

AGREEMENT FOR PROVISION OF
HIV CARE SERVICES
BETWEEN
COUNTY OF ORANGE
AND

SHANTI ORANGE COUNTY
MARCH 1, 2015 2016 THROUGH FEBRUARY 29, 2016 28, 2019

THIS AGREEMENT entered into this 1st day of March 2015 2016, which date is enumerated for purposes of reference only, is by and between the COUNTY OF ORANGE (COUNTY) and SHANTI ORANGE COUNTY, a California nonprofit corporation (CONTRACTOR). This Agreement shall be administered by the County of Orange Health Care Agency (ADMINISTRATOR).

W I T N E S S E T H:

WHEREAS, of December 2014, there were 5,760 residents living with Human Immunodeficiency Virus disease (HIV); and

WHEREAS, COUNTY wishes to contract with CONTRACTOR for the provision of ~~Human Immunodeficiency Virus (HIV) Medical Case Management, Non Medical Case Management-Client Advocacy, Mental Health, and Home-Delivered Meals~~ HIV Care services described herein to the residents of Orange County where there are an additional estimated 938 individuals unaware that they are infected with HIV; and

WHEREAS, COUNTY receives funding from the Health Resources and Services Administration for Core Medical and Non-Core Medical Services, such as Case Management Services, Mental Health Services, Health Insurance Premium and Cost Sharing/Emergency Financial Assistance for Medications, Home Health Care/Home and Community-Based Health Services/Hospice Services/Rehabilitation, Nutrition Services, Medical Transportation Services, Legal Services ; and

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

NOW, THEREFORE, IT IS MUTUALLY AGREED AS FOLLOWS:

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SHANTI ORANGE COUNTY

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REFERENCED CONTRACT PROVISIONS

Term: March 1, ~~2015~~2016 through February ~~29, 2016~~28, 2019

Period One means the period from March 1, 2016 through February 28, 2017

Period Two means the period from March 1, 2017 through February 28, 2018

Period Three means the period from March 1, 2018 through February 28, 2019

Maximum Obligation: ~~\$201,413~~

Period One Maximum Obligation:	\$123,607
Period Two Maximum Obligation:	123,607
Period Three Maximum Obligation:	123,607
TOTAL MAXIMUM OBLIGATION:	\$370,821

Basis for Reimbursement: Actual Cost

Payment Method: ~~Actual Cost~~ Payment in Arrears

CONTRACTOR DUNS Number: 930610183

CONTRACTOR TAX ID Number: 33 - 0236592

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: Shanti Orange County
 23461 South Pointe Drive, Suite 100
 Laguna Hills, CA 92653
 Attn: Sarah Kasman
 sarah.kasman@shantioc.org

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I. ACRONYMS

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

A.	ADAP		AIDS Drug Assistance Program
B.	AIDS		Acquired Immune Deficiency Syndrome
C.	ARRA		American Recovery and Reinvestment Act of 2009
D.	ASRS		Alcohol and Drug Programs Reporting System
E.	CAN		Certified Nursing Attendants
F.	CAP		Corrective Action Plan
G.	CCC		California Civil Code
H.	F.	CCR	California Code of Regulations
I.	G.	CDC	Centers for Disease Control
J.	CFDA		Catalog of Federal Domestic Assistance
K.	H.	CFR	Code of Federal Regulations
L.	I.	CHPP	COUNTY HIPAA Policies and Procedures
M.	J.	CHS	Correctional Health Services
N.	CIPA		California Information Practices Act
O.	CMPPA		Computer Matching and Privacy Protection Act
P.	K.	CAN	Certified Nursing Attendants
L.	COI		Certificate of Insurance
Q.	CPA		Certified Public Accountant
R.	CSI		Client and Services Information
S.	DCR		Data Collection and Reporting
T.	DD		Dually Diagnosed
U.	M.	D/MC	Drug/Medi-Cal
N.	DHCS		California Department of Health Care Services
V.	D/MC		Drug/Medi-Cal
W.	O.	DME	Durable Medical Equipment
X.	P.	DPFS	Drug Program Fiscal Systems
Y.	DRP		Disaster Recovery Plan
Z.	Q.	DRS	Designated Record Set
AA.	EEOC		Equal Employment Opportunity Commission
AB.	EHR		Electronic Health Records
AC.	ePHI		Electronic Protected Health Information
AD.	ERC		Emergency Receiving Center

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41	AE.	FFS		Fee For service
42	AF.	FIPS		Federal Information Processing Standards
43	AG.	FQHC		Federally Qualified Health Center
44	AH.	R.	FTE	Full Time Equivalent
45	AI.	S.	GAAP	Generally Accepted Accounting Principles
46	AJ.	HAB		Federal HIV/AIDS Bureau
47	AK.	T.	HCA	County of Orange Health Care Agency
48	AL.	U.	HHS	Federal Health and Human Services Agency
49	AM.	V.	HIPAA	Health Insurance Portability and Accountability Act of 1996, Public
50				Law 104-191
51	AN.	HITECH		Health Information Technology for Economic and Clinical Health
52				Act, Public Law 111-005
53	AO.	W.	HIV	Human Immunodeficiency Virus
54	AP.	HRSA		Federal Health Resources and Services Administration
55	AQ.		X.	HOPWA—Housing Opportunities for Persons with AIDS
56	Y.	HSC		California Health and Safety Code
57	AR.	Z.	ISO	Insurance Services Office
58	AS.	AA.		ISP—Individualized Service Plan
59	AB.	ITP		Individualized Treatment Plan
60	AT.	LGBTQI		Lesbian, Gay, Bisexual, Transgender, Questioning, and Intersex
61	AU.	AC.		LHHP—Low Income Health Program
62	AD.	MAI		Minority AIDS Initiative
63	AV.	AE.		MHP—Mental Health Plan
64	AF.	MOU		Memoranda of Understanding
65	AW.	NIH		National Institutes of Health
66	AX.	NIST		National Institute of Standards and Technology
67	AY.	NOA		Notice of Action
68	AZ.	NP		Nurse Practitioner
69	BA.	NPDB		National Provider Data Bank
70	BB.	NPI		National Provider Identifier
71	BC.	NPP		Notice of Privacy Practices
72	BD.	AG.-	OCJS	Orange County Jail System
73	BE.	AH.	OCPD	Orange County Probation Department
74	BF.	AI.	OCR	Federal Office for Civil Rights
75	BG.	AJ.	OCSD	Orange County Sheriff's Department

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41	BH.	AK.	OIG	Federal	Office of Inspector General
22	BI.	AL.	OMB	Federal	Office of Management and Budget
33	BJ.	AM.	OPM	Federal	Office of Personnel Management
44	BK.	P&P		Policy and Procedure	
55	BL.	PA DSS	AN.	PADSS	Payment Application Data Security Standard
66	BM.	PAF		Partnership Assessment Form	
77	BN.	AO.	PC	State of	California Penal Code
88	BO.	AP.	PCI DSS		Payment Card Industry Data Security Standard
99	AQ.	BP.	PHI		Protected Health Information
100	AR.	BQ.	PI		Personal Information
111	BR.	PII		Personally Identifiable Information	
122	AS.	BS.	PRA	California	Public Record Records Act
133	AT.	BT.	QI	Quality Improvement	
144	BU.	QIC		Quality Improvement Committee	
155	BV.	QM		Quality Management	
166	BW.	AU.	RWDR/RSR		Ryan White Data and/or Services Reports
177	BX.	AV.	SIR		Self-Insured Retention
188	BY.	AW.	SNAP		Supplemental Nutrition Assistance Program
199	BZ.	SSI		Supplemental Security Income	
200	CA.	STP		Special Treatment Program	
221	CB.	UOS		Units of Service	
222	CC.	AX.	USC		United States Code
233	CD.	W&IC		AY.	WIC—State of California Welfare and Institutions Code
244	AZ.	CE.	WIC		Women, Infants, and Children

II. ALTERATION OF TERMS

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

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

III. ASSIGNMENT OF DEBTS

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

IV. COMPLIANCE

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

1. ADMINISTRATOR shall provide CONTRACTOR with a copy of the relevant HCA policies and procedures relating to HCA’s Compliance Program, HCA’s Code of Conduct and General Compliance Trainings.

2. CONTRACTOR has the option to adhere to HCA’s Compliance Program and Code of Conduct or establish its own, provided CONTRACTOR’s Compliance Program and Code of Conduct have been verified to include all required elements by ADMINISTRATOR’s Compliance Officer as described in subparagraphs below.

3. If CONTRACTOR elects to adhere to HCA’s Compliance Program and Code of Conduct; the CONTRACTOR shall submit to the ADMINISTRATOR within thirty (30) calendar days of award of this Agreement a signed acknowledgement that CONTRACTOR shall comply with HCA’s Compliance Program and Code of Conduct.

4. If CONTRACTOR elects to have its own Compliance Program and Code of Conduct then it shall submit a copy of its Compliance Program, Code of Conduct and relevant policies and procedures to ADMINISTRATOR within thirty (30) calendar days of award of this Agreement. ADMINISTRATOR’s Compliance Officer shall determine if ~~CONTRACTOR~~CONTRACTOR’s Compliance Program and Code of Conduct contains all required elements. CONTRACTOR shall take necessary action to meet said standards or shall be asked to acknowledge and agree to ~~the~~-HCA’s Compliance Program and Code of Conduct if the CONTRACTOR’s Compliance Program and Code of Conduct does not contain all required elements.

5. Upon written confirmation from ADMINISTRATOR’s Compliance Officer that the ~~CONTRACTOR~~CONTRACTOR’s Compliance Program and Code of Conduct contains all required elements, CONTRACTOR shall ensure that all Covered Individuals relative to this Agreement are made aware of CONTRACTOR’s Compliance Program, Code of Conduct and related policies and procedures.

6. Failure of CONTRACTOR to submit its Compliance Program, Code of Conduct and relevant

41 policies and procedures shall constitute a material breach of this Agreement. Failure to cure such breach
42 within sixty (60) calendar days of such notice from ADMINISTRATOR shall constitute grounds for
43 termination of this Agreement as to the non-complying party.

44 B. SANCTION SCREENING – CONTRACTOR shall adhere to all screening policies and
45 procedures and screen all Covered Individuals employed or retained to provide services related to this
46 Agreement to ensure that they are not designated as Ineligible Persons, as pursuant to this Agreement.
47 Screening shall be conducted against the General Services Administration's Excluded Parties List System
48 or System for Award Management, the Health and Human Services/Office of Inspector General List of
49 Excluded Individuals/Entities, and the California Medi-Cal Suspended and Ineligible Provider List and/or
50 any other list or system as identified by the ADMINISTRATOR.

51 1. Covered Individuals includes all contractors, subcontractors, agents, and other persons who
52 provide health care items or services or who perform billing or coding functions on behalf of
53 ADMINISTRATOR. Notwithstanding the above, this term does not include part-time or per-diem
54 employees, contractors, subcontractors, agents, and other persons who are not reasonably expected to
55 work more than one hundred sixty (160) hours per year; except that any such individuals shall become
56 Covered Individuals at the point when they work more than one hundred sixty (160) hours during the
57 calendar year. CONTRACTOR shall ensure that all Covered Individuals relative to this Agreement are
58 made aware of ADMINISTRATOR's Compliance Program, Code of Conduct and related policies and
59 procedures.

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

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

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

66 3. CONTRACTOR shall screen prospective Covered Individuals prior to hire or engagement.
67 CONTRACTOR shall not hire or engage any Ineligible Person to provide services relative to this
68 Agreement.

69 4. CONTRACTOR shall screen all current Covered Individuals and subcontractors semi-
70 annually to ensure that they have not become Ineligible Persons. CONTRACTOR shall also request that
71 its subcontractors use their best efforts to verify that they are eligible to participate in all federal and State
72 of California health programs and have not been excluded or debarred from participation in any federal
73 or state health care programs, and to further represent to CONTRACTOR that they do not have any
74 Ineligible Person in their employ or under contract.

75 5. Covered Individuals shall be required to disclose to CONTRACTOR immediately any
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11 debarment, exclusion or other event that makes the Covered Individual an Ineligible Person.
22 CONTRACTOR shall notify ADMINISTRATOR immediately if a Covered Individual providing services
33 directly relative to this Agreement becomes debarred, excluded or otherwise becomes an Ineligible
44 Person.

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

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

188 C. COMPLIANCE TRAINING – ADMINISTRATOR shall make General Compliance Training
199 and Provider Compliance Training, where appropriate, available to Covered Individuals.

200 1. CONTRACTOR shall use its best efforts to encourage completion by Covered Individuals;
211 provided, however, that at a minimum CONTRACTOR shall assign at least one (1) designated
222 representative to complete all Compliance Trainings when offered.

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

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

266 4. Each Covered Individual attending training shall certify, in writing, attendance at compliance
277 training. CONTRACTOR shall retain the certifications. Upon written request by ADMINISTRATOR,
288 CONTRACTOR shall provide copies of the certifications.

299 D. MEDICAL BILLING, CODING, AND DOCUMENTATION COMPLIANCE STANDARDS

300 1. CONTRACTOR shall take reasonable precaution to ensure that the coding of health care
311 claims, billings and/or invoices for same are prepared and submitted in an accurate and timely manner
322 and are consistent with federal, state and county laws and regulations.

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

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

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

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

V. CONFIDENTIALITY

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 Agreement are clients of the Orange County HIV 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 Agreement. 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 agreement between HIV 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 agreement.

B. Prior to providing any services pursuant to this Agreement, 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 Agreement 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. COST REPORT

A. CONTRACTOR shall submit a separate Cost Report Reports for Period One, Period Two and Period Three, or for a portion thereof, to COUNTY no later than sixty (60) calendar days following termination of this Agreement. CONTRACTOR shall prepare the Cost Report in accordance with all

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applicable federal, state and COUNTY requirements, GAAP and the Special Provisions Paragraph of this Agreement. 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.

1. If CONTRACTOR fails to submit an accurate and complete 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 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 Cost Report due COUNTY by CONTRACTOR.

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

2. CONTRACTOR may request, in advance and in writing, an extension of the due date of the 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 Cost Report within one hundred and eighty (180) calendar days following the termination of this Agreement, and CONTRACTOR has not entered into a subsequent or new agreement for any other services with COUNTY, then all amounts paid to CONTRACTOR by COUNTY during the term of the Agreement shall be immediately reimbursed to COUNTY.

B. The individual and/or consolidated Cost Report prepared for each period shall be the final financial and statistical report submitted by CONTRACTOR to COUNTY, and shall serve as the basis for final settlement to CONTRACTOR for that period. CONTRACTOR shall document that costs are reasonable and allowable and directly or indirectly related to the services to be provided hereunder. The 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 Maximum Obligation as set forth in the Referenced Contract Provisions of this Agreement. CONTRACTOR shall not claim expenditures to COUNTY which are not reimbursable pursuant to applicable federal, state and county/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

11 CONTRACTOR to COUNTY in cash, or other authorized form of payment, within thirty (30) calendar
22 days of submission of the Cost Report or COUNTY may elect to reduce any amount owed
33 CONTRACTOR by an amount not to exceed the reimbursement due COUNTY.

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

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

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

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

277
288 Signed _____
299 Name _____
300 Title _____
311 Date _____"

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333 **VII. DELEGATION, ASSIGNMENT, AND SUBCONTRACTS**

334 A. CONTRACTOR may not delegate the obligations hereunder, either in whole or in part, without
355 prior written consent of COUNTY. CONTRACTOR shall provide written notification of

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11 CONTRACTOR's intent to delegate the obligations hereunder, either in whole or part, to
22 ADMINISTRATOR not less than sixty (60) calendar days prior to the effective date of the delegation.
33 Any attempted assignment or delegation in derogation of this paragraph shall be void.

44 B. CONTRACTOR may not assign the rights hereunder, either in whole or in part, without the prior
55 written consent of COUNTY.

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

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

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

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

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

311 C. CONTRACTOR's obligations undertaken pursuant to this Agreement may be carried out by
322 means of subcontracts, provided such subcontracts are approved in advance, in writing by
333 ADMINISTRATOR, meet the requirements of this Agreement as they relate to the service or activity
344 under subcontract, and include any provisions that ADMINISTRATOR may require.

355 1. After approval of a subcontract, ADMINISTRATOR may revoke the approval of a
366

subcontract upon five (5) calendar ~~days~~ days’ written notice to CONTRACTOR if the subcontract subsequently fails to meet the requirements of this Agreement or any provisions that ADMINISTRATOR has required.

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

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

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

VIII. EMPLOYEE ELIGIBILITY VERIFICATION

CONTRACTOR warrants 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 Agreement meet the citizenship or alien status ~~requirement~~ 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.

IX. 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~~ ADMINISTRATOR to assist in performing the services described in this Agreement. “Relatively Permanent” is defined as having a useful life of one 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 contained 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 Agreement shall be depreciated according to GAAP.

B. CONTRACTOR shall obtain ADMINISTRATOR’s prior written approval to purchase any

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

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

X. FACILITIES, PAYMENTS AND SERVICES

CONTRACTOR agrees to provide the services, staffing, facilities, and supplies in accordance with Exhibits A, B, and C to this Agreement. COUNTY shall compensate, and authorize, when applicable, said services. CONTRACTOR shall operate continuously throughout the term of this Agreement 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.

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XI. 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 Agreement. 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 Agreement, CONTRACTOR agrees to purchase all required insurance at CONTRACTOR's expense and to submit to COUNTY the COI, including all endorsements required herein, necessary to satisfy COUNTY that the insurance provisions of this Agreement have been complied with and to maintain such insurance coverage with COUNTY during the entire term of this Agreement. In addition, all subcontractors performing work on behalf of CONTRACTOR pursuant to this Agreement shall obtain insurance subject to the same terms and conditions as set forth herein for CONTRACTOR.

~~C.~~ C. CONTRACTOR shall ensure that all subcontractors performing work on behalf of CONTRACTOR pursuant to this Agreement 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 Agreement. 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 Agreement for inspection by COUNTY representative(s) at any reasonable time.

D. All SIRs and deductibles shall be clearly stated on the COI. If no SIRs or deductibles apply, indicate this on the COI with a zero (0) by the appropriate line of coverage. Any SIR or deductible in an amount in excess of \$25,000 (\$5,000 for automobile liability), shall specifically be approved by the CEO/Office of Risk Management upon review of CONTRACTOR's current audited financial report.

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

EF. QUALIFIED INSURER

1. The policy or policies of insurance must be issued by an insurer ~~licensed to do business in the state of California (California Admitted Carrier) or have~~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 ~~is not an admitted carrier in the state of California and~~ does not have an A.M. Best ~~rating~~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.

F.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 for owned, non-owned and hired vehicles	\$1,000,000 per occurrence
Workers' Compensation	Statutory
Employers' Liability Insurance	\$1,000,000 per occurrence
Professional Liability Insurance	\$1,000,000 per claims made— or per occurrence <u>\$1,000,000</u> <u>aggregate</u>
Sexual Misconduct Liability	<u>\$1,000,000 per occurrence</u>
<u>Employee Dishonesty</u>	\$1,000,000 per occurrence

G.H. REQUIRED COVERAGE FORMS

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

2. The Business ~~Auto~~Automobile Liability coverage shall be written on ISO form CA 00 01, CA 00 05, CA ~~0012~~00 12, CA 00 20, or a substitute form providing coverage at least as broad.

HI. REQUIRED ENDORSEMENTS – The Commercial General Liability policy shall contain the following endorsements, which shall accompany the COI:

1. An Additional Insured endorsement using ISO form CG 2010 or CG 2033 or a form at least as broad naming the County of Orange, its elected and appointed officials, officers, employees, and agents as Additional Insureds.

2. A primary non-contributing endorsement evidencing that the CONTRACTOR’s insurance is primary and any insurance or self-insurance maintained by the County of Orange shall be excess and non-contributing.

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

JK. The Workers’ Compensation policy shall contain a waiver of subrogation endorsement waiving all rights of subrogation against the County of Orange, and members of the Board of Supervisors, its elected and appointed officials, officers, agents and employees.

~~— K. All insurance policies required by this Agreement~~ **L.** CONTRACTOR shall ~~give~~notify COUNTY in writing within thirty (30) ~~calendar~~ days ~~notice in the event~~ of any policy cancellation and ten (10) ~~calendar~~ days ~~notice~~ for non-payment of premium. ~~This shall be evidenced by policy provisions or an endorsement separate from~~ and provide a copy of the cancellation notice to COUNTY. Failure to provide written notice of cancellation may constitute a material breach of the COI Agreement, upon which the COUNTY may suspend or terminate this Agreement.

LM. If CONTRACTOR’s Professional Liability policy is a "claims made" policy, CONTRACTOR shall agree to maintain ~~professional liability~~Professional Liability coverage for two (2) years following completion of Agreement.

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

NO. COUNTY expressly retains the right to require CONTRACTOR to increase or decrease insurance of any of the above insurance types throughout the term of this Agreement. Any increase or decrease in insurance will be as deemed by County of Orange Risk Manager as appropriate to adequately protect COUNTY.

OP. COUNTY shall notify CONTRACTOR in writing of changes in the insurance requirements. If CONTRACTOR does not deposit copies of acceptable ~~COI’s~~COIs and endorsements with COUNTY incorporating such changes within thirty (30) calendar days of receipt of such notice, this Agreement may be in breach without further notice to CONTRACTOR, and COUNTY shall be entitled to all legal

1 remedies.

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

5 QR. SUBMISSION OF INSURANCE DOCUMENTS

6 1. The COI and endorsements shall be provided to COUNTY as follows:
7 a. Prior to the start date of this Agreement.
8 b. No later than the expiration date for each policy.
9 c. Within thirty (30) calendar days upon receipt of written notice by COUNTY regarding
10 changes to any of the insurance types as set forth in Subparagraph FG. of this Agreement.

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

13 #

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

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

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

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

27 4. In no cases shall assurances by CONTRACTOR, its employees, agents, including any
28 insurance agent, be construed as adequate evidence of insurance. COUNTY will only accept valid
29 COI's COIs and endorsements, or in the interim, an insurance binder as adequate evidence of insurance
30 coverage.

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32 **XII. INSPECTIONS AND AUDITS**

33 A. ADMINISTRATOR, any authorized representative of COUNTY, any authorized representative
34 of the State of California, the Secretary of the United States Department of Health and Human Services,
35 the Comptroller General of the United States, or any other of their authorized representatives, shall have
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41 access to any books, documents, and records, including but not limited to, financial statements, general
42 ledgers, relevant accounting systems, medical and client records, of CONTRACTOR that are directly
43 pertinent to this Agreement, for the purpose of responding to a beneficiary complaint or conducting an
44 audit, review, evaluation, or examination, or making transcripts during the periods of retention set forth
45 in the Records Management and Maintenance Paragraph of this Agreement. Such persons may at all
46 reasonable times inspect or otherwise evaluate the services provided pursuant to this Agreement, and the
47 premises in which they are provided.

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

52 C. AUDIT RESPONSE

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

58 2. If the audit reveals that money is payable from one party to the other, that is, reimbursement
59 by CONTRACTOR to COUNTY, or payment of sums due from COUNTY to CONTRACTOR, said
60 funds shall be due and payable from one party to the other within sixty (60) calendar days of receipt of
61 the audit results. If reimbursement is due from CONTRACTOR to COUNTY, and such reimbursement
62 is not received within said sixty (60) calendar days, COUNTY may, in addition to any other remedies
63 provided by law, reduce any amount owed CONTRACTOR by an amount not to exceed the
64 reimbursement due COUNTY.

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

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

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

XIII. LICENSES AND LAWS

A. CONTRACTOR, its officers, agents, employees, affiliates, and subcontractors shall, throughout the term of this Agreement, 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 Agreement.

B. ENFORCEMENT OF CHILD SUPPORT OBLIGATIONS

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

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

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

c. A certification that CONTRACTOR has fully complied with all applicable federal and state reporting requirements regarding its employees;

d. A certification that CONTRACTOR has fully complied with all lawfully served Wage and Earnings Assignment Orders and Notices of Assignment, and will continue to so comply.

2. Failure of CONTRACTOR to timely submit the data and/or certifications required by Subparagraphs 1.a., 1.b., 1.c., or 1.d. above, or to comply with all federal and state employee reporting requirements for child support enforcement, or to comply with all lawfully served Wage and Earnings Assignment Orders and Notices of Assignment, shall constitute a material breach of this Agreement; and failure to cure such breach within sixty (60) calendar days of notice from COUNTY shall constitute grounds for termination of this Agreement.

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

C. 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. Code of Federal Regulations, Title 42 ~~CFR~~, Public Health.
- ~~3. 31 USC 7501 – 7507, as well as its implementing regulations under 2 CFR Part 200.~~
- 3. H&SC 121025.
- 4. HIPAA Privacy Rule, as it may now exist ~~now~~, or be hereafter amended, and if applicable.
- 5. 42 USC ~~§~~12101 et seq., ~~the~~ Americans with Disabilities Act of 1990.
- 6. WIC §15600, et seq., Elder Abuse ~~of the Elderly~~ and Dependent ~~Adults~~ Adult Civil Protection Act.
- 7. 45 CFR Part 76, Drug Free Work Place.
- 8. CCR, Title 22, Division 6, Community Care Licensing Division.
- ~~9. Ryan White HIV/AIDS Treatment Extension Act of 2009 (Public Law 111-87, October 30, 2009).~~
- //
- 10. U.S. Department of Health and Human Services, National Institutes of Health (NIH) Grants Policy Statement (10/13).
- 11. U.S. Department of Health and Human Services, Public Health Service, PHS Grant Policy Statement.
- ~~Statement.~~
- 12. 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
- ~~13. 10. 78 FR 78590-01~~
- ~~14. Title XXVI of the Public Health Services Act, as amended by the Ryan White HIV/AIDS Treatment Extension Act of 2009. (Public Law 111-87).~~
- ~~12. H & SC 121025~~

XIV. LITERATURE, ADVERTISEMENTS, AND SOCIAL MEDIA 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 Agreement must be approved at least thirty (30) days in advance and in writing by ADMINISTRATOR before distribution. For the purposes of this Agreement, 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

11 Agreement must be approved in advance at least thirty (30) days and in writing by ADMINISTRATOR.

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

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

22 **XV. MAXIMUM OBLIGATION**

23 A. The Total Maximum Obligation of COUNTY for services provided in accordance with this
24 Agreement ~~is~~, and the separate Maximum Obligations for each period under this Agreement, are as
25 specified in the Referenced Contract Provisions of this Agreement, except as allowed for in Subparagraph
26 B. below.

27 B. ADMINISTRATOR may amend the Maximum Obligation by an amount not to exceed ten
28 percent (10%) of Period One funding for this Agreement.

29 **XVI. MINIMUM WAGE LAWS**

30 A. Pursuant to the United States of America Fair Labor Standards Act of 1938, as amended, and
31 State of California Labor Code, §1178.5, CONTRACTOR shall pay no less than the greater of the federal
32 or California Minimum Wage to all its employees that directly or indirectly provide services pursuant to
33 this Agreement, in any manner whatsoever. CONTRACTOR shall require and verify that all its
34 contractors or other persons providing services pursuant to this Agreement on behalf of CONTRACTOR
35 also pay their employees no less than the greater of the federal or California Minimum Wage.

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

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

XVII. NONDISCRIMINATION

A. EMPLOYMENT

1. During the term of this Agreement, CONTRACTOR and its Covered Individuals shall not unlawfully discriminate against any employee or applicant for employment because of his/her ~~ethnic group identification, race, religion, ancestry,~~ religious creed, color, creed, sex, marital status, national origin, ~~age (40 and over), sexual orientation, medical condition, or ancestry,~~ physical or disability, mental disability, medical condition, genetic information, marital status, sex, gender, gender identity, gender expression, age, sexual orientation, or military and veteran status. Additionally, during the term of this Agreement, CONTRACTOR and its Covered Individuals shall require in its subcontracts that subcontractors shall not unlawfully discriminate against any employee or applicant for employment because of his/her ~~ethnic group identification, race, religion, ancestry,~~ religious creed, color, creed, sex, marital status, national origin, ~~age (40 and over), sexual orientation, medical condition, or ancestry,~~ physical or disability, mental disability, medical condition, genetic information, marital status, sex, gender, gender identity, gender expression, age, sexual orientation, or military and veteran status.

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

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 Equal Opportunity clause.

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 ~~ethnic group identification, race, religion, ancestry,~~ religious creed, color, creed, sex, marital status, national origin, ~~age (40 and over), sexual orientation, medical condition, or ancestry,~~ physical or 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 agreement 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

11 for employment.

12 B. SERVICES, BENEFITS AND FACILITIES – CONTRACTOR and/or subcontractor shall not
13 discriminate in the provision of services, the allocation of benefits, or in the accommodation in facilities
14 on the basis of ~~ethnic group identification, race, religion, ancestry, religious creed, color, creed, sex,~~
15 ~~marital status, national origin, age (40 and over), sexual orientation, medical condition, or ancestry,~~
16 physical ~~or~~ disability, mental disability, medical condition, genetic information, marital status, sex, gender,
17 gender identity, gender expression, age, sexual orientation, or military and veteran status in accordance
18 with Title IX of the Education Amendments of 1972 as they relate to 20 USC §1681 - §1688; Title VI of
19 the Civil Rights Act of 1964 (42 USC §2000d); the Age Discrimination Act of 1975 (42 USC §6101); and
20 Title 9, Division 4, Chapter 6, Article 1 (§10800, et seq.) of the California Code of Regulations); and
21 Title II of the Genetic Information Nondiscrimination Act of 2008, 42 USC 2000ff, et seq. as applicable,
22 and all other pertinent rules and regulations promulgated pursuant thereto, and as otherwise provided by
23 state law and regulations, as all may now exist or be hereafter amended or changed. For the purpose of
24 this Nondiscrimination paragraph, Discrimination includes, but is not limited to the following based on
25 one or more of the factors identified above:

- 26 1. Denying a client or potential client any service, benefit, or accommodation.
- 27 2. Providing any service or benefit to a client which is different or is provided in a different
28 manner or at a different time from that provided to other clients.
- 29 3. Restricting a client in any way in the enjoyment of any advantage or privilege enjoyed by
30 others receiving any service or benefit.
- 31 4. Treating a client differently from others in satisfying any admission requirement or condition,
32 or eligibility requirement or condition, which individuals must meet in order to be provided any service
33 or benefit.
- 34 5. Assignment of times or places for the provision of services.

35 C. COMPLAINT PROCESS – CONTRACTOR shall establish procedures for advising all clients
36 through a written statement that ~~CONTRACTOR~~ CONTRACTOR's and/or subcontractor's clients may
37 file all complaints alleging discrimination in the delivery of services with CONTRACTOR, subcontractor,
38 and ADMINISTRATOR or the U.S. Department of Health and Human ~~Services'~~ Services' OCR.

- 39 1. Whenever possible, problems shall be resolved informally and at the point of service.
40 CONTRACTOR shall establish an internal informal problem resolution process for clients not able to
41 resolve such problems at the point of service. Clients may initiate a grievance or complaint directly with
42 CONTRACTOR either orally or in writing.
- 43 2. Within the time limits procedurally imposed, the complainant shall be notified in writing as
44 to the findings regarding the alleged complaint and, if not satisfied with the decision, may file an appeal.

45 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 Agreement 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.

XVIII. NOTICES

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

1. When written and deposited in the United States mail, first class postage prepaid and addressed as specified in the Referenced Contract Provisions of this Agreement or as otherwise directed by ADMINISTRATOR;
2. When faxed, transmission confirmed;
3. When sent by Email; or
4. When accepted by U.S. Postal Service Express Mail, Federal Express, United Parcel Service, or any other expedited delivery service.

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

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

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

XIX. ~~NOTIFICATION OF DEATH~~ NOTIFICATION OF DEATH

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

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

1. TELEPHONE NOTIFICATION – CONTRACTOR shall notify ADMINISTRATOR by telephone immediately upon becoming aware of the death due to non-terminal illness of any person served pursuant to this Agreement; provided, however, weekends and holidays shall not be included for purposes of computing the time within which to give telephone notice and, notwithstanding the time limit herein specified, notice need only be given during normal business hours.

2. WRITTEN NOTIFICATION

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

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

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

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

NOTIFICATION OF PUBLIC EVENTS AND MEETINGS

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

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

XXI. RECORDS MANAGEMENT AND MAINTENANCE

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

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 and/or CHPP. 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 ensure appropriate financial records related to cost reporting, expenditure, revenue, billings, etc., are prepared and maintained accurately and appropriately.

E. CONTRACTOR shall ensure all appropriate state and federal standards of documentation, preparation, and confidentiality of records related to participant, client and/or patient records are met at all times.

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

1. The medical records and billing records about individuals maintained by or for a covered health care provider;
2. The enrollment, payment, claims adjudication, and case or medical management record systems maintained by or for a health plan; or
3. Used, in whole or in part, by or for the covered entity to make decisions about individuals.

G. CONTRACTOR may retain ~~participant~~, client, and/or patient documentation electronically in accordance with the terms of this Agreement and common business practices. If documentation is retained electronically, CONTRACTOR shall, in the event of an audit or site visit:

1. Have documents readily available within forty-eight (48) hour notice of a scheduled audit or site visit.
2. Provide auditor or other authorized individuals access to documents via a computer terminal.
3. Provide auditor or other authorized individuals a hardcopy printout of documents, if requested.

H. CONTRACTOR shall ensure compliance with requirements pertaining to the privacy and

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1 security of PII and/or PHI. CONTRACTOR shall, notify COUNTY immediately by telephone call plus
2 email or fax upon the discovery of a breach Breach of privacy unsecured PHI and/or security of PII and/or
3 PHI by CONTRACTOR, notify ADMINISTRATOR of such breach by telephone and email or facsimile.

4 I. CONTRACTOR may be required to pay any costs associated with a breach Breach of privacy
5 and/or security of PII and/or PHI, including but not limited to the costs of notification. CONTRACTOR
6 shall pay any and all such costs arising out of a breach Breach of privacy and/or security of PII and/or PHI.

7 J. CONTRACTOR shall retain all participant, client, and/or patient medical records for seven (7)
8 years following discharge of the participant, client and/or patient, with the exception of non-emancipated
9 minors for whom records must be kept for at least one (1) year after such minors have reached the age of
10 eighteen (18) years, or for seven (7) years after the last date of service, whichever is longer.

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

14 L. CONTRACTOR shall make records pertaining to the costs of services, participant fees, charges,
15 billings, and revenues available at one (1) location within the limits of the County of Orange.

16 M. If CONTRACTOR is unable to meet the record location criteria above, ADMINISTRATOR may
17 provide written approval to CONTRACTOR to maintain records in a single location, identified by
18 CONTRACTOR.

19 #

20 N. CONTRACTOR may be required to retain all records involving litigation proceedings and
21 settlement of claims for a longer term which will be as directed by the ADMINISTRATOR.

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

25
26 **XXII. RESEARCH AND PUBLICATION**

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

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31 **XXIII. REVENUE**

32 A. CLIENT FEES — CONTRACTOR shall charge a fee to clients to whom services are provided
33 pursuant to this Agreement, their estates and responsible relatives, in accordance with the fee system
34 designated by ADMINISTRATOR. This fee shall be based upon the person's ability to pay for services,
35 but it shall not exceed the actual cost of services provided. No person shall be denied services because of
36

11 an inability to pay.

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

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

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XXIV. SEVERABILITY

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

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XXV. SPECIAL PROVISIONS

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

- 32 1. Making cash payments to intended recipients of services through this Agreement.
- 33 2. Lobbying any governmental agency or official. CONTRACTOR shall file all certifications
34 and reports in compliance with this requirement pursuant to Title 31, USC, §1352 (e.g., limitation on use
35 of appropriated funds to influence certain federal contracting and financial transactions).
- 36 3. Fundraising.
- 37 4. Purchase of gifts, meals, entertainment, awards, or other personal expenses for
38 CONTRACTOR's staff, volunteers, or members of the Board of Directors or governing body.
- 39 5. Reimbursement of CONTRACTOR's members of the Board of Directors or governing body
40 for expenses or services.
- 41 6. Making personal loans to CONTRACTOR's staff, volunteers, interns, consultants,
42 subcontractors, and members of the Board of Directors or governing body, or its designee or authorized
43 agent, or making salary advances or giving bonuses to CONTRACTOR's staff.

44 7. Paying an individual salary or compensation for services at a rate in excess of the current
45 Level I of the Executive Salary Schedule as published by the OPM. The OPM Executive Salary Schedule

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11 may be found at www.opm.gov.

22 8. Severance pay for separating employees.

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

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

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

99 12. Contracting or subcontracting with any entity other than an individual or nonprofit entity,
100 unless no nonprofit entity is able and willing to provide such services.

111 13. Supplanting current funding for existing services.

122 14. Payment of home mortgages; direct maintenance expense (tires, repairs, etc.) of a privately
133 owned vehicle or any other cost associated with a vehicle, such as lease or loan payments, insurance, or
144 license and registration fees; payment of local or state personal property taxes (for residential property,
155 private automobiles, or any other personal property against which taxes may levied). This restriction does
166 not apply to vehicles operated by organizations for program purposes.

177 15. To meet professional licensure or program licensure requirements.

188 -16. Providing inpatient hospital services or purchasing major medical equipment.

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

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

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

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

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

277 5. Purchase of gifts, meals, entertainment, awards, or other personal expenses for
288 CONTRACTOR's clients.

299 C. To the greatest extent practicable, all equipment and products purchased with funds made
300 available through this Agreement should be American-made.

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XXVI. STATUS OF CONTRACTOR

333 CONTRACTOR is, and shall at all times be deemed to be, an independent contractor and shall be
344 wholly responsible for the manner in which it performs the services required of it by the terms of this
355 Agreement. CONTRACTOR is entirely responsible for compensating staff, subcontractors, and
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consultants employed by CONTRACTOR. This Agreement 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, or subcontractors. CONTRACTOR assumes exclusively the responsibility for the acts of its employees, agents, consultants, or subcontractors as they relate to the services to be provided during the course and scope of their employment. CONTRACTOR, its agents, employees, consultants, 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.

XXVII. TERM

A. The term of this Agreement shall commence as specified in the Referenced Contract Provisions of this Agreement or the execution date, whichever is later. This Agreement shall terminate as specified in the Referenced Contract Provisions of this Agreement unless otherwise sooner terminated as provided in this Agreement; provided, however, 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 Agreement on a weekend or holiday may be performed on the next regular business day.

XXVIII. TERMINATION

A. Either party may terminate this Agreement, without cause, upon thirty (30) calendar ~~days~~ days written notice given the other party.

B. Unless otherwise specified in this Agreement, COUNTY may terminate this Agreement upon five (5) calendar ~~days~~ days written notice if CONTRACTOR fails to perform any of the terms of this Agreement. At ADMINISTRATOR's sole discretion, CONTRACTOR may be allowed up to thirty (30) calendar days for corrective action.

C. COUNTY may terminate this Agreement 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 Agreement.
5. The loss of accreditation or any license required by the Licenses and Laws Paragraph of this Agreement.

6. The continued incapacity of any physician or licensed person to perform duties required pursuant to this Agreement.

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

D. CONTINGENT FUNDING

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

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

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

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

E. In the event this Agreement is suspended or terminated prior to the completion of the term as specified in the Referenced Contract Provisions of this Agreement, ADMINISTRATOR may, at its sole discretion, reduce the Maximum Obligation of this Agreement in an amount consistent with the reduced term of the Agreement.

F. In the event this Agreement is terminated by either party pursuant to Subparagraphs B., C. or D. above, CONTRACTOR shall do the following:

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

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

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

4. If clients are to be transferred to another facility for services, furnish ADMINISTRATOR, upon request, all client information and records deemed necessary by ADMINISTRATOR to effect an orderly transfer.

5. Assist ADMINISTRATOR in effecting the transfer of clients in a manner consistent with client's best interests.

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

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11 IN WITNESS WHEREOF, the parties have executed this Agreement, in the County of Orange, State
22 of California.

33
44 SHANTI ORANGE COUNTY

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77 BY: _____ DATED: _____

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122 ~~BY: _____ DATED: _____~~

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144 ~~TITLE: _____~~

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199 COUNTY OF ORANGE

200
211
222 BY: _____ DATED: _____

233 HEALTH CARE AGENCY

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277 APPROVED AS TO FORM
288 OFFICE OF THE COUNTY COUNSEL
299 ORANGE COUNTY, CALIFORNIA

300
311
322 BY: _____ DATED: _____

333 DEPUTY

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355 If the contracting party is a corporation, two (2) signatures are required: one (1) signature by the Chairman of the Board, the President or any

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Vice President; and one (1) signature by the Secretary, any Assistant Secretary, the Chief Financial Officer or any Assistant Treasurer. 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
AGREEMENT FOR PROVISION OF
HIV SERVICES
BETWEEN
COUNTY OF ORANGE
AND
SHANTI ORANGE COUNTY

MARCH 1, 2015 ~~2016~~ THROUGH FEBRUARY 29, 2016 ~~28, 2019~~

I. ASSURANCES

In accordance with funding requirements under Title XXVI of the Public Health Services Act amended by the Ryan White HIV/AIDS Treatment Extension Act of 2009 (Ryan White Act), CONTRACTOR assures that it will:

A. Assure that contract funds are used as payer of last resort. CONTRACTOR shall not use contract funds to make payments for any item or service to the extent that payment for that item or service has already been made, or can reasonably be expected to be made:

- 1. Under any state compensation program, under an insurance policy, or under any federal or state health benefits program;
- 2. By an entity that provides health services on a prepaid basis; or
- 3. By third party reimbursement.

B. Provide, to the maximum extent practicable, HIV-related health care and support services without regard to the ability of the individual to pay for such services and without regard to the current or past health condition of the individual with HIV disease.

C. Provide services in a setting that is accessible to low-income individuals with HIV disease.

D. Permit and cooperate with any official federal or state investigation undertaken regarding programs conducted under the Ryan White Act.

E. Comply with the funding requirements regarding charges for services:

1. In the case of individuals with an income less than or equal to one hundred percent (100%) of the official federal poverty line, CONTRACTOR shall not impose charges on any such individual for the provision of services under this Agreement.

2. In the case of individuals with an income greater than one hundred percent (100%) of the official federal poverty level, CONTRACTOR may charge client fees based on a schedule of charges approved by the ADMINISTRATOR. CONTRACTOR may not charge client fees without an approved fee schedule that complies with Ryan White Act legislative intent.

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3. In the case of individuals with an income greater than one hundred percent (100%) of the official federal poverty level and not exceeding two hundred percent (200%) of such poverty level,
 //
 CONTRACTOR shall not, for any calendar year, impose charges in an amount exceeding five percent (5%) of the annual gross income of the individual involved.

4. In the case of individuals with an income greater than two hundred percent (200%) of the official federal poverty level and not exceeding three hundred percent (300%) of such poverty level, CONTRACTOR shall not, for any calendar year, impose charges in an amount exceeding seven percent (7%) of the annual gross income of the individual involved.

5. In the case of individuals with an income greater than three hundred percent (300%) of the official federal poverty level, CONTRACTOR shall not, for any calendar year, impose charges in an amount exceeding ten percent (10%) of the annual gross income of the individual involved.

II. BUDGET

A. The following Budget is set forth for informational purposes only, and may be adjusted by mutual agreement, in writing, by CONTRACTOR and ADMINISTRATOR.

1. Medical Case Management (Linkage to Care) Services

<u>PROGRAM ADMINISTRATIVE COSTS</u>	<u>PERIOD ONE</u>	<u>PERIOD TWO</u>	<u>PERIOD THREE</u>
Salaries	\$ 3,720	\$ 3,720	\$ 3,720
Benefits	649	649	649
<u>SUBTOTAL</u>	<u>\$ 4,369</u>	<u>\$ 4,369</u>	<u>\$ 4,369</u>
DIRECT CARE COSTS			
Salaries	\$ 45,673	\$ 21,359	\$ 21,359
Benefits	5,549	4,272	4,272
Operating Expenses			
Services and Supplies			<u>0</u>
<u>SUBTOTAL</u>	<u>\$51,222</u>	<u>25,631</u>	<u>\$25,631</u>
TOTAL COSTS	\$51,222	\$30,000	\$30,000

2. Non-Medical Case Management (Client Support) Services ~~Client Advocacy~~

<u>ADMINISTRATIVE COSTS</u>	<u>PERIOD ONE</u>	<u>PERIOD TWO</u>	<u>PERIOD THREE</u>
Salaries	\$13,950	\$13,950	\$13,950
Benefits	2,790	2,790	2,790
<u>SUBTOTAL</u>	<u>\$16,740</u>	<u>\$16,740</u>	<u>\$16,740</u>
DIRECT CARE COSTS			
Salaries	\$ 24,767 35,250		
	0	\$35,250	\$35,250
Benefits	3,424		
	6,617	6,617	6,617
Operating Expenses			
Services and Supplies			0
<u>SUBTOTAL</u>	\$ 28,191 41,867		
	7	\$41,867	\$41,867
TOTAL COSTS	\$28,191		
	<u>58,607</u>	<u>\$58,607</u>	<u>\$58,607</u>

3. ~~Mental Health~~ Non-Medical Case Management (Client Advocacy) Services

	<u>PERIOD ONE</u>	<u>PERIOD TWO</u>	<u>PERIOD THREE</u>
DIRECT CARE COSTS			
Salaries	\$ 10,221 16,700		
	0	\$16,700	\$16,700
Benefits	769	3,300	3,300
Operating Expenses			
Services and Supplies			0
Professional Service			<u>-65,010</u>

1	SUBTOTAL	\$ 76 20,000	<u>\$20,000</u>	<u>\$20,000</u>
2				
3	TOTAL COSTS <u>COST</u>	\$ 76 20,000	<u>\$20,000</u>	<u>\$20,000</u>
4				
5				
6	4. Home-Delivered Meal <u>Non-Medical Case Management (Eligibility Screening) Services</u>			
7				
8		<u>PERIOD ONE</u>	<u>PERIOD TWO</u>	<u>PERIOD THREE</u>
9	DIRECT CARE COSTS			
10	Salaries	\$		
11		16,856 12,530		
12		0	<u>\$12,530</u>	<u>\$12,530</u>
13	Benefits	<u>2,732</u> 470	<u>2,470</u>	<u>2,470</u>
14	Operating Expenses			
15	Services and Supplies			0
16	Meals			26,412
17	SUBTOTAL	\$ 46 15,000	<u>\$15,000</u>	<u>\$15,000</u>
18				
19	TOTAL COSTS <u>COST</u>	\$ 46 15,000	<u>\$15,000</u>	<u>\$15,000</u>
20				
21				
22	5. TOTAL CONTRACT COSTS	\$ 201,413 123,607	<u>\$123,607</u>	
23	<u>\$123,607</u>			

B. CONTRACTOR may request to shift funds between budgeted line items for the purpose of meeting specific program needs by utilizing a Budget/Staffing Modification Request form provided by ADMINISTRATOR. CONTRACTOR shall submit a properly completed Budget/Staffing Modification Request to ADMINISTRATOR for consideration, in advance, which will include a justification narrative specifying the purpose of the request, the amount of said funds to be shifted and the sustaining annual impact of the shift as may be applicable to the current contract period and/or future contract periods. CONTRACTOR shall obtain written approval of any Budget Staffing Modification Request(s) from ADMINISTRATOR prior to implementation by CONTRACTOR. Failure of CONTRACTOR to obtain written approval from ADMINISTRATOR for proposed Budget/Staffing Modification Request(s) may result in disallowance of those costs.

C. CONTRACTOR's administrative costs cannot exceed ten percent (10%) of total costs for each service. Overhead expenses (e.g., rent, utilities, repair and maintenance) are considered administrative costs.

D. CONTRACTOR's cumulative total costs shall be evaluated monthly and compared to the percent

1 activities,

- 2 7. outreach activities that have HIV prevention education as their exclusive purpose,
- 3 8. influencing or attempting to influence members of Congress and other Federal personnel, and
- 4 9. foreign travel.

5 H. CONTRACTOR and ADMINISTRATOR may mutually agree, in writing, to modify the Budget
6 Paragraph of this Exhibit A to the Agreement.

8 **III. CLIENT GRIEVANCE REVIEW AND RESOLUTION POLICY**

9 A. CONTRACTOR shall adhere to the Client Grievance Review and Resolution Policy established
10 by ADMINISTRATOR.

11 B. CONTRACTOR shall establish and maintain a Client Grievance Resolution Policy and document
12 that each client to whom services are provided under the terms of this Agreement are given information
13 on the grievance process. CONTRACTOR's policy shall allow for the client to appeal CONTRACTOR's
14 decision to ADMINISTRATOR, for review if the client is unsatisfied with CONTRACTOR's final
15 decision related to a grievance. CONTRACTOR shall submit a copy of its Client Grievance Resolution
16 Policy to ADMINISTRATOR within thirty (30) calendar days of the effective date of this Agreement and
17 within fifteen (15) calendar days of the adoption by
18 CONTRACTOR of any revisions to the policy. CONTRACTOR's Client Grievance Resolution Policy
19 is subject to approval by ADMINISTRATOR for the purpose of maintaining consistency with established
20 standards and policies.

22 **IV. GENERAL STAFFING REQUIREMENTS**

23 A. CONTRACTOR shall establish a written Code of Conduct for employees, subcontractors,
24 volunteers, interns and members of the Board of Directors, which shall include, but not be limited to,
25 standards related to the use of drugs and/or alcohol; staff-client relationships; prohibition of sexual contact
26 with clients; and conflict of interest. Prior to providing any services pursuant to this Agreement, all
27 members of the Board of Directors, employees, subcontractors, volunteers and interns of CONTRACTOR
28 shall agree in writing to maintain the standards set forth in the Code of Conduct.

29 B. CONTRACTOR shall adhere to staffing and licensure requirements as indicated in Standards of
30 Care approved by ADMINISTRATOR.

31 C. CONTRACTOR shall notify ADMINISTRATOR, in writing, within three (3) business days, of
32 any staffing changes that occur during the term of this Agreement.

34 **V. PAYMENTS**

35 A. BASIS FOR REIMBURSEMENT – COUNTY shall pay CONTRACTOR for the actual costs of
36 providing the services described hereunder, less any revenues which are actually received by
37 CONTRACTOR for Ryan White eligible services; provided, however, that CONTRACTOR's costs are

1 allowable pursuant to county, state, and federal regulations.

2 B. PAYMENT METHOD – COUNTY shall pay CONTRACTOR monthly in arrears the actual cost
3 of the services, less any revenues that are actually received by CONTRACTOR provided for Ryan White
4 eligible services, however, ~~that~~ the total of such payments shall not exceed the COUNTY's Maximum
5 Obligation. CONTRACTOR's billings shall be on a form approved or provided by ADMINISTRATOR
6 and shall provide such information as is required by ADMINISTRATOR. Billings are due by the
7 twentieth (20th) calendar day of each month, and payments to CONTRACTOR should be released by
8 COUNTY no later than twenty-one (21) calendar days after receipt of the correctly completed billing
9 form. Invoices received after the due date may not be paid within the same month.

10 C. Monthly payments are interim payments only, and subject to Final Settlement in accordance with
11 the Cost Report Paragraph of this Agreement.

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

15 1. In support of the monthly billing, CONTRACTOR shall submit an Expenditure and Revenue
16 Report, which includes a Units of Service Report, on a form approved or provided by
17 ADMINISTRATOR.

18 2. If, at any time, CONTRACTOR's Expenditure and Revenue Reports indicate that the total
19 amount of payments exceed the actual costs of providing services, ADMINISTRATOR may reduce
20 COUNTY payments to CONTRACTOR by an amount not to exceed the difference between the payments
21 to CONTRACTOR and the actual costs incurred by CONTRACTOR.

22 E. At ADMINISTRATOR's sole discretion, ADMINISTRATOR may withhold or delay any
23 payment, either in whole or in part, if CONTRACTOR fails to comply with any provision of this
24 Agreement, including, but not limited to, CONTRACTOR's obligations with respect to reporting,
25 correcting deficiencies, or delays in progressing satisfactorily in achieving all the terms of this Agreement.
26 CONTRACTOR agrees that release of any payment withheld or delayed by ADMINISTRATOR shall be
27 contingent upon satisfactory implementation and timeliness of CONTRACTOR's corrective action;
28 provided, however, that any issue not satisfactorily resolved after sixty (60) calendar days may result in
29 CONTRACTOR's loss of such withheld or delayed funds.

30 F. COUNTY shall not reimburse CONTRACTOR for services provided beyond the expiration
31 and/or termination of this Agreement, except as may otherwise be provided under this Agreement, or
32 specifically agreed upon in a subsequent Agreement.

33 G. CONTRACTOR and ADMINISTRATOR may mutually agree, in writing, to modify the
34 Payments Paragraph of this Exhibit A to the Agreement.

35 **VI. REPORTS**

36 A. CONTRACTOR shall maintain records and make reports as required by ADMINISTRATOR.
37

1 Such reports shall include, but may not be limited to, cooperating in the Evaluation of Administrative
 2 Mechanism process and its timelines. CONTRACTOR understands that failure to provide said reports or
 3 meet any of the requirements of this Reports Paragraph shall be cause for ADMINISTRATOR to withhold
 4 or delay any or a portion of payments to CONTRACTOR, as specified in the Payments Paragraph of this
 5 Exhibit A to the Agreement.

6 B. FISCAL

7 1. In support of monthly billings, CONTRACTOR shall submit monthly Expenditure and
 8 Revenue Reports to ADMINISTRATOR. These reports shall be on a form provided or approved by
 9 ADMINISTRATOR and shall report actual costs and revenues for CONTRACTOR's program(s) or cost
 10 center(s) described in the Services Paragraph of this Exhibit A to the Agreement, the number of HIV
 11 infected individuals served, and the number of service units provided by CONTRACTOR with funds from
 12 this Agreement (Units of Service Report). The reports shall be due to ADMINISTRATOR no later than
 13 the twentieth (20th) calendar day following the end of the month being reported, unless otherwise agreed
 14 to in writing by ADMINISTRATOR.

15 2. CONTRACTOR shall submit quarterly Year-End Projection Reports to
 16 ADMINISTRATOR. These reports shall be on a form provided or approved by ADMINISTRATOR and
 17 shall report anticipated units of services to be provided, projected year-end actual costs and revenues for
 18 CONTRACTOR's program(s) or cost center(s) described in the Services Paragraph of this Exhibit A to
 19 the Agreement. Such reports shall include the actual monthly costs and revenues as of the date submitted
 20 and anticipated monthly costs and revenues projected through year-end. Year-End Projection Reports
 21 shall be due on the third Monday of the following ~~dates: April 20, 2015;~~ months each year: ~~June 22, 2015;~~
 22 ~~September 21, 2015;~~ and ~~December 7, 2015;~~ unless otherwise agreed to in writing by
 23 ADMINISTRATOR. The Year-End Cost Report shall be submitted to the ADMINISTRATOR on the last
 24 Friday of April each year; unless otherwise agreed to in writing by the ADMINISTRATOR.

25 C. STAFFING – CONTRACTOR shall submit monthly Staffing Reports to ADMINISTRATOR.
 26 These reports shall be on a form provided or approved by ADMINISTRATOR and shall report staff by
 27 position, actual staff hours worked, and the employees' names, and shall indicate which staff have taken
 28 Compliance Training in accordance with the Compliance Paragraph of this Agreement. The reports shall
 29 be due to ADMINISTRATOR no later than the twentieth (20th) calendar day following the end of the
 30 month being reported, unless otherwise agreed to in writing by ADMINISTRATOR.

31 D. PROGRAMMATIC – CONTRACTOR shall submit Biannual programmatic reports to
 32 ADMINISTRATOR. These reports shall be on a form provided or approved by ADMINISTRATOR and
 33 shall include but not be limited to, staff changes and corresponding impact on services, status of licensure
 34 and/or certifications, changes in populations being served and reasons for any such changes.
 35 CONTRACTOR shall state whether it is or is not progressing satisfactorily in achieving all the terms of
 36 this Agreement and, if not, shall specify what steps will be taken to achieve satisfactory progress. The
 37 reports shall be due on the ~~following dates:~~ third Monday of March and ~~September 21, 2015; March 21,~~

1 ~~2016; unless otherwise agreed to in writing, by ADMINISTRATOR~~ each year.

2 E. ~~RWDR/RSR~~ – CONTRACTOR shall submit to ADMINISTRATOR in a format provided or
3 approved by ADMINISTRATOR, documentation of services provided, including characteristics of clients
4 receiving those services and descriptive information about CONTRACTOR’s organization. ~~RWDR/RSR~~
5 documentation shall be received by ADMINISTRATOR no later than February 1, for the preceding year.

6 F. Countywide Data Reporting – CONTRACTOR shall fully comply with ADMINISTRATOR
7 requirements for real-time data reporting of client demographics and selected service delivery information
8 for Ryan White Act funded services. For purposes of this Agreement, real-time data reporting shall be
9 defined as entering data into the COUNTY’s designated data system within five (5) business days of
10 providing services, unless otherwise agreed upon in writing by ADMINISTRATOR.

11 G. QM - REPORTS – CONTRACTOR shall submit an annual QM Report with appropriate
12 signature(s) to ADMINISTRATOR ~~by March 31, 2015 and March 31, 2016.~~ on the last business day of
13 March each year; unless otherwise agreed to in writing by the ADMINISTRATOR. The QM Report shall
14 be submitted in a format provided or approved by ADMINISTRATOR. The QM Report shall include but
15 not be limited to:

- 16 1. Summary of QM activities;
- 17 2. Service-specific outcome measure results as outlined in the annual Ryan White performance
18 measures;
- 19 3. Summary of findings; and
- 20 4. Summary of how findings will be addressed.

21 H. ADDITIONAL REPORTS – CONTRACTOR shall make additional reports as required by
22 ADMINISTRATOR concerning CONTRACTOR’s activities as they affect the services hereunder.
23 ADMINISTRATOR shall be specific as to the nature of information requested and, when possible, shall
24 allow thirty (30) calendar days for CONTRACTOR to respond.

25 I. CONTRACTOR and ADMINISTRATOR may mutually agree, in writing, to modify the Reports
26 Paragraph of this Exhibit A to the Agreement.

27 28 **VII. SERVICES**

29 A. CONTRACTOR shall make all services specified herein available to eligible persons who reside
30 in Orange County and are infected with the HIV, in accordance with this Agreement. Parties understand
31 that Common Standards of Care have been developed for all HIV Services and service-specific Standards
32 of Care have been developed for some services. CONTRACTOR shall adhere to standards of care approved
33 by ADMINISTRATOR.

34 1. CONTRACTOR acknowledges that this Agreement is funded through the Ryan White Act,
35 and that said funding is to be funding of last resort and may only be used to provide services when adequate
36 alternative services are unavailable and no other resources exist to fund the services.

37 2. CONTRACTOR shall develop and maintain formal referral relationships with appropriate

1 entities to facilitate early intervention services for low-income individuals with HIV/~~AIDS~~. Signed MOU
 2 with major points of entry shall be established and must include the names of parties involved, time frame
 3 of agreement, and a clearly defined referral process, including follow-up. CONTRACTOR shall keep the
 4 original signed MOU's in a central file and send a copy of each MOU to ADMINISTRATOR.
 5 CONTRACTOR shall coordinate referral processes with appropriate programs of ADMINISTRATOR,
 6 but is not required to enter into MOUs to do so.

7 3. Unless otherwise stated, CONTRACTOR shall verify eligibility for services including ~~Basic~~
 8 basic eligibility for all Ryan White services that includes proof of HIV status, proof of residency within
 9 Orange County, and lack of other sources of services. ~~Additional eligibility requirements are indicated in~~
 10 ~~the Eligibility Subparagraph for each~~ CONTRACTOR shall verify service ~~section below. Eligibility shall~~
 11 ~~specific service qualifications as outlined in the Requirements to be verified at minimum every six (6)~~
 12 ~~months.~~ Eligible and Qualify document.

13 a. CONTRACTOR shall document verification of eligibility on forms provided or
 14 approved by ADMINISTRATOR.

15 b. Eligibility must be evaluated at least every six (6) months or when the client's eligibility
 16 or service qualifications change.

17 4. CONTRACTOR shall maintain files for all clients. Files, at a minimum, shall contain
 18 information necessary for federal reporting, including, but not limited to, name, address, race, ethnicity,
 19 gender, date of birth, living situation, income, source of insurance, CDC disease stage, and risk factors,
 20 and types of service provided.

21 5. CONTRACTOR shall not conduct any proselytizing activities, regardless of funding source,
 22 with respect to any person who receives services under the terms of this Agreement. Further,
 23 CONTRACTOR agrees that the funds provided hereunder shall not be used to promote, directly or
 24 indirectly, any religion, religious creed or cult, denomination or sectarian institution, or religious belief.

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

31 7. It is understood by both parties that ADMINISTRATOR places a high degree of importance
 32 on the availability of accurate and timely data. Examples include data on costs, utilization, and the cost-
 33 effectiveness of HIV-related services. CONTRACTOR shall cooperate fully in meeting data requests and
 34 requirements specified by ADMINISTRATOR, including, at minimum, monthly entry of client
 35 demographic data, service eligibility verification, service utilization information, and instant reporting of
 36 service delivery. In addition, CONTRACTOR shall submit any data or report required by the funding
 37 source of agencies providing services with Ryan White Act, MAI funds, and any data or report required

1 by the department of Housing and Urban Development of agencies when providing services with HOPWA
2 funds.

3 B. MEDICAL CASE MANAGEMENT SERVICES

4 1. DEFINITION ~~Medical Case Management Description:~~

5 a. Linkage to Care – A range of client-centered services ~~that~~ to link ~~clients with health care,~~
6 ~~psychosocial,~~ newly diagnosed individuals and ~~other services.~~ those needing re-engagement in HIV care
7 must utilize the Anti-Retroviral Treatment and Access Services (ARTAS) strengths-based model. The
8 ~~goal of~~ preferred model for the ARTAS Linkage to Care service is to have dedicated medical case
9 management ~~is to enhance independence and increase quality of life for clients through adherence to~~
10 ~~medical care.~~ staff distinct from other medical case management staff who provide services beyond the
11 initial ARTAS intervention. The ~~coordination and follow up of medical treatments are the primary, but~~
12 ~~not exclusive, components of~~ ARTAS Linkage to Care program shall be limited to six (6) months.
13 Individuals that require additional assistance beyond six (6) months shall be transitioned to ongoing
14 medical case management. ~~These services to ensure timely and coordinated access to medically~~
15 ~~appropriate levels of health and support services. Case Management should also ensure continuity of care~~
16 ~~through ongoing assessment of the client's needs and personal support systems.~~ linkage and retention in
17 care. Key activities include:

- 18 a. 1) initial assessment of service needs;
- 19 b. 2) development of a comprehensive, individualized service plan;
- 20 c. 3) coordination of services required to implement the plan;
- 21 d. 4) monitoring of client to assess the efficacy of the plan;
- 22 e. 5) periodic re-evaluation at least every three months and adaptation of the plan, as
23 necessary; and
- 24 f. 6) clear documentation of assessment, plan, and referrals.

25 2. SCOPE OF SERVICES

26 a. CONTRACTOR shall provide access to a full range of ~~Medical Case Management~~
27 ~~services.~~ services. Services must be consistent with Standards of Care for Case Management provided by
28 ADMINISTRATOR. These services ensure timely and coordinated access to appropriate levels of health
29 and support services.

30 Services must be consistent with Standards of Care for Case Management provided by
31 ADMINISTRATOR. These services ensure timely and coordinated access to appropriate levels of health
32 and support services.

33 b. ~~Medical Case Management~~ Services should ensure continuity of care through ongoing
34 assessment of the client's needs and personal support systems.

35 c. CONTRACTOR shall implement appropriate strategies to improve access to care and
36 adherence to treatment.

37 //

1 d. CONTRACTOR shall provide ~~Medical Case Management~~ activities as follows and shall
 2 include written justification for providing services to individual clients in the client's home, in the hospital,
 3 or at any location other than CONTRACTOR's offices. All activities relate to the client's care shall be
 4 documented in the client record. CONTRACTOR shall conduct the following activities:

5 1) Client Intake:

6 a) Perform client intake within five (5) business days of the client's referral or initial
 7 client contact. Client intake shall include gathering of pertinent client information necessary to ~~establish~~
 8 ~~the client's eligibility, demographic information, and information necessary for federal reporting.~~
 9 establish the client's eligibility, demographic information, and information necessary for federal
 10 reporting.

11 b) Provide client with information that includes: client's rights and responsibilities,
 12 information about filing a grievance, and notice of privacy practices. The case manager should also obtain
 13 required documents, including: consent for client information to be entered in Countywide database,
 14 consent for treatment form, signed receipt of rights and responsibilities, signed receipt of information on
 15 the grievance process, and releases of information as appropriate.

16 ~~_____ b) Provide client with information that includes: client's rights and responsibilities,~~
 17 ~~information about filing a grievance, and notice of privacy practices. The case manager should also obtain~~
 18 ~~required documents, including: consent for client information to be entered in Countywide database,~~
 19 ~~consent for treatment form, signed receipt of rights and responsibilities, signed receipt of information on~~
 20 ~~the grievance process, and releases of information as appropriate.~~

21 2) ~~Comprehensive~~ Psychosocial Assessment:

22 a) Begin assessment of client within one (1) week of client intake and complete
 23 assessment within two (2) weeks. Areas of assessment should include, but not be limited to: medical
 24 need; understanding of HIV transmission factors; substance use; mental health issues; financial needs;
 25 nutritional needs; housing and living situation; social and emotional support; legal issues; and
 26 transportation.

27 ~~nutritional needs; housing and living situation; social and emotional support; legal issues; and~~
 28 ~~transportation.~~

29 b) Utilize a ~~comprehensive client~~ psychosocial assessment tool and complete a
 30 client acuity scale as determined by agreement between ADMINISTRATOR and CONTRACTOR to
 31 record and monitor client needs.

32 c) Match the education/experience level of the case manager to client acuity/needs.
 33 Where appropriate, CONTRACTOR may use an interdisciplinary team approach to case management.

34 d) Periodically assess and re-evaluate ~~client's~~ client's level of functioning and
 35 changing clinical and psychological needs. As specified by ADMINISTRATOR in the Standards of Care,
 36 CONTRACTOR shall conduct formal reassessment at minimum as follows, depending on the
 37 ~~client's~~ client's health status and level of functioning as determined by the primary case manager.

Level of Case Management	Client Acuity Level		Minimum Psychosocial Assessment Frequency	Minimum Contact Frequency	
<u>Basic Linkage to Care Services</u>	Low	6 months	3 months	<u>twice a month</u>	
<u>Moderate Medical Retention Services</u>	Moderate		3 months	1 month	
<u>Intensive Client Support Services</u>			High 6 months	23 months	1 month

e) Maintain regular and appropriate contact with clients or with person(s) responsible for providing care, in the case of dependent clients. Periodicity should be based on client need and acuity level and on minimum standards set by ADMINISTRATOR in the Standards of Care, as noted above.

3) Education: Incorporate general and client-specific prevention education into case management sessions.

4) Individual Service Plan (ISP):

a) Develop an ISP with specific client goals, actions to be taken, timeframes for actions, and responsible parties for each activity within thirty (30) calendar days of the client's intake.

b) Work collaboratively with the client and involve the client in the development of the ISP.

c) Modify the ISP as the client's needs change. The ISP shall be a living document and updated as frequently as required based on client's goals and progress. CONTRACTOR shall update the ISP at a minimum of every six (6) months.

5) Referral/Advocacy and Coordination of Services:

a) Based on the ~~client's~~ client's intake and assessment (~~acuity level~~), refer client to ~~the~~ appropriate health, social services, and entitlement programs available in-house or in the community (inclusive of HIV-related and non-HIV-related private and/or governmental services).

b) Contact agency to which client was referred to make sure linkages were established.

6) Follow-Up and Monitoring:

a) Periodically contact clients to assess and re-evaluate client's level of functioning and changing clinical and psychological needs based on assessed acuity.

b) Respond in a timely and appropriate manner to client requests for assistance and to client needs.

c) Conduct follow-up on clients who fall out of care.

d) Make reasonable attempts to maintain clients who have behavioral issues that

1 impede delivery of services in Case Management. This may include establishing behavioral contracts for
 2 continuation of services. CONTRACTOR shall notify ADMINISTRATOR of any situation necessitating
 3 behavioral contracts for continuation of services.

4 7) Coordination of Medical Care:

5 a) Assess client's access to medical care and any barriers to care. Case managers
 6 shall make an effort to identify barriers to adherence.

7 b) Monitor client medication adherence and provide assistance as appropriate.

8 c) Communicate barriers to adherence to client's medical care providers.

9 8) Service Closure:

10 a) Document service closure of client in client file.

11 b) Make reasonable and appropriate attempts to locate and communicate with
 12 clients lost to follow-up before terminating services. The case manager may refer the case to an outreach
 13 worker in an attempt to bring the client back into care if attempts to locate client have been unsuccessful.
 14 Referrals to the outreach worker shall be documented in the client's chart as part of a termination plan.

15 c) Close out the client in the data collection system within thirty (30) days of
 16 service closure.

17 ~~e. MEDICAL CASE MANAGEMENT LEVELS~~

18 ~~1) Medical Case Management levels and service intervals are determined, first and~~
 19 ~~foremost, by client needs as assessed by the case manager and by best practices identified by the~~
 20 ~~community.~~

21 ~~2) CONTRACTOR shall adhere to Standards of Care, determined by the community~~
 22 ~~and provided by ADMINISTRATOR, in providing services. For the purposes of this Agreement, the~~
 23 ~~following is provided as a guideline for assignment of clients to Medical Case Management and~~
 24 ~~determination of staff caseloads:~~

25 #

26 ~~a) Basic The least intensive level of case management for low acuity clients who~~
 27 ~~need only minimal assistance and support to meet needs. Staff performing basic level case management~~
 28 ~~shall have a minimum of Bachelor's degree in a social service field or comparable case management~~
 29 ~~experience. Basic level case management requires, at minimum, quarterly contact with clients and semi-~~
 30 ~~annual (every six months) reassessments of needs.~~

31 ~~b) Moderate Clients with moderate acuity and regular, ongoing need for~~
 32 ~~assistance and support to meet needs. Staff performing moderate level case management shall have a~~
 33 ~~minimum of Bachelor's degree in a social service field or comparable case management experience.~~
 34 ~~Moderate level case management requires, at minimum, monthly contact with client and quarterly (every~~
 35 ~~three [3] months) reassessments of needs.~~

36 ~~f. CONTRACTOR shall comply with ADMINISTRATOR's program evaluation~~
 37 ~~requirements, including development and implementation of a Quality Management Plan. Unless~~

~~modified by agreement, in writing, of ADMINISTRATOR and CONTRACTOR, outcome measures for Medical Case Management will include the following:~~

- ~~1) Improvement in health as measured by stable or increased CD4 counts and stable or decreased viral load;~~
 - ~~2) Decreased psycho-social needs as measured by stable or improved acuity scores;~~
 - ~~3) Increased ability to get to medical care as measured in Client Satisfaction Survey;~~
- ~~and~~
- ~~4) Meeting individual's goals as measured in Client Satisfaction Survey.~~

~~3. UNITS OF SERVICE CONTRACTOR shall, at minimum, provide the following units of service:~~

	<u>Units of Service</u>
Basic Bachelor's Level	
— Face to face contacts	101
— Unduplicated clients	56
Moderate Bachelor's Level	
— Face to face contacts	54
— Unduplicated clients	15

~~4. STAFFING~~

~~a. CONTRACTOR shall, at a minimum, provide the following paid staff expressed in FTEs, which shall be equal to an average of forty (40) hours worked per week:~~

~~#~~

DIRECT CARE STAFF	
— Executive Director	0.1500
— Program Coordinator	0.0500
— Case Manager	0.7000
SUBTOTAL	0.9000
TOTAL FTEs	0.9000

~~b. CONTRACTOR shall employ Medical Case Managers who possess, at minimum a Bachelor's degree in a social service field or comparable case management experience.~~

~~c. CONTRACTOR's staff shall include person(s) who are directly responsible for supervising Case Managers, developing Medical Case Management protocols in conjunction with County~~

1 ~~staff, acting as a liaison with ADMINISTRATOR, and preparing periodic programmatic reports as~~
2 ~~required.~~

3 ~~_____d. CONTRACTOR shall make its best effort to provide services pursuant to this Agreement~~
4 ~~in a manner that is culturally and linguistically appropriate for the population(s) served. CONTRACTOR~~
5 ~~shall maintain documents of such efforts which may include; but, not be limited to records of participation~~
6 ~~in COUNTY sponsored or other applicable training; recruitment and hiring policies and procedures;~~
7 ~~copies of literature in multiple languages and formats, as appropriate; and descriptions of measures taken~~
8 ~~to enhance accessibility for, and sensitivity to, individuals who are physically challenged.~~

9 C. NON-MEDICAL CASE MANAGEMENT ~~CLIENT ADVOCACY~~ SERVICES

10 1. ~~DEFINITION~~ DEFINITIONS

11 a. Client Support – The provision of needs assessment and timely follow up to ensure
12 clients are accessing needed supportive services. This service can be provided by non-medically
13 credentialed staff. Key activities include:

14 1) initial assessment of service needs;

15 2) development of a comprehensive, individualized service plan;

16 3) coordination of services required to implement the plan;

17 4) monitoring of client to assess the efficacy of the plan;

18 5) periodic re-evaluation at least every six (6) months and adaptation of the plan, as
19 necessary; and

20 6) clear documentation of assessment, plan, and referrals. Service Coordination may
21 be used as a “step-down” model for transitioning clients to increasing levels of self-sufficiency.

22 b. Client Advocacy -The provision of basic needs assessment and assistance (through
23 appropriate referrals) in obtaining medical, social, community, legal, financial, and other needed services.
24 ~~Client Advocacy does not require, but can include, a more comprehensive needs assessment and periodic~~
25 ~~and/or minimal follow up. Advocacy services may be used as a gate way for registering, determining~~
26 ~~client eligibility and assessing needs for other Ryan White funded services.~~ Key activities include:

27 2. SCOPE OF SERVICES

28 1) assessment of service needs;

29 2) provision of information and/or referrals;

30 3) assistance in obtaining intake information for individuals pending enrollment in a
31 service and who are initiating a thirty (30) day grace period, if needed;

32 4) clear documentation of assessment and referrals. On-going follow-up with clients is
33 not a requirement of Client Advocacy.

34 c. Eligibility Screening - The provision of Ryan White eligibility and Office of AIDS-
35 Health Insurance Premium Program screening. Key activities include:

36 1) assessment of client income, insurance, and residency;

37 2) provision of information regarding Affordable Care Act; and

3) assistance in completing applications for eligible services.

2. SCOPE OF SERVICES

a. ~~CONTRACTOR shall provide access to Client Advocacy services. Services must be consistent with Standards of Care provided by ADMINISTRATOR. These services ensure timely and coordinated access to appropriate levels of health and support services.~~

~~b. CONTRACTOR shall provide Client Advocacy activities as follows:~~

~~1) Client Intake and Basic Assessment: Perform client intake and basic assessment within five (5) business days of the client's referral or initial client contact. Intake should include gathering of pertinent client information necessary to assist client with education and referral services. Areas of assessment should be based on client's expressed needs and may include, but not be limited to: medical need; understanding of HIV transmission factors; substance use; mental health issues; financial needs; nutritional needs; housing and living situation; social and emotional support; legal issues; and transportation.~~

~~2) Education: Provide education about community resources as appropriate. Client education may take place outside from one-on-one services and include such activities as newsletters, group education sessions, social network sites.~~

~~3) Referral/Advocacy and Coordination of Services: Based on the client's intake and assessment, refer client to the appropriate health, social services, and entitlement programs available in-house via information or referrals. Services must be consistent with Standards of Care for Case Management provided by ADMINISTRATOR. These services ensure timely and coordinated access to appropriate levels of health and support services.~~

~~in the community (inclusive of HIV related and non HIV related private and/or governmental services).~~

~~c. CONTRACTOR shall comply with ADMINISTRATOR's program evaluation requirements, including development and implementation of a Quality Management Plan. Unless modified by agreement, in writing, of ADMINISTRATOR and CONTRACTOR, outcome measures for Client Advocacy will include client linkage to services.~~

~~3. UNITS OF SERVICE CONTRACTOR shall, at minimum, provide the following units of service. An encounter shall be thirty (30) minutes in duration and shall consist of any one-on-one contact (i.e. face-to-face, telephone) with a client to provide referral, education, or information regarding needed services.~~

	<u>Units of Service</u>
Client Advocacy	
— Encounters	140
— Unduplicated clients	70

~~4. STAFFING CONTRACTOR shall, at a minimum, provide the following paid staff~~

expressed in FTEs, which shall be equal to an average of forty (40) hours worked per week:

DIRECT CARE STAFF

— Executive Director	0.1000
— Program Coordinator	0.0500
— Case Manager	<u>-0.3000</u>
SUBTOTAL	0.4500

TOTAL FTEs 0.4500

~~D. MENTAL HEALTH SERVICES~~

~~1. DEFINITION— Psychological and psychiatric treatment and counseling services offered to individuals with a diagnosed mental condition provided by a mental health professional licensed or authorized within the state to render such services. This typically includes psychiatrists, psychologists, marriage and family therapist, licensed clinical social workers, and appropriate interns. Services may include individual counseling and/or therapeutic or group counseling.~~

~~2. ELIGIBILITY~~

~~a. CONTRACTOR shall verify eligibility and provide Mental Health services to individuals who:~~

~~1) Meet Ryan White eligibility requirements;~~

~~2) Are living at or below three hundred percent (300%) of the Federal poverty level;~~

~~and~~

~~3) Do not have, or have exhausted, benefits covering mental health under insurance coverage. CONTRACTOR shall assist clients who cannot utilize benefits due to an inability to pay co-payments in applying for services through the Health Insurance Premium/Cost Sharing and Emergency Financial Assistance for Medications program.~~

~~b. D. CONTRACTOR shall document verification of eligibility on forms provided or approved by ADMINISTRATOR.~~

~~c. Eligibility should be evaluated at least every six (6) months.~~

~~3. SCOPE OF SERVICES~~

~~a. CONTRACTOR shall provide access to mental health services to eligible populations. Services must be consistent with Standards of Care for Mental Health provided by ADMINISTRATOR. CONTRACTOR shall conduct the following activities:~~

~~1) Client Intake:~~

~~a) Perform client intake within five (5) business days of the client's referral or initial client contact. Client intake shall include gathering of pertinent client information necessary to establish the client's eligibility, demographic information, and information necessary for federal reporting.~~

1 b) Provide client with information that includes: client's rights and responsibilities,
2 information about filing a grievance, and notice of privacy practices. The case manager should also obtain
3 required documents, including: consent for client information to be entered in Countywide database,
4 consent for treatment form, signed receipt of rights and responsibilities, signed receipt of information on
5 the grievance process, and releases of information as appropriate.

6 ~~2) Comprehensive Assessment:~~

7 ~~a) Begin assessment of client within one (1) week of client intake and complete~~
8 ~~assessment within thirty (30) days. Areas of assessment should include, but not be limited to: mental~~

9 ~~#~~

10 ~~health issues, medical need; understanding of HIV transmission factors; substance use; financial needs;~~
11 ~~social support, emotional support, legal issues, education and employment, and spirituality.~~

12 ~~b) Conduct ongoing reassessments based on client's need but at minimum of once~~
13 ~~every twelve (12) months.~~

14 ~~3) ITP:~~

15 ~~a) Develop an ITP with specific client goals, interventions proposed, timeframes~~
16 ~~for actions, and Client Work Plan within two (2) weeks of completion of the comprehensive assessment.~~

17 ~~b) Review and revise ITP as necessary, at a minimum of every twelve (12) months.~~

18 ~~4) Treatment Provision:~~

19 ~~a) Provide individual therapy and/or group counseling sessions to clients based on~~
20 ~~the treatment plan developed for each client. Maintain progress notes or summary notes for all sessions.~~

21 ~~b) Provide clients in crisis with immediate evaluation and, as appropriate based on~~
22 ~~evaluation, counseling and/or referral. CONTRACTOR shall only be responsible for providing services~~
23 ~~to clients in crisis during regular business hours;~~

24 ~~5) Referrals / Coordination of Services / Linkages: Develop linkages with other~~
25 ~~community providers and mental health resources for client referrals, as appropriate. These providers and~~
26 ~~resources shall include, but not be limited to, other Orange County HIV care and treatment programs, case~~
27 ~~managers, and HIV education/prevention programs designed to prevent HIV transmission; and~~

28 ~~6) Service Closure:~~

29 ~~a) Document service closure of client in client file.~~

30 ~~b) Close out the client in the data collection system within thirty (30) days of~~
31 ~~service closure.~~

32 ~~b. CONTRACTOR shall comply with ADMINISTRATOR's program evaluation~~
33 ~~requirements, including development and implementation of a Quality Management Plan. Unless~~
34 ~~modified by agreement, in writing, of ADMINISTRATOR and CONTRACTOR, outcome measures for~~
35 ~~Mental Health services will include the following:~~

36 ~~1) Development of individual treatment plans;~~

37 ~~2) Met goals stated in individual treatment plans; and~~

~~3) Increased ability to cope with HIV disease as measured in Client Satisfaction Survey.~~

~~4. UNITS OF SERVICE~~

~~a. CONTRACTOR shall, at minimum, provide the following units of service:~~

	<u>Units of Service</u>
One on One Counseling Units	450
Unduplicated clients	55
Group Counseling Units	445

~~b. An individual counseling unit shall be fifty (50) minutes in duration.~~

~~c. A group counseling unit shall be thirty (30) minutes in duration and shall consist of face-to-face contact between one or more therapists and a group of no fewer than two (2) clients.~~

~~d. The usual maximum number of sessions provided under this service category is fifteen (15) visits per client.~~

~~e. Based on a client's therapeutic need, the therapist may increase the number of visits to twenty five (25) with prior written approval using the Prior Authorization for Mental Health Services form.~~

~~5. STAFFING~~

~~a. CONTRACTOR shall, at a minimum, provide the following paid staff expressed in Full Time Equivalents (FTEs), which shall be equal to an average of forty (40) hours worked per week:~~

~~DIRECT CARE STAFF~~

~~— Executive Director 0.1200~~

~~SUBTOTAL 0.1200~~

~~TOTAL FTEs 0.1200~~

~~b. CONTRACTOR shall adhere to staffing requirements as stated in Standards of Care for Mental Health provided by ADMINISTRATOR services.~~

~~c. Interns shall be post-masters and working on clinical hours toward licensing as a Marriage and Family Therapist, licensed Clinical Social Worker, or Clinical Psychologist. Any exceptions must be approved by ADMINISTRATOR.~~

~~d. The person responsible for supervision of mental health professional staff shall be a licensed mental health professional with HIV related clinical experience, in conformity with California law.~~

~~F. HOME DELIVERED MEALS SERVICES~~

~~1. DEFINITION—The provision of nutritionally balanced meals to individuals living with HIV disease who are home bound due to disability. A medical care provider must prescribe home delivered meals. For each client, initial and quarterly meal assessments are to be performed to determine nutritional needs and/or dietary restrictions.~~

~~2. ELIGIBILITY~~

~~a. CONTRACTOR shall verify and provide Home Delivered Meals services to individuals who:~~

~~1) Meet Ryan White eligibility requirements;~~

~~2) Are living at or below one hundred fifty percent (150%) of the federal poverty level;~~

~~and~~

~~3) Are home bound due to a physical disability and/or unable to independently prepare meals as verified by a physician or nurse case manager.~~

~~4) Are in a Nurse Case Management program.~~

~~b. CONTRACTOR shall document verification on forms provided or approved by ADMINISTRATOR.~~

~~c. Eligibility should be evaluated at least every six (6) months.~~

~~3. SCOPE OF SERVICES~~

~~a. CONTRACTOR shall provide access to services to eligible populations. Services must be consistent with Standards of Care provided by ADMINISTRATOR. CONTRACTOR shall conduct the following activities:~~

~~b. Perform an initial meal assessment for each client to determine the nutritional needs and/or dietary restrictions;~~

~~c. Conduct, at minimum, quarterly re-evaluations of client's nutritional needs and need for services;~~

~~d. Ensure that each meal contains at least one (1) serving from each of the following food groups:~~

~~1) Meat, fish, poultry, dry beans, eggs, and nuts group;~~

~~2) Rice, noodles, cereal and bread group;~~

~~3) Fruits and vegetables group.~~

~~e. Ensure that home delivered meals items are inspected for quality and re-evaluated on a semi-annual basis by a registered dietitian;~~

~~f. Provide a minimum of two (2) meals a day to eligible clients;~~

~~g. Recruit, train, and supervise volunteer meals drivers;~~

~~h. Coordinate and schedule volunteer drivers to deliver meals;~~

~~i. Disseminate information describing the meal program and eligibility requirements to ensure these services are known and accessible to individuals, groups and/or private and public agencies associated with providing services to HIV infected individuals in Orange County; and~~

~~j. Comply with ADMINISTRATOR’s program evaluation requirements, including development and implementation of a Quality Management Plan. Unless modified by agreement, in writing, of ADMINISTRATOR and CONTRACTOR, outcome measures for these services will include the following:~~

- ~~1) Maintenance of client weight; and~~
- ~~2) Client’s increased ability to take medications.~~

~~4. UNITS OF SERVICE CONTRACTOR shall provide, at minimum, the following units of service:~~

	<u>Units of Service</u>
Home Delivered Meals	6,000
Unduplicated clients	28

~~5. STAFFING CONTRACTOR shall, at a minimum, provide the following staff expressed in FTEs, which shall be equal to an average of forty (40) hours worked per week:~~

~~DIRECT CARE STAFF~~

Executive Director	0.0500
Program Coordinator	0.3600

~~TOTAL FTEs 0.4100~~

~~G. QM PLAN~~

1. CONTRACTOR shall participate in QM activities including, but not limited to, trainings, development of standards of care, peer reviews, and the establishment of countywide goals and objectives. Unless modified by agreement of ADMINISTRATOR and CONTRACTOR, CONTRACTOR shall develop and submit to ADMINISTRATOR a written QM Plan signed by CONTRACTOR’s authorized representative ~~on February 2, 2015.~~ CONTRACTOR shall participate in the QM activities established by ADMINISTRATOR and shall adhere to the standards set forth by the countywide Ryan White QM Committee.

2. The QM Plan shall include but not be limited to CONTRACTOR’s:
- a. Quality statement;
 - b. Quality infrastructure, including leadership, QM committee, staff roles and responsibilities, and reporting;
 - c. Capacity building activities, including orientation and training on QM activities;
 - d. Evaluation, including evaluation of quality infrastructure, performance measures, and quality improvement activities; and

e. Goals, objectives, indicators, and targets for each service category.

f. CONTRACTOR shall comply with ADMINISTRATOR’s program evaluation requirements, including development and implementation of a Quality Management Plan. ~~Unless modified by agreement, in writing, of ADMINISTRATOR and CONTRACTOR, outcome measures for will include the following:~~

- ~~1) For Medical Case Management:

 - ~~a) Improvement in health as measured by undetectable viral load;~~
 - ~~b) Retention in care as measured by having at least one medical visit with provider in each six month period of a 24 month measurement period with a minimum of 60 days between visits;~~
 - ~~c) Increased ability to get to medical care as measured in Client Satisfaction;~~
 - ~~d) Decreased psycho-social needs as measured by stable or improved acuity scores;~~~~
- ~~and~~
- ~~e) Meeting individual’s goals as measured in Client Satisfaction Survey.~~
- ~~2) For Non-Medical Case Management Client Advocacy:

 - ~~a) Client receive information they need to access services.~~~~
- ~~3) For Mental Health Services:

 - ~~a) Charts include a completed individual treatment plan;~~
 - ~~b) Clients meet goals set with therapist;~~
 - ~~c) Clients comply with their treatment plan;~~
 - ~~d) Services help the client better cope with their HIV disease.~~~~
- ~~4) For Home-Delivered Meals:

 - ~~a) Clients access meals that they would not be able to make on their own;~~
 - ~~b) Client achieve a nutritious diet~~
 - ~~c) Service helps client take medications that need to be taken with food.~~~~

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

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VIII. STAFFING

A. MEDICAL CASE MANAGEMENT (LINKAGE TO CARE) SERVICES

1. CONTRACTOR shall, at a minimum, provide the following paid staff expressed in FTEs, which shall be equal to an average of forty (40) hours worked per week:

<u>PROGRAM ADMINISTRATIVE STAFF</u>	<u>PERIOD ONE</u>	<u>PERIOD TWO</u>	<u>PERIOD THREE</u>
	<u>FTEs</u>	<u>FTEs</u>	<u>FTEs</u>
<u>Executive Director</u>	<u>0.0400</u>	<u>0.0400</u>	<u>0.0400</u>
<u>SUBTOTAL</u>	<u>0.0400</u>	<u>0.0400</u>	<u>0.0400</u>

1	<u>DIRECT CARE STAFF</u>			
2	Case Manager		<u>0.4030</u>	<u>0.4030</u>
	<u>SUBTOTAL</u>	<u>0.4030</u>	<u>0.4030</u>	<u>0.4030</u>
4				
	<u>TOTAL FTEs</u>	<u>0.4430</u>	<u>0.4430</u>	<u>0.4430</u>

B. NON-MEDICAL CASE MANAGEMENT (CLIENT SUPPORT) SERVICES -
CONTRACTOR shall, at a minimum, provide the following paid staff expressed in FTEs, which shall be equal to an average of forty (40) hours worked per week:

	<u>PERIOD ONE</u>	<u>PERIOD TWO</u>	<u>PERIOD THREE</u>
<u>PROGRAM ADMINISTRATIVE STAFF</u>	<u>FTEs</u>	<u>FTEs</u>	<u>FTEs</u>
Executive Director	<u>0.1500</u>	<u>0.1500</u>	<u>0.1500</u>
<u>SUBTOTAL</u>	<u>0.1500</u>	<u>0.1500</u>	<u>0.1500</u>
<u>DIRECT CARE STAFF</u>			
Case Manager	<u>0.4500</u>	<u>0.4500</u>	<u>0.4500</u>
Case Management Assistant	<u>0.3000</u>	<u>0.3000</u>	<u>0.3000</u>
<u>SUBTOTAL</u>	<u>0.7500</u>	<u>0.7500</u>	<u>0.7500</u>
<u>TOTAL FTEs</u>	<u>0.9000</u>	<u>0.9000</u>	<u>0.9000</u>
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C. NON-MEDICAL CASE MANAGEMENT (CLIENT ADVOCACY) SERVICES-
CONTRACTOR shall, at a minimum, provide the following paid staff expressed in FTEs, which shall be equal to an average of forty (40) hours worked per week:

	<u>PERIOD ONE</u>	<u>PERIOD TWO</u>	<u>PERIOD THREE</u>
<u>DIRECT CARE STAFF</u>	<u>FTEs</u>	<u>FTEs</u>	<u>FTEs</u>
Case Manager	<u>0.1000</u>	<u>0.1000</u>	<u>0.1000</u>
Case Management Assistant	<u>0.3000</u>	<u>0.3000</u>	<u>0.3000</u>
<u>SUBTOTAL</u>	<u>0.4000</u>	<u>0.4000</u>	<u>0.4000</u>

1 TOTAL FTEs 0.4000 0.4000 0.4000

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 3 D. NON-MEDICAL CASE MANAGEMENT (ELIGIBILITY SCREENING) SERVICES-
 4 CONTRACTOR shall, at a minimum, provide the following paid staff expressed in FTEs, which shall be
 5 equal to an average of forty (40) hours worked per week:

<u>DIRECT CARE STAFF</u>	<u>PERIOD ONE</u>	<u>PERIOD TWO</u>	<u>PERIOD THREE</u>
	<u>FTEs</u>	<u>FTEs</u>	<u>FTEs</u>
Case Manager	<u>0.0500</u>	<u>0.0500</u>	<u>0.0500</u>
Case Management Assistant	<u>0.2600</u>	<u>0.2600</u>	<u>0.2600</u>
<u>SUBTOTAL</u>	<u>0.3100</u>	<u>0.3100</u>	<u>0.3100</u>
<u>TOTAL FTEs</u>	<u>0.3100</u>	<u>0.3100</u>	<u>0.3100</u>

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 15 E. CONTRACTOR and ADMINISTRATOR may mutually agree, in writing, to modify the Staffing
 16 Paragraph of this Exhibit A to the Agreement.

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23 IX. UNITS OF SERVICE //

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A. MEDICAL CASE MANAGEMENT (LINKAGE TO CARE) SERVICES – CONTRACTOR

shall at minimum provide the following units of service:

	<u>PERIOD ONE</u>	<u>PERIOD TWO</u>	<u>PERIOD THREE</u>
	<u>Units of Service</u>	<u>Units of Service</u>	<u>Units of Service</u>
<u>Medical Case Management Linkage to Care</u>			
<u>15-min Face-to-face contacts</u>	<u>75</u>	<u>75</u>	<u>75</u>
<u>15-min Service Coordination on behalf of client</u>	<u>300</u>	<u>300</u>	<u>300</u>
<u>Unduplicated clients</u>	<u>15</u>	<u>15</u>	<u>15</u>

B. NON-MEDICAL CASE MANAGEMENT (CLIENT SUPPORT) SERVICES - CONTRACTOR

shall, at minimum, provide the following units of service. A session shall be fifteen (15) minutes in duration and shall consist of face-to-face contact with a client to assist with benefits services.

	<u>PERIOD ONE</u>	<u>PERIOD TWO</u>	<u>PERIOD THREE</u>
	<u>Units of Service</u>	<u>Units of Service</u>	<u>Units of Service</u>
<u>Client Support</u>			
<u>15- min Face-to-Face contacts</u>	<u>120</u>	<u>120</u>	<u>120</u>
<u>15-min Service Coordination on behalf of client</u>	<u>480</u>	<u>480</u>	<u>480</u>
<u>Unduplicated clients</u>	<u>60</u>	<u>60</u>	<u>60</u>

C. NON-MEDICAL CASE MANAGEMENT – (CLIENT ADVOCACY) - CONTRACTOR shall,

at minimum, provide the following units of service with a client to provide referral, education, or information regarding needed services.

	<u>PERIOD ONE</u>	<u>PERIOD TWO</u>	<u>PERIOD THREE</u>
	<u>Units of Service</u>	<u>Units of Service</u>	<u>Units of Service</u>
<u>Client Advocacy</u>			
<u>15-min Face-to-face contacts</u>	<u>100</u>	<u>100</u>	<u>100</u>
<u>15-min Service Coordination on behalf of client</u>	<u>800</u>	<u>800</u>	<u>800</u>
<u>Unduplicated clients</u>	<u>400</u>	<u>400</u>	<u>400</u>

D. NON-MEDICAL CASE MANAGEMENT (ELIGIBILITY SCREENING) SERVICES -

1 CONTRACTOR shall, at minimum, provide the following units of service. A session shall be fifteen (15)
 2 minutes in duration and shall consist of face-to-face contact with a client to assist with benefits services.

	<u>PERIOD ONE</u>	<u>PERIOD TWO</u>	<u>PERIOD THREE</u>
	<u>Units of Service</u>	<u>Units of Service</u>	<u>Units of Service</u>
3			
4			
5			
6	<u>40</u>	<u>40</u>	<u>40</u>
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8	<u>320</u>	<u>320</u>	<u>320</u>
9			
10	<u>40</u>	<u>40</u>	<u>40</u>

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12 E. CONTRACTOR and ADMINISTRATOR may mutually agree, in writing, to modify the Units
 13 of Service Paragraph of this Exhibit A to the Agreement

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EXHIBIT B
TO AGREEMENT FOR PROVISION OF
HIV SERVICES WITH
~~BETWEEN~~
~~COUNTY OF ORANGE~~
~~AND~~
SHANTI ORANGE COUNTY
MARCH 1, ~~2015~~2016 THROUGH FEBRUARY ~~29, 2016~~28, 2019

~~I.~~ BUSINESS ASSOCIATE CONTRACT

A. GENERAL PROVISIONS AND RECITALS

1. The parties agree that the terms used, but not otherwise defined below in Subparagraph B., shall have the same meaning given to such terms under the Health Insurance Portability and Accountability Act of 1996, Public Law 104-191 (“HIPAA”), the Health Information Technology for Economic and Clinical Health Act, Public Law 111-005 (“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 Agreement 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 Agreement, some of which may constitute Protected Health Information (“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 Agreement.

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 Agreement 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 a covered entity (COUNTY). CONTRACTOR agrees therefore to be in compliance at all times with the terms of this Business Associate Contract and the applicable standards, implementation specifications, and

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

4 B. DEFINITIONS

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

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

11 a. Breach excludes:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

24 15. "Subcontractor" shall have the meaning given to such term under the HIPAA regulations in
25 45 CFR § 160.103.

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

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

31 18. "Use" shall have the meaning given to such term under the HIPAA regulations in 45 CFR §
32 160.103.

33 C. OBLIGATIONS AND ACTIVITIES OF CONTRACTOR AS BUSINESS ASSOCIATE:

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

37 2. CONTRACTOR agrees to use appropriate safeguards, as provided for in this Business

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

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

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

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

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

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

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

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

32 10. CONTRACTOR agrees to document any Disclosures of PHI COUNTY discloses to
33 CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY,
34 and to make information related to such Disclosures available as would be required for COUNTY to

35 #
36 respond to a request by an Individual for an accounting of Disclosures of PHI in accordance with 45 CFR
37 § 164.528.

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

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

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

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

20 15 CONTRACTOR shall make itself and any subcontractors, employees or agents assisting
 21 CONTRACTOR in the performance of its obligations under the Agreement, available to COUNTY at no
 22 cost to COUNTY to testify as witnesses, or otherwise, in the event of litigation or administrative
 23 proceedings being commenced against COUNTY, its directors, officers or employees based upon claimed
 24 violation of HIPAA, the HIPAA regulations or other laws relating to security and privacy, which involves
 25 inactions or actions by CONTRACTOR, except where CONTRACTOR or its subcontractor, employee
 26 or agent is a named adverse party.

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

37 applicable laws. //

1 COUNTY may terminate the Agreement upon thirty (30) days written notice in the event:

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

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

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

10 D. SECURITY RULE

11 1. CONTRACTOR shall comply with the requirements of 45 CFR § 164.306 and establish and
12 maintain appropriate Administrative, Physical and Technical Safeguards in accordance with 45 CFR §
13 164.308, § 164.310, and § 164.312, with respect to electronic PHI COUNTY discloses to CONTRACTOR
14 or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY. CONTRACTOR
15 shall develop and maintain a written information privacy and security program that includes
16 Administrative, Physical, and Technical Safeguards appropriate to the size and complexity of
17 CONTRACTOR's operations and the nature and scope of its activities.

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

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

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

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

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

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

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

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

7 E. DATA SECURITY REQUIREMENTS

8 1. Personal Controls

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

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

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

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

34 2. Technical Security Controls

35 a. Workstation/Laptop encryption. All workstations and laptops that store PHI COUNTY
 36 discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of
 37 COUNTY either directly or temporarily must be encrypted using a FIPS 140-2 certified algorithm which

1 is 128bit or higher, such as Advanced Encryption Standard (AES). The encryption solution must be full
2 disk unless approved by the COUNTY.

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

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

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

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

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

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

- 37 1) Upper case letters (A-Z)

- 2) Lower case letters (a-z)
- 3) Arabic numerals (0-9)
- 4) Non-alphanumeric characters (punctuation symbols)

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

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

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

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

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

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

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

1 3. Audit Controls

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

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

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

15 4. Business Continuity/Disaster Recovery Control

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

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

28 5. Paper Document Controls

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

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

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

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

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

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

19 F. BREACH DISCOVERY AND NOTIFICATION

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

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

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

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

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

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

35 b. Any other information that COUNTY is required to include in the notification to
36 Individual under 45 CFR §164.404 (c) at the time CONTRACTOR is required to notify COUNTY or
37 promptly thereafter as this information becomes available, even after the regulatory sixty (60) day period

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

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

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

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

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

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

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

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

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

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

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

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

36 G. PERMITTED USES AND DISCLOSURES BY CONTRACTOR

37 1. CONTRACTOR may use or further disclose PHI COUNTY discloses to CONTRACTOR

1 as necessary to perform functions, activities, or services for, or on behalf of, COUNTY as specified in the
 2 Agreement, provided that such use or Disclosure would not violate the HIPAA Privacy Rule if done by
 3 COUNTY except for the specific Uses and Disclosures set forth below.

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

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

9 1) The Disclosure is required by law; or

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

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

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

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

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

23 H. PROHIBITED USES AND DISCLOSURES

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

29 2. CONTRACTOR shall not directly or indirectly receive remuneration in exchange for PHI
 30 COUNTY discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on
 31 behalf of COUNTY, except with the prior written consent of COUNTY and as permitted by 42 USC §
 32 17935(d)(2).

33 I. OBLIGATIONS OF COUNTY

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

37 2. COUNTY shall notify CONTRACTOR of any changes in, or revocation of, the permission

1 by an Individual to use or disclose his or her PHI, to the extent that such changes may affect
2 CONTRACTOR's Use or Disclosure of PHI.

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

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

8 J. BUSINESS ASSOCIATE TERMINATION

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

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

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

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

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

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

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

28 — 3. The obligations of this Business Associate Contract shall survive the termination of the
29 Agreement.

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EXHIBIT C
AGREEMENT FOR PROVISION OF
HIV SERVICES
BETWEEN
COUNTY OF ORANGE
AND
SHANTI ORANGE COUNTY

MARCH 1, ~~2015~~2016 THROUGH FEBRUARY ~~29, 2016~~28, 2019

I. PERSONAL INFORMATION 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 California Information Practices Act, Civil Code § 1798.29(d).

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

4. "DHCS PI" shall mean Personal Information, as defined below, accessed in a database maintained by the COUNTY or California Department of Health Care Services (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 Agreement on behalf of the COUNTY.

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

6. "Notice-triggering Personal Information" shall mean the personal information identified in Civil Code section 1798.29(e) whose unauthorized access may trigger notification requirements under Civil Code § 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 Personal Information includes PI in electronic, paper or any other medium.

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

8. "Personal Information" (PI) shall have the meaning given to such term in California Civil

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

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

B. TERMS OF AGREEMENT

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

2. Responsibilities of CONTRACTOR

CONTRACTOR agrees:

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

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

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

1) Complying with all of the data system security precautions listed in Paragraph E of

1 the Business Associate Contract, Exhibit B to the Agreement. ; and

2 //

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

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

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

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

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

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

36 h. Breaches and Security Incidents. During the term of the Agreement, CONTRACTOR

37 43

of

4 _____ 5 _____ EXHIBIT C

1 agrees to implement reasonable systems for the discovery of any breach of unsecured DHCS PI and PII
2 or security incident. CONTRACTOR agrees to give notification of any beach of unsecured DHCS PI
3 //
4 and PII or security incident in accordance with Paragraph F, of the Business Associate Contract, Exhibit
5 B to the Agreement.

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

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