment specialist, education specialist, benefits specialist, and other staff in the program to strategize and improve outcomes in service delivery as well as improve accuracy in reporting and tracking outcomes and other information. In addition, this position will be responsible for attending all data and outcome related meetings and ensuring that the program is being proactive in all data collection requirements and changes at the local and state levels

59. Outreach means the activity of providing services to potential clients who might not otherwise have access to those services. Outreach includes going out in the community and providing education about services offered and requirements for participation in the various mental health programs within the community. It includes identification of underserved populations and linkage to appropriate Mental Health Services within the community. Such activities may result in the CONTRACTOR developing Referral sources for Clients from programs being offered within the community.

60. Personal Services Coordinator (PSC) means an individual with a Bachelor's Degree in Human Services or related field. It is preferred that the individual has at least two (2) years of related experience with Mental Health Services, or three (3) years' experience as a client in a similar program who has graduated to self-sufficiency. A PSC leads the implementation of a service plan covering an

entire range of needs for the Client and/or Client's family to promote success, safety, and permanence in the home, school, workforce, and community and lead Clients to self-sufficiency.

61. Pathways to Wellbeing (PWB) is the program that the State Departments of Social Services and Health Care Services have put into place to serve youth, many of whom had been in the Katie A. Subclass which was established in settlement of the lawsuit, Katie A. et al. v. Bonta et al., a class action lawsuit filed in Federal District Court concerning the availability of intensive mental health services to children in California who are either in foster care or at imminent risk of coming into care.

62. Program Director (PD) means an individual who is responsible for all aspects of administration and clinical operations of the mental health program, including development and adherence to the annual budget. This individual will also be responsible for the following: hiring, development and performance management of professional and support staff, and ensuring mental health treatment services are provided in concert with COUNTY and state rules and regulations.

63. Programmatic Reviews refers to an evaluation of randomly selected client files, referrals, and discharges for the purposes of clinical review, conducted either on-site of paper charts or via access to Electronic Health Records.

64. Protected Health Information (PHI) or Personally Identifiable Information (PII) means individually identifiable health information usually transmitted through electronic media. PHI/PII can be maintained in any medium as defined in the regulations, or for an entity such as a health plan, transmitted or maintained in any other medium. It is created or received by a covered entity and is related to the past, present, or future physical or mental health or condition of an individual, provision of health care to an individual, or the past, present, or future payment for health care provided to an individual.

65. Provider Application and Validation for Enrollment (PAVE) The federal 21st Century Cures Act requires that states screen, enroll, and re-validate network providers within managed care organizations. In order to comply with the requirements set forth in the Cures Act, the Department of Health Care Services (DHCS) is requiring all applicable network providers in the Mental Health Plan (MHP) enroll in Medi-Cal through the PAVE platform. Applicable network providers are required to enroll in Medi-Cal using the Ordering, Referring, Prescribing (ORP) enrollment pathway.

66. Psychiatrist means an individual who meets the minimum professional and licensure requirements set forth in Title 9, CCR, Section 623, and, preferably, has at least one (1) year of experience treating children and TAY.

67. Quality Improvement Committee (QIC) means a committee that meets quarterly to review one percent (1%) of all "high-risk" Medi-Cal Clients in order to monitor and evaluate the quality and appropriateness of services provided. At a minimum, the committee is comprised of one (1) ADMINISTRATOR, one (1) clinician, and one (1) physician who are not involved in the clinical care of the cases.

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68. Referral means effectively linking Clients to other services within the community and documenting follow-up provided within five (5) business days to assure that Clients have made contact with the referred service(s). Referrals should always include a warm handoff, engaging the patient's support system, as appropriate, and ensuring accountability for Clients' care until Client gets to the alternate level of care and has a successful interaction.

69. Registered Nurse (RN) means a licensed individual, pursuant to the provisions of Chapter 6 of the California Business and Professions Code, who can provide clinical services to Clients. The license must be current and in force, and has not been suspended or revoked. Also, it is preferred that the individual has at least one (1) year of experience treating children and TAY

70. Nurse Practitioner (NP) is a registered nurse who possesses additional preparation and skills in physical diagnosis, psycho-social assessment, and management of health-illness needs in primary health care, who has been prepared in a program that conforms to Board standards as specified in California Code of Regulations, CCR, 1484 Standards of Education, pursuant to the provisions of Chapter 6, Article 8 of the California Business and Professions Code. Also, it is preferred that the individual has at least one (1) year of experience treating children and TAY.

71. Serious Emotional Disturbance (SED) means a mental disorder as identified in the most recent edition of the Diagnostic and Statistical Manual of Mental Disorders, other than a primary substance use disorder or developmental disorder, which results in behavior inappropriate to the child's (under the age of 18) age according to expected developmental norms. W&I 5600.3.

72. Serious Mental Impairment (SMI) means an adult with a mental disorder that is severe in degree and persistent in duration, which may cause behavioral functioning which interferes substantially with the primary activities of daily living, and which may result in an inability to maintain stable adjustment and independent functioning without treatment, support, and rehabilitation for a long or indefinite period of time. W&I 5600.3.

73. Short-Term Residential Therapeutic Program (STRTP) means a residential facility operated by a public agency or private organization and licensed by the California Department of Social Services pursuant to Section 1562.01 that provides an integrated program of specialized and intensive care and supervision, services and supports, treatment, and short-term 24-hour care and supervision to children with the aim of moving the youth to a less restrictive environment within six months. The care and supervision provided by a short-term residential therapeutic program shall be nonmedical, except as otherwise permitted by law. Private short-term residential therapeutic programs shall be organized and operated on a nonprofit basis.

74. Student Intern means student(s) currently enrolled in an accredited graduate or undergraduate program and is/are accumulating supervised work experience hours as part of field work, internship, or practicum requirements. Acceptable programs include all programs that assist students in meeting the educational requirements to be a Licensed MFT, a LCSW, a Licensed Clinical Psychologist, a Licensed PCC, or to obtain a Bachelor's degree. Individuals with graduate degrees and who have two

(2) years of full-time experience in a mental health setting, either post-degree or as part of the program leading to the graduate degree, are not considered as students.

75. Transitional Age Youth (TAY) means an individual aged 16 through 25 years of age, up until the individual turns 26.

76. Token means the security device which allows an end-user to access the ADMINISTRATOR's computer based IRIS.

77. Uniform Method for Determining Ability to Pay (UMDAP) is set forth by the State of California and means the method used for determining the annual client liability for mental health services received from the COUNTY mental health system.

78. W6000 means voluntary admission of a minor to a mental hospital by the minor's parents, or by the parent, guardian, conservator, or other person entitled to the minor's custody pursuant to Welfare and Institutions Code Section 6000(a)(2), (b)–(d), and/or (f) –(i).

79. Wraparound Orange County (WOC) is a program administered by the COUNTY SSA, available to children and youth, ages 0-21, who have severe emotional or behavioral difficulties, and are currently placed in, or at-risk of being placed in, a group home setting (which includes STRTPs, correctional placements and residential treatment centers), and are either: a dependent from child welfare, or a ward from probation, or referred by behavioral health.

II. BUDGET

A. COUNTY shall pay CONTRACTOR in accordance with the Payments Paragraph in this Exhibit A to the Contract 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 One</u>	<u>Period Two</u>	<u>Period Three</u>	<u>TOTAL</u>
ADMINISTRATIVE COST				
— Indirect	\$ 663,611	\$ 663,611	\$ 663,611	\$ 1,990,833
PROGRAM COST				
— Salaries	\$ 2,449,225	\$ 2,449,225	\$ 2,449,225	\$ 7,347,675
— Benefits	465,353	465,353	465,353	1,396,059
— Services and Supplies	503,796	503,796	503,796	1,511,388
— Subcontracts	166,400	166,400	166,400	499,200
— Flex Funds	<u>839,300</u>	<u>839,300</u>	<u>839,300</u>	<u>2,517,900</u>
SUBTOTAL PROGRAM COST	\$ 4,424,074	\$ 4,424,074	\$ 4,424,074	\$ 13,272,222
TOTAL GROSS COST	\$ 5,087,685	\$ 5,087,685	\$ 5,087,685	\$ 15,263,055

REVENUE

Federal Medi-Cal	\$ 1,271,921	\$ 1,271,921	\$ 1,271,921	\$ 3,815,763
MHSA	3,815,764	3,815,764	3,815,764	11,447,292
TOTAL REVENUE	\$ 5,087,685	\$ 5,087,685	\$ 5,087,685	\$15,263,055

TOTAL AMOUNT NOT TO EXCEED	\$ 5,087,685	\$ 5,087,685	\$ 5,087,685	\$15,263,055
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	<u>Period One</u>	<u>Period Two</u>	<u>Period Three</u>	<u>TOTAL</u>
ADMINISTRATIVE COST				
Indirect	\$ 663,611	\$ 1,004,661	\$ 1,004,661	\$ 2,672,933
PROGRAM COST				
Salaries	\$ 2,449,225	\$ 4,079,230	\$ 4,079,230	\$10,607,685
Benefits	465,353	734,261	734,261	\$ 1,933,875
Services and Supplies	503,796	832,947	832,947	\$ 2,169,690
Subcontracts	166,400	208,000	208,000	\$ 582,400
Flex Funds	839,300	843,300	843,300	\$ 2,516,900
SUBTOTAL PROGRAM COST	\$ 4,424,074	\$ 6,697,737	\$ 6,697,737	\$17,819,548
TOTAL GROSS COST	\$ 5,087,685	\$ 7,702,398	\$ 7,702,398	\$20,492,481
REVENUE				
Federal Medi-Cal	\$ 1,271,921	\$ 1,271,921	\$ 1,271,921	\$3,815,763
MHSA	3,815,764	6,430,477	6,430,477	\$14,676,718
TOTAL REVENUE	\$ 5,087,685	\$ 7,702,398	\$ 7,702,398	\$20,492,481
TOTAL AMOUNT NOT TO EXCEED	\$ 5,087,685	\$7,702,398	\$7,702,398	\$20,492,481

B. CONTRACTOR agrees the total cost of services provided for in the Contract are based upon projected revenue generation and shall be reimbursed by federal Medi-Cal and COUNTY MHSA revenues. CONTRACTOR agrees that if actual federal Medi-Cal reimbursement, based upon the completed Cost Report, as specified in the Cost Report Paragraph of the Contract, for each Fiscal Year is less than budgeted, the Amount Not to Exceed may, at ADMINISTRATOR's sole discretion, be adjusted down by the amount of under generated federal Medi-Cal revenue. CONTRACTOR further agrees that MHSA revenue shall be used to cover the cost of non-Medi-Cal Clients and/or non-Medi-Cal

1 billable services and shall not exceed the amounts specified in the Budget Paragraph of this Exhibit A to
2 the Contract, unless authorized, in writing, by ADMINISTRATOR.

3 C. In the event CONTRACTOR collects fees and insurance, including Medicare, for services
4 provided pursuant to the Contract, CONTRACTOR may make written application to
5 ADMINISTRATOR to retain such revenues; provided, however, the application must specify that the
6 fees and insurance shall be utilized exclusively to provide Mental Health Services. ADMINISTRATOR
7 may, at its sole discretion, approve any such retention of revenues. Approval by ADMINISTRATOR
8 shall be in writing to CONTRACTOR and shall specify the amount of said revenues to be retained and
9 the quantity of services to be provided by CONTRACTOR.

10 D. BUDGET/STAFFING MODIFICATIONS - CONTRACTOR may request to shift funds
11 between budgeted line items for the purpose of meeting specific program needs or for providing
12 continuity of care to its members, by utilizing a Budget/Staffing Modification Request form provided by
13 ADMINISTRATOR. CONTRACTOR shall submit a properly completed Budget/Staffing Modification
14 Request to ADMINISTRATOR for consideration, in advance, which shall include a justification
15 narrative specifying the purpose of the request, the amount of said funds to be shifted, and the sustaining
16 impact of the shift as may be applicable to the current contract period and/or future contract periods.
17 CONTRACTOR shall obtain written approval of any Budget/Staffing Modification Request(s) from
18 ADMINISTRATOR prior to implementation by CONTRACTOR. Failure of CONTRACTOR to obtain
19 written approval from ADMINISTRATOR for any proposed Budget/Staffing Modification Request(s)
20 may result in disallowance of those costs.

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

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

28 **III. PAYMENTS**

29 ~~— A. COUNTY shall pay CONTRACTOR monthly, in arrears, at the provisional amount of~~
30 ~~\$423,973 per month, as specified in the Referenced Contract Provisions of the Contract. All payments~~
31 ~~are interim payments only, and subject to Final Settlement in accordance with the Cost Report~~
32 ~~Paragraph of the Contract for which CONTRACTOR shall be reimbursed for the actual cost of~~
33 ~~providing the services hereunder; provided, however, the total of such payments does not exceed~~
34 ~~COUNTY's Amount Not to Exceed as specified in the Referenced Contract Provisions of the Contract~~
35 ~~and, provided further, CONTRACTOR's costs are reimbursable pursuant to COUNTY, state, and~~
36 ~~federal regulations. ADMINISTRATOR may, at its discretion, pay supplemental invoices for any~~
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~~month for which the provisional amount specified above has not been fully paid.~~

A. COUNTY shall pay CONTRACTOR monthly, in arrears, for Period One at the provisional amount of \$423,973 per month, and for Period Two and Period Three at the provisional amount of \$641,866.50 as specified in the Referenced Contract Provisions of the Contract. All payments are interim payments only, and subject to Final Settlement in accordance with the Cost Report Paragraph of the Contract for which CONTRACTOR shall be reimbursed for the actual cost of providing the services hereunder; provided, however, the total of such payments does not exceed COUNTY's Amount Not to Exceed as specified in the Referenced Contract Provisions of the Contract and, provided further, CONTRACTOR's costs are reimbursable pursuant to COUNTY, state, and federal regulations. ADMINISTRATOR may, at its discretion, pay supplemental invoices for any month for which the provisional amount specified above has not been fully paid.

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

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

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

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

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

1 D. ADMINISTRATOR may withhold or delay any payment if CONTRACTOR fails to comply
2 with any provision of the Contract.

3 E. COUNTY shall not reimburse CONTRACTOR for services provided beyond the expiration
4 and/or termination of the Contract, except as may otherwise be provided under the Contract, or
5 specifically agreed upon in a subsequent Contract.

6 F. CONTRACTOR and ADMINISTRATOR may mutually agree, in writing, to modify the
7 Payments Paragraph of this Exhibit A to the Contract.

8 9 **IV. REPORTS**

10 **A. FISCAL**

11 1. CONTRACTOR shall submit monthly Expenditure and Revenue Reports to
12 ADMINISTRATOR. These reports shall be on a form acceptable to, or provided by,
13 ADMINISTRATOR and shall report actual costs and revenues for CONTRACTOR's program described
14 in the Services Paragraph of this Exhibit A to the Contract. Any changes, modifications, or deviations
15 to any approved budget line item must be approved in advance and in writing by ADMINISTRATOR
16 and annotated on the monthly Expenditure and Revenue Report, or said cost deviations may be subject
17 to disallowance. Such reports shall be received by ADMINISTRATOR no later than twenty (20)
18 calendar days following the end of the month being reported.

19 2. CONTRACTOR shall submit Year-End Projection Reports to ADMINISTRATOR. These
20 reports shall be on a form acceptable to, or provided by, ADMINISTRATOR and shall report
21 anticipated year-end actual costs and revenues for CONTRACTOR's program described in the Services
22 Paragraph of this Exhibit A to the Contract. Such reports shall include actual monthly costs and revenue
23 to date and anticipated monthly costs and revenue to the end of the fiscal year, and shall include a
24 projection narrative justifying the year-end projections. Year-End Projection Reports shall be submitted
25 in conjunction with the Monthly Expenditure and Revenue Reports.

26 B. STAFFING REPORT – CONTRACTOR shall submit monthly Staffing Reports to
27 ADMINISTRATOR. CONTRACTOR's reports shall contain required information, and be on a form
28 acceptable to, or provided by ADMINISTRATOR. CONTRACTOR shall submit these reports no later
29 than twenty (20) calendar days following the end of the month being reported.

30 C. PROGRAMMATIC – CONTRACTOR shall submit monthly Programmatic reports to
31 ADMINISTRATOR. These reports shall be in a format approved by ADMINISTRATOR and shall
32 include but not limited to, descriptions of any performance objectives, outcomes, and or interim findings
33 as directed by ADMINISTRATOR. DCR data files shall be submitted to the ADMINISTRATOR in an
34 XML format that has successfully passed individual and batch tests for submission to the State.
35 CONTRACTOR shall be prepared to present and discuss the programmatic reports at the monthly
36 meetings with ADMINISTRATOR, to include whether or not CONTRACTOR is progressing
37 satisfactorily and if not, specify what steps are being taken to achieve satisfactory progress. Such

reports shall be received by ADMINISTRATOR no later than twentieth (20th) calendar day following the end of the month being reported.

D. ADDITIONAL REPORTS – Upon ADMINISTRATOR’s request, CONTRACTOR shall make such additional reports as required by ADMINISTRATOR concerning CONTRACTOR’s activities as they affect the services hereunder. ADMINISTRATOR shall be specific as to the nature of information requested and allow thirty (30) calendar days for CONTRACTOR to respond.

E. CONTRACTOR and ADMINISTRATOR may mutually agree, in writing, to modify the Reports Paragraph of this Exhibit A to the Contract.

V. SERVICES

A. FACILITIES

1. CONTRACTOR shall maintain a minimum of one (1) fully licensed and appropriate facility for the provision of Children’s Full Service Partnership/Wraparound Services which meets the minimum requirements for Medi-Cal eligibility at the following locations or any other location(s) approved by ADMINISTRATOR:

1360 S. Anaheim Boulevard, Suite 101
Anaheim, CA 92805

2. CONTRACTOR shall maintain regularly scheduled service hours, Monday through Friday 8:00 a.m. – 5:00 p.m. throughout the year, and maintain the capability to provide services in the evening hours until 8:00 p.m. and on weekends in order to accommodate Clients unable to participate during regular business hours.

a. CONTRACTOR’s administrative staff holiday schedule shall be consistent with COUNTY’s holiday schedule unless otherwise approved, in advance and in writing, by ADMINISTRATOR.

b. CONTRACTOR shall provide Clients and/or their family members with twenty-four (24) hours a day, seven (7) days a week, three hundred sixty five (365) days a year access to their assigned case manager or designee acceptable to ADMINISTRATOR. CONTRACTOR shall also develop with each Client and/or Client’s family a plan for Crisis Intervention services which includes whom to contact for emergency services.

3. Upon ADMINISTRATOR’s certification of the provider’s existing site, the CONTRACTOR shall be responsible for making any necessary changes to meet and maintain Medi-Cal site standards.

B. FULL SERVICE PARTNERSHIP/WRAPAROUND SERVICES

1. CONTRACTOR shall assess potential Clients meeting the following criteria unless written exception is granted by ADMINISTRATOR:

1 a. Individuals under the age of eighteen (18) years of age (until eighteenth [18th]
2 birthday);

3 b. Displaying behaviors or a history indicative of SED/SMI as defined by the WIC
4 Section 5600.3; and

5 c. In one of the following target groups:

6 1) homeless;

7 2) unserved or underserved because of linguistic or cultural isolation;

8 3) with a history of multiple psychiatric hospitalizations;

9 4) experiencing their first psychotic episode;

10 5) uninsured;

11 6) exiting the Social Service or Probation systems;

12 7) with special needs and/or Co-Occurring disorders; or

13 8) children of parent(s)/guardian(s) with serious mental illness.

14 2. CONTRACTOR shall coordinate Referrals with other existing wraparound and Mental
15 Health Services to ensure that all Clients and/or their families are given access to the most appropriate
16 level and type of services. Other services may include Wraparound OC, MHSA FSP/W programs for
17 children and/or adults, and other COUNTY Mental Health Services.

18 3. CONTRACTOR shall provide supportive services for all persons referred but not admitted
19 to the FSP/W until those persons can be engaged in alternative services. Referrals to alternate services,
20 and the supported services provided until Engagement, will be reviewed and approved by
21 ADMINISTRATOR.

22 4. CONTRACTOR shall provide a FSP/W program that is evidence-based and strength-based,
23 with the focus on the individual rather than the disease. The ideal client to staff ratio will be in the range
24 of ten (10) to one (1), ensuring relationship building and intense service delivery. CONTRACTOR shall
25 provide a FSP/W program that will provide community based, in-home, intensive, mental health case
26 management services addressing family needs across all life domains of the Client and where the Client
27 will be a full partner in the development and implementation of their treatment plan. In the program, a
28 case manager or PSC and the Client/family will form a service team which will identify strengths, needs
29 and resources, including additional people to be added to the team. The team will develop a service plan
30 for each enrollee within thirty (30) calendar days of enrollment and no later than sixty (60) calendar
31 days from enrollment. The implementation of the service plan will be the responsibility of the team
32 using a "whatever-it-takes" approach to promote success, safety and permanence in the home, school,
33 and community. The plan will cover the entire range of needs for the Client and/or their family:
34 housing, employment and medical, etc. in addition to Mental Health Services. The services are focused
35 on resiliency and harm reduction to encourage the highest level of client empowerment and
36 independence achievable. These services include but are not limited to the following:

37 a. Crisis management;

- b. Housing Services;
- c. Twenty-four (24)-hours per day, seven (7) days per week intensive case management;
- d. Community-based Wraparound Services;
- e. Vocational and Educational services;
- f. Job Coaching/Developing;
- g. Client employment;
- h. Money management/Representative Payee support;
- i. Flexible Fund account for immediate needs;
- j. Transportation;
- k. Illness education and self-management;
- l. Medication Support;
- m. Co-occurring Services;
- n. Linkage to financial benefits/entitlements;
- o. Family and Peer Support; and
- p. Supportive socialization and meaningful community roles.

5. The team will be responsible for identifying ways of addressing needs through linkage to existing services in the community and will also have limited access to additional funding to address other needed services or support as necessary. The CONTRACTOR shall offer a “whatever it takes” approach to engage SED/SMI Clients, including those who are dually diagnosed, in a partnership to achieve the individual’s wellness and resiliency goals. Services shall be non-coercive and focused on engaging people in the field. The goal of the program is to assist the Client’s progress through pre-determined quality of life outcome domains (housing, reduction in incarceration days, reduction in psychiatric hospitalization days, increased education involvement, increased employment opportunities and retention, linkage to medical providers, etc.) and become more independent and self-sufficient as the Client progresses to a lower level of care or out of the “intensive case management need” category.

6. CONTRACTOR shall ensure that every Client is engaged in mental health treatment appropriate to his/her Diagnosis and level of distress. Therapists, Psychiatrist, and others providing treatment will be included on the FSP/W team unless otherwise approved in writing by ADMINISTRATOR.

7. CONTRACTOR shall collect and input all data about characteristics and progress of the Clients into a Data Collection System or other database as mandated by the State and/or ADMINISTRATOR.

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8. CONTRACTOR shall confer with ADMINISTRATOR prior to recommending a Client for discharge. Planning for discharge or transition to an appropriate alternative service shall be initiated at Admission to the FSP/W and be incorporated into the service plan.

1 9. CONTRACTOR shall provide the appropriate and timely written Notice of Adverse Benefit
2 Determination (NOABD) to notify Medi-Cal Beneficiaries and ADMINISTRATOR when services are
3 denied, reduced, or terminated as specified by State standards.

4 10. CONTRACTOR shall develop and maintain an advisory committee for the FSP/W services,
5 which shall meet at least monthly to review and comment on the progress of the program. Clients,
6 former Clients, and/or their family members shall be represented on the committee, as well as relevant
7 community representatives mutually agreed upon by ADMINISTRATOR and CONTRACTOR.

8 11. CONTRACTOR shall participate in any clinical case review and implement any
9 recommendations made by ADMINISTRATOR to improve Client care.

10 12. CONTRACTOR shall conduct thirty (30)-day review of open cases, or previously opened
11 with another provider. CONTRACTOR shall ensure that all chart documentation complies with all
12 federal, state, and local guidelines and standards.

13 13. CONTRACTOR shall ensure that all clinical documentation is completed promptly and is
14 reflected on the Client's chart within twenty-four (24) hours after the completion of services.

15 14. CONTRACTOR shall ensure that all staff complete the COUNTY's Annual Provider
16 Training, and staff responsible for input into IRIS complete IRIS New User Training.

17 15. CONTRACTOR shall ensure that Annual Compliance Training is completed as set forth in
18 the Compliance Paragraph of the Contract.

19 C. PERFORMANCE OUTCOMES

20 1. CONTRACTOR shall complete Performance Outcome Measures as required by State
21 and/or COUNTY.

22 2. ADMINISTRATOR shall develop and provide CONTRACTOR with performance outcome
23 measure guidelines for the purpose of evaluating the impact and/or contribution of CONTRACTOR's
24 services on the well-being of COUNTY residents being served under the terms of the Contract. The
25 expected outcomes for the Monitoring Plan are to enable Clients to adaptively function at a higher and
26 more appropriate level and to provide a quantifiable and repeatable measure to assess overall program
27 effectiveness.

28 3. CONTRACTOR shall cooperate in data collection in order to develop baseline figures for
29 future evaluation and report performance in terms of Client satisfaction, length of stay, and duration of
30 services.

31 D. TOKENS – ADMINISTRATOR shall provide CONTRACTOR the necessary number of
32 Tokens for appropriate individual staff to access IRIS at no cost to the CONTRACTOR.

33 1. CONTRACTOR recognizes Tokens are assigned to a specific individual staff member with
34 a unique password. Tokens and passwords will not be shared with anyone.

35 2. CONTRACTOR shall maintain an inventory of the Tokens, by serial number and the staff
36 member to whom each is assigned.

37 3. CONTRACTOR shall return to ADMINISTRATOR all Tokens under the following

1 conditions:

- 2 a. Token of each staff member who no longer supports the Contract;
- 3 b. Token of each staff member who no longer requires access to IRIS;
- 4 c. Token of each staff member who leaves employment of CONTRACTOR; or
- 5 d. Token is malfunctioning;
- 6 e. Termination of the Contract.

7 4. ADMINISTRATOR shall issue Tokens for CONTRACTOR's staff members who require
8 access to IRIS upon initial training or as a replacement for malfunctioning Tokens.

9 5. CONTRACTOR shall reimburse the COUNTY for Tokens lost, stolen, or damaged through
10 acts of negligence.

11 6. CONTRACTOR shall input all IRIS data following COUNTY procedure and practice. All
12 statistical data used to monitor CONTRACTOR shall be compiled using only COUNTY IRIS reports, if
13 available, and if applicable.

14 E. CONTRACTOR shall obtain a NPI.

15 1. All HIPAA covered healthcare providers, individuals and organizations must obtain a NPI
16 for use to identify themselves in HIPAA standard transactions.

17 2. CONTRACTOR, including each employee that provides services under the Contract, will
18 obtain a NPI upon commencement of the Contract or prior to providing services under the Contract.
19 CONTRACTOR shall report to ADMINISTRATOR, on a form approved or supplied by
20 ADMINISTRATOR, all NPIs as soon as they are available.

21 F. CONTRACTOR shall provide the NPP for the COUNTY, as the MHP, at the time of the first
22 service provided under the Contract to individuals who are covered by Medi-Cal and have not
23 previously received services at a COUNTY operated clinic. CONTRACTOR shall also provide, upon
24 request, the NPP for the COUNTY, as the MHP, to any individual who received services under the
25 Contract.

26 G. CONTRACTOR shall not conduct any proselytizing activities, regardless of funding sources,
27 with respect to any individual(s) who have been referred to CONTRACTOR by COUNTY under the
28 terms of the Contract. Further, CONTRACTOR agrees that the funds provided hereunder will not be
29 used to promote, directly or indirectly, any religion, religious creed or cult, denomination or sectarian
30 institution, or religious belief.

31 H. CONTRACTOR shall not engage in, or permit any of its employees or subcontractors, to
32 conduct research activity on COUNTY Clients without obtaining prior written authorization from
33 ADMINISTRATOR.

34 I. CONTRACTOR shall provide effective Administrative management of the budget, staffing,
35 recording, and reporting portion of the Contract with the COUNTY. If administrative responsibilities
36 are delegated to subcontractors, CONTRACTOR must ensure that any subcontractor(s) possess the
37 qualifications and capacity to perform all delegated responsibilities. These responsibilities include, but

are not limited, to the following:

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

J. CONTRACTOR shall document all adverse incidents affecting the physical and/or emotional welfare of Clients, including but not limited to serious physical harm to self or others, serious destruction of property, developments, etc., and which may raise liability issues with COUNTY. CONTRACTOR shall notify COUNTY within twenty-four (24) hours of any such serious adverse incident.

K. CONTRACTOR shall advise ADMINISTRATOR of any special incidents, conditions, or issues that adversely affect the quality or accessibility of Client-related services provided by, or under contract with, the COUNTY as identified by the ADMINISTRATOR.

L. FLEXIBLE FUNDS

1. CONTRACTOR shall follow the procedures identified below and as specified by ADMINISTRATOR, regarding the request for, use, and accounting of Individual Services and Support funds (Flexible Funds):

a. Flexible Funds shall be individualized, appropriate, reasonable, and justified for the treatment of a Client's mental illness and overall quality of life;

b. Flexible Funds may be used when other community resources such as family/friends, food banks, shelters, charitable organizations, etc. are not available and/or accessible in a timely manner, or are not appropriate for a Client's situation. Designated CONTRACTOR staff shall assist Clients in exploring other available resources whenever possible, prior to utilizing Flexible Funds;

c. Flexible Funds expenditures for various types of purchases shall be identified as allowable, unallowable, or require discussion with ADMINISTRATOR;

d. Flexible Funds shall not be used for housing Clients that have not been enrolled in CONTRACTOR's program, unless approved, in advance and in writing, by ADMINISTRATOR;

e. Flexible Funds shall not be given in the form of cash to any Client, either enrolled or in the Outreach and Engagement phase of the CONTRACTOR's program;

f. Pre-purchases shall only be for food, transportation, clothing and motels or other

1 purchases as required and appropriate, and approved in advance and in writing, by ADMINISTRATOR;
 2 g. Pre-purchases of food, transportation, and clothing vouchers and/or gift cards shall be
 3 limited to a combined \$5,000 supply on-hand at any given time, and that all voucher and/or gift card
 4 purchases and disbursements shall be tracked and logged by designated CONTRACTOR staff.
 5 Vouchers and/or gift cards shall be limited in monetary value to not more than \$25 each, unless
 6 otherwise approved in advance and in writing, by ADMINISTRATOR.

7 h. Pre-purchases for motels shall be on a case-by-case basis and time-limited in nature,
 8 and only utilized while more appropriate housing is being located. Pre-purchases of motel rooms shall
 9 be tracked and logged upon purchase and disbursement.

10 2. CONTRACTOR's process for documenting and accounting for all Flexible Fund
 11 expenditures, shall include, but not be limited to, retention of comprehensible source documentation
 12 such as receipts, copies of lease/rental contracts for Client housing, general ledgers, and needs shall be
 13 documented in Client's MHP;

14 3. CONTRACTOR shall obtain written authorization from ADMINISTRATOR for individual
 15 purchases made on behalf of a Client and/or Client family member(s) in the amount(s) as determined by
 16 ADMINISTRATOR;

17 a. Gift cards and vouchers for Clients shall be securely stored and documentation of their
 18 disbursement, including end-of-year process accounting for gift cards still in staff possession, shall be
 19 maintained by CONTRACTOR.

20 b. A single Flexible Fund expenditure, in excess of \$1,000, shall not be made without
 21 prior written approval of ADMINISTRATOR. In emergency situations, CONTRACTOR may exceed
 22 the \$1,000 limit, if appropriate and justified, and shall notify ADMINISTRATOR the next business day
 23 of such an expense. Said notification shall include total costs and a justification for the expense. Failure
 24 to notify ADMINISTRATOR within the specified timeframe may result in disallowance of the
 25 expenditure.

26 4. CONTRACTOR shall designate staff to authorize Flexible Fund expenditures and that the
 27 mechanism used to ensure this staff has timely access to Flexible Funds is identified.

28 5. CONTRACTOR shall report Flexible Funds expenditure detail monthly, on a form
 29 provided or approved by ADMINISTRATOR. The Flexible Fund report shall be submitted with
 30 CONTRACTOR's monthly Expenditure and Revenue Report. The report shall be submitted to
 31 ADMINISTRATOR no later than the twentieth (20th) day following the end of the month being
 32 reported. CONTRACTOR must request in writing any extensions to the due date of the monthly report;

33 6. CONTRACTOR shall develop and maintain a P&P regarding Flexible Funds that
 34 incorporates at a minimum the requirements as specified in Subparagraph L.1., above. CONTRACTOR
 35 shall submit said P&P to ADMINISTRATOR no later than twenty (20) calendar days from the start of
 36 the Contract. If the Flexible Fund P&P has not been approved by ADMINISTRATOR within sixty (60)
 37 calendar days from the start of the Contract, any subsequent Flexible Fund expenditures may be

disallowed by ADMINISTRATOR.

M. CONTRACTOR and ADMINISTRATOR may mutually agree, in writing, to modify the Services Paragraph of this Exhibit A to the Contract.

VI. STAFFING

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

PROGRAM NON-DSH PRODUCING	<u>FTE</u>
Regional Director	0.25
Program Director	1.00
Office Manager	1.00
Office Assistant	5.00
Office Assistance-QI Coordinator	1.00
QI Administrator	0.11
Billing Administrator	0.11
Data Analyst	<u>1.00</u>
SUBTOTAL NON-DSH PRODUCING	8.97
PROGRAM DSH PRODUCING	
Clinical Manager	1.00
Clinician I/H	6.00
Lead Personal Service Coordinator	3.00
Personal Service Coordinator	22.00
Housing Specialist	1.00
Education and Employment Coordinator	1.00
Youth Partner	5.00
Parent Partner	4.00
LVN/LPT	<u>-1.00</u>
SUBTOTAL DSH PRODUCING	44.00
SUBCONTRACTORS	
Psychiatrist	<u>0.40</u>
SUBTOTAL SUBCONTRACTORS	0.40
GRAND TOTAL FTE	53.37

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

<u>PROGRAM NON-DSH PRODUCING</u>	<u>FTE</u>
<u>Regional Director</u>	<u>0.25</u>
<u>Program Director</u>	<u>1.00</u>
<u>Office Manager</u>	<u>1.00</u>
<u>Office Assistant</u>	<u>5.00</u>
<u>Office Assistance-QI Coordinator</u>	<u>1.00</u>
<u>QI Administrator</u>	<u>0.11</u>
<u>Billing Administrator</u>	<u>0.11</u>
<u>Data Analyst Specialist</u>	<u>1.00</u>
<u>SUBTOTAL NON-DSH PRODUCING</u>	<u>9.47</u>
<u>PROGRAM DSH PRODUCING</u>	
<u>Clinical Manager</u>	<u>1.00</u>
<u>Clinical Supervisor</u>	<u>1.00</u>
<u>Clinical Supervisor/Manager</u>	<u>1.00</u>
<u>Clinician I/II</u>	<u>9.00</u>
<u>Education and Employment Coordinator</u>	<u>1.00</u>
<u>Housing Specialist</u>	<u>1.00</u>
<u>Lead Personal Service Coordinator</u>	<u>4.00</u>
<u>LVN/LPT</u>	<u>1.00</u>
<u>Office Assistant/Driver</u>	<u>3.00</u>
<u>Parent Partner</u>	<u>4.00</u>
<u>Personal Service Coordinator</u>	<u>28.00</u>
<u>Youth Partner</u>	<u>5.00</u>
<u>SUBTOTAL DSH PRODUCING</u>	<u>59.00</u>
<u>SUBCONTRACTORS</u>	
<u>Psychiatrist</u>	<u>0.40</u>
<u>SUBTOTAL SUBCONTRACTORS</u>	<u>0.40</u>
<u>GRAND TOTAL FTE</u>	<u>68.87</u>

B. CONTRACTOR shall have as Head of Service; a licensed mental health professional, in conformance to one of the following staff categories: Psychiatrist, Licensed Psychologist, LCSW, LPCC, LMFT, RN, LVN, or LPT.

C. CONTRACTOR shall include bilingual/bicultural services to meet the needs of threshold languages as determined by ADMINISTRATOR. Whenever possible, bilingual/bicultural staff should be retained. Any clinical vacancies occurring at a time when bilingual and bicultural composition of the clinical staffing does not meet the above requirement must be filled with bilingual and bicultural staff unless ADMINISTRATOR consents, in advance and in writing, to the filling of those positions with non-bilingual staff. Salary savings resulting from such vacant positions may not be used to cover costs

1 other than salaries and employees benefits unless otherwise authorized, in advance and in writing, by
2 ADMINISTRATOR.

3 D. CONTRACTOR shall maintain personnel files for each staff person, including management and
4 other administrative positions, both direct and indirect to the Contract, which shall include, but not be
5 limited to, an application for employment, qualifications for the position, applicable licenses, Live Scan
6 results, waivers, registrations, documentation of bicultural/bilingual capabilities (if applicable), pay rate
7 and evaluations justifying pay increases.

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

14 F. CONTRACTOR shall recruit, hire, train, and maintain staff that are persons in recovery, and/or
15 family members of persons in recovery. These individuals shall not be currently receiving services
16 directly from CONTRACTOR. Documentation may include, but not be limited to, the following:
17 records attesting to efforts made in recruitment and hiring practices and identification of measures taken
18 to enhance accessibility for potential staff in these categories.

19 G. CONTRACTOR shall provide a minimum of one (1) hour of individual or two (2) hours of
20 group supervision weekly to FSP/W direct service staff covering suicide Assessment and Crisis
21 Intervention, developing safety plans, maintaining healthy boundaries, reporting child abuse, dealing
22 with difficult Clients, meeting facilitation and medication, confidentiality, identification of strengths,
23 promoting life skills and such other topics identified by the ADMINISTRATOR. Formal training
24 sessions may also be used to cover these topics but cannot substitute for weekly supervision hours.

25 H. CONTRACTOR shall maintain a current signature list including each supervisor and provider
26 of direct services who signs chart documentation. The list shall include the printed/type staff name and
27 title, followed by the legal signature with title as it appears on all chart documents. For licensed or
28 registered clinical staff, the name must match the name on the license or registration.

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

- 32 1. Eligibility and selection criteria;
- 33 2. Staff's field/home on-duty conduct and responsibilities;
- 34 3. Supervision plan of staff and equipment including emergency procedure; and
- 35 4. Confidentiality and records keeping.

36 J. CONTRACTOR shall notify ADMINISTRATOR, in writing, within seventy-two (72) hours, of
37 any staffing vacancies that occur during the term of the Contract. CONTRACTOR's notification shall

include at a minimum the following information: employee name(s), position title(s), date(s) of resignation, date(s) of hire, and a description of recruitment activity.

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

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

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

~~N. WORKLOAD STANDARDS CONTRACTOR understands and agrees that at any given time the standards referenced below are minimum standards, and shall make every effort to exceed these minimums.~~

~~1. One (1) DSH shall be equal to sixty (60) minutes of direct Client service.~~

~~2. CONTRACTOR shall provide a minimum of forty thousand two hundred sixty (40,260) Client related direct service hours (DSH), including a minimum of four hundred eighty (480) hours of medication support, and thirty nine thousand seven hundred eighty (39,780) hours of other mental health, case management, Crisis Intervention, and other support services and is inclusive of both billable and non-billable services. Billable services shall be equal to minimum of twenty five percent (25%) of total DSH or ten thousand sixty five (10,065) billable DSH.~~

~~3. CONTRACTOR shall, at a minimum, provide the following DSH per month per FTE:~~

~~a. Clinical Manager shall provide thirty (30) DSH per month or three hundred sixty (360) DSH per year.~~

~~b. Clinician I/II shall provide one hundred (100) DSH per month or one thousand two hundred (1,200) DSH per year.~~

~~c. Lead Personal Service Coordinator shall provide thirty (30) DSH per month or three hundred sixty (360) DSH per year.~~

~~d. Personal Service Coordinator shall provide eighty five (85) DSH per month or one thousand twenty (1,020) DSH per year.~~

~~e. Youth Partner shall provide sixty five (65) DSH per month or seven hundred eighty (780) DSH per year.~~

~~f. Housing Specialist shall provide shall provide fifty (50) DSH per month or six hundred (600) DSH per year.~~

~~g. Employment and Education Coordinator shall provide shall provide fifty (50) DSH per month or six hundred (600) DSH per year.~~

~~h. LVN/PT shall provide eighty five (85) DSH per month or one thousand twenty (1,020) DSH per year.~~

~~i. Intake Clinician shall provide fifty five (55) DSH per month or six hundred sixty (660) DSH per year.~~

N. WORKLOAD STANDARDS - CONTRACTOR understands and agrees that at any given time the standards referenced below are minimum standards, and shall make every effort to exceed these minimums.

1. One (1) DSH shall be equal to sixty (60) minutes of direct Client service.

2. CONTRACTOR shall provide a minimum of forty thousand two hundred sixty (40,260) Client related direct service hours (DSH), including a minimum of four hundred eighty (480) hours of medication support, and thirty-nine thousand seven hundred eighty (39,780) hours of other mental health, case management, Crisis Intervention, and other support services and is inclusive of both billable and non-billable services. Billable services shall be equal to minimum of twenty-five percent (25%) of total DSH or ten thousand sixty-five (10,065) billable DSH.

3. CONTRACTOR shall, at a minimum, provide the following DSH per month per FTE:

a. Clinical Manager shall provide thirty (30) DSH per month or three hundred sixty (360) DSH per year.

b. Clinical Supervisor shall provide thirty (30) DSH per month or three hundred sixty (360) DSH per year.

c. Clinician I/II shall provide one hundred (100) DSH per month or one thousand two hundred (1,200) DSH per year.

d. Employment and Education Coordinator shall provide shall provide fifty (50) DSH per month or six hundred (600) DSH per year.

e. Housing Specialist shall provide shall provide fifty (50) DSH per month or six hundred (600) DSH per year.

f. Lead Personal Service Coordinator shall provide thirty (30) DSH per month or three hundred sixty (360) DSH per year.

g. LVN/PT shall provide eighty five (85) DSH per month or one thousand twenty (1,020) DSH per year.

h. Parent Partner shall provide sixty five (65) DSH per month or seven hundred eighty (780) DSH per year.

i. Personal Service Coordinator shall provide eighty five (85) DSH per month or one thousand twenty (1,020) DSH per year.

j. Youth Partner shall provide sixty five (65) DSH per month or seven hundred eighty

1 (780) DSH per year.

2 4. CONTRACTOR shall maintain an ongoing minimum caseload of two hundred forty-two
3 (242) Clients/Client families throughout the term of the Contract, unless otherwise approved by
4 ADMINISTRATOR.

5 5. CONTRACTOR shall provide a minimum of ten thousand six hundred (10,600) Face-to-
6 Face Contacts with Clients/Client families per year for FSP/W services.

7 6. CONTRACTOR shall ensure a Face-to-Face Contact weekly for every Client and/or their
8 family admitted to the program, unless written exception is granted by ADMINISTRATOR.

9 7. CONTRACTOR shall provide Face-to-Face Contact within three (3) business days of
10 Client's Referral for services.

11 8. CONTRACTOR shall not refuse Client referrals who meet program criteria if any of
12 CONTRACTOR's staff are below workload standards, as defined in the Staffing Paragraph of this
13 Exhibit A to the Contract, unless otherwise approved by ADMINISTRATOR.

14 O. STUDENT INTERNS

15 1. CONTRACTOR may augment the above paid staff with volunteers or interns upon written
16 approval of ADMINISTRATOR.

17 a. CONTRACTOR shall meet minimum requirements for supervision of each Student
18 Intern as required by the State Licensing Board and/or school program descriptions or work contracts.

19 b. Student Intern services shall not comprise more than twenty percent (20%) of total
20 services provided.

21 2. CONTRACTOR shall provide a minimum of two (2) hours per week supervision to each
22 Student Intern providing Mental Health Services and one (1) hour of supervision for each ten (10) hours
23 of treatment for Student Interns providing substance abuse services. CONTRACTOR shall provide
24 supervision to volunteers as specified in the respective job descriptions or work contracts.

25 P. CONTRACTOR and ADMINISTRATOR may mutually agree, in writing, to modify the
26 Staffing Paragraph of this Exhibit A to the Contract.

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EXHIBIT B
CONTRACT FOR PROVISION OF
CHILDREN'S
FULL SERVICE PARTNERSHIP/WRAPAROUND SERVICES
BETWEEN
COUNTY OF ORANGE
AND
PATHWAYS COMMUNITY SERVICES, LLC
JULY 1, 2021 THROUGH JUNE 30, 2024

I. BUSINESS ASSOCIATE CONTRACT

A. GENERAL PROVISIONS AND RECITALS

1. The parties agree that the terms used, but not otherwise defined in the Common Terms and Definitions Paragraph of Exhibit A to the Contract or in Subparagraph B below, shall have the same meaning given to such terms under HIPAA, the HITECH Act, and their implementing regulations at 45 CFR Parts 160 and 164 ("the HIPAA regulations") as they may exist now or be hereafter amended.

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

3. The COUNTY wishes to disclose to CONTRACTOR certain information pursuant to the terms of the Contract, some of which may constitute PHI, as defined below in Subparagraph B.10, to be used or disclosed in the course of providing services and activities pursuant to, and as set forth, in the Contract.

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

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

6. The parties understand that the HIPAA Privacy and Security rules, as defined below in Subparagraphs B.9 and B.14, apply to the CONTRACTOR in the same manner as they apply to the covered entity (COUNTY). CONTRACTOR agrees therefore to be in compliance at all times with the terms of this Business Associate Contract, as it exists now or be hereafter updated with notice to CONTRACTOR, and the applicable standards, implementation specifications, and requirements of the

1 Privacy and the Security rules, as they may exist now or be hereafter amended, with respect to PHI and
2 electronic PHI created, received, maintained, transmitted, used, or disclosed pursuant to the Contract.

3 B. DEFINITIONS

4 1. "Administrative Safeguards" are administrative actions, and P&Ps, to manage the selection,
5 development, implementation, and maintenance of security measures to protect ePHI and to manage the
6 conduct of CONTRACTOR's workforce in relation to the protection of that information.

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

9 a. Breach excludes:

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

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

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

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

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

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

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

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

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

32 4. "DRS" shall have the meaning given to such term under the HIPAA Privacy Rule in
33 45 CFR § 164.501.

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

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

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

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

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

10. "PHI" shall have the meaning given to such term under the HIPAA regulations in 45 CFR § 160.103.

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

12. "Secretary" shall mean the Secretary of the Department of HHS or his or her designee.

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

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

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

16. "Technical safeguards" means the technology and the P&Ps for its use that protect electronic PHI and control access to it.

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

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

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 Contract, 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.

1 3. CONTRACTOR agrees to comply with the HIPAA Security Rule at Subpart C of
2 45 CFR Part 164 with respect to ePHI COUNTY discloses to CONTRACTOR or CONTRACTOR
3 creates, receives, maintains, or transmits on behalf of COUNTY.

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

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

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

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

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

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

28 10. CONTRACTOR agrees to document any Disclosures of PHI COUNTY discloses to
29 CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY,
30 and to make information related to such Disclosures available as would be required for COUNTY to
31 respond to a request by an Individual for an accounting of Disclosures of PHI in accordance with
32 45 CFR § 164.528.

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

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

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

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

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

16. The Parties acknowledge that federal and state laws relating to electronic data security and privacy are rapidly evolving and that amendment of this Business Associate Contract may be required to provide for procedures to ensure compliance with such developments. The Parties specifically agree to take such action as is necessary to implement the standards and requirements of HIPAA, the HITECH Act, the HIPAA regulations and other applicable laws relating to the security or privacy of PHI. Upon COUNTY's request, CONTRACTOR agrees to promptly enter into negotiations with COUNTY concerning an amendment to this Business Associate Contract embodying written assurances consistent with the standards and requirements of HIPAA, the HITECH Act, the HIPAA regulations or other applicable laws. COUNTY may terminate the Contract upon thirty (30) days written notice in the event:

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

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

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

D. SECURITY RULE

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

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

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

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

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

c. Providing a level and scope of security that is at least comparable to the level and scope of security established by the OMB 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;

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

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

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

1 E. DATA SECURITY REQUIREMENTS

2 1. Personal Controls

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

11 b. Employee Discipline. Appropriate sanctions must be applied against workforce
12 members who fail to comply with any provisions of CONTRACTOR's privacy P&Ps, including
13 termination of employment where appropriate.

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

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

28 2. Technical Security Controls

29 a. Workstation/Laptop encryption. All workstations and laptops that store PHI COUNTY
30 discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of
31 COUNTY either directly or temporarily must be encrypted using a FIPS 140-2 certified algorithm which
32 is 128bit or higher, such as AES. The encryption solution must be full disk unless approved by the
33 COUNTY.

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

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

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

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

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

23 g. User IDs and Password Controls. All users must be issued a unique user name for
24 accessing PHI COUNTY discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains,
25 or transmits on behalf of COUNTY. Username must be promptly disabled, deleted, or the password
26 changed upon the transfer or termination of an employee with knowledge of the password, at maximum
27 within twenty-four (24) hours. Passwords are not to be shared. Passwords must be at least eight
28 characters and must be a non-dictionary word. Passwords must not be stored in readable format on the
29 computer. Passwords must be changed every ninety (90) days, preferably every sixty (60) days.
30 Passwords must be changed if revealed or compromised. Passwords must be composed of characters
31 from at least three (3) of the following four (4) groups from the standard keyboard:

- 32 1) Upper case letters (A-Z)
- 33 2) Lower case letters (a-z)
- 34 3) Arabic numerals (0-9)
- 35 4) Non-alphanumeric characters (punctuation symbols)

36 h. Data Destruction. When no longer needed, all PHI COUNTY discloses to
37 CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY

1 must be wiped using the Gutmann or US DoD 5220.22-M (7 Pass) standard, or by degaussing. Media
2 may also be physically destroyed in accordance with NIST Special Publication 800-88. Other methods
3 require prior written permission by COUNTY.

4 i. System Timeout. The system providing access to PHI COUNTY discloses to
5 CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY
6 must provide an automatic timeout, requiring re-authentication of the user session after no more than
7 twenty (20) minutes of inactivity.

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

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

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

23 m. Transmission encryption. All data transmissions of PHI COUNTY discloses to
24 CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY
25 outside the secure internal network must be encrypted using a FIPS 140-2 certified algorithm which is
26 128bit or higher, such as AES. Encryption can be end to end at the network level, or the data files
27 containing PHI can be encrypted. This requirement pertains to any type of PHI in motion such as
28 website access, file transfer, and E-Mail.

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

33 3. Audit Controls

34 a. System Security Review. CONTRACTOR must ensure audit control mechanisms that
35 record and examine system activity are in place. All systems processing and/or storing PHI COUNTY
36 discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of
37 COUNTY must have at least an annual system risk assessment/security review which provides

1 assurance that administrative, physical, and technical controls are functioning effectively and providing
2 adequate levels of protection. Reviews should include vulnerability scanning tools.

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

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

10 4. Business Continuity/Disaster Recovery Control

11 a. Emergency Mode Operation Plan. CONTRACTOR must establish a documented plan
12 to enable continuation of critical business processes and protection of the security of PHI COUNTY
13 discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of
14 COUNTY kept in an electronic format in the event of an emergency. Emergency means any
15 circumstance or situation that causes normal computer operations to become unavailable for use in
16 performing the work required under this Contract for more than twenty four (24) hours.

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

23 5. Paper Document Controls

24 a. Supervision of Data. PHI COUNTY discloses to CONTRACTOR or CONTRACTOR
25 creates, receives, maintains, or transmits on behalf of COUNTY in paper form shall not be left
26 unattended at any time, unless it is locked in a file cabinet, file room, desk or office. Unattended means
27 that information is not being observed by an employee authorized to access the information. Such PHI
28 in paper form shall not be left unattended at any time in vehicles or planes and shall not be checked in
29 baggage on commercial airplanes.

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

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

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

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

9 f. Mailing. Mailings containing PHI COUNTY discloses to CONTRACTOR or
10 CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY shall be sealed and
11 secured from damage or inappropriate viewing of PHI to the extent possible. Mailings which include
12 five hundred (500) or more individually identifiable records containing PHI COUNTY discloses to
13 CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY in
14 a single package shall be sent using a tracked mailing method which includes verification of delivery
15 and receipt, unless the prior written permission of COUNTY to use another method is obtained.

16 F. BREACH DISCOVERY AND NOTIFICATION

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

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

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

26 2. CONTRACTOR shall provide the notification of the Breach immediately to the COUNTY
27 Privacy Officer. CONTRACTOR's notification may be oral, but shall be followed by written
28 notification within twenty four (24) hours of the oral notification.

29 3. CONTRACTOR's notification shall include, to the extent possible:

30 a. The identification of each Individual whose Unsecured PHI has been, or is reasonably
31 believed by CONTRACTOR to have been, accessed, acquired, used, or disclosed during the Breach;

32 b. Any other information that COUNTY is required to include in the notification to
33 Individual under 45 CFR §164.404 (c) at the time CONTRACTOR is required to notify COUNTY or
34 promptly thereafter as this information becomes available, even after the regulatory sixty (60) day
35 period set forth in 45 CFR § 164.410 (b) has elapsed, including:

36 1) A brief description of what happened, including the date of the Breach and the date
37 of the discovery of the Breach, if known;

2) A description of the types of Unsecured PHI that were involved in the Breach (such as whether full name, social security number, date of birth, home address, account number, diagnosis, disability code, or other types of information were involved);

3) Any steps Individuals should take to protect themselves from potential harm resulting from the Breach;

4) A brief description of what CONTRACTOR is doing to investigate the Breach, to mitigate harm to Individuals, and to protect against any future Breaches; and

5) Contact procedures for Individuals to ask questions or learn additional information, which shall include a toll-free telephone number, an e-mail address, Web site, or postal address.

4. COUNTY may require CONTRACTOR to provide notice to the Individual as required in 45 CFR § 164.404, if it is reasonable to do so under the circumstances, at the sole discretion of the COUNTY.

5. In the event that CONTRACTOR is responsible for a Breach of Unsecured PHI in violation of the HIPAA Privacy Rule, CONTRACTOR shall have the burden of demonstrating that CONTRACTOR made all notifications to COUNTY consistent with this Subparagraph F and as required by the Breach notification regulations, or, in the alternative, that the acquisition, access, use, or disclosure of PHI did not constitute a Breach.

6. CONTRACTOR shall maintain documentation of all required notifications of a Breach or its risk assessment under 45 CFR § 164.402 to demonstrate that a Breach did not occur.

7. CONTRACTOR shall provide to COUNTY all specific and pertinent information about the Breach, including the information listed in Section E.3.b.(1)-(5) above, if not yet provided, to permit COUNTY to meet its notification obligations under Subpart D of 45 CFR Part 164 as soon as practicable, but in no event later than fifteen (15) calendar days after CONTRACTOR's initial report of the Breach to COUNTY pursuant to Subparagraph F.2. above.

8. CONTRACTOR shall continue to provide all additional pertinent information about the Breach to COUNTY as it may become available, in reporting increments of five (5) business days after the last report to COUNTY. CONTRACTOR shall also respond in good faith to any reasonable requests for further information, or follow-up information after report to COUNTY, when such request is made by COUNTY.

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

G. PERMITTED USES AND DISCLOSURES BY CONTRACTOR

1. CONTRACTOR may use or further disclose PHI COUNTY discloses to CONTRACTOR as necessary to perform functions, activities, or services for, or on behalf of, COUNTY as specified in

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the Contract, provided that such use or Disclosure would not violate the HIPAA Privacy Rule if done by COUNTY except for the specific Uses and Disclosures set forth below.

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

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

1) The Disclosure is required by law; or

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

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

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

3. CONTRACTOR may use and disclose PHI COUNTY discloses to CONTRACTOR consistent with the minimum necessary P&Ps of COUNTY.

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

H. PROHIBITED USES AND DISCLOSURES

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

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

I. OBLIGATIONS OF COUNTY

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

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

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

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

J. BUSINESS ASSOCIATE TERMINATION

1. Upon COUNTY's knowledge of a material Breach or violation by CONTRACTOR of the requirements of this Business Associate Contract, COUNTY shall:

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

b. Immediately terminate the Contract, if CONTRACTOR is unwilling or unable to cure the material Breach or end the violation within thirty (30) days, provided termination of the Contract is feasible.

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

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

b. CONTRACTOR shall retain no copies of the PHI.

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

3. The obligations of this Business Associate Contract shall survive the termination of the Contract.

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EXHIBIT C
 CONTRACT FOR PROVISION OF
 CHILDREN'S
 FULL SERVICE PARTNERSHIP/WRAPAROUND SERVICES
 BETWEEN
 COUNTY OF ORANGE
 AND
 PATHWAYS COMMUNITY SERVICES, LLC
 JULY 1, 2021 THROUGH JUNE 30, 2024

I. PERSONAL INFORMATION PRIVACY AND SECURITY CONTRACT

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

A. DEFINITIONS

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

2. "Breach of the security of the system" shall have the meaning given to such term under the CIPA, CCC § 1798.29(d).

3. "CMPPA Contract" means the CMPPA Contract between the SSA and CHHS.

4. "DHCS PI" shall mean PI, as defined below, accessed in a database maintained by the COUNTY or DHCS, received by CONTRACTOR from the COUNTY or DHCS or acquired or created by CONTRACTOR in connection with performing the functions, activities and services specified in the Contract on behalf of the COUNTY.

5. "IEA" shall mean the IEA currently in effect between the SSA and DHCS.

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

7. "PII" shall have the meaning given to such term in the IEA and CMPPA.

8. "PI" shall have the meaning given to such term in CCC § 1798.3(a).

9. "Required by law" means a mandate contained in law that compels an entity to make a use or disclosure of PI or PII that is enforceable in a court of law. This includes, but is not limited to, court orders and court-ordered warrants, subpoenas or summons issued by a court, grand jury, a governmental or tribal inspector general, or an administrative body authorized to require the production of information, and a civil or an authorized investigative demand. It also includes Medicare conditions of participation with respect to health care providers participating in the program, and statutes or

1 regulations that require the production of information, including statutes or regulations that require such
2 information if payment is sought under a government program providing public benefits.

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

6 B. TERMS OF CONTRACT

7 1. Permitted Uses and Disclosures of DHCS PI and PII by CONTRACTOR. Except as
8 otherwise indicated in this Exhibit, CONTRACTOR may use or disclose DHCS PI only to perform
9 functions, activities, or services for or on behalf of the COUNTY pursuant to the terms of the Contract
10 provided that such use or disclosure would not violate the CIPA if done by the COUNTY.

11 2. Responsibilities of CONTRACTOR
12 CONTRACTOR agrees:

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

16 b. Safeguards. To implement appropriate and reasonable administrative, technical, and
17 physical safeguards to protect the security, confidentiality and integrity of DHCS PI and PII, to protect
18 against anticipated threats or hazards to the security or integrity of DHCS PI and PII, and to prevent use
19 or disclosure of DHCS PI or PII other than as provided for by this Personal Information Privacy and
20 Security Contract. CONTRACTOR shall develop and maintain a written information privacy and
21 security program that include administrative, technical and physical safeguards appropriate to the size
22 and complexity of CONTRACTOR's operations and the nature and scope of its activities, which
23 incorporate the requirements of Subparagraph c. below. CONTRACTOR will provide COUNTY with
24 its current policies upon request.

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

28 1) Complying with all of the data system security precautions listed in Subparagraph
29 E. of the Business Associate Contract, Exhibit B to the Contract; and

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

34 3) If the data obtained by CONTRACTOR from COUNTY includes PII,
35 CONTRACTOR shall also comply with the substantive privacy and security requirements in the
36 CMPPA Contract between the SSA and the CHHS and in the Contract between the SSA and DHCS,
37 known as the IEA. The specific sections of the IEA with substantive privacy and security requirements

1 to be complied with are sections E, F, and G, and in Attachment 4 to the IEA, Electronic Information
 2 Exchange Security Requirements, Guidelines and Procedures for Federal, State and Local Agencies
 3 Exchanging Electronic Information with the SSA. CONTRACTOR also agrees to ensure that any of
 4 CONTRACTOR's agents or subcontractors, to whom CONTRACTOR provides DHCS PII agree to the
 5 same requirements for privacy and security safeguards for confidential data that apply to
 6 CONTRACTOR with respect to such information.

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

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

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

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

25 h. Breaches and Security Incidents. During the term of the Contract, CONTRACTOR
 26 agrees to implement reasonable systems for the discovery of any Breach of unsecured DHCS PI and PII
 27 or security incident. CONTRACTOR agrees to give notification of any Breach of unsecured DHCS PI
 28 and PII or security incident in accordance with Subparagraph F, of the Business Associate Contract,
 29 Exhibit B to the Contract.

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

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