

AGREEMENT FOR PROVISION OF
SHORT TERM HOUSING SERVICES

BETWEEN

COUNTY OF ORANGE

AND

«NAME1»

JULY 1, ~~2017~~2019 THROUGH JUNE 30, ~~2019~~2020

THIS AGREEMENT entered into this 1st day of July ~~2017~~2019 (effective date), is by and between the COUNTY OF ORANGE, a political subdivision of State of California (COUNTY), and «NAME1» a ~~«STATUS»~~ (CONTRACTOR). COUNTY and CONTRACTOR may sometimes be referred to herein individually as “Party” or collectively as “Parties.” This Agreement shall be administered by the ~~County~~Director of ~~Orange~~the COUNTY’s Health Care Agency (~~or an authorized designee (“ADMINISTRATOR”).~~).

W I T N E S S E T H:

WHEREAS, COUNTY wishes to contract with CONTRACTOR for the provision of Short Term Housing services described herein to the ~~Residents~~residents of Orange County; and

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

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

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TABLE OF CONTENTS

<u>PARAGRAPH</u>	<u>PAGE</u>
Title Page.....	1
Contents.....	2
Referenced Contract Provisions	4
I. Acronyms	5
II. Alteration of Terms.....	7
III. Assignment of Debts.....	8
IV. Compliance	8
V. Confidentiality.....	12
VI. Delegation, Assignment and Subcontracts.....	13
VII. Employee Eligibility Verification	14
VIII. Equipment	15
IX. Expenditure and Revenue Report.....	16
X. Facilities, Payments and Services.....	16
XI. Indemnification and Insurance	16
XII. Inspections and Audits.....	21
XIII. Licenses and Laws	22
XIV. Literature, Advertisements, and Social Media.....	23
XV. Maximum Obligation.....	24
XVI. Minimum Wage Laws	25
XVII. Nondiscrimination.....	25
XVIII. Notices.....	28
XIX. Notification of Death	28
XX. Notification Of Public Events And Meetings	29
XXI. Records Management and Maintenance	29
XXII. Research and Publication.....	31
XXIII. Revenue	31
XXIV. Severability.....	32
XXV. Special Provisions	32
XXVI. Status of Contractor	33
XXVII. Term	33
XXVIII. Termination	34
XXIX. Third Party Beneficiary	35
XXX. Waiver of Default or Breach.....	36
Signature Page.....	37

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REFERENCED CONTRACT PROVISIONS

Term: July 1, ~~2017~~2019 through June 30, ~~2019~~2020

~~Period One means the period from July 1, 2017 through June 30, 2018~~

~~Period Two means the period from July 1, 2018 through June 30, 2019~~

Aggregate Maximum Obligation:

~~Period One Maximum Obligation: \$330,000~~

~~Period Two Maximum Obligation: 300,000~~

TOTAL AGGREGATE MAXIMUM OBLIGATION

~~\$630~~\$300,000

Basis for Reimbursement: ~~Fee for Service~~Negotiated Rate

Payment Method: ~~Monthly in Arrears~~Fee for Service

CONTRACTOR DUNS Number: «DUNS_NUMB»

CONTRACTOR TAX ID Number: «TAX_ID»

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: «NAME2»
«ADDRESS»
«CITYSTATEZIP»
«ATTN»
«EMAIL»

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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. AB 109 Assembly Bill 109, 2011 Public Safety Realignment

B. AES Advanced Encryption Standard

~~B.~~ C. AIDS Acquired Immune Deficiency Syndrome

D. ARRA American Recovery and Reinvestment Act of 2009

~~C.~~ E. ASAM PPC American Society of Addiction Medicine Patient Placement Criteria

F. ASI Addiction Severity Index

G. ASRS Alcohol and Drug Programs Reporting System

~~D.~~ H. BCP Business Continuity Plan

I. BHS Behavioral Health Services

J. CalOMS California Outcomes Measurement System

K. CalWORKs California Work Opportunity and Responsibility for Kids

L. CAP Corrective Action Plan

M. ~~E.~~ CCC California Civil Code

N. ~~F.~~ ~~CCR~~ ~~California Code of Regulations~~

~~G.~~ CD/DVD Compact Disc/Digital Video or Versatile Disc

O. ~~H.~~ CEO County Executive Office

P. CCR California Code of Regulations

Q. CESI Client Evaluation of Self at Intake

R. CEST Client Evaluation of Self and Treatment

S. CFDA Catalog of Federal Domestic Assistance

T. ~~I.~~ CFR Code of Federal Regulations

~~JU.~~ CHPP COUNTY HIPAA Policies and Procedures

V. ~~K.~~ ~~CHHS~~ ~~California Health and Human Services Agency~~

~~L.~~ CHS Correctional Health Services

W. ~~M.~~ ~~CIPA~~ ~~California Information Practices Act~~

~~N.~~ ~~CMPPA~~ ~~Computer Matching and Privacy Protection Act~~

~~O.~~ COI Certificate of Insurance

X. CPA Certified Public Accountant

Y. ~~P.~~ CSW Clinical Social Worker

Z. ~~Q.~~ ~~D/MC~~ ~~Drug/Medi-Cal~~

~~R.~~ DHCS California Department of Health Care Services

AA. D/MC Drug/Medi-Cal

AB. ~~S.~~ ~~DoD~~ ~~Department of Defense~~

~~T.~~ DPFS Drug Program Fiscal Systems

1	U. DRP	Disaster Recovery Plan
2	AC.	V. DRS Designated Record Set
3	AD.	EEOC Equal Employment Opportunity Commission
4	AE.	W. E-Mail Electronic Mail
5	X.	EHR Electronic Health Records
6	AF.	EOC Equal Opportunity Clause
7	AG.	Y. ePHI Electronic Protected Health Information
8	AH.	EPSDT Early and Periodic Screening, Diagnosis, and Treatment
9	AI.	FFS Fee For Service
10	AJ.	Z. FIPS Federal Information Processing Standards
11	AA.	FSP Full Service Partnership
12	AB.	AK. FTE Full Time Equivalent
13	AL.	GAAP Generally Accepted Accounting Principles
14	AM.	AC. HCA County of Orange Health Care Agency
15	AN.	AD. HHS Federal Health and Human Services Agency
16	AE AO.	HIPAA Health Insurance Portability and Accountability Act of 1996, Public
17		Law 104-191
18	AP.	HITECH Health Information Technology for Economic and Clinical Health
19		Act, Public Law 111-005
20	AQ.	HIV Human Immunodeficiency Virus
21	AR.	AF. HSC California Health and Safety Code
22	AS.	AG. ID Identification
23	AH. IEA	IRIS Integrated Records and Information Exchange
24		Agreement System
25	AT.	ITC Indigent Trauma Care
26	AU.	LCSW Licensed Clinical Social Worker
27	AV.	MAT Medication Assisted Treatment
28	AW.	MFT Marriage and Family Therapist
29	AX.	MH Mental Health
30	AY.	AI. ISO Insurance Services Office
31	AJ.	MHP Mental Health Plan
32	AZ.	MHS Mental Health Specialist
33	BA.	AK. MHSA Mental Health Services Act
34	BB.	MSN Medical Safety Net
35	BC.	AL. OCJS Orange County Jail NIH National Institutes of Health
36	BD.	NPI National Provider Identifier
37	BE.	NPPES National Plan and Provider Enumeration System

1	AM. OCPD	Orange County Probation Department
2	AN. BF. OCR	Federal Office for Civil Rights
3	AO. OCS	Orange County Sheriff's Department
4	BG. AP. OIG	Federal Office of Inspector General
5	BH. AQ. OMB	Federal Office of Management and Budget
6	BI. AR. OPM	Federal Office of Personnel Management
7	BJ. P&P	Policy and Procedure
8	BK. AS. PA DSS	Payment Application Data Security Standard
9	BL. PATH	Projects for Assistance in Transition from Homelessness
10	BM. AT. PC	State of California Penal Code
11	BN. AU. PCI DSS	Payment Card Industry Data Security
12	Standard Standards	
13	BO. PCS	Post-Release Community Supervision
14	BP. AV. PHI	Protected Health Information
15	BQ. AW. PI	Personal Information
16	AX. PII	Personally Identifiable Information
17	BR. AY. PRA	California Public Record Records Act
18	BS. PSC	Professional Services Contract System
19	BT. SAPTBG	Substance Abuse Prevention and Treatment Block Grant
20	BU. AZ. SIR	Self-Insured Retention
21	BV. SMA	Statewide Maximum Allowable (rate)
22	BW. SOW	Scope of Work
23	BX. SUD	Substance Use Disorder
24	BY. UMDAP	Uniform Method of Determining Ability to Pay
25	BZ. UOS	Units of Service
26	CA. BA. HITECH Act	Health Information Technology for Economic and Clinical
27	Health	Act, Public Law 111-005
28	BB. USC	United States Code
29	BC. CB. WIC	State of California Welfare Women, Infants and Institutions Code Children

II. ALTERATION OF TERMS

A. This Agreement, together with Exhibits A, B and C attached hereto and incorporated herein, fully express 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

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1 or agents shall be valid unless made in the form of a written amendment to this Agreement, which has
2 been formally approved and executed by both parties.

3
4 **III. ASSIGNMENT OF DEBTS**

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

12
13 **IV. COMPLIANCE**

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

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

20 2. CONTRACTOR has the option to provide ADMINISTRATOR with proof of its own
21 ~~Compliance Program, Code~~ compliance program, code of ~~Conduct~~ conduct and any
22 ~~Compliance~~ compliance related policies and procedures. CONTRACTOR's ~~Compliance Program,~~
23 ~~Code~~ compliance program, code of ~~Conduct~~ conduct and any related policies and procedures shall be
24 verified by ADMINISTRATOR's Compliance Department to ensure they include all required elements
25 by ADMINISTRATOR's Compliance Officer as described in this Compliance Paragraph IV
26 ~~(COMPLIANCE)~~ to this Agreement. These elements include:

- 27 a. Designation of a Compliance Officer and/or compliance staff.
- 28 b. Written standards, policies and/or procedures.
- 29 c. Compliance related training and/or education program and proof of completion.
- 30 d. Communication methods for reporting concerns to the Compliance Officer.
- 31 e. Methodology for conducting internal monitoring and auditing.
- 32 f. Methodology for detecting and correcting offenses.
- 33 g. Methodology/Procedure for enforcing disciplinary standards.

34 3. If CONTRACTOR does not provide proof of its own ~~Compliance~~ compliance program to
35 ADMINISTRATOR, CONTRACTOR shall ~~acknowledge to~~ internally comply with
36 ADMINISTRATOR's Compliance Program and Code of Conduct, the CONTRACTOR shall submit to
37 the ADMINISTRATOR within thirty (30) calendar days of execution of this Agreement a signed

1 acknowledgement that CONTRACTOR ~~shall~~will internally comply with ADMINISTRATOR's
 2 Compliance Program and Code of Conduct. CONTRACTOR shall have as many Covered Individuals it
 3 determines necessary complete ADMINISTRATOR's annual compliance training to ensure proper
 4 compliance.

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

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

24 B. SANCTION SCREENING – CONTRACTOR shall screen all Covered Individuals employed or
 25 retained to provide services related to this Agreement ~~semi-annually~~monthly to ensure that they are not
 26 designated as Ineligible Persons, as pursuant to this Agreement. Screening shall be conducted against the
 27 General Services Administration's Excluded Parties List System or System for Award Management, the
 28 Health and Human Services/Office of Inspector General List of Excluded Individuals/Entities, and the
 29 California Medi-Cal Suspended and Ineligible Provider List, the Social Security Administration's Death
 30 Master File, and/or any other list or system as identified by ~~the~~ ADMINISTRATOR.

31 1. For purposes of this Compliance Paragraph ~~IV (COMPLIANCE)~~, Covered Individuals
 32 includes all employees, interns, volunteers, contractors, subcontractors, agents, and other persons who
 33 provide health care items or services or who perform billing or coding functions on behalf of
 34 ADMINISTRATOR. ~~Notwithstanding the above, this term does not include part-time or per diem~~
 35 ~~employees, contractors, subcontractors, agents, and other persons who are not reasonably expected to~~
 36 ~~work more than one hundred sixty (160) hours per year; except that any such individuals shall become~~
 37 ~~Covered Individuals at the point when they work more than one hundred sixty (160) hours during the~~

1 ~~calendar year.~~ CONTRACTOR shall ensure that all Covered Individuals relative to this Agreement are
 2 made aware of ADMINISTRATOR's Compliance Program, Code of Conduct and related policies and
 3 procedures (or CONTRACTOR's own compliance program, code of conduct and related policies and
 4 procedures if CONTRACTOR has elected to use its own).

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

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

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

11 3. CONTRACTOR shall screen prospective Covered Individuals prior to hire or engagement.
 12 CONTRACTOR shall not hire or engage any Ineligible Person to provide services relative to this
 13 Agreement.

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

20 5. Covered Individuals shall be required to disclose to CONTRACTOR immediately any
 21 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
 23 directly relative to this Agreement becomes debarred, excluded or otherwise becomes an Ineligible
 24 Person.

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

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

1 C. GENERAL COMPLIANCE TRAINING – ADMINISTRATOR shall make General
2 Compliance Training available to Covered Individuals.

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

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

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

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

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

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

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

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

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

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

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

31 E. ~~MEDICAL~~MEDI-CAL BILLING, CODING, AND DOCUMENTATION COMPLIANCE
32 STANDARDS

33 1. CONTRACTOR shall take reasonable precaution to ensure that the coding of health care
34 claims, billings and/or invoices for same are prepared and submitted in an accurate and timely manner
35 and are consistent with federal, state and county laws and regulations. This includes compliance with
36 federal and state health care program regulations and procedures or instructions otherwise

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1 | communicated by regulatory agencies including the Centers for Medicare and Medicaid Services or their
2 | agents.

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

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

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

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

13 | 6. CONTRACTOR shall meet the HCA MHP Quality Management Program Standards and
14 | participate in the quality improvement activities developed in the implementation of the Quality
15 | Management Program.

16 | 7. CONTRACTOR shall comply with the provisions of the ADMINISTRATOR's Cultural
17 | Competency Plan submitted and approved by the state. ADMINISTRATOR shall update the Cultural
18 | Competency Plan and submit the updates to the State for review and approval annually. (CCR, Title 9,
19 | §1810.410.subds.(c)-(d)).

20 | F. Failure to comply with the obligations stated in this Compliance Paragraph ~~IV (COMPLIANCE)~~
21 | shall constitute a breach of the Agreement on the part of CONTRACTOR and ~~ground~~grounds for
22 | COUNTY to terminate the Agreement. Unless the circumstances require a sooner period of cure,
23 | CONTRACTOR shall have thirty (30) calendar days from the date of the written notice of default to cure
24 | any defaults grounded on this Compliance Paragraph ~~IV (COMPLIANCE)~~—prior to
25 | ~~ADMINISTRATOR's~~ADMINISTRATOR's right to terminate this Agreement on the basis of such default.

26 | **V. CONFIDENTIALITY**

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

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

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36 | resignations or terminations of CONTRACTOR members of the Board of Directors or its designee or
37 | authorized agent, employees, consultants, subcontractors, volunteers and interns.

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2 **VI. DELEGATION, ASSIGNMENT AND SUBCONTRACTS**

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

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

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

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

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

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

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36 5. Whether CONTRACTOR is a nonprofit, for-profit, or a governmental organization,
37 CONTRACTOR shall provide written notification within thirty (30) calendar days to

ADMINISTRATOR when there is change of less than fifty percent (50%) of Board of Directors or any governing body of CONTRACTOR at one time.

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

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

1. After approval of ~~a subcontract~~, ~~ADMINISTRATOR~~ the subcontractor, ADMINISTRATOR may revoke the approval of ~~a subcontract~~ the subcontractor upon five (5) calendar ~~days~~ days' written notice to CONTRACTOR if the ~~subcontract~~ subcontractor subsequently fails to meet the requirements of this Agreement or any provisions that ADMINISTRATOR has required. ADMINISTRATOR may disallow subcontractor expenses reported by CONTRACTOR.

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.

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

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VII. EMPLOYEE ELIGIBILITY VERIFICATION

CONTRACTOR ~~warrants~~ attests that it shall fully comply with all federal and state statutes and regulations regarding the employment of aliens and others and to ensure that employees, subcontractors,

1 and consultants performing work under this Agreement meet the citizenship or alien status
 2 ~~requirement~~ requirements set forth in federal statutes and regulations. CONTRACTOR shall obtain, from
 3 all employees, subcontractors, and consultants performing work hereunder, all verification and other
 4 documentation of employment eligibility status required by federal or state statutes and regulations
 5 including, but not limited to, the Immigration Reform and Control Act of 1986, 8 USC §1324 et seq., as
 6 they currently exist and as they may be hereafter amended. CONTRACTOR shall retain all such
 7 documentation for all covered employees, subcontractors, and consultants for the period prescribed by the
 8 law.

10 **VIII. EQUIPMENT**

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

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

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

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

37 E. CONTRACTOR shall cooperate with ADMINISTRATOR in conducting periodic physical

1 inventories of all Equipment. Upon demand by ADMINISTRATOR, CONTRACTOR shall return any
2 or all Equipment to COUNTY.

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

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

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

13 14 **IX. EXPENDITURE AND REVENUE REPORT**

15 A. No later than sixty (60) calendar days following termination of ~~each period or fiscal year of~~ this
16 Agreement, CONTRACTOR shall submit to ADMINISTRATOR, for informational purposes only, an
17 Expenditure Report for the preceding fiscal year, or portion thereof. Such report shall be prepared in
18 accordance with the procedure that is provided by ADMINISTRATOR and GAAP.

19 B. CONTRACTOR may be required to submit periodic Expenditure Reports throughout the term of
20 this Agreement.

21 22 **X. FACILITIES, PAYMENTS AND SERVICES**

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

28 B. In the event that CONTRACTOR is unable to provide the services, staffing, facilities, or supplies
29 as required, ADMINISTRATOR may, at its sole discretion, reduce the Maximum Obligation for the
30 appropriate Period as well as the Total Maximum Obligation. The reduction to the Maximum Obligation
31 for the appropriate Period as well as the Total Maximum Obligation shall be in an amount proportionate
32 to the number of days in which CONTRACTOR was determined to be unable to provide services, staffing,
33 facilities or supplies.

34 //

35 36 **XI. INDEMNIFICATION AND INSURANCE**

37 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

1 districts and agencies for which COUNTY's Board of Supervisors acts as the governing Board
 2 ("COUNTY INDEMNITEES") harmless from any claims, demands or liability of any kind or nature,
 3 including but not limited to personal injury or property damage, arising from or related to the services,
 4 products or other performance provided by CONTRACTOR pursuant to this Agreement. If judgment is
 5 entered against CONTRACTOR and COUNTY by a court of competent jurisdiction because of the
 6 concurrent active negligence of COUNTY or COUNTY INDEMNITEES, CONTRACTOR and
 7 COUNTY agree that liability will be apportioned as determined by the court. Neither Party shall request
 8 a jury apportionment.

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

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

25 D. All SIRs ~~and deductibles~~ shall be clearly stated on the COI. ~~If no SIRs or deductibles apply,~~
 26 ~~indicate this on the COI with a zero (0) by the appropriate line of coverage.~~ Any SIR ~~or deductible~~ in an
 27 amount in excess of \$fifty thousand dollars (\$50,000 ~~(\$5,000 for automobile liability)~~ shall specifically
 28 be approved by the CEO/Office of Risk Management upon review of CONTRACTOR's current audited
 29 financial report. If CONTRACTOR's SIR is approved, CONTRACTOR, in addition to, and without
 30 limitation of, any other indemnity provision(s) in this Agreement, agrees to all of the following:

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

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

37 3. The provisions of California Civil Code Section 2860 shall apply to any and all actions to

1 which the duty to defend stated above applies, and the CONTRACTOR's SIR provision shall be
2 interpreted as though the CONTRACTOR was an insurer and the COUNTY was the insured.

3 E. If CONTRACTOR fails to maintain insurance ~~as required in this Paragraph XI~~
4 ~~(INDEMNIFICATION AND INSURANCE)~~ acceptable to the COUNTY for the full term of this
5 Agreement, ~~such failure shall constitute a breach of CONTRACTOR's obligation hereunder and ground~~
6 ~~for COUNTY to~~ the COUNTY may terminate this Agreement.

7 F. QUALIFIED INSURER

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

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

16 G. The policy or policies of insurance maintained by CONTRACTOR shall provide the minimum
17 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
Network Security & Privacy Liability	\$1,000,000 per claims made
Sexual Misconduct Liability	\$1,000,000 per occurrence

35 H. REQUIRED COVERAGE FORMS

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

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

3 I. REQUIRED ENDORSEMENTS

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

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

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

13 2. The Network Security and Privacy Liability policy shall contain the following endorsements
14 which shall accompany the ~~Certificate of Insurance~~ COI:

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

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

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

23 K. The Workers' Compensation policy shall contain a waiver of subrogation endorsement waiving
24 all rights of subrogation against the *County of Orange, its elected and appointed officials,*
25 *officers, agents and employees*, or provide blanket coverage, which will state **AS REQUIRED BY**
26 **WRITTEN AGREEMENT.**

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

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

35 ~~M. If CONTRACTOR's Network Security & Privacy Liability are "Claims Made" policies,~~
36 ~~CONTRACTOR shall agree to maintain coverage for two (2) years following the completion of the~~
37 ~~Agreement.~~

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

3 ~~—O.~~ O. Insurance certificates should be forwarded to the agency/department address listed on the
4 solicitation.

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

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

12 PR. COUNTY shall notify CONTRACTOR in writing of changes in the insurance requirements. If
13 CONTRACTOR does not deposit copies of acceptable COIs Certificate of Insurance and endorsements
14 with COUNTY incorporating such changes within thirty (30) calendar days of receipt of such notice, ~~such~~
15 ~~failure shall constitute a breach of CONTRACTOR’s obligation hereunder and ground for termination of~~
16 ~~this Agreement by~~ may be in breach without further notice to CONTRACTOR, and COUNTY shall be
17 entitled to all legal remedies.

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

21 RT. SUBMISSION OF INSURANCE DOCUMENTS

22 1. The COI and endorsements shall be provided to COUNTY as follows:
23 a. Prior to the start date of this Agreement.
24 b. No later than the expiration date for each policy.
25 c. Within thirty (30) calendar days upon receipt of written notice by COUNTY regarding
26 changes to any of the insurance ~~types~~ requirements as set forth in the Coverage Subparagraph ~~G~~, above.

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

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

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

36 b. CONTRACTOR may be assessed a penalty of one hundred dollars (\$100) for each late
37 COI or endorsement for each business day, pursuant to any and all Agreements between COUNTY and

1 CONTRACTOR, until such time that the required COI and endorsements that meet the insurance
2 provisions stipulated in this Agreement are submitted to ADMINISTRATOR.

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

5 4. In no cases shall assurances by CONTRACTOR, its employees, agents, including any
6 insurance agent, be construed as adequate evidence of insurance. COUNTY will only accept valid COIs
7 and endorsements, or in the interim, an insurance binder as adequate evidence of insurance coverage.
8

9 **XII. INSPECTIONS AND AUDITS**

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

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

24 C. AUDIT RESPONSE

25 1. Following an audit report, in the event of non-compliance with applicable laws and
26 regulations governing funds provided through this Agreement, COUNTY may terminate this Agreement
27 as provided for in the Termination Paragraph or direct CONTRACTOR to immediately implement
28 appropriate corrective action. A CAP shall ~~not be subject to disallowances as the result of audits~~ submitted
29 to ADMINISTRATOR in writing within thirty (30) calendar days after receiving notice from
30 ADMINISTRATOR.

31 2. If the audit reveals that money is payable from one Party to the other, that is, reimbursement
32 by CONTRACTOR to COUNTY, or payment of ~~the cost~~ sums due from COUNTY to CONTRACTOR,
33 said funds shall be due and payable from one Party to the other within sixty (60) calendar days of
34 ~~services~~ receipt of the audit results. If reimbursement is due from CONTRACTOR to COUNTY, and such
35 reimbursement is not received within said sixty (60) calendar days, COUNTY may, in addition to any
36 other remedies provided by law, reduce any amount owed CONTRACTOR by an amount not to exceed
37 the reimbursement due COUNTY.

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

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

8
9 **XIII. LICENSES AND LAWS**

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

18 B. ENFORCEMENT OF CHILD SUPPORT OBLIGATIONS

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

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

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

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

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

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

36 ~~2. Failure of CONTRACTOR to timely submit the data and/or certifications required by~~
37 ~~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.~~ 2. Trafficking Victims Protection Act of 2000.

~~3.~~ 3. WIC, Division 5, Community Mental Health Services.

~~4.~~ 4. WIC, Division 6, Admissions and Judicial Commitments.

~~5.~~ 5. WIC, Division 7, Mental Institutions.

~~6.~~ 6. HSC, §§1250 et seq., Health Facilities.

~~7.~~ 7. PC, §§11164-11174.3, Child Abuse and Neglect Reporting Act.

~~8.~~ 8. CCR, Title 9, Rehabilitative and Developmental Services.

~~9.~~ 9. CCR, Title 17, Public Health.

~~10.~~ 10. CCR, Title 22, Social Security.

~~11.~~ 11. 10. CFR, Title 42, Public Health.

~~12.~~ 12. CFR, Title 45, Public Welfare.

~~13.~~ 13. USC Title 42. Public Health and Welfare.

~~14.~~ 14. Federal Social Security Act, Title XVIII and Title XIX Medicare and Medicaid.

~~15.~~ 15. 42 USC §12101 et seq., Americans with Disabilities Act of 1990.

~~16.~~ 16. 42 USC §1857, et seq., Clean Air Act.

~~17.~~ 17. 33 USC 84, §308 and §§1251 et seq., the Federal Water Pollution Control Act.

~~18.~~ 18. 31 USC 7501.70, Federal Single Audit Act of 1984.

~~18. Policies and procedures set forth in Mental Health Services Act.~~

19. Policies and procedures set forth in Mental Health Services Act.

20. Policies and procedures set forth in DHCS Letters.

~~21.~~ 21. HIPAA privacy rule, as it may exist now, or be hereafter amended, and if applicable.

~~22.~~ 22. 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.~~

XIV. LITERATURE, ADVERTISEMENTS, AND SOCIAL MEDIA

1 A. ~~Any~~ COUNTY owns all rights to the name, logos, and symbols of COUNTY. The use and/or
 2 reproduction of COUNTY's name, logos, or symbols for any purpose, including commercial
 3 advertisement, promotional purposes, announcements, displays, or press releases, without COUNTY's
 4 prior written consent is expressly prohibited.

5 B. CONTRACTOR may develop and publish information ~~or literature, including educational or~~
 6 ~~promotional materials, distributed by CONTRACTOR to any person or organization for purposes directly~~
 7 ~~or indirectly~~ related to this Agreement ~~must be~~ where all of the following conditions are satisfied:

8 1. ADMINISTRATOR provides its written approval of the content and publication of the
 9 information at least 30 days prior to CONTRACTOR publishing the information, unless a difference
 10 timeframe for approval is agreed upon by the ADMINISTRATOR;

11 2. Unless directed otherwise by ADMINISTRATOR, the information includes a statement that
 12 the program, wholly or in part, is funded through COUNTY, State and Federal government funds [funds
 13 identified as applicable];

14 3. The information does not give the appearance that the COUNTY, its officers, employees, or
 15 agencies endorse:

16 a. any commercial product or service; and,

17 b. any product or service provided by CONTRACTOR, unless approved ~~at least thirty (30)~~
 18 ~~days in advance and~~ in writing by ADMINISTRATOR ~~before distribution. For the purposes of this~~
 19 ~~Agreement, distribution of written materials shall include, but not be limited to, pamphlets, brochures,~~
 20 ~~flyers, newspaper or magazine ads, and electronic media such as the Internet.; and,~~

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

24 ~~— C.~~ 4. If CONTRACTOR uses social media (such as Facebook, Twitter, YouTube or other
 25 publicly available social media sites) ~~in support of the services described within~~ to publish information
 26 ~~related to~~ this Agreement, CONTRACTOR shall develop social media policies and procedures and have
 27 them available to ADMINISTRATOR ~~upon reasonable notice. CONTRACTOR shall inform~~
 28 ~~ADMINISTRATOR of all forms of social media used to either directly or indirectly support the services~~
 29 ~~described within this Agreement.~~ CONTRACTOR shall comply with COUNTY Social Media Use
 30 Policy and Procedures as they pertain to any social media developed in support of the services described
 31 within this Agreement. ~~CONTRACTOR shall also include any required funding statement information~~
 32 ~~on social media when required by ADMINISTRATOR.~~ The policy is available on the Internet at
 33 <http://www.ocgov.com/gov/ceo/cio/govpolicies>.

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

36 XV. MAXIMUM OBLIGATION

1 A. The Aggregate Maximum Obligation of COUNTY for services provided in accordance with all
 2 agreements for Short Term Housing ~~during Period One and Period Two are~~ Services is as specified in the
 3 Referenced Contract Provisions of this Agreement. This specific Agreement with CONTRACTOR is
 4 only one of several agreements to which this Aggregate Maximum Obligation applies. It therefore is
 5 understood by the ~~parties~~ Parties that reimbursement to CONTRACTOR will be only a fraction of these
 6 Aggregate Maximum Obligations.

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

9 10 **XVI. MINIMUM WAGE LAWS**

11 A. Pursuant to the United States of America Fair Labor Standards Act of 1938, as amended, and
 12 State of California Labor Code, §1178.5, CONTRACTOR ~~shall~~ pay no less than the greater of the federal
 13 or California Minimum Wage to all its ~~employees~~ Covered Individuals (as defined within the
 14 “Compliance” paragraph of this Agreement) that directly or indirectly provide services pursuant to this
 15 Agreement, in any manner whatsoever. CONTRACTOR shall require and verify that all of its ~~contractors~~
 16 ~~or other persons~~ Covered Individuals providing services pursuant to this Agreement ~~on behalf of~~
 17 ~~CONTRACTOR also pay their employees~~ be paid no less than the greater of the federal or California
 18 Minimum Wage.

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

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

26 27 **XVII. NONDISCRIMINATION**

28 **A. EMPLOYMENT**

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

1 gender expression, age, sexual orientation, or military and veteran status.

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

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

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

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

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

23 //

24 B. SERVICES, BENEFITS AND FACILITIES – CONTRACTOR and/or subcontractor shall not
25 discriminate in the provision of services, the allocation of benefits, or in the accommodation in facilities
26 on the basis of race, -religious creed, color, national origin, ancestry, physical disability, mental disability,
27 medical condition, genetic information, marital status, sex, gender, gender identity, gender expression,
28 age, sexual orientation, or military and veteran status -in accordance with Title IX of the Education
29 Amendments of 1972 as they relate to 20 USC §1681 - §1688; -Title VI of the Civil Rights Act of 1964
30 (42 USC §2000d); the Age Discrimination Act of 1975 (42 USC §6101); Title 9, Division 4, Chapter 6,
31 Article 1 (§10800, et seq.) of the ~~California Code of Regulations~~ CCR; and Title II of the Genetic
32 Information Nondiscrimination Act of 2008, 42 USC 2000ff, et seq. as applicable, and all other pertinent
33 rules and regulations promulgated pursuant thereto, and as otherwise provided by state law and
34 regulations, as all may now exist or be hereafter amended or changed. For the purpose of this
35 Nondiscrimination paragraph, ~~Discrimination~~ discrimination includes, but is not limited to the following
36 based on one or more of the factors identified above:

37 1. Denying a ~~client~~ Client or potential ~~client~~ Client any service, benefit, or accommodation.

1 2. Providing any service or benefit to a ~~client~~Client which is different or is provided in a
2 different manner or at a different time from that provided to other ~~clients~~Clients.

3 3. Restricting a ~~client~~Client in any way in the enjoyment of any advantage or privilege enjoyed
4 by others receiving any service and/or benefit.

5 4. Treating a ~~client~~Client differently from others in satisfying any admission requirement or
6 condition, or eligibility requirement or condition, which individuals must meet in order to be provided
7 any service and/or benefit.

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

9 C. COMPLAINT PROCESS – CONTRACTOR shall establish procedures for advising all
10 ~~clients~~Clients through a written statement that CONTRACTOR's and/or subcontractor's ~~clients~~Clients
11 may file all complaints alleging discrimination in the delivery of services with CONTRACTOR,
12 subcontractor, and ADMINISTRATOR ~~or COUNTY's Patient Rights Office~~.

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

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

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

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

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

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

37 F. In the event of non-compliance with this paragraph or as otherwise provided by federal and state

1 law, this Agreement may be canceled, terminated or suspended in whole or in part and CONTRACTOR
 2 or subcontractor may be declared ineligible for further contracts involving federal, state or
 3 ~~county~~COUNTY funds.

5 **XVIII. NOTICES**

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

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

11 2. When faxed, transmission confirmed;

12 3. When sent by Email; or

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

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

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

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

26 **XIX. NOTIFICATION OF DEATH**

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

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

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

37 2. WRITTEN NOTIFICATION

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

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

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

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

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

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

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

22 **XXI. RECORDS MANAGEMENT AND MAINTENANCE**

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

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

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

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

36 4. CONTRACTOR shall ensure the maintenance of medical records required by §70747
37

1 through and including §70751 of the CCR, as they exist now or may hereafter be amended, the medical
 2 necessity of the service, and the quality of care provided. Records shall be maintained in accordance with
 3 §51476 of Title 22 of the CCR, as it exists now or may hereafter be amended.

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

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

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

15 E. CONTRACTOR shall retain all client and/or patient medical records for seven (7) years
 16 following discharge of the participant, client and/or patient.

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

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

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

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

- 37 1. Have documents readily available within ~~forty-eight (48)~~ twenty-four (24) hour notice of a

1 | scheduled audit or site visit.

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

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

5 | HJ. CONTRACTOR shall ensure compliance with requirements pertaining to the privacy and
6 | security of PII and/or PHI. CONTRACTOR shall ~~notify COUNTY immediately by telephone call plus~~
7 | ~~email or fax,~~ upon the discovery of a Breach of ~~unsecured PHI~~ privacy and/or security of PII and/or PHI
8 | by CONTRACTOR, notify federal and/or state authorities as required by law or regulation, and copy
9 | ADMINISTRATOR on such notifications.

10 | IK. CONTRACTOR may be required to pay any costs associated with a Breach of privacy and/or
11 | security of PII and/or PHI, including but not limited to the costs of notification. CONTRACTOR shall
12 | pay any and all such costs arising out of a Breach of privacy and/or security of PII and/or PHI.

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

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

19 | //
20 | //

21 | **XXII. RESEARCH AND PUBLICATION**

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

25 | **XXIII. REVENUE**

26 | A. CLIENT FEES – CONTRACTOR shall charge, unless waived by ADMINISTRATOR, a fee to
27 | ~~clients~~ Clients to whom billable services, other than those amounts reimbursed by Medicare, Medi-Cal or
28 | other third party health plans, are provided pursuant to this Agreement, their estates and responsible
29 | relatives, according to their ability to pay as determined by the State Department of Health Care Services’
30 | “Uniform Method of Determining Ability to Pay” ~~(UMDAP)~~ procedure or by any other payment
31 | procedure as approved in advance, and in writing by ADMINISTRATOR; and in accordance with Title 9
32 | of the ~~California Code of Regulations~~ CCR. Such fee shall not exceed the actual cost of services provided.
33 | No ~~client~~ Client shall be denied services because of an inability to pay.

34 | B. THIRD-PARTY REVENUE – CONTRACTOR shall make every reasonable effort to obtain all
35 | available third-party reimbursement for which persons served pursuant to this Agreement may be eligible.
36 | Charges to insurance carriers shall be on the basis of CONTRACTOR’s usual and customary charges.
37 |

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

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

8 **XXIV. SEVERABILITY**

9
 10 If a court of competent jurisdiction declares any provision of this Agreement or application thereof to
 11 any person or circumstances to be invalid or if any provision of this Agreement contravenes any federal,
 12 state or county statute, ordinance, or regulation, the remaining provisions of this Agreement or the
 13 application thereof shall remain valid, and the remaining provisions of this Agreement shall remain in full
 14 force and effect, and to that extent the provisions of this Agreement are severable.

15 **XXV. SPECIAL PROVISIONS**

16
 17 A. CONTRACTOR shall not use the funds provided by means of this Agreement for the following
 18 purposes:

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

23 3. Fundraising.
 24 4. Purchase of gifts, meals, entertainment, awards, or other personal expenses for
 25 CONTRACTOR’s staff, volunteers, ~~or~~ interns, consultants, subcontractors, and members of the Board of
 26 Directors or governing body.

27 //
 28 5. Reimbursement of CONTRACTOR’s members of the Board of Directors or governing body
 29 for expenses or services.

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

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

36 8. Severance pay for separating employees.

37 9. Paying rent and/or lease costs for a facility prior to the facility meeting all required building

1 codes and obtaining all necessary building permits for any associated construction.

2 10. Supplanting current funding for existing services.

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

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

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

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

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

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

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

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

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

18 **XXVI. STATUS OF CONTRACTOR**

19 CONTRACTOR is, and shall at all times be deemed to be, an independent contractor and shall be
20 wholly responsible for the manner in which it performs the services required of it by the terms of this
21 Agreement. CONTRACTOR is entirely responsible for compensating staff, subcontractors, and
22 consultants employed by CONTRACTOR. This Agreement shall not be construed as creating the
23 relationship of employer and employee, or principal and agent, between COUNTY and CONTRACTOR
24 or any of CONTRACTOR's employees, agents, consultants, volunteers, interns, or subcontractors.
25 CONTRACTOR assumes exclusively the responsibility for the acts of its employees, agents, consultants,
26 volunteers, interns, or subcontractors as they relate to the services to be provided during the course and
27 scope of their employment. CONTRACTOR, its agents, employees, consultants, volunteers, interns, or
28 subcontractors, shall not be entitled to any rights or privileges of COUNTY's employees and shall not be
29 considered in any manner to be COUNTY's employees.
30

31 **XXVII. TERM**

32 A. This specific Agreement with CONTRACTOR is only one of several agreements to which the
33 term of this Agreement applies. This specific Agreement shall commence as specified in the Reference
34 Contract Provisions of this Agreement; or the execution date, whichever is later. This specific Agreement
35 shall terminate as specified in the Referenced Contract Provisions of this Agreement, unless otherwise
36 sooner terminated as provided in this Agreement; ~~provided, however,~~ CONTRACTOR shall be obligated
37

1 to perform such duties as would normally extend beyond this term, including but not limited to, obligations
2 with respect to confidentiality, indemnification, audits, reporting and accounting.

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

6 **XXVIII. TERMINATION**

7 A. Either party may terminate this Agreement, without cause, upon ~~thirty (30)~~ninety (90), calendar
8 days' written notice given the other party.

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

13 C. COUNTY may terminate this Agreement immediately, upon written notice, on the occurrence of
14 any of the following events:

15 1. The loss by CONTRACTOR of legal capacity.
16 2. Cessation of services.
17 3. The delegation or assignment of CONTRACTOR's services, operation or administration to
18 another entity without the prior written consent of COUNTY.

19 4. The neglect by any physician or licensed person employed by CONTRACTOR of any duty
20 required pursuant to this Agreement.

21 5. The loss of accreditation or any license required by the Licenses and Laws Paragraph of this
22 Agreement.

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

25 7. Unethical conduct or malpractice by any physician or licensed person providing services
26 pursuant to this Agreement; provided, however, COUNTY may waive this option if CONTRACTOR

27 //
28 removes such physician or licensed person from serving persons treated or assisted pursuant to this
29 Agreement.

30 **D. CONTINGENT FUNDING**

31 1. Any obligation of COUNTY under this Agreement is contingent upon the following:
32 a. The continued availability of federal, state and county funds for reimbursement of
33 COUNTY's expenditures, and

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

36 2. In the event such funding is subsequently reduced or terminated, COUNTY may suspend,
37 terminate or renegotiate this Agreement upon thirty (30) calendar days' written notice given

1 CONTRACTOR. If COUNTY elects to renegotiate this Agreement due to reduced or terminated funding,
2 CONTRACTOR shall not be obligated to accept the renegotiated terms.

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

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

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

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

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

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

18 5. Assist ADMINISTRATOR in effecting the transfer of ~~clients~~ Clients in a manner consistent
19 with ~~client's~~ Client's best interests.

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

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

24 8. To the extent services are terminated, cancel outstanding commitments covering the
25 procurement of materials, supplies, equipment, and miscellaneous items, as well as outstanding
26 commitments which relate to personal services. With respect to these canceled commitments,
27 CONTRACTOR shall submit a written plan for settlement of all outstanding liabilities and all claims
28 arising out of such cancellation of commitment which shall be subject to written approval of
29 ADMINISTRATOR.

30 ~~9. Provide written notice of termination of services to each client being served under this~~
31 ~~Agreement, within fifteen (15) calendar days of receipt of termination notice. A copy of the notice of~~
32 ~~termination of services must also be provided to ADMINISTRATOR within the fifteen (15) calendar~~
33 ~~day period.~~

34 G. The rights and remedies of COUNTY provided in this Termination Paragraph shall not be
35 exclusive, and are in addition to any other rights and remedies provided by law or under this Agreement.

36
37 **XXIX. THIRD PARTY BENEFICIARY**

1 Neither ~~party~~Party hereto intends that this Agreement shall create rights hereunder in third parties
2 including, but not limited to, any subcontractors or any ~~clients~~Clients provided services pursuant to this
3 Agreement.

4
5 **XXX. WAIVER OF DEFAULT OR BREACH**

6 Waiver by COUNTY of any default by CONTRACTOR shall not be considered a waiver of any
7 subsequent default. Waiver by COUNTY of any breach by CONTRACTOR of any provision of this
8 Agreement shall not be considered a waiver of any subsequent breach. Waiver by COUNTY of any
9 default or any breach by CONTRACTOR shall not be considered a modification of the terms of this
10 Agreement.

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

3 <<CONTRACTOR NAME+>>
4

5 BY: _____ DATED: _____
6

7 TITLE: _____
8

9
10 BY: _____ DATED: _____
11

12 TITLE: _____
13

14
15
16 COUNTY OF ORANGE
17

18
19 BY: _____ DATED: _____
20

21 HEALTH CARE AGENCY
22

23
24 APPROVED AS TO FORM
25 OFFICE OF THE COUNTY COUNSEL
26 ORANGE COUNTY, CALIFORNIA
27

28
29 BY: _____ DATED: _____
30

31 DEPUTY
32
33

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

EXHIBIT A
TO AGREEMENT FOR PROVISION OF
SHORT TERM HOUSING SERVICES
BETWEEN
COUNTY OF ORANGE

AND

«NAME1»

XXXXXXXXXX

JULY 1, 2017 2019 THROUGH JUNE 30, 2019 2020

I. COMMON TERMS AND DEFINITIONS

A. The following standard definitions are for reference purposes only and may or may not apply in their entirety throughout the Agreement. The parties agree to the following terms and definitions, and to those terms and definitions which, for convenience, are set forth elsewhere in the Agreement.

1. Admission means documentation, by CONTRACTOR, of completion of the entry and evaluation documents into IRIS.

2. Data Collection System means software designed for collection, tracking and reporting outcomes data for Resident enrolled in the FSP Programs.

a. 3 M’s means the Quarterly Assessment Form that is completed for each Resident every three months in the approved data collection system.

b. Data Mining and Analysis Specialist means a person who is responsible for ensuring the program maintains a focus on outcomes, by reviewing outcomes, and analyzing data as well as working on strategies for gathering new data from the Resident’ perspective which will improve understanding of Resident’ needs and desires towards furthering their recovery. This individual will provide feedback to the program and work collaboratively with the employment specialist, education specialist, benefits specialist, and other staff in the program in strategizing improved outcomes in these areas. This position will be responsible for attending all data and outcome related meetings and ensuring that program is being proactive in all data collection requirements and changes at the local and state level.

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

3. Care Coordinator is a MHS, CSW, or MFT that provides mental health, crisis intervention and case management services to those Residents who seek services in the COUNTY operated outpatient programs.

4. Case Management Linkage Brokerage means a process of identification, assessment of need, planning, coordination and linking, monitoring and continuous evaluation of Residents and of available resources and advocacy through a process of casework activities in order to achieve the best possible

1 resolution to individual needs in the most effective way possible. This includes supportive assistance to
 2 the Resident in the assessment, determination of need and securing of adequate and appropriate living
 3 arrangements.

4 5. Client or Resident means an individual, referred by COUNTY or enrolled in
 5 CONTRACTOR's program for services under the Agreement, who experiences chronic mental illness.

6 6. CSW means an individual who meets the minimum professional and licensure requirements
 7 set forth in CCR, Title 9, Section 625, and has two (2) years of post-master's clinical experience in a
 8 mental health setting.

9 7. Diagnosis means the definition of the nature of the Resident's disorder. When formulating
 10 the diagnosis of Resident, CONTRACTOR shall use the diagnostic codes and axes as specified in the
 11 most current edition of the DSM published by the American Psychiatric Association (APA). DSM
 12 diagnoses will be recorded on all IRIS documents, as appropriate.

13 8. FSPs

14 a. A FSP means a type of program described by the State in the requirements for the
 15 COUNTY plan for use of MHSA funds and which includes Residents being a full partner in the
 16 development and implementation of their treatment plan. A FSP is an evidence-based and strength-based
 17 model, with the focus on the individual rather than the disease. Multi-disciplinary teams will be
 18 established including the Resident, Psychiatrist, and PSC. Whenever possible, these multi-disciplinary
 19 teams will include a mental health nurse, marriage and family therapist, clinical social worker, peer
 20 specialist, and family members. The ideal Resident to staff ratio will be in the range of fifteen to twenty
 21 (15-20) to one (1), ensuring relationship building and intense service delivery. Services will include, but
 22 not be limited to, the following:

- 23 1) Crisis management;
- 24 2) Housing Services;
- 25 3) Twenty-four (24)-hours per day, seven (7) days per week intensive case
 26 management;
- 27 4) Community-based Wraparound Recovery Services;
- 28 5) Vocational and Educational services;
- 29 6) Job Coaching/Developing;
- 30 7) Resident employment;
- 31 8) Money management/Representative Payee support;
- 32 9) Flexible Fund account for immediate needs;
- 33 10) Transportation;
- 34 11) Illness education and self-management;
- 35 12) Medication Support;
- 36 13) Co-occurring Services;
- 37 14) Linkage to financial benefits/entitlements;

1 15) Family and Peer Support; and

2 16) Supportive socialization and meaningful community roles.

3 b. Resident services are focused on recovery and harm reduction to encourage the highest
4 level of Resident empowerment and independence achievable. PSC's will meet with the Resident in their
5 current community setting and will develop a supportive relationship with the individual served.
6 Substance abuse treatment will be integrated into services and provided by the Resident's team to
7 individuals with a co-occurring disorder.

8 c. The FSP shall offer "whatever it takes" to engage seriously mentally ill adults, including
9 those who are dually diagnosed, in a partnership to achieve the individual's wellness and recovery goals.
10 Services shall be non-coercive and focused on engaging people in the field. The goal of FSP Programs is
11 to assist the Resident's progress through pre-determined quality of life outcome domains (housing,
12 decreased jail, decreased hospitalization, increased education involvement, increased employment
13 opportunities and retention, linkage to medical providers, etc.) and become more independent and self-
14 sufficient as Residents move through the continuum of recovery and evidence by progressing to lower
15 level of care or out of the "intensive case management need" category.

16 9. Intern means an individual enrolled in an accredited graduate program accumulating
17 clinically supervised work experience hours as part of field work, internship, or practicum requirements.
18 Acceptable graduate programs include all programs that assist the student in meeting the educational
19 requirements in becoming a MFT, a Licensed CSW, or a licensed Clinical Psychologist.

20 10. MFT means an individual who meets the minimum professional and licensure requirements
21 set forth in CCR, Title 9, Section 625.

22 11. Mental Health Services means interventions designed to provide the maximum reduction of
23 mental disability and restoration or maintenance of functioning consistent with the requirements for
24 learning, development and enhanced self-sufficiency. Services shall include:

25 a. Assessment means a service activity, which may include a clinical analysis of the history
26 and current status of a beneficiary's mental, emotional, or behavioral disorder, relevant cultural issues and
27 history, Diagnosis and the use of testing procedures.

28 b. Collateral means a significant support person in a beneficiary's life and is used to define
29 services provided to them with the intent of improving or maintaining the mental health status of the
30 Resident. The beneficiary may or may not be present for this service activity.

31 c. Co-Occurring Integrated Treatment Model. In evidence-based Integrated Treatment
32 programs, Residents receive combined treatment for mental illnesses and substance use disorders from
33 the same practitioner or treatment team.

34 d. Crisis Intervention means a service, lasting less than twenty-four (24) hours, to or on
35 behalf of a Resident for a condition which requires more timely response than a regularly scheduled visit.
36 Service activities may include, but are not limited to, assessment, collateral and therapy.

37 e. Medication Support Services means those services provided by a licensed physician,

1 registered nurse, or other qualified medical staff, which includes prescribing, administering, dispensing
 2 and monitoring of psychiatric medications or biologicals and which are necessary to alleviate the
 3 symptoms of mental illness. These services also include evaluation and documentation of the clinical
 4 justification and effectiveness for use of the medication, dosage, side effects, compliance and response to
 5 medication, as well as obtaining informed consent, providing medication education and plan development
 6 related to the delivery of the service and/or assessment of the beneficiary.

7 f. Rehabilitation Service means an activity which includes assistance in improving,
 8 maintaining, or restoring a Resident's or group of Residents' functional skills, daily living skills, social
 9 and leisure skill, grooming and personal hygiene skills, meal preparation skills, support resources and/or
 10 medication education.

11 g. Targeted Case Management means services that assist a beneficiary to access needed
 12 medical, educational, social, prevocational, vocational, rehabilitative, or other community services. The
 13 service activities may include, but are not limited to, communication, coordination and referral;
 14 monitoring service delivery to ensure beneficiary access to service and the service delivery system;
 15 monitoring of the beneficiary's progress; and plan development.

16 h. Therapy means a service activity which is a therapeutic intervention that focuses
 17 primarily on symptom reduction as a means to improve functional impairments. Therapy may be
 18 delivered to an individual or group of beneficiaries which may include family therapy in which the
 19 beneficiary is present.

20 12. MHSA means the law that provides funding for expanded community Mental Health
 21 Services. It is also known as "Proposition 63."

22 13. PSC means an individual who will be part of a multi-disciplinary team that will provide
 23 community based Mental Health Services to adults that are struggling with persistent and severe mental
 24 illness as well as homelessness, rehabilitation and recovery principles. The PSC is responsible for clinical
 25 care and case management of assigned Resident and families in a community, home, or program setting.
 26 This includes assisting Residents with mental health, housing, vocational and educational needs. The
 27 position is also responsible for administrative and clinical documentation as well as participating in
 28 trainings and team meetings. The PSC shall be active in supporting and implementing the program's
 29 philosophy and its individualized, strength-based, culturally/linguistically competent and Resident-
 30 centered approach.

31 14. Pre-Licensed Psychologist means an individual who has obtained a Ph.D. or Psy.D. in
 32 Clinical Psychology and is registered with the Board of Psychology as a registered Psychology Intern or
 33 Psychological Assistant, acquiring hours for licensing and waived in accordance with WIC Section
 34 575.2. The waiver may not exceed five (5) years.

35 15. Psychiatrist means an individual who meets the minimum professional and licensure
 36 requirements set forth in CCR, Title 9, Section 623.

37 16. Psychologist means an individual who meets the minimum professional and licensure

1 requirements set forth in CCR, Title 9, Section 624.

2 17. Referral means providing the effective linkage of a Resident to another service, when
3 indicated; with follow-up to be provided within five (5) working days to assure that the Resident has made
4 contact with the referred service.

5 18. Bed Day means one (1) calendar day which CONTRACTOR provides residential treatment
6 services as described in Exhibit A of the Agreement. A Bed Day will include the day of admission; but
7 not the day of discharge. If admission and discharge occur on the same day, one (1) Bed Day will be
8 charged.

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

11
12 **II. PAYMENTS**

13 A. For all services provided pursuant to the Agreement, COUNTY shall pay CONTRACTOR
14 monthly, in arrears at the rate of \$_____ (number) per person per bed day for services provided to
15 Residents who were approved by ADMINISTRATOR as eligible to receive Short Term Housing Services
16 in accordance with WIC, Section 4075 and at a lower rate of \$_____ (number) per bed day for
17 designated beds for Short Term Housing Services that are not in use.

18 Reimbursement shall be based upon bed days authorized by ADMINISTRATOR, the total of all such
19 payments to CONTRACTOR during Period One and Period Two shall not exceed the Aggregate
20 Maximum Obligation for each Period as specified in the Referenced Contract Provisions of the
21 Agreement.

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

27 C. ADMINISTRATOR may withhold or delay any payment if CONTRACTOR fails to comply with
28 any provision of the Agreement.

29 D. CONTRACTOR's invoices shall be supported, at CONTRACTOR'S facility, by source
30 documentation including an invoice record for each Resident bed day billed to the ADMINISTRATOR.

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

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

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III. REPORTS

A. PROGRAMMATIC – CONTRACTOR shall submit weekly and monthly census reports to ADMINISTRATOR. These reports shall be on a form acceptable to, or provided by, ADMINISTRATOR. ADMINISTRATOR may request additional program reports of CONTRACTOR in order to determine the quality and nature of services provided hereunder. ADMINISTRATOR will be specific as to the nature of information requested, and may allow up to thirty (30) calendar days for CONTRACTOR to respond to request.

B. ADDITIONAL REPORTS – CONTRACTOR shall make additional reports as reasonably required by ADMINISTRATOR concerning CONTRACTOR’s activities as they affect the duties and purposes contained in the Agreement. ADMINISTRATOR will provide CONTRACTOR with at least thirty (30) calendar days notice if such additional reports are required, and shall explain any procedures for reporting the required information.

C. CONTRACTOR shall report all special incidents to ADMINISTRATOR and shall submit a written Special Incident Report in accordance with the Notices Paragraph of the Agreement. Special incidents shall include, but are not limited to, Resident's suicide or attempted suicide, elopement or absence without leave, serious injury, death, criminal behavior including arrests with or without conviction, positive test results for substance abuse from urine screenings, or any other incident which may expose COUNTY or CONTRACTOR to liability.

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

IV. SERVICES

A. FACILITY

1. CONTRACTOR shall provide Short Term Housing facilities located at the following addresses:

Provider Name

Address

, State, Zip Code

2. CONTRACTOR shall maintain the Short Term Housing facility as an alcohol and drug-free, supervised living environment. CONTRACTOR must ensure that the facility is in safe and sanitary condition at all times and includes, at minimum, the following:

- a. Separate and safe same sex sleeping quarters, as well as separate beds for each Resident;
- b. Lounge area for all Residents;
- c. No more than six (6) Residents per bathroom.

B. PERSONS SERVED - CONTRACTOR shall provide Short Term Housing Services on a

1 temporary and/or emergency basis for indigent Residents eighteen (18) years of age and older, who are
 2 diagnosed with a serious and persistent mental illness or a serious psychiatric diagnosis and who may also
 3 have co-morbid substance abuse disorder, and who are receiving services from a COUNTY clinic or a
 4 COUNTY contracted mental health program, and are homeless and without funding to secure housing.
 5 Short Term Housing Services are limited to a maximum stay of one hundred twenty (120) days while
 6 permanent housing is established for the Resident. Prior authorization from ADMINSTRATOR is
 7 required for any extension requests. Residents served under the Agreement must be referred and approved
 8 for admission to the program by the ADMINISTRATOR.

9 C. SERVICES PROVIDED

10 1. CONTRACTOR shall provide supervision and other services during regularly scheduled
 11 service hours, seven (7) days per week, twenty-four (24) hours per day throughout the year. Overnight
 12 supervision will require one staff member per site.

13 2. CONTRACTOR shall provide Residents with three (3) nutritiously balanced meals and
 14 snacks per day.

15 3. CONTRACTOR shall provide laundry facilities including supplies such as detergent, bleach,
 16 and softening products, for Residents.

17 4. CONTRACTOR shall provide toilet tissue, soap, shampoo, sanitary, and toiletry articles
 18 appropriate to the health and grooming needs of Residents.

19 5. CONTRACTOR shall comply with the ADMINISTRATOR's written policies regarding
 20 admissions and discharges of Residents including maintaining the confidentiality of any and all Residents'
 21 information and records which may be obtained in the course of providing services.

22 6. CONTRACTOR shall collaborate with the ADMINISTRATOR in meeting the specialized
 23 needs of mentally disabled adults, as specified in the Resident's housing plan. CONTRACTOR shall
 24 assist Residents with housing search activities such as locating potential leasing opportunities, assisting
 25 with transportation arrangement, and teaching appropriate housing application and interviewing skills.

26 7. CONTRACTOR shall encourage Residents to take increasing responsibility for their own
 27 treatment by supporting the goal(s) identified in the housing plan developed by the Resident in conjunction
 28 with the ADMINISTRATOR or Plan Coordinators.

29 8. CONTRACTOR shall encourage Residents to use leisure time in a constructive manner, and
 30 to maintain adequate grooming.

31 9. CONTRACTOR shall assist Residents to engage in appropriate social relationship behaviors,
 32 such as appropriate communication with others.

33 10. CONTRACTOR shall educate Residents in becoming responsible in self-management,
 34 storage of prescribed medication and participation in treatment.

35 11. CONTRACTOR shall educate Residents in the responsibility for daily household duties,
 36 which may include food preparation, house cleaning, and basic household operations. Resident are
 37 required to complete one household task per day.

1 12. CONTRACTOR shall maintain copies of the shelter referral and updates in the Residents'
2 records.

3 13. CONTRACTOR shall participate with ADMINISTRATOR in meetings and relevant
4 trainings.

5 14. CONTRACTOR shall establish a written Housing Resource Guide for standards of conduct
6 for all Residents.

7 15. CONTRACTOR shall establish a written smoking policy.

8 16. CONTRACTOR shall establish a written visitation policy that includes:

- 9 a. Sign-in logs;
- 10 b. Visitation hours; and
- 11 c. Designated visiting areas at the facility.

12 17. CONTRACTOR shall establish a written Good Neighbor Policy that includes, but is not
13 limited to the following:

- 14 a. Training of staff on how to manage neighbor complaints; and
- 15 b. Neighbor complaint procedures.

16 18. CONTRACTOR shall maintain a daily roster of Residents that includes:

- 17 a. Names of current shelter Residents and date of entry;
- 18 b. Names of Residents exiting from shelter during the previous twenty-four (24) hours, and
19 reason for exit; and
- 20 c. Significant information about Residents' condition and/or status, such as:

- 21 1) Mental or physical health;
- 22 2) Observed behavior;
- 23 3) Medication use;
- 24 4) Compliance with facility rules;
- 25 5) Job search activity;
- 26 6) Application for benefits;
- 27 7) Income received;
- 28 8) Substance use; and
- 29 9) Disposition of Resident's housing information upon discharge.

30 19. CONTRACTOR shall provide staff training on how to de-escalate conflicts between
31 residents before they become serious, and know what resources are appropriate and available and how to
32 access them in the event of a psychiatric or other emergency.

33 D. PERFORMANCE OUTCOMES – CONTRACTOR shall ensure that a minimum of twenty-five
34 percent (25%) of homeless, mentally ill Residents placed in their short term housing facility will move to
35 transitional or permanent housing.

36 E. CONTRACTOR shall not conduct any proselytizing activities, regardless of funding sources,
37 with respect to any individual(s) who have been referred to CONTRACTOR by COUNTY under the terms

1 of the Agreement. Further, CONTRACTOR agrees that the funds provided hereunder will not be used to
2 promote, directly or indirectly, any religion, religious creed or cult, denomination or sectarian institution,
3 or religious belief.

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

6
7 **V. STAFFING**

8 A. CONTRACTOR shall provide effective administrative management of the budget, staffing,
9 recording, and reporting portion of the agreement with the COUNTY. If administrative responsibilities
10 are delegated to subcontractors, the Contractor must ensure that any subcontractor(s) possess the
11 qualifications and capacity to perform all delegated responsibilities. Responsibilities include but are not
12 limited to the following:

- 13 1. Designate the responsible position(s) in your organization for managing the funds allocated
14 to this program;
- 15 2. Maximize the use of the allocated funds;
- 16 3. Ensure timely and accurate reporting of weekly and monthly reports;
- 17 4. Maintain appropriate staffing levels;
- 18 5. Effectively communicate and monitor the program for its success;
- 19 6. Maintain electronic and telephone communication between key staff and the Contract and
20 Program Administrators; and
- 21 7. Act quickly to identify and solve problems.

22 B. CONTRACTOR and ADMINISTRATOR may mutually agree, in writing, to modify the Staffing
23 Paragraph of this Exhibit A to the Agreement.

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EXHIBIT B
TO AGREEMENT FOR PROVISION OF
SHORT TERM HOUSING SERVICES
BETWEEN
COUNTY OF ORANGE

AND
«NAME1»
XXXXXXXX

JULY 1, 2017 2019 THROUGH JUNE 30, 2019 2020

I. BUSINESS ASSOCIATE CONTRACT

A. GENERAL PROVISIONS AND RECITALS

1. The parties agree that the terms used, but not otherwise defined in the Common Terms and Definitions Paragraph of Exhibit A, B, and C to the Agreement or in subparagraph B below, shall have the same meaning given to such terms under HIPAA, the HITECH Act, and their implementing regulations at 45 CFR Parts 160 and 164 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 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 the 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,

1 and requirements of the Privacy and the Security rules, as they may exist now or be hereafter amended,
 2 with respect to PHI and electronic PHI created, received, maintained, transmitted, used, or disclosed
 3 pursuant 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. “DRS” shall have the meaning given to such term under the HIPAA Privacy Rule in 45 CFR
 35 § 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. “PHI” shall have the meaning given to such term under the HIPAA regulations in 45 CFR §
12 160.103.

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 subparagraph E below and
 13 as 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 DRS, to COUNTY or, as directed by COUNTY, to an Individual
 19 in order to meet the requirements under 45 CFR § 164.524. If CONTRACTOR maintains an EHR with
 20 PHI, and an individual requests a copy of such information in an electronic format, CONTRACTOR shall
 21 provide such information in an electronic format.

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

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

31 10. CONTRACTOR agrees to document any Disclosures of PHI COUNTY discloses to
 32 CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY,
 33 and to make information related to such Disclosures available as would be required for COUNTY to
 34 respond to a request by an Individual for an accounting of Disclosures of PHI in accordance with 45 CFR
 35 § 164.528.

36 //

37 11. CONTRACTOR agrees to provide COUNTY or an Individual, as directed by COUNTY, in

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

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

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

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

19 15 CONTRACTOR shall make itself and any subcontractors, employees or agents assisting
 20 CONTRACTOR in the performance of its obligations under the Agreement, available to COUNTY at no
 21 cost to COUNTY to testify as witnesses, or otherwise, in the event of litigation or administrative
 22 proceedings being commenced against COUNTY, its directors, officers or employees based upon claimed
 23 violation of HIPAA, the HIPAA regulations or other laws relating to security and privacy, which involves
 24 inactions or actions by CONTRACTOR, except where CONTRACTOR or its subcontractor, employee,
 25 or agent is a named adverse party.

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

36 //

37 a. CONTRACTOR does not promptly enter into negotiations to amend this Business

1 Associate Contract when requested by COUNTY pursuant to this subparagraph C; or

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

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

8 D. SECURITY RULE

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

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

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

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

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

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

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

36 //

37 5. CONTRACTOR shall report to COUNTY immediately any Security Incident of which it

1 becomes aware. CONTRACTOR shall report Breaches of Unsecured PHI in accordance with
2 subparagraph E below and as required by 45 CFR § 164.410.

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

6 E. DATA SECURITY REQUIREMENTS

7 1. Personal Controls

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

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

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

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

33 2. Technical Security Controls

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

1 COUNTY.

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

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

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

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

20 f. Patch Management. All workstations, laptops and other systems that process and/or store
21 PHI COUNTY discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits
22 on behalf of COUNTY must have critical security patches applied, with system reboot if necessary. There
23 must be a documented patch management process which determines installation timeframe based on risk
24 assessment and vendor recommendations. At a maximum, all applicable patches must be installed within
25 thirty (30) calendar or business days of vendor release. Applications and systems that cannot be patched
26 due to operational reasons must have compensatory controls implemented to minimize risk, where
27 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 twenty-four (24) hours. Passwords are not to be shared. Passwords must be at least eight characters
33 and must be a non-dictionary word. Passwords must not be stored in readable format on the computer.
34 Passwords must be changed every ninety (90) days, preferably every sixty (60) days. Passwords must be
35 changed if revealed or compromised. Passwords must be composed of characters from at least three (3)
36 of the following four (4) groups from the standard keyboard:

37 1) Upper case letters (A-Z)

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

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

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

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

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

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

28 m. Transmission encryption. All data transmissions of PHI COUNTY discloses to
29 CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY
30 outside the secure internal network must be encrypted using a FIPS 140-2 certified algorithm which is
31 128bit or higher, such as AES. Encryption can be end to end at the network level, or the data files
32 containing PHI can be encrypted. This requirement pertains to any type of PHI in motion such as website
33 access, file transfer, and E-Mail.

34 n. Intrusion Detection. All systems involved in accessing, holding, transporting, and
35 protecting PHI COUNTY discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains,

36 //

37 or transmits on behalf of COUNTY that are accessible via the Internet must be protected by a

1 comprehensive intrusion detection and prevention solution.

2 3. Audit Controls

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

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

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

16 4. Business Continuity/Disaster Recovery Control

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

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

29 5. Paper Document Controls

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

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37 b. Escorting Visitors. Visitors to areas where PHI COUNTY discloses to CONTRACTOR

1 or CONTRACTOR creates, receives, maintains, or transmits on behalf of COUNTY is contained shall be
2 escorted and such PHI shall be kept out of sight while visitors are in the area.

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

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

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

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

21 F. BREACH DISCOVERY AND NOTIFICATION

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

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

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

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

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

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

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

1 Individual under 45 CFR §164.404 (c) at the time CONTRACTOR is required to notify COUNTY or
 2 promptly thereafter as this information becomes available, even after the regulatory sixty (60) calendar or
 3 business day period set forth in 45 CFR § 164.410 (b) has elapsed, including:

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

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

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

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

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

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

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

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

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

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

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

1 G. PERMITTED USES AND DISCLOSURES BY CONTRACTOR

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

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

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

11 1) The Disclosure is required by law; or

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

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

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

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

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

25 H. PROHIBITED USES AND DISCLOSURES

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

31 2. CONTRACTOR shall not directly or indirectly receive remuneration in exchange for PHI
32 COUNTY discloses to CONTRACTOR or CONTRACTOR creates, receives, maintains, or transmits on
33 behalf of COUNTY, except with the prior written consent of COUNTY and as permitted by 42 USC §
34 17935(d)(2).

35 I. OBLIGATIONS OF COUNTY

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

1 CONTRACTOR’s Use or Disclosure of PHI.

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

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

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

10 J. BUSINESS ASSOCIATE TERMINATION

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

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

15 b. Immediately terminate the Agreement, if CONTRACTOR is unwilling or unable to cure
16 the material Breach or end the violation within (30) calendar or business days, provided termination of
17 the Agreement is feasible.

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

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

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

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

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

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EXHIBIT C
TO AGREEMENT FOR PROVISION OF
SHORT TERM HOUSING SERVICES
BETWEEN
COUNTY OF ORANGE
AND

«NAME1»XXXXXXXX

JULY 1, 2017~~2019~~ THROUGH JUNE 30, 2019~~2020~~

I. PERSONAL INFORMATION PRIVACY AND SECURITY CONTRACT

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

A. DEFINITIONS

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

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

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

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

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

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

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

8. "PI" shall have the meaning given to such term in 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

1 with respect to health care providers participating in the program, and statutes or regulations that require
 2 the production of information, including statutes or regulations that require such information if payment
 3 is sought under a government program providing public benefits.

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

7 B. TERMS OF AGREEMENT

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

12 2. Responsibilities of CONTRACTOR

13 CONTRACTOR agrees:

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

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

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

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

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

35 3) If the data obtained by CONTRACTOR from COUNTY includes PII,
 36 CONTRACTOR shall also comply with the substantive privacy and security requirements in the CMPPA
 37 Agreement between the SSA and the CHHS and in the Agreement between the SSA and DHCS, known

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

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

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

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

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

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

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

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