

**AGREEMENT BETWEEN THE COUNTY OF SAN MATEO AND
TELECARE CORPORATION**

THIS AGREEMENT, entered into this _____ day of _____ ,
20_____, by and between the COUNTY OF SAN MATEO, hereinafter called
“County,” and TELECARE CORPORATION, hereinafter called “Contractor”;

W I T N E S S E I H:

WHEREAS, pursuant to Government Code Section 31000, County may contract with independent contractors for the furnishing of such services to or for County or any Department thereof;

WHEREAS, it is necessary and desirable that Contractor be retained for the purpose of Full Service Partnership Mental Health Service programs (FSP).

**NOW, THEREFORE, IT IS HEREBY AGREED BY THE PARTIES HERETO
AS FOLLOWS:**

1. Exhibits and Attachments

The following exhibits and attachments are attached to this Agreement and incorporated into this Agreement by this reference:

Exhibit A—Services
Exhibit B—Payments and Rates
Exhibit C—Contractor’s Budget
Attachment C—Election of Third Party Billing Process
Attachment D—Payor Financial Form
Attachment E – Fingerprinting Certification
Attachment I—§ 504 Compliance

2. Services to be performed by Contractor

In consideration of the payments set forth herein and in Exhibit B, Contractor shall perform services for County in accordance with the terms, conditions, and specifications set forth herein and in Exhibit A.

3. Payments

In consideration of the services provided by Contractor in accordance with all terms, conditions, and specifications set forth herein and in Exhibit A, County shall make payment to Contractor based on the rates and in the manner specified in Exhibit B. County reserves the right to withhold payment if County determines that the quantity

or quality of the work performed is unacceptable. In no event shall County's total fiscal obligation under this Agreement exceed SIXTEEN MILLION ONE HUNDRED TWELVE THOUSAND SIX HUNDRED NINETY-ONE DOLLARS (\$16,112,691).

4. Term and Termination

Subject to compliance with all terms and conditions, the term of this Agreement shall be from July 1, 2014, through June 30, 2017.

This Agreement may be terminated by Contractor, the Chief of the Health System, or his/her designee at any time without a requirement of good cause upon thirty (30) days' written notice to the other party.

In the event of termination, all finished or unfinished documents, data, studies, maps, photographs, reports, and materials (hereafter referred to as materials) prepared by Contractor under this Agreement shall become the property of County and shall be promptly delivered to County. Upon termination, Contractor may make and retain a copy of such materials. Subject to availability of funding, Contractor shall be entitled to receive payment for work/services provided prior to termination of the Agreement. Such payment shall be that portion of the full payment which is determined by comparing the work/services completed to the work/services required by the Agreement.

5. Availability of Funds

County may terminate this Agreement or a portion of the services referenced in the Attachments and Exhibits based upon unavailability of Federal, State, or County funds by providing written notice to Contractor as soon as is reasonably possible after County learns of said unavailability of outside funding.

6. Relationship of Parties

Contractor agrees and understands that the work/services performed under this Agreement are performed as an independent Contractor and not as an employee of County and that neither Contractor nor its employees acquire any of the rights, privileges, powers, or advantages of County employees.

7. Hold Harmless

7.1 **General Hold Harmless.** Contractor shall indemnify and save harmless County and its officers, agents, employees, and servants from all claims, suits, or actions of every name, kind, and description resulting from this Agreement, the performance of any work or services required of Contractor under this Agreement, or payments made pursuant to this Agreement brought for, or on account of, any of the following: (A) injuries to or death of any person, including Contractor or its employees/officers/agents; (B) damage to any property of any kind whatsoever and to whomsoever belonging; (C) any sanctions, penalties, or claims of damages resulting from Contractor's failure to comply, if applicable, with the requirements set forth in the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and all Federal regulations promulgated thereunder, as amended; or (D) any other loss or cost, including but not limited to that caused by the concurrent active or passive

negligence of County and/or its officers, agents, employees, or servants. However, Contractor's duty to indemnify and save harmless under this Section shall not apply to injuries or damage for which County has been found in a court of competent jurisdiction to be solely liable by reason of its own negligence or willful misconduct.

The duty of Contractor to indemnify and save harmless as set forth by this Section shall include the duty to defend as set forth in Section 2778 of the California Civil Code.

7.2 Intellectual Property Indemnification.

Contractor hereby certifies that it owns, controls, or licenses and retains all right, title, and interest in and to any intellectual property it uses in relation to this Agreement, including the design, look, feel, features, source code, content, and other technology relating to any part of the services it provides under this Agreement and including all related patents, inventions, trademarks, and copyrights, all applications therefor, and all trade names, service marks, know how, and trade secrets ("IP Rights") except as otherwise noted by this Agreement. Contractor warrants that the services it provides under this Agreement do not infringe, violate, trespass, or constitute the unauthorized use or misappropriation of any IP Rights of any third party. Contractor shall defend, indemnify, and hold harmless County from and against all liabilities, costs, damages, losses, and expenses (including reasonable attorney fees) arising out of or related to any claim by a third party that the services provided under this Agreement infringe or violate any third-party's IP Rights provided any such right is enforceable in the United States. Contractor's duty to defend, indemnify, and hold harmless under this Section applies only provided that: (a) County notifies Contractor promptly in writing of any notice of any such third-party claim; (b) County cooperates with Contractor, at Contractor's expense, in all reasonable respects in connection with the investigation and defense of any such third-party claim; (c) Contractor retains sole control of the defense of any action on any such claim and all negotiations for its settlement or compromise (provided Contractor shall not have the right to settle any criminal action, suit, or proceeding without County's prior written consent, not to be unreasonably withheld, and provided further that any settlement permitted under this Section shall not impose any financial or other obligation on County, impair any right of County, or contain any stipulation, admission, or acknowledgement of wrongdoing on the part of County without County's prior written consent, not to be unreasonably withheld); and (d) should services under this Agreement become, or in Contractor's opinion be likely to become, the subject of such a claim, or in the event such a third party claim or threatened claim causes County's reasonable use of the services under this Agreement to be seriously endangered or disrupted, Contractor shall, at Contractor's option and expense, either: (i) procure for County the right to continue using the services without infringement or (ii) replace or modify the services so that they become non infringing but remain functionally equivalent.

Notwithstanding anything in this Section to the contrary, Contractor will have no obligation or liability to County under this Section to the extent any otherwise covered claim is based upon: (a) any aspects of the services under this Agreement

which have been modified by or for County (other than modification performed by, or at the direction of, Contractor) in such a way as to cause the alleged infringement at issue; (b) any aspects of the services under this Agreement which have been used by County in a manner prohibited by this Agreement.

The duty of Contractor to indemnify and save harmless as set forth by this Section shall include the duty to defend as set forth in Section 2778 of the California Civil Code.

8. Assignability and Subcontracting

Contractor shall not assign this Agreement or any portion thereof to a third party or subcontract with a third party to provide services required by Contractor under this Agreement without the prior written consent of County. Any such assignment or subcontract without County's prior written consent shall give County the right to automatically and immediately terminate this Agreement.

9. Insurance

Contractor shall not commence work or be required to commence work under this Agreement unless and until all insurance required under this Section has been obtained and such insurance has been approved by County's Risk Management, and Contractor shall use diligence to obtain such insurance and to obtain such approval. Contractor shall furnish County with certificates of insurance evidencing the required coverage, and there shall be a specific contractual liability endorsement extending Contractor's coverage to include the contractual liability assumed by Contractor pursuant to this Agreement. These certificates shall specify or be endorsed to provide that thirty (30) days' notice must be given, in writing, to County of any pending change in the limits of liability or of any cancellation or modification of the policy.

- (1) **Workers' Compensation and Employer's Liability Insurance.** Contractor shall have in effect during the entire term of this Agreement workers' compensation and employer's liability insurance providing full statutory coverage. In signing this Agreement, Contractor certifies, as required by Section 1861 of the California Labor Code, (a) that it is aware of the provisions of Section 3700 of the California Labor Code, which require every employer to be insured against liability for workers' compensation or to undertake self-insurance in accordance with the provisions of the Labor Code, and (b) that it will comply with such provisions before commencing the performance of work under this Agreement.
- (2) **Liability Insurance.** Contractor shall take out and maintain during the term of this Agreement such bodily injury liability and property damage liability insurance as shall protect Contractor and all of its employees/officers/agents while performing work covered by this Agreement from any and all claims for damages for bodily injury, including accidental death, as well as any and all claims for property damage which may arise from Contractor's operations under this Agreement, whether such operations be by Contractor, any

subcontractor, anyone directly or indirectly employed by either of them, or by an agent of either of them. Such insurance shall be combined single limit bodily injury and property damage for each occurrence and shall not be less than the amount specified below.

Such insurance shall include:

- | | | |
|-----|---|-------------|
| (a) | Comprehensive General Liability | \$1,000,000 |
| (b) | Motor Vehicle Liability Insurance | \$1,000,000 |
| (c) | Professional Liability. | \$1,000,000 |
| (d) | Worker's Compensation | Statutory |

County and its officers, agents, employees, and servants shall be named as additional insured on any such policies of insurance, which shall also contain a provision that (a) the insurance afforded thereby to County and its officers, agents, employees, and servants shall be primary insurance to the full limits of liability of the policy and (b) if the County or its officers, agents, employees, and servants have other insurance against the loss covered by such a policy, such other insurance shall be excess insurance only.

In the event of the breach of any provision of this Section, or in the event any notice is received which indicates any required insurance coverage will be diminished or canceled, County, at its option, may, notwithstanding any other provision of this Agreement to the contrary, immediately declare a material breach of this Agreement and suspend all further work and payment pursuant to this Agreement.

10. Compliance With Laws

All services to be performed by Contractor pursuant to this Agreement shall be performed in accordance with all applicable Federal, State, County, and municipal laws, ordinances, and regulations, including but not limited to the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and the Federal Regulations promulgated thereunder, as amended (if applicable), the Business Associate requirements set forth in Attachment H (if attached), the Americans with Disabilities Act of 1990, as amended, and Section 504 of the Rehabilitation Act of 1973, which prohibits discrimination on the basis of handicap in programs and activities receiving any Federal or County financial assistance. Such services shall also be performed in accordance with all applicable ordinances and regulations, including but not limited to appropriate licensure, certification regulations, provisions pertaining to confidentiality of records, and applicable quality assurance regulations. In the event of a conflict between the terms of this Agreement and any applicable State, Federal, County, or municipal law or regulation, the requirements of the applicable law or regulation will take precedence over the requirements set forth in this Agreement.

Further, Contractor certifies that Contractor and all of its subcontractors will adhere to all applicable provisions of Chapter 4.106 of the San Mateo County Ordinance Code, which regulates the use of disposable food service ware.

Contractor will timely and accurately complete, sign, and submit all necessary

- A. *General non-discrimination.* No person shall be denied any services provided pursuant to this Agreement (except as limited by the scope of services) on the grounds of race, color, national origin, ancestry, age, disability (physical or mental), sex, sexual orientation, gender identity, marital or domestic partner status, religion, political beliefs or affiliation, familial or parental status (including pregnancy), medical condition (cancer-related), military service, or genetic information.
- B. *Equal employment opportunity.* Contractor shall ensure equal employment opportunity based on objective standards of recruitment, classification, selection, promotion, compensation, performance evaluation, and management relations for all employees under this Agreement. Contractor's equal employment policies shall be made available to County upon request.
- C. *Section 504 of the Rehabilitation Act of 1973.* Contractor shall comply with Section 504 of the Rehabilitation Act of 1973, as amended, which provides that no otherwise qualified handicapped individual shall, solely by reason of a disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination in the performance of this Agreement. This Section applies only to contractors who are providing services to members of the public under this Agreement.
- D. *Compliance with County's Equal Benefits Ordinance.* With respect to the provision of benefits to its employees, Contractor shall comply with Chapter 2.84 of the County Ordinance Code, which prohibits contractors from discriminating in the provision of employee benefits between an employee with a domestic partner and an employee with a spouse. In order to meet the requirements of Chapter 2.84, Contractor must certify which of the following statements is/are accurate:
- ☒ Contractor complies with Chapter 2.84 by:
 - ☒ offering the same benefits to its employees with spouses and its employees with domestic partners.
 - ☐ offering, in the case where the same benefits are not offered to its employees with spouses and its employees with domestic partners, a cash payment to an employee with a domestic partner that is equal to Contractor's cost of providing the benefit to an employee with a spouse.
 - ☐ Contractor is exempt from having to comply with Chapter 2.84 because it has no employees or does not provide benefits to employees' spouses.
 - ☐ Contractor does not comply with Chapter 2.84, and a waiver must be sought.
- E. *Discrimination Against Individuals with Disabilities.* The Contractor shall

comply fully with the nondiscrimination requirements of 41 C.F.R. 60-741.5(a), which is incorporated herein as if fully set forth.

F. *History of Discrimination.* Contractor must check one of the two following options, and by executing this Agreement, Contractor certifies that the option selected is accurate:

- ☒ No finding of discrimination has been issued in the past 365 days against Contractor by the Equal Employment Opportunity Commission, Fair Employment and Housing Commission, or any other investigative entity.
- ☐ Finding(s) of discrimination have been issued against Contractor within the past 365 days by the Equal Employment Opportunity Commission, Fair Employment and Housing Commission, or other investigative entity. If this box is checked, Contractor shall provide County with a written explanation of the outcome(s) or remedy for the discrimination.

G. *Violation of Non-discrimination provisions.* Violation of the non-discrimination provisions of this Agreement shall be considered a breach of this Agreement and subject the Contractor to penalties, to be determined by the County Manager, including but not limited to the following:

- i) termination of this Agreement;
- ii) disqualification of the Contractor from bidding on or being awarded a County contract for a period of up to 3 years;
- iii) liquidated damages of \$2,500 per violation; and/or
- iv) imposition of other appropriate contractual and civil remedies and sanctions, as determined by the County Manager.

To effectuate the provisions of this Section, the County Manager shall have the authority to examine Contractor's employment records with respect to compliance with this Section and/or to set off all or any portion of the amount described in this Section against amounts due to Contractor under this Agreement or any other agreement between Contractor and County.

Contractor shall report to the County Manager the filing by any person in any court of any complaint of discrimination or the filing by any person of any and all charges with the Equal Employment Opportunity Commission, the Fair Employment and Housing Commission, or any other entity charged with the investigation of allegations within 30 days of such filing, provided that within such 30 days such entity has not notified Contractor that such charges are dismissed or otherwise unfounded. Such notification shall include the name of the complainant, a copy of such complaint, and

30 days of such filing, provided that within such 30 days such entity has not notified Contractor that such charges are dismissed or otherwise unfounded. Such notification shall include the name of the complainant, a copy of such complaint, and a description of the circumstance. Contractor shall provide County with a copy of their response to the Complaint when filed.

12. Compliance with County Employee Jury Service Ordinance

Contractor shall comply with Chapter 2.85 of the County's Ordinance Code, which states that a contractor shall have and adhere to a written policy providing that its employees, to the extent they live in San Mateo County, shall receive from the Contractor, on an annual basis, no fewer than five days of regular pay for jury service in San Mateo County, with jury pay being provided only for each day of actual jury service. The policy may provide that such employees deposit any fees received for such jury service with Contractor or that the Contractor may deduct from an employee's regular pay the fees received for jury service in San Mateo County. By signing this Agreement, Contractor certifies that it has and adheres to a policy consistent with Chapter 2.85. For purposes of this Section, if Contractor has no employees in San Mateo County, it is sufficient for Contractor to provide the following written statement to County: "For purposes of San Mateo County's jury service ordinance, Contractor certifies that it has no employees who live in San Mateo County. To the extent that it hires any such employees during the term of its Agreement with San Mateo County, Contractor shall adopt a policy that complies with Chapter 2.85 of the County's Ordinance Code."

13. Retention of Records, Right to Monitor and Audit

(a) Contractor shall maintain all required records for three (3) years after County makes final payment and all other pending matters are closed, and Contractor shall be subject to the examination and/or audit of County, a Federal grantor agency, and the State of California.

(b) Reporting and Record Keeping: Contractor shall comply with all program and fiscal reporting requirements set forth by appropriate Federal, State, and local agencies, and as required by County.

(c) Contractor agrees upon reasonable notice to provide to County, to any Federal or State department having monitoring or review authority, to County's authorized representatives, and/or to any of their respective audit agencies access to and the right to examine all records and documents necessary to determine compliance with relevant Federal, State, and local statutes, rules, and regulations, to determine compliance with this Agreement, and to evaluate the quality, appropriateness, and timeliness of services performed.

14. Merger Clause & Amendments

This Agreement, including the Exhibits and Attachments attached to this Agreement and incorporated herein by reference, constitutes the sole Agreement of the parties to this Agreement and correctly states the rights, duties, and obligations of each party as of this document's date. In the event that any term, condition, provision,

requirement, or specification set forth in the body of this Agreement conflicts with or is inconsistent with any term, condition, provision, requirement, or specification in any Exhibit and/or Attachment to this Agreement, the provisions of the body of the Agreement shall prevail. Any prior agreement, promises, negotiations, or representations between the parties not expressly stated in this document are not binding. All subsequent modifications or amendments shall be in writing and signed by the parties.

15. Controlling Law and Venue

The validity of this Agreement and of its terms or provisions, the rights and duties of the parties under this Agreement, the interpretation of this Agreement, the performance of this Agreement, and any other dispute of any nature arising out of this Agreement shall be governed by the laws of the State of California without regard to its choice of law rules. Any dispute arising out of this Agreement shall be venued either in the San Mateo County Superior Court or in the United States District Court for the Northern District of California.

16. Notices

Any notice, request, demand, or other communication required or permitted under this Agreement shall be deemed to be properly given when both: (1) transmitted via facsimile to the telephone number listed below or transmitted via email to the email address listed below; and (2) sent to the physical address listed below by either being deposited in the United States mail, postage prepaid, or deposited for overnight delivery, charges prepaid, with an established overnight courier that provides a tracking number showing confirmation of receipt.

In the case of County, to:

Name/Title: San Mateo County
Behavioral Health & Recovery Services
Address: 225 37th Ave.
San Mateo, CA 94403
Telephone: 650-573-2541
Facsimile: 650-573-2841
Email:

In the case of Contractor, to:

Name/Title: Telecare Corporation
Address: 1080 Marina Village Parkway, #100
Alameda, CA 94501
Telephone: 510-337-7950
Facsimile: 510-337-7969
Email:

17. Electronic Signature

If both County and Contractor wish to permit this Agreement and future documents relating to this Agreement to be digitally signed in accordance with California law and County's Electronic Signature Administrative Memo, both boxes below must be checked. Any party that agrees to allow digital signature of this Agreement may

revoke such agreement at any time in relation to all future documents by providing notice pursuant to this Agreement.

For County: ☐ If this box is checked by County, County consents to the use of electronic signatures in relation to this Agreement.

For Contractor: ☐ If this box is checked by Contractor, Contractor consents to the use of electronic signatures in relation to this Agreement.

Signature page to follow

IN WITNESS WHEREOF, the parties hereto, by their duly authorized representatives, have affixed their hands.

COUNTY OF SAN MATEO


By: _____
President, Board of Supervisors, San Mateo
County

Date: _____

ATTEST:

By: _____
Clerk of Said Board

TELECARE CORPORATION



Contractor's Signature

Date: 12/3/14

(Revised 7/1/13)

TELECARE
Full Service Partnership Services
FY 2014-17
Exhibit A

In consideration of the payments set forth in Exhibit B, Contractor shall provide the following services:

I. Description of Services to be Performed by Contractor

Contractor shall provide full service partnership ("Full Service Partnership" or "FSP") mental health service programs for the highest risk adults ("Adults") and highest risk older adults ("Older Adults" or "OA") / medically fragile adults ("Medically Fragile" or "MF") in San Mateo County and housing services for these FSP enrollees. The purpose of these programs is to assist consumer/members to enroll and once enrolled, to achieve independence, stability and wellness within the context of their cultures, and communities. Contractor shall work with San Mateo County Behavioral Health & Recovery Services (BHRS) staff ("County") to implement these services in accordance with requirements of the California Behavioral Health & Recovery Services Act (MHSA) requirements.

II. Full Service Partnership Scope of Service

A. Program Goals

1. Divert from the criminal justice system and/or acute and long term institutional levels of care (locked facilities) seriously mentally ill (SMI) and complex individuals with multiple co-morbid conditions that can succeed in the community with sufficient structure and support.
2. Offer "whatever it takes" to engage complex adults and older adults with SMI in a partnership to achieve their individual wellness and recovery goals, using alternative models of care which offer greater benefits to them, increasing the likelihood that they will experience positive outcomes.
3. Maximize use of community resources as opposed to costly crisis, emergency, and institutional care.
4. Use strategies relating to housing, employment, education, recreation, peer support and self-help that will engender increased collaboration with those systems and sectors.

B. Target Population

The program will be open to adults and older adults meeting the population criteria described below, however special consideration is directed towards historically underserved populations including but not limited to Asian/Pacific Islander, Latino and African American populations. Both Medi-Cal and non Medi-Cal eligible consumers will be offered the opportunity to participate.

Most of the adults with SMI served by the FSP will have histories of hospitalization, institutionalization, substance use, not engaged in medication treatment, and difficulty in participating in structured activities and living independently. Some individuals may have histories of assaultive behavior. It is possible that many consumers will have resided in long term care facilities for extended periods. For some of these individuals, patterns of service have relied almost exclusively on emergency and institutional care. Others have bounced in and out of every type of service without improved outcomes.

Older adults with SMI will likely have cognitive difficulties and medical co-morbidities. Some SMI adults and older adults will be medically fragile. This group of consumers may have resided in long term care facilities for extended periods or be at risk of placement. The program will serve as a step down program for acute care, locked placements, and skilled nursing facilities in order to avoid prolonged institutional placements that often hasten the loss of an individual's sense of wellness, independence, and overall quality of life.

Populations to be served by the program are:

1. Individuals whose SMI and the complex nature of their diagnoses and medical or other concerns result in frequent emergency room visits, hospitalizations, and homelessness that puts them at risk of criminal justice or institutional placement.
2. Adults with SMI, and possibly substance use issues and current incarceration, and for whom early discharge planning and post-release partnership structure and support may prevent recidivism and/or re-hospitalization.
3. Adults with SMI, often co-occurring substance use, currently placed in locked MH facilities; the FSP will target individuals living in sub-acute locked facilities located outside the county as a step-down, enabling them to return to their community. Many of these individuals will have behavioral problems that have caused them to be viewed as "difficult" IMD residents.

4. Older adults with SMI who are medically fragile and may have additional complex issues including: dementia; are at risk of institutionalization or currently institutionalized; and who, with more intensive supports, could live in a community setting.

C. Values and Principle

1. Service Values

- a. Community-based services are those that foster the greatest independence in the least restrictive, most accessible, familiar setting. Community-based services are also those which are offered to consumers where they live, work, or recreate.
- b. Consumer participation is voluntary. This does not preclude intensive outreach to potential consumers.
- c. Services are to be recovery based and guided by an individualized plan developed between consumer and staff and signed off by the consumer. Staff will employ a variety of supportive and recovery techniques to encourage consumers to assume responsibility for their own wellness and recovery.
- d. Services will integrate client's family members or other supportive people into treatment whenever possible via consumer consent. Consumers will be given ongoing opportunities to choose what family members or other supportive people, if any, they would like to be involved.
- e. Advisory Board: Consumers will be encouraged to have an active role in making decisions about program operations through an advisory board or similar structure. Substantive changes in program structure and service operations will be communicated back to consumers via the governing board or other communication method.
- f. Lived Experience: Consumers are actively recruited for staff positions so as to incorporate the consumer perspective throughout the agency. Although Contractor currently has a number of staff with lived experience, efforts will be made to develop specific positions for persons with lived experience.
- g. Consumers are provided self-help and peer support opportunities.

2. Operational principles and practices

This program is grounded in research and evaluation findings of California's Mentally Ill Criminally Ill Crime Reduction (MIOCR) program and national effectiveness research through the federal GAINS/TAPA Center. These demonstrate that diversion and post incarceration services reduce incarceration, jail time and re-offense rates for offenders whose untreated mental illness has been a factor in their criminal behaviors.

Research has also demonstrated that the models using team-based services have been effective in reducing hospitalization and costs. The following are key elements of that model:

- a. High staffing ratio of staff to consumers; research shows that programs are most effective with a ratio of one to ten or fewer.
- b. Team staff all work with and share responsibility for each consumer.
- c. There are frequent team meetings to discuss all team consumers.
- d. There is contact each week between staff and each consumer.
- e. A psychiatrist is assigned to each team and participates in team discussions and decisions as well as prescribing medication.
- f. A licensed professional who can administer medications in the field is assigned (at least part time) to each team in the field.
- g. There is full continuity of care including medication access at any time, and staff involvement with all stages of hospitalization.
- h. Comprehensive, culturally competent assessment of each enrolled client's service needs and objectives, including, but not limited to, needs for MH services, rehabilitation, housing, employment, education, social and recreational activities, and health care.

- i. Development and implementation of a Plan of Care for each enrolled client, which incorporates the treatment goals and objectives in accordance with principles outlined in the Short-Doyle/Medi-Cal Manual and serves as the authorization document for all services.
- j. Case management or treatment teams organized to respond to fluctuations in service intensity and able to assure integration of services and continuity of care.
- k. Treatment of psychiatric conditions in appropriate settings, including but not limited to emergency care, acute inpatient services, long term care, residential treatment and residential care.
- l. Medication treatment as appropriate and medication management.

In general, these programs have successfully improved rehabilitation outcomes by using their own staff specialists who are closely integrated into the team. However, successful rehabilitation programs have been demonstrated using other models. Regardless of the model, the following recovery based program elements should be available via direct provision, purchase of service, interagency agreements, or other means.

- m. Consumer self-help and peer support services.
- n. A program for assisting consumers to become involved in paid work and/or education. This includes direct services or referral to vocational assessment, job development, supported employment, competitive employment, and other employment services.
- o. Money management, including serving as representative payee where appropriate, income maintenance services and assisting consumers with budgeting.
- p. A program for assisting consumers to develop social, recreational and relationship skills.
- q. Substance use treatment programming; preferably integrated with team or case management services.
- r. A program that will be used to support consumers in independent housing choices.

- s. Transportation as needed to implement each consumer's Plan of Care.
- t. Consumer education programs.
- u. Provide FSP orientation, information and other services to family members to support consumers' recovery.
- v. Twenty-four hour, seven day a week crisis response capability, including in-home support services and services at other consumer locations as appropriate.
- w. Plan for linkage to and coordination with primary care services, with the intent of strengthening the consumer's ability to access healthcare services and ensuring follow up with detailed care plans.

3. Culturally Competent Elements

The ethnic/linguistic populations that are emphasized for FSP enrollment are those that have experienced the greatest disparities in access and services utilization in San Mateo County's mental health services system. Services should be linguistically and culturally competent and provided to a substantial degree by staff from the same ethnic/linguistic groups as consumers. To successfully address the targeted populations the program must incorporate culturally competent elements:

- a. A culturally competent service provider or system acknowledges diversity and recognizes its value, is knowledgeable about cultural differences and can provide high quality services adapted to meet unique cultural needs.
- b. Culturally competent services are designed to reach and engage diverse communities and are sensitive to the consumer's cultural identity, use culturally appropriate strategies, are available in the client's primary language and use the natural supports provided by the consumer's culture and community.
- c. Goal setting and planning processes are culturally sensitive, individualized and build on an individual's cultural community resources and context. Services plans reflect and respect the alternative therapies or healing traditions and healers of each individual consumer.

- d. Services design will respect and engage each individual's family, community and other support systems contingent on his/her wishes.
- e. Staff will consider consumers spirituality during assessment and treatment. Staff should have the skills to understand the spiritual interests, beliefs and worldviews of consumers and families in order to integrate these into treatment goals whenever appropriate..
- f. Contractor shall develop and provide to BHRS policies for hiring consumer staff who have their own experiences in facing the challenges of mental illness and/or alcohol and other drug addiction. These policies should indicate how the Contractor will recruit individuals with these skill sets or life experiences.
- g. Contractor shall develop and provide to BHRS policies for hiring individuals who self-identify as LGBTQ, or who are very experienced and comfortable working with consumers who self-identify as LGBTQ, in the delivery of services.

D. FSP and Criminal Justice Realignment Services

- 1. FSP services are delivered by multidisciplinary teams; this is not a brokering model. Staff will be available to consumers 24/7 and service plans will be designed to utilize community relationships that are already well developed and in place. The inclusion of a behavioral health nurse on the team along with dedicated psychiatric staff will allow consistent medication evaluation and rapid linkage to physical health providers. Within each team, a personal services coordinator is identified for each enrolled consumer. There is a 1:10 staff to consumer ratio for the intensive level of services.
- 2. The FSP team will operate under policies and procedures that ensure:
 - a. 24-hour, 7-day a week availability of program staff, including access to medication support services. Night and weekend treatment and support or wellness and recovery activities should be assumed as a part of program services. Consumers will have access to an emergency number to call during off hours where their situation can be assessed and responded to 24/7, including face-to-face visits.

- b. Interventions with consumers are mostly face to face visits. Contact with each client will occur as often as clinically needed, which may be daily.
 - c. Consumer treatment will include a variety of modalities based on consumer need including, but not limited to, case management, individual or group therapy, psychiatric medication prescription, and general medication support and monitoring.
- 3. Continuity of care will be emphasized and will include:
 - a. Engagement during inpatient episodes includes face to face visits when allowed by the facility with the consumer at local hospitals and other locked facilities. For San Mateo Medical Center PES and 3AB (the SMMC in-patient psychiatric unit), FSP program staff will make phone contact with the medical facility within 4 hours of knowledge of client arrival and make an initial visit with the client within 24 hours of client entry.
 - b. Regular contact will occur with the consumer and with inpatient treatment staff while the client is hospitalized. During these episodes, the FSP will work with inpatient staff to make discharge recommendations and facilitate the client's return to the community.
 - c. Engagement during criminal justice contacts. FSP program staff will be quickly responsive to and maintain contact with criminal justice clinical Navigators at Maguire jail when a consumer becomes incarcerated. Program staff will visit consumers when possible and work with criminal justice clinical Navigators to devise and implement a discharge plan.
 - d. Coordination including but not limited to the consumer's medical provider and assistance in following through on detailed care plans which includes transportation to and from related appointments.

4. FSP teams have final accountability for assuring the delivery of services and are responsible for service outcomes. FSP staff will generally deliver the services identified in the individualized plan, and most consumers will not be served by other parts of the behavioral health service delivery system unless stepping-down to a lower level of services. However, in some instances it may work best for a consumer to continue some services in another part of the behavioral health system (e.g., employment services). The FSP team will work in collaboration with the other service providers to assure implementation of the individualized plan.
5. FSP services will be supported by existing BHRS relationships with all aspects of the criminal justice community including Probation, Parole, Sheriff's Department and municipal Police Departments.
 - a. FSP staff will collaborate within the Community Service Area (CSA) where individual consumers reside and participate in current and future collaborative meetings which address consumers at risk in the community, communication barriers between treatment providers or within the CSA, collaborative structures and approaches to make treatment more accessible and residential placement or incarceration less likely.
 - b. FSP program staff will also participate in twice monthly case conference meetings with BHRS and an annual review panel to assist in the management of the consumer level of care needs.
 - c. The FSP staff and the BHRS Criminal Justice navigator staff and Service Connect staff will build a collaborative relationship to coordinate and communicate with one another regarding consumers, and in particular, transition planning for consumers being released from jail.
 - d. FSP program staff will also communicate substantive changes in a consumer's, health, behavioral health, or criminal justice status immediately to BHRS, and/or the Conservator's office and will collaborate to assist the consumer to resolve those issues.
6. FSP staff will have access to flexible funds so that resources can be provided that assist the consumer in achieving recovery plans.

7. Medication services will include psychiatry and nursing support for ongoing dialogues with consumers about their psychiatric medication choices, symptoms, limiting side effects, and individualizing dosage schedules. FSP team members will work with individual consumers to arrange for delivery/prompts/reminders that will support regular scheduled medications.
8. Should psychiatric inpatient care be necessary and appropriate, it will be provided as it is now, through current processes.
9. The FSP teams will provide co-occurring mental health and drug and alcohol services and supports such as individual and/or group therapy, Motivational Interviewing and harm reduction approaches. FSP programs are strongly encouraged to become certified as a Drug Medi-Cal provider. Staff will be trained in co-occurring treatment modalities and will develop commensurate programming, including groups. Drug/alcohol use will not be used as a reason for program termination.
10. At intake, a housing stability assessment will be conducted with the consumer to assess the extent to which housing subsidies, or the level of housing supports, are needed to sustain the consumer in housing. However, it is recognized that it will be important to provide temporary housing for some consumers as rapidly as possible, to avert incarceration or to shorten or prevent a sub-acute inpatient stay.
 - a. The goal is to provide permanent independent housing throughout the community.
 - b. Significant housing resources will be available to consumers in this program in the form of rental subsidies for adults and older adults.
 - c. The FSP housing resources for all age groups will include a variety of levels of housing including independent, Board and Care, and supported housing.
11. The FSP will foster and promote the values of recovery/resiliency through its emphasis upon a strength-based approach to services and individual service planning. Service plans will be used to help consumers identify, cultivate and sustain relationships with peers, family members, neighbors, landlords, employers, and others to create a network of support that will build the resiliency of consumers.

12. While services provided through this initiative will address the individual's underlying mental health, substance use and behavioral problems that may have contributed to involvement in the criminal justice system and institutionalization, a wide range of strategies and supports beyond behavioral health services will be essential. Substantial time and resources will be devoted to the process of engaging individuals, including outreach to those in institutions and locked settings. Services will be provided in the field, in natural settings where people conduct their lives as opposed to a clinic setting. Staff members of this program will be creative in their approach to identifying what approach or resource will make a difference to a particular individual in engaging them in treatment.
13. The Peer Partner will play a critical role, modeling personal recovery, helping consumers establish a network of peer, family, and cultural supports. One of the primary roles to be performed by the FSP team Peer Partners will be to establish peer relationships among FSP consumers and promote peer involvement in wellness and recovery, social, recreation, and entertainment activities. Peer support groups will be developed to further foster healthy peer relationships and to build consumer capacity to address challenges to their recovery as well as celebrate their accomplishments on the journey to recovery. This peer and resource linkage will also help maintain the client in the least restrictive environment.
14. Consumers will work with FSP team members to develop their own individual service and Wellness and Recovery Action Plans (WRAP) which will specify individual action steps in relation to employment, education, housing, medication, peer relations, social activities, and education. All services will be voluntary, guided by individual choice, and the delivery of all services will be guided by the principles of cultural competence, recovery and resiliency with an emphasis on building consumer strengths and natural resources in the community, with family, and with their peer/social network. The program will be designed to allow a greater or lesser degree of support and structure, depending on the needs and goals of the consumer at any given time.

15. FSP program will assess the vocational needs for each consumer upon enrollment and annually and assist consumers in accessing vocational counseling services to identify, obtain, and retain employment opportunities and reach their vocational goals as identified in their care plan.
16. Supported education is another resource for FSP consumers. The FSP team should link with community colleges and the existing contractor for adult supported education services in San Mateo County, developing action steps in the recovery plan related to educational opportunities for consumers.
17. Consistent with the principles of wellness and recovery, the consumer will be primarily responsible for establishing the specific goals that define his/her desired quality of life including healthcare and end of life decisions. The licensed clinicians will oversee the completion of the multidisciplinary assessment and the development and implementation of a comprehensive service plan that involves all members of the team, the consumer and the family contingent on the consumer's wishes. This plan will define the roles and responsibilities of the team, as well as those of the consumer, the family, and peers.
18. The role of the nurse will be to enable the team to more effectively collaborate with primary care providers, assist consumers in both their communications with their primary care doctors and in their follow-up on medical care, including medical treatment regimes, and lifestyle changes due to medical complications and provide adherence to treatment protocols. The role of the nurse in providing education and monitoring of and adherence to medical treatment will increase medical and medication engagement and enable the consumer to maintain their community placement.
19. The FSP program staff will assess and arrange for services and supports as appropriate for each client based on a range of supports including:
 - a. Transportation and escorted services to assist at medical appointments and with other transportation needs.
 - b. Monitoring and/or arranging for home-based support with routine tasks and personal care needs (e.g. meal preparation, house cleaning, laundry, shopping, bathing and other hygiene needs), and coordinating with involved agencies such as In-Home Supportive Services.

- c. Providing social supports and facilitating access to supports to address isolation and loneliness.

20. The FSP program will collaborate when necessary with the Human Services Agency, the Health Department (Aging and Adult Services), San Mateo Medical Center (Primary Care) and a variety of contract agencies that provide board and care, acute care and other supportive services. The FSP will engage and empower natural community supports that will extend the impact of the FSP staff.

E. Admission, Discharge and Length of Stay

- 1. Contractor will comply with the “AIRS” policy, process and procedures for intake into FSP services. This includes informing BHRS Adult Resource Management when a non-BHS consumer is interested in accessing services or residing in a residential or supported housing facility.
- 2. The BHRS FSP Review Committee oversees the referral and authorization process and the process of consumers transitioning to a different level of care in collaboration with the FSP provider.
- 3. For the CJR population, the BHRS Criminal Justice Team will assess needs and will refer directly to the CJR FSP program.
- 4. Disagreements regarding referrals will ultimately be resolved by BHRS Deputy Director of Adult and Older Adult Services or designee and Contractor’s Administrator.
- 5. The FSP and CJR will admit individuals referred to their respective FSP programs by BHRS. Consumers will be referred for FSP services based on acuity and need for intensive level services based on the following:

a. FSP Criteria:

LOCUS level 4 or higher AND at least one of the following:

- i. Three PES/ED visits in last 60 days; AND/OR
- ii. Two inpatient psychiatric hospitalizations in last 6 months with most recent hospitalization in past 30 days; AND/OR

- iii. Transitioning out of a locked/secure facility (i.e. MHRC, Secured SNF, Jail, or Out of County Placement); AND/OR
 - iv. Loss of current support system that would potentially result in hospitalization, incarceration or other form of locked placement without FSP level services based on past history.
- b. CJR FSP Criteria and Enrollment Process
- Consumers referred are directly referred from the Criminal Justice Department to the BHRS AB109 program for follow-up care and integration into the community. Consumers are referred based upon the following criteria:
- i. Client meets any/all of the FSP criteria as referenced in section II.E.3.a-d.
 - ii. The BRHS PRT will assess and identify consumers for enrollment and determine appropriate level of care. Factors for consideration shall be the AB109 team assessment, client's length of incarceration time, client's support system, and client's functioning level.
 - iii. There will be an initial case discussion about the proposed referral to the CJR FSP. This discussion will include a review of documentation and the assessment completed by the BHRS PRT team.
 - iv. After the case discussion, Telecare will notify BHRS PRT of the client's acceptance within 48 hours.
 - v. Enrollment will occur immediately after acceptance.
 - vi. The FSP PRT will collaborate on initial treatment planning for each client and engagement strategies.
6. The FSP Review Committee will be convened as needed to ensure FSP slots are filled when they become available.
7. Transition planning begins at assessment, with step down planning as a part of the overall service plan. The FSP Review Committee will conduct an annual review to discuss client level of care needs and potential transition plans to another level of care within the FSP program or discharge out of the FSP program. Cases will also be discussed regarding client level of care needs within each month at the partnering meetings between BHRS and the FSP program..

8. Indicators related to transition include but are not limited to stable housing, no PES or inpatient utilization, no incarceration or arrests, participation in meaningful activities, symptom management, and overall improved quality of life.
9. If a consumer enrolled in a FSP is consistently unsuccessful in the program or requires short term or long term placement (after other alternatives have been fully explored) the FSP program may present this case for consultation at the BHRS/Telecare case management meeting to determine how best to proceed. If short term placement is agreed upon and authorized, the FSP will maintain contact with the consumer and plan for return to the FSP program.
10. The FSP will also present to the case management meeting cases in which consumers choose to dis-enroll from the program or are otherwise no longer appropriate for FSP level of care. Every opportunity will be given in advance for the client to be re-engaged before disenrollment, during which time the program will be responsible for continued outreach/engagement as well as linking the client to alternative services.
11. Length of stay in the FSP program is determined by client level of care needs which will be assessed regularly by the FSP provider and formally discussed on an annual basis at the case management meeting. FSP providers will develop and implement an internal system of review of consumer level of care needs to assess when consumers may be ready to graduate from FSP services.
12. Housing subsidies for FSP consumers may be managed as part of a separate contract for management of housing subsidy resources.
13. A collaborative active utilization review process will be maintained at a minimum of monthly meetings. This process will ensure that consumers are seen at an appropriate level of service that matches their service needs and LOCUS level.
14. A list of consumers that are maintained in a locked setting (including SMMC, 3AB or other psychiatric facility, jail and/or prison) for more than 60 days will be submitted to BHRS on a monthly basis. In addition, Contractor will provide on a monthly basis a list of consumers that have had no contact with the FSP program (for any reason) for more than 45 days.

F. Staffing

1. See the Budget and FTE summaries that follow for a summary of the staffing assumptions that went into the MHSA Plan and budget.
2. Staff should reflect the ethnic/cultural/linguistically diverse populations that are identified in 2. *Population to be Served*.
3. Desirable staff skills include CBT, motivational interviewing, and experience working with trauma, personality disorders, co-occurring disorders, and co-morbid medical conditions.
4. The Peer Partners must have personal knowledge and experience as a recovering user of behavioral health services.

Peers:	Have been or are currently served in the Behavioral Health (BH) system—peers are a source of support in both informal and formal locations in the BH system.
Peer Partners are:	Peers as defined above that are employed by the BH system to provide support to consumers, peer counseling, benefits counseling, assistance navigating the system and co-lead groups
Parent/Caregiver Partners are:	Parents that have had services from the behavioral health system for their families—they are peers to other parents of adults now receiving services and formally employed by the behavioral health system to focus on engagement, education and support for family members.

5. A quarterly updated staff roster and phone list will be provided to BHRS and to SMMC PES and 3AB.

G. Training

1. There will be system wide training for staff in county and contract programs that includes cultural competence, sexual orientation and gender differences, and consumer culture. Budget and staffing assumptions should align with County identified FSP needs as well as projected number of consumers.
2. Another component of training will be training for all county and contract staff in co-occurring disorder assessment and treatment skills.
3. County and contract staff will be trained in cognitive behavioral approaches, such as Trauma Focused CBT.

H. Funding

Full Service Partnership Funds, are funds to provide “whatever it takes” for enrolled populations.

1. The 207 slots will be funded with MHSA FSP funds.
2. The FSP budget includes funding for transportation and for flex funds.
3. Housing subsidies will be funded with MHSA FSP funds and managed through a separate contract. San Mateo County will work with the housing contractor and the FSP contractors to establish a small portion of the housing funds to be allocated to the FSP as flex funds specific to managing housing crises.
4. It is expected that all consumers will be assessed for insurance status and potential eligibility for third party coverage, and that assistance in obtaining coverage will be provided by the FSP team.
5. Provider is required to submit all necessary documentation in order for Medi-Cal and Medicare reimbursement.
6. There will be a three-year contract period.
 - a. Contracts will be based on units and unit costs, with a cost settlement. Unit costs must not exceed the State Short-Doyle/Medi-Cal Maximum Reimbursement rates.
 - b. The method of payment for FSP services will be fee for service. The method for reconciling Medicare and other 3rd party payments recouped by the contractor will be negotiated.
7. See the Budget and FTE summaries that follow for a summary of the financing assumptions that went into the MHSA Plan and budget.

I. Quality and Outcomes

1. A specific component of the San Mateo County Quality Plan will be developed to track FSP programs.
2. The key outcomes include:
 - i. Residential / Hospital / Incarceration Status;

ii. Justice System Involvement Status;

iii. Emergency Intervention;

iv. Education;

v. Employment;

vi. Benefits;

vii. Conservatorship / Payee Status.

3. These domains, as well as the method of data collection, Key Event Tracking (KET) and Quarterly Assessment Form (3M), are consistent with the measurement strategy developed by the AB2034 program - which has been successful in demonstrating that program's effectiveness. It is crucial that the vendor maintain accurate, timely reporting of outcome data.
4. The indicators/domains to be collected by the KET method are *those which are best measured as the changes are occurring*. These would be domains such as residential status. Residential status is a domain for which all changes are relevant. For example, it is important to know when and to what type of residence a person moved, in order to count the days in different types of residences, as well as the progression toward more independent living over time. If residential status is only collected on an interim basis, e.g., annually, the resulting data are not very meaningful, nor useful.
5. Other indicators/domains will be measured using the 3M tool. This measure will produce quarterly summaries of the consumer's progress in important areas such as, education, financial support, legal status and issues, health status, substance use, and activities of daily living.
6. The FSP contractor will be required to provide, via San Mateo County, Client and Service Information (CSI) to meet State DMH requirements.

J. Service Model

1. Contractor shall provide whatever might be necessary to perform the following:

- a. Twenty-four (24) hours per day, seven (7) days per week availability of program staff services including:
 - i. medication and medication support services.
 - ii. continuity of care during inpatient episodes including visits with local hospitals and locked facilities that allow program staff to have regular contact with the enrollee and with inpatient treatment staff while the consumer is hospitalized.
 - iii. continuity of care during criminal justice contacts.
 - iv. coordinate with enrollee's primary care physician and assist enrollee in following through on detailed care plans.
 - v. contact each enrollee as often as clinically necessary, which might be daily. Minimum contact is two (2) times per week for intensive service level.

b. Average service time per enrollee

Contractor will provide an average service time of four and one half (4.5) hours per week per enrollee. Each week enrollee will be seen no less than two face-to-face meetings. This average service time refers in the intensive (1-10) level of treatment.

c. Crisis Response

Contractor will develop and or maintain policy and protocol that includes the following:

- i. Staff will assist consumers to complete a safety plan within 30 days of intake. This plan will be reviewed minimally on an annual basis or more frequently as needed with the consumer and will include the following elements:
 - (1) Signs and symptoms of distress or decline in mental health status;
 - (2) Emergency numbers to call;
 - (3) Family members and/or other consumer supporters, including contact information and a signed written release of information form detailing what information may be shared;
 - (4) Historically effective coping strategies and healthy ways to relieve stress in non-emergency situations.

- ii. Identified family members and loved ones of the consumer will be given information with consumer consent, upon consumer's intake into the program and annually, about effective ways to respond to the consumer if/when consumer is experiencing a psychiatric crisis. The program staff will encourage family members and/or other identified consumer supports to inform staff when noticing signs of decompensation. Family members and/or other identified consumer supporters will be given a script to use with police or other emergency personnel when encountering their family member in crisis. They will also be given suggestions regarding what resources to call in different types of situations. Those resources may include:
 - (1) The FSP provider and team emergency or regular contact lines;
 - (2) Toll free crisis line;
 - (3) 911 and local police department with the potential aide of CIT trained police officers and/or the SMART team.
- d. Off-hour Crisis response system
 - i. Contractor will provide face to face contact 24/7 as required by enrollee need.
- e. Medication/Medication Support
 - i. Contractor will provide necessary and required individualized medication services in a collaborative manner with enrollees.
 - ii. Physician and licensed nursing staff will meet in vivo as indicated with enrollees to ensure appropriate education and medications as aligned with culture and lifestyle.
 - iii. FSP teams work with individual enrollees to arrange for delivery and prompts that supports enrollees taking medications as prescribed.
 - iv. Medication assessment and management shall consist of at least one (1) face-to-face visit conducted by a licensed physician (psychiatrist).
 - v. Dispensing medication, or assisting consumers to dispense their own medication, shall be done by either a licensed physician (psychiatrist) or a licensed/registered nurse.

- vi. Medication support performed by staff consists of observing consumers taking their medications, and encouraging communication with their psychiatrist regarding any non-urgent side effects or medication concerns.
- f. Consumer and Family Participation
- i. A consumer council and a family support group will provide a formal mechanism for enrollees/families to provide input into program management and direction.
 - ii. Contractor will employ at least three (3.0) FTE consumer/family member.
 - iii. Contractor will utilize paid consumer consultants to participate in the provision of wellness and recovery action plans (“Wellness and Recovery Action Plans” or “WRAP”) services.
 - iv. Contractor will utilize after hours call-in phone service to respond to urgent client calls. Consumers will receive a risk and needs assessment and will be responded to appropriately.
 - v. Contractor will utilize peers to provide medication support, assistance with activities of daily living, transportation and accompaniment to service plan related appointments, conflict resolution with housemates, assistance with access to benefits, and crisis prevention.
 - vi. Contractor will develop a written policy and implement a process whereby staff (who identify as persons with lived experience), or family partner will assist with orientation of new consumers, assist new consumers in the development of a support system, and help family members understand the FSP program and services available. Written orientation materials will be provided that include information on HIPAA, the National Alliance for the Mentally Ill (NAMI), and the BHRS Office of Consumer and Family Affairs.
 - vii. The family partner shall assist caregivers in facilitation and active engagement of the Family Team goals by:

- (1) supporting caregivers in identifying, creating and working with resources to sustain tasks and goals set by the consumer, caregivers and treatment team;
- (2) working in cooperation with the consumer, caregivers, and treatment team;
- (3) participating in family team meetings and treatment meetings.

viii. The family/caregiver support group shall provide a venue for caregivers to gather and share their experiences and to:

- (1) Increase knowledge of mental illness, symptoms, causes, treatments and management;
- (2) Increase knowledge of practical management skills;
- (3) Increase family/caregiver communication skills;
- (4) Provide opportunities for family/caregivers to expand support networks.

g. Illness Management/Medical Treatment Support

- i. Contractor will ensure enrollee physical and dental health needs are identified. Contractor's staff will collaborate with primary care providers and assist enrollees in both their communications with their primary care providers and in their follow-up on medical care, including medical treatment regimes, and lifestyle changes necessitated because of medical conditions. The role of the team nurse is to ensure the provision of education and monitoring of medications which will increase medication engagement and enable the enrollee to maintain their community placement.
- ii. Contractor will develop and maintain relationships with other health care providers to facilitate enrollee being maintained in community.

h. Housing and Housing Supports

Contractor will provide continual support to enrollees to ensure success in attaining and maintaining housing based on client need and availability of standard resources.

BHRS PRT will assist with coordination with County Human Services Agency housing resources as appropriate for consumers enrolled in the CJR FSP program.

i. Evidence Based and Promising Practices

Contractor will provide clinical staff with training and skills in the following areas:

- i. Wellness management and recovery
- ii. Cognitive Behavioral Therapy
- iii. Motivational Interviewing
- iv. Life skills training
- v. Dual Diagnosis (Mental Health/Substance Abuse)
- vi. Harm Reduction
- vii. WRAP Plans

j. Benefits

- i. Contractor will ensure all enrollees are assisted in maximizing financial/health benefits.
- ii. Contractor will make best efforts to ensure enrollees develop independent banking and fiscal responsibilities.
- iii. Contractor will work towards providing representative payee services to all enrollees who require such assistance.

k. Vocational & Educational Services

Contractor will provide services necessary to identify and attain employment and educational opportunities.

l. Individualized Service Plans

- i. Contractor will ensure that all plans are completed in collaboration with enrollees and are consistent with enrollees stated goals.
- ii. Contractor will facilitate all enrollees developing Wellness and Recovery Action Plans.

m. Specific to Older Medically Fragile Adults

- i. Contractor will work with enrollees to maximize social and daily living skills and assist in formalizing contacts with community programs and agencies.
- ii. Contractor will facilitate the use of in-home supportive services i.e., health aides and home care nursing agencies.
- iii. Contractor will develop and maintain relationships with other health care providers specific to this population (i.e., Ron Robinson Senior Care Center).

n. Flexible Funds

Contractor will ensure a system to access flexible funds easily allowing resources to be used to assist enrollee in achieving rehabilitation goals and to maintain stability. Policies are to be developed to ensure accountability of funds. Where possible funds are to be treated as loans that will be repaid by enrollees.

o. Representative Payee Services

Contractor will provide representative payee services for those consumers that require fiscal management in order to meet their day-to-day needs and remain stable in their current living situation. Services will include, but not be limited to, the following guidelines:

- i. All income and benefits must come from government sources such as Social Security (SSI), Railroad Pensions, and Medi-Cal/Medicare.
- ii. The need for money management services shall be demonstrated through documented examples of skill deficits that prevent successful self-management of funds.
- iii. Consumers, who are competitively employed, own and maintain cars and/or own and maintain homes may not be candidates for Representative Payee services.
- iv. Contractor will establish and utilize the following documents: a "Representative Payee Agreement", a "Representative Payee Consent Form", and an initial and ongoing budget plan or spreadsheet.
- v. Separate records will be maintained for each client receiving payee services. Contractor shall keep all records for at least 2 years.
- vi. A surety bond will be obtained to cover the funds managed.

- vii. Contractor will observe state guidelines for representative payees. Guidelines are available at: <http://www.socialsecurity.gov/payee>.
- viii. Contractor will develop an agreement template for payee services that informs the consumer of the duties the Contractor shall perform on the consumer's behalf and any obligations the consumer may have.
- ix. Contractor shall pay rent and utilities (or Room and Board) and other bills directly to the service provider.
- x. Contractor shall not charge consumers a fee for representative payee services.

K. Projected Capacity

Service Level	Year 1	Year 2	Year 3
Intensive	167	167	167
Case Management	30	30	30
Wellness & Recovery	10	10	10
Total	207	207	207

L. Telecare Staffing

Outpatient and Admin Staff	Year 1	Year 2	Year 3
Program Administrator	1.2	1.2	1.2
Clinical Director	1.0	1.0	1.0
Nurse Practitioner	1.0	1.0	1.0
Rehab. Specialists/PCS II	11.0	11.0	11.0
Vocational Specialists	1.0	1.0	1.0
Team Leader	3.0	3.0	3.0
RN Supervisor	1.0	1.0	1.0
LVN/LPT	1.4	1.4	1.4
PSC/RAL/Counselor	3.5	3.5	3.5
Receptionist	1.0	1.0	1.0
Driver	1.0	1.0	1.0
BOM/Program Specialist	1.0	1.0	1.0
Med Records Tech	1.0	1.0	1.0
Admin Assistant/HR	1.0	1.0	1.0
Financial Svcs Tech	1.0	1.0	1.0
Total Outpatient & Admin Staff	30.1	30.1	30.1
Housing Staff	Year 1	Year 2	Year 3
Housing Manager	1.0	1.0	1.0
Supportive Housing Specialist	4.2	4.2	4.2
Total Housing	5.2	5.2	5.2

Dormitory Staff	Year 1	Year 2	Year 3
Housing Manager	1.0	1.0	1.0
Supportive Housing Specialist	4.2	4.2	4.2
Total Dormitory	5.2	5.2	5.2
SSF Housing Staff	Year 1	Year 2	Year 3
PSC II	0.5	0.5	0.5
Total SSF Housing	0.5	0.5	0.5
	Year 1	Year 2	Year 3
Total All FTEs	41.0	41.0	41.0

M. Volume of Services:

Contractor will provide the minimum volumes of services per contract period as established below. The services to be provided are defined in the San Mateo County BHRS Documentation Manual. The minimum number of eligible units are as follows:

Year 1 (FY 2014-15)	
Minutes of Service	680,000
Year 2 (FY 2015-16)	
Minutes of service	680,000
Year 3 (FY 2016-17)	
Minutes of service	680,000
Program Total	<u>2,040,000</u>

III. Criminal Justice (CJ) Realignment Full Service Partnership (FSP)

A. Target Population

Consumers served by the FSP may have serious mental illness and co-occurring disorders. Some consumers will have serious mental health conditions and will be referred primarily because of their behavioral and emotional instability. Many of these consumers will have primary diagnoses of personality disorder and/or substance use, and they will have histories of interpersonal conflict and behavioral problems. Some may have a history of psychiatric hospitalization. Most of these consumers are difficult to engage in treatment and may not have been successful in traditional Alcohol and Other Drug (AOD) or mental health treatment programs. Although the crime they committed that led to incarceration may not have been violent, some of these consumers have histories of violent episodes. BHRS Probation Realignment Team (PRT) will fully disclose any known history of violence or self-harm in the consumers referred to Telecare.

B. CJR FSP Disenrollment

1. The PRT will meet at least monthly with the FSP to track consumers and monitor care.
2. Discussions about levels of care, Intensive 1:10, Intensive Assessment and Evaluation, Community Case Management and Wellness, will occur in this meeting. Consumers can move to higher or lower levels of care.
3. The Manager of BHRS PRT will make final level of care decisions including time frames (up to 90 days) for the intensive assessment and stabilization slots.
4. Differences between Telecare and BHRS PRT will be referred to BHRS Deputy Director of Adult and Older Adult Services for mediation with the FSP Administrator.
5. Disenrollment can occur when enrollee:
 - a. is arrested, convicted and sent to jail for 60 days or more
 - b. has violated probation and sent to jail for 60 days or more
 - c. has no contact and CJR FSP is unable to locate for over 90 days
 - d. requires medical or psychiatric hospitalization for over 90 days.

- e. when CJR funding source is eliminated and client may be assessed for appropriateness to be referred to the regular FSP.

C. Collaboration

Team members will work closely with the multi-disciplinary team (MDT) of County Probation, Human Service Agency, and Behavioral Health and Recovery Services. Communication with the MDT will happen on a regular and routine basis. Team members will meet with the MDT during the second half of the MDT meeting on an as needed basis. BHRS staff will be available for bi-lateral consultation, consumer updates and status reports and for case conferencing on an as needed basis.

D. Program Values and Principles

1. Service Values

- a. Community-based services: From a consumer's point of view, community-based services are those that foster the greatest independence in the least restrictive, most accessible, familiar setting.
- b. From a provider point of view, community-based services are those which are offered to enrollees where they live, work, or recreate.
- c. Consumer directed services: Consumer participation is voluntary. This does not preclude intensive outreach to potential enrollees. The consumer's consent is also necessary to provide family and other supports with clinical information. However, all efforts are made to help enrollees use family and other supports in recovery efforts. Services can be provided even during prolonged engagement process and client will be viewed as FSP enrollee.
- d. Services are to be recovery-based and guided by an individualized plan developed between consumer and staff and signed off by the consumer.

- e. Consumer direction goes far beyond simply asking consumers what services they want. Staff can develop many ways of presenting opportunities to consumers so that they have more real choices. In short, consumer direction involves doing whatever is necessary for consumers to assume management of their illness and their lives.
- f. Relationships are non-coercive to the extent possible.
- g. Consumers have an active role in making decisions about program operations through an advisory board or similar structure.
- h. Consumers are actively recruited for all staff positions so as to incorporate the consumer perspective throughout the agency.
- i. Consumers are provided self-help and peer support opportunities.

2. Service Model

CJR FSP will use evidence-based and promising practices that are effective with this population such as (but not limited to) pro-social skills development, CBT for criminal thinking, life skills development, motivational interviewing and relapse prevention with a forensic population, moral recognition therapy, and other promising and evidence-based practices with a forensic population.

- a. Twenty-four (24) hours per day, seven (7) days per week availability of program staff services
 - i. Contractor will provide medication and medication support services.
 - ii. Contractor will provide continuity of care during inpatient episodes including visits with local hospitals and locked facilities that allow program staff to have regular contact with the member and with inpatient treatment staff while the consumer is hospitalized.
 - iii. Contractor will provide continuity of care during criminal justice contacts.
 - iv. Contractor will coordinate with enrollee's primary care physician and assist enrollee in following through on detailed care plans.

- v. Contractor will contact each enrollee as often as clinically necessary, which might be daily. Minimum contact is two (2) times per week for intensive service level.

- b. Average service time per enrollee

Contractor will provide an average service time of four and one half (4.5) hours per week per enrollee. Each week enrollee will be seen no less than two face-to-face meetings. The average service time refers to enrollees in the intensive (1:10) level of treatment.

- c. Off-hour Crisis response system

- i. Contractor will provide face to face contact 24/7 as required by enrollee need.

- d. Flexible Funds

Contractor will ensure a system to access flexible funds easily allowing resources to be used to assist enrollee in achieving rehabilitation goals and to maintain stability. Policies ensure accountability of funds. Where possible funds are to be treated as loans that will be repaid by enrollees.

- e. Medication/Medication Support

- i. Contractor will provide necessary and required individualized medication services in a collaborative manner with enrollees.
- ii. Physician and licensed nursing staff will meet in vivo as indicated with members to ensure appropriate education and medications as aligned with culture and lifestyle.
- iii. FSP teams work with individual enrollees to arrange for delivery and prompts that supports enrollees taking medications as prescribed.
- iv. Medication assessment and management shall consist of at least one (1) face-to-face visit conducted by a licensed physician (psychiatrist).
- v. Dispensing medication, or assisting consumer to dispense their own medication, shall be done by either a licensed physician (psychiatrist) or a licensed/registered nurse.

- vi. Medication support performed by staff consists of observing consumers taking their medications, and encouraging communication with their psychiatrist regarding any non-urgent side effects or medication concerns.

3. Recovery Based Elements

- a. Comprehensive, culturally competent assessment of each enrolled consumer's service needs and objectives, including, but not limited to, needs for mental health services, rehabilitation, housing, employment, education, social and recreational activities, and health care.
- b. Development and implementation of a plan of care ("Plan of Care") for each enrolled consumer, which incorporates the treatment goals and objectives in accordance with principles outlined in the Short-Doyle/Medi-Cal Manual and Medicare standards which serves as the authorization documents for all services.
- c. Client self-help and peer support services.
- d. A program for assisting enrollees to become involved in paid work and/or education. This includes vocational assessment, job development, supported employment, competitive employment, and other employment services.
- e. Money management, including serving as representative payee where appropriate, income maintenance services and assisting consumer with budgeting.
- f. A program for assisting enrollees to develop social, recreational and relationship skills.

4. Culturally Competent Service Elements

Team members will have an understanding of the incarcerated population's institutional experience in both prisons and jail settings and how these experiences contribute to recidivism. Team members will be familiar with obstacles to community re-entry faced by formerly incarcerated persons, along with the

impact of incarceration on families and communities. Finally, team members will have a working knowledge of the legal system, including the roles of county Probation, the Sheriff's Department and the courts, and of how to effectively work with these systems.

- a. A culturally competent service provider or system acknowledges diversity and recognizes its value, is knowledgeable about cultural differences and can provide high quality services adapted to meet unique cultural needs.
- b. Outreach and engagement strategies are designed to reach diverse communities where the populations identified in Paragraph II. A., Target Population, can be identified and engaged in services.
- c. Successful teams engage and empower enrollees with plans that are appropriate to their needs, maximize the benefits derived from use of culturally appropriate strategies and supports and thus reduce under-utilization of services that puts the enrollees at-risk of placement in more restrictive settings, including incarceration. Focusing on consumer-generated goals that are culturally relevant empowers enrollees to engage in services and maintain that engagement, extending the time the enrollee can live in a community setting.
- d. Culturally competent services are sensitive to the client's cultural identity, available in the client's primary language and use the natural supports provided by the client's culture and community.
- e. Goal setting and planning processes are culturally sensitive and build on an individual's cultural community resources and context. Individual, culturally focused community supports are identified and integrated into planning. Service plans reflect and respect the healing traditions and healers of each individual enrollee.

- f. Culturally diverse and culturally informed staff incorporate culturally relevant strategies, including alternative therapies and the use of families and extended families to provide natural supports for enrollees. The use of these culturally relevant strategies also builds enrollee commitment to treatment and their individual service plans.
- g. Services design will respect and engage each individual's family, extended family and community contingent on his/her wishes.
- h. Team members are trained in culturally competent practices. Services are delivered by bilingual, culturally competent staff.

E. Projected Capacity

Service Level	Year 1	Year 2	Year 3
Intensive	10*	10*	10*
Case Management	6	6	6
Wellness & Recovery	6	6	6
Total	22	22	22

**Up to 4 will be used for assessment and evaluation*

F. Criminal Justice FSP Staffing

	<u>FTEs</u>
Rehab. Specialists/PSC II	1.0
LVN/LPT	<u>0.6</u>
Total All FTEs	1.6

IV. MHS Act Funded Housing Support Program

A. Description of Services

The contractor shall provide FSP enrollees with clean, safe, and affordable housing which is maintained in a good state of repair. Housing shall be located in areas that are readily accessible to required services such as transportation, shopping, recreation and places of worship. The contractor understands that there is a scarcity of such housing and securing housing at any level shall be done collaboratively with the needs of all of those being served by the mental health community in mind.

The contractor shall ensure the individual has a housing component to their personal service plan, and that progress in skill acquisition and the individual's living experience is reviewed and discussed with the individual on a regular basis no less than four (4) times per year. It is expected that such reviews shall lead to a revision of the housing component of the individual's service plan. These reviews may take place in individual sessions or group sessions as is appropriate.

The contractor shall be responsible for providing enrollment with housing units of mixed types including augmented board and care, dormitory, congregate and supervised living, Single Room Occupancy (SRO), shelter and independent living. Each type of housing unit shall provide a specific set of community living experiences, shall be supervised at rates determined by the individual's needs, and shall be financially subsidized at predetermined rates appropriate to the individual's needs and abilities. The contractor is responsible for locating niche placements, negotiating rates, paying supplemental costs over and above the client's ability to pay, and ensuring that clients meet their financial obligations. The living experiences and housing goals could include the following:

1. Supplemented/Augmented Board and Care

This housing experience shall focus on developing a permanent living arrangement for the medically frail/elderly individual or an enrollee who needs on site supervision. The purpose of the supervision is to ensure that the individual is provided with medication management, and to the degree needed, is provided with assistance in securing both medical as well as psychiatric management. The services could include reminding the individual of medical and psychiatric appointments, providing transportation or escort to appointments and general observation of the individual's condition to insure whenever possible interventions to treat problems that may arise occur as early as possible.

Supplemented/Augmented Board and Care services shall be above and beyond those of regular licensed board and care programs. The contractor shall be responsible to insure the Board and care provider has the necessary skills to provide these services and that they are maintained on a regular basis. These skills may be secured through attending appropriate classes offered in the community, by the Health System or by the contractor.

2. Supervised Living

The supervised living program is at the Industrial Hotel located on Cypress Avenue in South San Francisco. (Other sites may be used for supervised living as well.) The Industrial Hotel program will master lease a contiguous block of single rooms with the hotel. Contractor will develop and maintain the following:

- a. Bi-weekly community meeting where clients will address how to keep their personal rooms and community space clean and safe.
- b. A system for encouraging or incentivizing client participation in chores or community building activities.
- c. Monthly meetings with BHRS Deputy Director and/or contract monitor to discuss IV. a and b and any major client, community or maintenance issues.

3. S.R.O. (Single Room Occupancy)

Contractor shall provide a more permanent housing situation for those individuals who choose to live in more manageable living situations with modest supports. The contractor is responsible to ensure that the rent is paid in a timely manner and that the living unit is maintained in a safe, clean and secure manner. The contractor shall make monthly room inspections or more often as is required to maintain the room in a clean and safe order.

4. Shelter Services

Contractor shall provide temporary living situations while the individual and program staff are locating more appropriate housing. The contractor shall insure that these temporary living situations are safe and meet minimal housing standards. The contractor shall strive to limit the use of shelters to a minimum and whenever a shelter is use, the individual with the program staff either develop, or in process of utilizing a new housing plan as part of the overall service plan.

5. Other Housing

There are a variety of housing resources available through San Mateo County Mental Health Services that may be both available and appropriate for FSP enrollees, and could include half-way houses, room and board, etc. This category of housing shall be considered a temporary or transitional placement while an individual develops additional community living skills. The contractor shall be the primary case manager and be responsible for finding permanent living for consumers upon program completion. Contractor will provide consultation to program staff to ensure enrollee's success in the program, and to include in the individual's service plan, specific housing goals. The contractor shall also ensure that any individual placed in this type of housing follow any specific rules that may exist about living at that center, and that a component of the individual's service plan outline these housing goals.

6. Alcohol and Other Drug (AOD) Treatment Residential Programs

This housing experience shall be limited to those individuals who require a residential alcohol or drug treatment program. This category of housing should be considered temporary for the purpose of achieving a drug or alcohol treatment goal.

Contractor will work with AOD providers to subsidize (spin-off) after care permanent housing.

7. South San Francisco Apartments

Contractor shall provide .5 FTE PSC II (FSP Coordinator) for the 636 El Camino housing project. The FSP Coordinator will be on site and will work with the Mid Pen Service Coordinator, property management, and other FSP case managers who work with other MHSA tenants at 636 El Camino. The FSP Coordinator will also provide case management to FSP tenants.

Telecare will develop and implement the FSP Coordinator duties that are described in the Memorandum of Understanding (MOU) established by mutual agreement with Mid Peninsula Housing, BHRS, and Telecare. The MOU is incorporated by reference.

The major duties of the FSP Coordinator include:

- a. Assist property managers with lease-up and occupancy of apartments.
- b. Act as on-site coordinator of all MHSA apartments.

- c. Act as service coordinator and liaison to other MHSA service providers.

Telecare will participate in BHRS MHSA Housing certification review committee.

8. Independent Apartment or House Living

This housing experience shall focus on providing permanent safe and affordable housing where the individual has maximum control of their environment. The contractor shall ensure the property is rented and maintained in good repair, and that rent and utility payments are made in a timely manner. The contractor shall inspect the independent units on a regular basis and ensure when necessary, that all repairs are made as soon as possible. When living problems are identified, the contractor will ensure the treating team is notified and that the team takes immediate action to address any concern. The mechanics of the identification, leasing, and ongoing maintenance of independent housing are described in Section III.A.7.

a. Property Management

- i. Contractor property management assists clients in locating and acquiring safe, affordable housing. They help clients negotiate rental agreements, mediate landlord-tenant issues and establish and maintain utilities. Contractor leases, subleases, and/or acts as a rental guarantor for apartments to clients, enabling clients to establish a positive rental history.
- ii. Contractor property management staff shall collect and pay consumers' rent. Staff shall work closely with the Housing Authority to acquire, manage and maintain all housing contracts. When appropriate, staff shall help consumer acquire and maintain Section 8 Housing and Shelter Plus vouchers, ensure basic household maintenance, rental unit inspections and when necessary, pursue a legal eviction.
- iii. Contractor shall provide and maintain property liability insurance on all units.

- iv. Contractor property management staff shall work closely with contractor case managers and peer counselors to provide integrated support services with independent living skills training and access to community resources to enable clients to maintain and retain their housing.

b. Placement of Individuals into Housing Units

- i. The type of housing will be determined by client's previous rental history and housing problems, history of violence, history of drug or alcohol abuse and a criminal justice report. The following criteria shall be considered in determining the type of placement in housing: individuals who are registered sex offenders, individuals with a history of the manufacture or sale of methamphetamine, alcohol and drug abuse, history of residential fire setting, or people with significant histories of random violence with no information about a mitigating intervention or treatment.
- ii. Contractor shall hold personal meetings with the tenant (client) to complete the screening process. Contractor shall focus on assessing the likelihood that any tenant applicant will be able to meet the essential requirements of tenancy as expressed in the lease as follows:
 - 1) To pay rent and any other charges in a timely manner.
 - 2) To care for and avoid damaging the unit and common areas, use the facilities and equipment in a reasonable way, to not create health or safety hazards, and to report significant maintenance needs in a timely manner.
 - 3) To respect the personal and property rights of others
 - 4) To not engage in criminal activity that threatens the health and/or safety of other residents or staff
 - 5) To comply with health and safety codes and necessary and reasonable rules and program guidelines.

9. Rental Procedures

The contractor will meet the following objectives relating to rent collection and general tenant relations:

- a. Contractor will ensure that 24/7 staff coverage is available to respond to housing landlord for any type of housing emergency.
- b. Contractor staff will be available during regular business hours to assist tenants with a broad range of issues related to housing stability.
- c. Contractor will establish a clear and consistent method for tenants to pay rent, including standard practices for providing notice to tenants regarding late payment.
- d. When appropriate, Contractor will establish 3rd party rent payment mechanism for tenants.
- e. Contractor will develop and administer a client satisfaction survey that assesses tenant satisfaction with housing and property management services.
- f. Should it be necessary to begin the eviction process, Contractor will proceed according to legal statute and requirements.

10. Eviction Prevention

Individuals who are deemed continuously disruptive will become the subject of a meeting to identify possible intervention to alleviate the problem. The participants in such meeting shall be the Property Manager as applicable, the Program Supervisor, the FSP Provider staff and when possible, the individual tenant. Efforts will be made to determine if the disruption is the result of symptoms of illness, or if the resident is under the influence of alcohol or drugs when the disruption occurs. Meeting participants will seek to determine if there is a cause that can be ameliorated, reduced or eliminated to avoid eviction and will develop a plan of action based on complete, accurate and factual documentation of the activity. In cases where the disruptive behavior is a coping mechanism for symptoms which are never completely eliminated, participants will seek to identify housing that reduces interaction with others, while maintaining the necessary supports to keep the individual successfully housed.

11. Unit Maintenance and Habitation

- a. One hundred percent (100%) of the units will meet local building and health codes at the time of initial rent-up.
- b. One hundred percent (100%) of the units will be monitored by the contractor for proper functioning of safety issues including smoke detectors, plumbing, gas, electricity and heating systems and any issues or concerns will be reported immediately to the owner or the owner's designee.
- c. Any hazards or other unsafe or unhealthy conditions that are reported by tenant, landlord, or program personnel will be investigated by contractor within twenty-four (24) hours. Life/Safety issues (including, but not limited to heating, plumbing, and electrical systems) will be corrected within forty-eight (48) hours, or client will be relocated to temporary housing until hazard or unsafe condition is repaired. Non-emergency repairs will be corrected within fifteen (15) working days.
- d. One hundred percent (100%) of consumers needing accessibility modifications will receive them prior to move-in.
- e. After thirty (30) days of trying to resolve a unit habitability issue, if the suitable resolution has not occurred, Contractor will report such occurrence to BHRS Deputy Director for Adult and Older Adult Services.
- f. Contractor will also observe and monitor the effect of the level of the consumer's instrumental activities of daily living (IADLs) upon their ability to maintain the cleanliness of their unit or to report any maintenance issues. Contractor staff will make regular inspections of consumer's units as part of tenancy, and will work with consumers to improve the challenges they have in maintaining their living environment.

V. Administrative Requirements (For all service components)

A. Paragraph 13 of the Agreement and Paragraph I.T.4. of Exhibit B

notwithstanding, Contractor shall maintain medical records required by the California Code of Regulations. Notwithstanding the foregoing, Contractor shall maintain beneficiary medical and/or clinical records for a period of seven (7) years, except that the records of persons under age eighteen (18) at the time of treatment shall be maintained: a) until one (1) year beyond the person's eighteenth (18th) birthday or b) for a period of seven (7) years beyond the date of discharge, whichever is later.

B. Administering Satisfaction Surveys

Contractor agrees to administer/utilize any and all survey instruments as directed by BHRS, including outcomes and satisfaction measurement instruments.

C. Cultural Competency

Implementations of these guidelines are based on the National Culturally and Linguistically Accessible Services (CLAS) Standards issued by the Department of Health and Human Services. For more information about these standards, please contact the Health Equity Initiatives Manager (HEIM) at 650-573-2714 or jafrica@smcgov.org.

1. Contractor will submit an annual cultural competence plan that details on-going and future efforts to address the diverse needs of clients, families and the workforce. This plan will be submitted to the BHRS Program Manager and the Health Equity Initiatives Manager (HEIM) by September of the fiscal year

The annual cultural competence plan will include, but is not limited to the following:

- a. Implementation of policies and practices that are related to promoting diversity and cultural competence.
- b. Contractor forum for discussing relevant and appropriate cultural competence-related issues (such as a cultural competence committee).
- c. Collection of client cultural demographic information, including race, ethnicity, primary language, gender and sexual orientation.

- d. Staffing objectives that reflect the cultural and linguistic diversity of the clients. (Contractor will recruit, hire and retain clinical staff members who can provide services in a culturally and linguistically appropriate manner.)
 - e. Staff training plan related to cultural competency. Contractor will ensure that all program staff receive at least 8 hours of external training per year (i.e. sponsored by BHRS or other agencies) on how to provide culturally and linguistically appropriate services.
 - 2. Contractor will actively participate in at least one cultural competence effort within BHRS and/or to send a representative to attend the Cultural Competence Council for the term of the Agreement. Contractor shall submit to BHRS ODE by March 31st, a list of staff who have participated in these efforts. For more information about the Cultural Competence Council (CCC), and other cultural competence efforts within BHRS, contact HEIM.
 - 3. Contractor will establish the appropriate infrastructure to provide services in County identified threshold languages. Currently the threshold languages are: Spanish, Tagalog and Chinese (Mandarin and Cantonese). If contractor is unable to provide services in those languages, the contractor is expected to contact Access Call Center or their BHRS Program Manager for consultation. If additional language resources are needed, please contact HEIM.
 - 4. Contractor will translate relevant and appropriate behavioral health-related materials (such as forms, signage, etc.) in County identified threshold languages in a culturally and linguistically appropriate manner. BHRS strongly encourages its contractors to use BHRS-sponsored forms in an effort to create uniformity within the system of care. Contractor shall submit to HEIM by March 31st, copies of Contractor's health-related materials in English and as translated.
 - 5. Should Contractor be unable to comply with the cultural competence requirements, Contractor will meet with the Program Manager and HEIM (jafrica@smcgov.org) to plan for appropriate technical assistance.
- D. Contractor shall submit a copy of any licensing report issued by a licensing agency to BHRS, Deputy Director of Adult and Older Adult Services within ten (10) business days of Contractor's receipt of any such licensing report.

- E. Contractor shall provide all pertinent documentation required for federal Medi-Cal reimbursement. Documentation shall be completed in compliance with the San Mateo County BHRS Documentation Manual, which is incorporated into this Agreement by reference herein.
- F. Contractor shall maintain certification through San Mateo County to provide Short-Doyle Medi-Cal and Medicare reimbursable services.
- G. Drug Medi-Cal Certification: Contractor shall submit a Drug Medi-Cal (DMC) certification application to the Department of Healthcare Services by March 1, 2015. Once the DMC certification has been approved and a copy submitted to BHRS, Contractor may submit invoices to BHRS for DMC service reimbursement.

H. Ineligible Employees

BHRS requires that contractors identify the eligibility status of employees, interns or volunteers prior to hiring and on an annual basis thereafter. Results of the eligibility screenings are to be maintained in the employee files. This process is meant to ensure that any person delivering services to clients of BHRS are not currently excluded, suspended, debarred or have been convicted of a criminal offense as described below. The Contractor must notify BHRS Quality Management (by completing the BHRS Critical Incident Reporting form, Policy #93-11) should a current employee, intern or volunteer be identified as ineligible. Contractors are required to screen for ineligible employees, interns and volunteers by using the following websites:

1. Office of Inspector General

Contractor may not employ any persons deemed an Ineligible Person by the Office of the Inspector General in the provision of services for the County through this agreement. Any employee(s) of contractor determined to be an Ineligible Person will be removed from responsibility for, or involvement with County consumers or operations. An "Ineligible Person" is an individual who (1) is currently excluded, suspended, debarred or otherwise ineligible to participate in Federal health care programs, or (2) has been convicted of a criminal offense related to the provision of health care items or services and has not been reinstated in the Federal health care programs after a period of exclusion, suspension, debarment or ineligibility. Ineligibility may be verified by checking: <http://www.exclusions.oig.hhs.gov/>.

2. California Department of Healthcare Services (DHCS)

Contractors providing state funded health services may not employ any persons deemed an Ineligible Person by the California Department of Health Services (CDHS) in the provision of services for the County through this agreement. Any employee(s) of contractor determined to be an Ineligible Person will be removed from responsibility for, or involvement with County consumers or operations. An "Ineligible Person" is an individual who has been (1) convicted of a crime involving fraud or abuse of the Medi-Cal program, or (2) suspended from the federal Medicare program for any reason. Ineligibility may be verified by checking: <http://files.medi-cal.ca.gov>, once there, type in "medi-cal suspended and ineligible provider list" in the search box.

I. Advance Directives

Contractor will comply with County policies and procedures relating to advance directives.

J. Beneficiary Rights

Contractor will comply with County policies and procedures relating to beneficiary's rights and responsibilities.

K. Physician Incentive Plans

Contractor shall obtain approval from County prior to implementing a Physician Incentive Plan as described by Title 42, CFR, Section 438.6(h). The County will submit the Physician Incentive Plan to the State for approval. The State shall approve the Contractor's request for a Physician Incentive Plan only if the proposed Physician Plan complies with all applicable federal and state regulations.

L. Availability and Accessibility of Service

Contractor shall offer hours of operation that are no less than the hours of operation offered to commercial enrollees, if the Contractor also serves enrollees of a commercial plan, or that are comparable to the hours the Contractor makes available for Medi-Cal services that are not covered by the County or another Mental Health Plan, if the Contractor serves only Medi-Cal consumers.

M. Compliance Plan and Code of Conduct

Contractor shall read and be knowledgeable of the compliance principles contained in the Mental Health Compliance Plan and Code of Conduct. In addition, Contractor shall assure that Contractor's workforce is aware of compliance mandates, and are informed of the existence and how to use the Compliance Improvement Hotline Telephone Number (650) 573-2695. The compliance Plan is accessible at sanmateo.networkofcare.org/mh by following the link "Newsletters, Announcements, and Other Resources", then the link "Information for Providers".

N. Beneficiary Brochure and Provider Lists

Contractor agrees to provide Medi-Cal consumers who are new to the Mental Health System with a brochure (an original of which shall be provided by County) when a client first receives a specialty mental health service from the Contractor. Such brochure shall contain a description of County services available; a description of the process for obtaining County services, including the County's state-wide toll-free telephone number; a list of the County's providers; a description of the County's beneficiary problem resolution process, including the complaint resolution and grievance processes; and a description of the beneficiary's right to request a fair hearing at any time before, during or within 90 days after the completion of the beneficiary problem resolution process.

VI. GOALS AND OBJECTIVES / REPORTING

A. MHSA FSP

1. Goals and Objectives

Goal One: Contractor shall implement wellness and recovery action plans (WRAP)

Objective One: Fifty percent (50%) of FSP enrollees will have WRAP within 12 months of enrollment.

Data to be collected by Contractor.

Goal Two: Decrease incarceration of clients needing mental health services. (FSP)

Objective One: Enrolled program consumers shall reduce total days of incarceration by seventy percent (70%) in comparison to total days for twelve (12) months prior to enrollment.

Data to be collected by Contractor.

Goal Three Decrease hospitalization of enrolled consumers.

Objective One Enrolled program consumers shall reduce total days of hospitalization by seventy percent (70%) in comparison to total days for twelve (12) months prior to enrollment.

Data to be collected by Contractor.

Goal Four: Consumers shall be maintained in stable housing. (Housing)

Objective One: Sixty percent (60%) of consumers who live in supported housing will remain in stable housing at least one (1) year.

Data to be collected by Contractor.

Objective Two: Ninety Percent (90%) of consumers satisfied with property management services. (Housing).

Data to be collected by Contractor.

2. Reporting

Contractor shall comply with all State Department of Mental Health reporting requirements for Mental Health Services Act Full Service Partnerships including collections using State instruments, maintenance according to State guidelines, and reporting using State processes. Data collected will include but are not to be limited to:

- a. Client's Satisfaction
- b. Medical/Psychiatric Hospitalization
- c. Residential Status
- d. Employment
- e. Incarceration
- f. Emergency Room Contacts
- g. Financial Status
- h. Legal Events
- i. Monthly status reports including enrollments, dis-enrollments, jail, locked and twenty-four (24) hour placements.

B. Criminal Justice Realignment (CJR) FSP Goals

Goal One: Contractor shall implement wellness and recovery action plans

Objective One: Fifty percent (50%) of CJR FSP enrollees will have WRAP within twelve (12) months of enrollment.

Data to be collected by Contractor.

Goal Two: Decrease incarceration of consumers.

Objective One: Enrolled program consumers shall reduce total days of incarceration by fifty percent (50%) in comparison to total days for twelve (12) months prior to enrollment.

Data to be collected by Contractor.

Goal Three: Decrease hospitalization of consumers.

Objective One Enrolled program consumers shall reduce total days of hospitalization by seventy percent (70%) in comparison to total days for twelve (12) months prior to enrollment.

Data to be collected by Contractor.

Goal Four: Consumers shall be maintained in stable housing.

Objective One: Sixty percent (60%) of consumers who live in supported housing will remain in stable housing at least one (1) year.

Data to be collected by Contractor.

Objective Two: Ninety percent (90%) of consumers satisfied with property management services. (Housing)

Data to be collected by Contractor.

End of Exhibit A

TELECARE CORPORATION
Full Service Partnerships for Adults and Older Adults
FY 2014-17
Exhibit B

County and Contractor hereby agree to amend this agreement to incorporate necessary language to meet Federal and State requirements during the term of this agreement.

In consideration of the services provided by Contractor in Exhibit A, County shall pay Contractor based on the following fee schedule:

I. Payments

A. Notwithstanding the method of payment set forth herein, in no event shall the maximum obligation that County shall pay or be obligated to pay Contractor for Full Service Partnership Services (FSP) and Housing Support Programs provided under this Agreement exceed SIXTEEN MILLION ONE HUNDRED TWELVE THOUSAND SIX HUNDRED NINETY-ONE DOLLARS (\$16,112,691) for the period of July 1, 2014 through June 30, 2017.

B. In consideration of the services to be provided by Contractor, payment by County to Contractor shall be subject to the annual Cost Settlement process defined in Paragraph I.K. of this Exhibit B.

C. Payment for the period of July 1, 2014 – June 30, 2015 (Year 1)

For the period July 1, 2014 through June 30, 2015, the maximum payment shall not exceed FIVE MILLION THREE HUNDRED SEVENTY THOUSAND EIGHT HUNDRED NINETY-SEVEN DOLLARS (\$5,370,897).

1. FSP Services Payment

The maximum payment for FSP services for the period July 1, 2014 through June 30, 2015 shall not exceed THREE MILLION FOUR HUNDRED FIFTY-THREE THOUSAND NINE HUNDRED FORTY-FIVE DOLLARS (\$3,453,945).

a. FSP Services Payment

- 1) The FSP payment will cover service costs for TWO HUNDRED SEVEN (207) enrollees at the service levels as follows:

Service Level	Maximum # of enrollees
Intensive	167
Case Management	30
Wellness & Recovery	10
Total:	207

- 2) In no event shall the total obligation of the County for FSP payments for this period exceed THREE MILLION FOUR HUNDRED FIFTY-THREE THOUSAND NINE HUNDRED FORTY-FIVE DOLLARS (\$3,453,945).
- 3) Unless otherwise authorized by the Chief of the Health System or designee, and/or as adjusted subject to Paragraph I.C.1.a.2) of this Exhibit B, the monthly rate of payment by County to Contractor shall be one-twelfth (1/12) of the FSP. Payments will be made in the amount of TWO HUNDRED EIGHTY-SEVEN THOUSAND EIGHT HUNDRED TWENTY-NINE DOLLARS (\$287,829) per month for this period of the Agreement. The amount of the monthly payment is subject to reduction as described in Paragraph I.C.1.a.5).
- 4) The FSP for this period of the Agreement includes: 1) MHSA funding, including flexible funds, in the amount of ONE MILLION NINE HUNDRED FORTY-ONE THOUSAND NINE HUNDRED EIGHTY-NINE DOLLARS (\$1,941,989) and County General funds in the amount of NINETY-FIVE THOUSAND FOUR HUNDRED SIXTY-FOUR DOLLARS (\$95,464); and 2) the revenues expected to be generated by third-party billings: Medi-Cal Federal Financial Participation (FFP), Medicare and other applicable third-party payors for FSP services provided to enrollees (i.e. "Revenue Component"). The projected Revenue Component for FY 2014-15 is ONE MILLION FOUR HUNDRED SIXTEEN THOUSAND FOUR HUNDRED NINETY-TWO DOLLARS (\$1,416,492).

- 5) County and Contractor agree that in the event that the actual revenues collected for Contractor's services for this period are less than the Revenue Component and that difference is shown to have been generated by failure to bill and/or disallowances by third party payors based on Contractor's failure: 1) to use Medicare-eligible providers; 2) to provide documentation adequate to support Contractor's services per County BHRS Documentation Manual (incorporated by reference herein); 3) to provide services at a per unit cost that is equal to or below the State Maximum Allowance; or 4) to submit the billing information required by this Agreement to the County in a timely manner (collectively, "Third Party Disallowances"), the FSP may be reduced by the amount of that difference. In determining the amount of such reduction, the Third Party Disallowances shall be subtracted from the amount of gross revenues collected by County for Contractor's services under this Agreement. The County shall determine the actual revenue generation. Any such reduction may, at the sole discretion of the County, result in a corresponding one-twelfth (1/12) payment reduction based upon the revised Revenue Component estimate of actual revenues available at that time.
 - b. Revenue Component reductions as described in I.C.1.a.5) of this Exhibit B shall not relieve Contractor of the obligation to provide the volume of services as described in Paragraph II.M. of Exhibit A.
2. Housing Support Program

The total obligation of the County for Contractor's expenses for Housing Support Program costs for the period beginning July 1, 2014 through June 30, 2015, shall not exceed ONE MILLION FOUR HUNDRED FIFTEEN THOUSAND NINETY-SIX DOLLARS (\$1,415,096).

- a. Housing costs for this period shall not exceed a maximum of SEVEN HUNDRED FORTY-SIX THOUSAND NINE HUNDRED NINETY-SIX DOLLARS (\$746,996). Payment for housing costs will be made for actual costs upon receipt of invoice from Contractor. Contractor shall be responsible for collecting tenant payments to cover portions of the program costs.

- b. Program administration and related expenses for this period shall be SIX HUNDRED SIXTY-EIGHT THOUSAND ONE HUNDRED DOLLARS (\$668,100). For this period monthly payments will be in the amount of FIFTY-FIVE THOUSAND SIX HUNDRED SEVENTY-FIVE DOLLARS (\$55,675).

3. Criminal Justice (CJ) Full Service Partnership (FSP)

Payment for the services described in Exhibit A.III shall not exceed FOUR HUNDRED SIXTY-FOUR THOUSAND SEVEN HUNDRED SEVENTY-SIX DOLLARS (\$464,776) for the period July 1, 2014 through June 30, 2015.

a. FSP Services and Housing Costs

FSP services and housing costs will be limited to a maximum of FOUR HUNDRED TWENTY-THREE THOUSAND FIVE HUNDRED SEVENTY-SIX DOLLARS (\$423,576).

Base Caseload Amount (BCA)

Service Level	Annual Rate	# Slots	Monthly Amount
Intensive	\$22,859	5	\$9,525
Community Case Mgmt	\$18,307	3	\$4,577
Wellness	\$14,187	3	\$3,547
Total BCA			\$17,649

The monthly payment by County to Contractor for BCA shall be SEVENTEEN THOUSAND SIX HUNDRED FORTY-NINE DOLLARS (\$17,649).

b. Case Rate Amount (CRA)

Service Level	Annual Rate	# Slots	Monthly Amount
Intensive	\$22,859	5	\$9,525
Community Case Mgmt	\$18,307	3	\$4,577
Wellness	\$14,187	3	\$3,547
Total CRA			\$17,649

The monthly CRA rate shall be paid for any client that is enrolled during the month.

c. Housing Funds

Expenses related to client housing items and rent for those eligible to receive benefits, including General Assistance, will be reimbursed up to a maximum of FORTY-ONE THOUSAND TWO HUNDRED DOLLARS (\$41,200) upon submission of invoices with proper supporting documentation.

4. Dedicated Emergency Single Room Occupancy Rooms

County shall pay for four (4) dedicated emergency single room occupancy rooms at SEVEN HUNDRED SEVENTY-THREE DOLLARS (\$773) per room per month or for a maximum of THREE THOUSAND NINETY DOLLARS (\$3,090) per month not to exceed a maximum amount of THIRTY-SEVEN THOUSAND EIGHTY DOLLARS (\$37,080) for the period July 1, 2014 through June 30, 2015.

D. Payment for the period of July 1, 2015 – June 30, 2016 (Year 2)

For the period July 1, 2015 through June 30, 2016, the maximum payment shall not exceed FIVE MILLION THREE HUNDRED SEVENTY THOUSAND EIGHT HUNDRED NINETY-SEVEN DOLLARS (\$5,370,897).

1. Payment for FSP Services

The payment for the FSP services described in Exhibit A of this agreement for the period of July 1, 2015 through June 30, 2016 of this Agreement shall not exceed THREE MILLION FOUR HUNDRED FIFTY-THREE THOUSAND NINE HUNDRED FORTY-FIVE DOLLARS (\$3,453,945).

a. Base Caseload Amount (FSP) Payment

- 1) The FSP will cover service costs for TWO HUNDRED SEVEN (207) enrollees at the service levels as follows:

Service Level	Maximum # of enrollees
Intensive	167
Case Management	30
Wellness & Recovery	10
Total	207

- 2) In no event shall the total obligation of the County for FSP payments for this period exceed THREE MILLION FOUR HUNDRED FIFTY-THREE THOUSAND NINE HUNDRED FORTY-FIVE DOLLARS (\$3,453,945).
- 3) Unless otherwise authorized by the Chief of the Health System or designee, and/or as adjusted subject to Paragraph I.C.1.a.2) of this Exhibit B, the monthly rate of payment by County to Contractor shall be one-twelfth (1/12) of the FSP. Payments will be made in the amount of TWO HUNDRED EIGHTY-SEVEN THOUSAND EIGHT HUNDRED TWENTY-NINE DOLLARS (\$287,829) per month for this period of the Agreement. The amount of the monthly payment is subject to reduction as described in Paragraph I.C.1.a.5).
- 4) The FSP for this period of the Agreement includes: 1) MHSA funding, including flexible funds, in the amount of ONE MILLION NINE HUNDRED FORTY-ONE THOUSAND NINE HUNDRED EIGHTY-NINE DOLLARS (\$1,941,989) and County General funds in the amount of NINETY-FIVE THOUSAND FOUR HUNDRED SIXTY-FOUR DOLLARS (\$95,464); and 2) the revenues expected to be generated by third-party billings: Medi-Cal Federal Financial Participation (FFP), Medicare and other applicable third-party payors for FSP services provided to enrollees (i.e. "Revenue Component"). The projected Revenue Component for FY 2015-16 is ONE MILLION FOUR HUNDRED SIXTEEN THOUSAND FOUR HUNDRED NINETY-TWO DOLLARS (\$1,416,492).
- 5) County and Contractor agree that in the event that the actual revenues collected for Contractor's services for this period are less than the Revenue Component and that difference is shown to have been generated by failure to bill and/or disallowances by third party payors based on Contractor's failure: 1) to use Medicare-eligible providers; 2) to provide documentation adequate to support Contractor's services per County BHRS Documentation Manual (incorporated by reference herein); 3) to provide services at a per unit cost that is equal to or below the State Maximum Allowance; or 4) to submit the billing information required by this Agreement to the County in a timely manner (collectively, "Third Party Disallowances"), the FSP may be reduced

by the amount of that difference. In determining the amount of such reduction, the Third Party Disallowances shall be subtracted from the amount of gross revenues collected by County for Contractor's services under this Agreement. The County shall determine the actual revenue generation. Any such reduction may, at the sole discretion of the County, result in a corresponding 1/12 payment reduction based upon the revised Revenue Component estimate of actual revenues available at that time.

- b. Revenue Component reductions as described in I.D.1.a.5) of this Exhibit B shall not relieve Contractor of the obligation to provide the volume of services as described in Paragraph II.M. of Exhibit A.

2. Housing Support Program

The total obligation of the County for Contractor's expenses for Housing Support Program costs for the period beginning July 1, 2015 through June 30, 2016, shall not exceed ONE MILLION FOUR HUNDRED FIFTEEN THOUSAND NINETY-SIX DOLLARS (\$1,415,096).

- a. Housing costs for this period shall not exceed a maximum of SEVEN HUNDRED FORTY-SIX THOUSAND NINE HUNDRED NINETY-SIX DOLLARS (\$746,996). Payment for housing costs will be made for actual costs upon receipt of invoice from Contractor. Contractor shall be responsible for collecting tenant payments to cover portions of the program costs.
- b. Program administration and related expenses for this period shall be SIX HUNDRED SIXTY-EIGHT THOUSAND ONE HUNDRED DOLLARS (\$668,100). For this period monthly payments will be in the amount of FIFTY-FIVE THOUSAND SIX HUNDRED SEVENTY-FIVE DOLLARS (\$55,675).

3. Criminal Justice (CJ) Full Service Partnership (FSP)

Payment for the services described in Exhibit A.III shall not exceed FOUR HUNDRED SIXTY-FOUR THOUSAND SEVEN HUNDRED SEVENTY-SIX DOLLARS (\$464,776) for the period July 1, 2015 through June 30, 2016.

- a. FSP Services and Housing Costs

FSP services and housing costs will be limited to a maximum of FOUR HUNDRED TWENTY-THREE THOUSAND FIVE HUNDRED SEVENTY-SIX DOLLARS (\$423,576).

Base Caseload Amount (FSP)

Service Level	Annual Rate Per Enrollee	# Slots	Maximum Monthly Amount
Intensive	\$22,859	5	\$9,525
Community Case Mgmt	\$18,307	3	\$4,577
Wellness	\$14,187	3	\$3,547
Total FSP			\$17, 649

The monthly payment by County to Contractor for FSP shall be SEVENTEEN THOUSAND SIX HUNDRED FORTY-NINE DOLLARS (\$17,649).

b. Case Rate Amount (CRA)

Service Level	Annual Rate Per Enrollee	# Slots	Maximum Monthly Amount
Intensive	\$22,859	5	\$9,525
Community Case Mgmt	\$18,307	3	\$4,577
Wellness	\$14,187	3	\$3,547
Total CRA			\$17, 649

The monthly CRA rate shall be paid for any client that is enrolled during the month.

c. Housing Funds

Expenses related to client housing items and rent for those eligible to receive benefits, including General Assistance, will be reimbursed up to a maximum of FORTY-ONE THOUSAND TWO HUNDRED DOLLARS (\$41,200) upon submission of invoices with proper supporting documentation.

4. Dedicated Emergency Single Room Occupancy Rooms

County shall pay for four (4) dedicated emergency single room occupancy rooms at SEVEN HUNDRED SEVENTY-THREE DOLLARS (\$773) per room per month or for a maximum of THREE THOUSAND NINETY DOLLARS (\$3,090) per month not to exceed a maximum amount of THIRTY-SEVEN THOUSAND EIGHTY DOLLARS (\$37,080) for the period July 1, 2015 through June 30, 2016.

E. Payment for the period of July 1, 2016 – June 30, 2017 (Year 3)

For the period July 1, 2016 through June 30, 2017, the maximum payment shall not exceed FIVE MILLION THREE HUNDRED SEVENTY THOUSAND EIGHT HUNDRED NINETY-SEVEN DOLLARS (\$5,370,897).

1. Payment for FSP Services

The maximum payment for FSP services for the period July 1, 2016 through June 30, 2017 shall not exceed THREE MILLION FOUR HUNDRED FIFTY-THREE THOUSAND NINE HUNDRED FORTY-FIVE DOLLARS (\$3,453,945).

a. FSP Services

- 1) The FSP will cover service costs for TWO HUNDRED SEVEN (207) enrollees at the service levels as follows:

Service Level	Maximum # of enrollees
Intensive	167
Case Management	30
Wellness & Recovery	10
TOTAL:	207

- 2) In no event shall the total obligation of the County for FSP payments for this period exceed THREE MILLION FOUR HUNDRED FIFTY-THREE THOUSAND NINE HUNDRED FORTY-FIVE DOLLARS (\$3,453,945).
- 3) Unless otherwise authorized by the Chief of the Health System or designee, and/or as adjusted subject to Paragraph I.C.1.a.2) of this Exhibit B, the monthly rate of payment by County to Contractor shall be one-twelfth (1/12) of the FSP. Payments will be made in the amount of TWO HUNDRED EIGHTY-SEVEN THOUSAND EIGHT HUNDRED TWENTY-NINE DOLLARS (\$287,829) per month for this period of the Agreement. The amount of the monthly payment is subject to reduction as described in Paragraph I.C.1.a.5).

- 4) The FSP for this period of the Agreement includes: 1) MHSA funding, including flexible funds, in the amount of ONE MILLION NINE HUNDRED FORTY-ONE THOUSAND NINE HUNDRED EIGHTY-NINE DOLLARS (\$1,941,989) and County General funds in the amount of NINETY-FIVE THOUSAND FOUR HUNDRED SIXTY-FOUR DOLLARS (\$95,464); and 2) the revenues expected to be generated by third-party billings: Medi-Cal Federal Financial Participation (FFP), Medicare and other applicable third-party payors for FSP services provided to enrollees (i.e. "Revenue Component"). The projected Revenue Component for FY 2016-17 is ONE MILLION FOUR HUNDRED SIXTEEN THOUSAND FOUR HUNDRED NINETY-TWO DOLLARS (\$1,416,492).
 - 5) County and Contractor agree that in the event that the actual revenues collected for Contractor's services for this period are less than the Revenue Component and that difference is shown to have been generated by failure to bill and/or disallowances by third party payors based on Contractor's failure: 1) to use Medicare-eligible providers; 2) to provide documentation adequate to support Contractor's services per County BHRS Documentation Manual (incorporated by reference herein); 3) to provide services at a per unit cost that is equal to or below the State Maximum Allowance; or 4) to submit the billing information required by this Agreement to the County in a timely manner (collectively, "Third Party Disallowances"), the FSP may be reduced by the amount of that difference. In determining the amount of such reduction, the Third Party Disallowances shall be subtracted from the amount of gross revenues collected by County for Contractor's services under this Agreement. The County shall determine the actual revenue generation. Any such reduction may, at the sole discretion of the County, result in a corresponding one-twelfth (1/12) payment reduction based upon the revised Revenue Component estimate of actual revenues available at that time.
- b. Revenue Component reductions as described in I.C.1.a.5) of this Exhibit B shall not relieve Contractor of the obligation to provide the volume of services as described in Paragraph II.M. of Exhibit A.

2. Housing Support Program

The total obligation of the County for Contractor's expenses for Housing Support Program costs for the period beginning July 1, 2016 through June 30, 2017, shall not exceed ONE MILLION FOUR HUNDRED FIFTEEN THOUSAND NINETY-SIX DOLLARS (\$1,415,096).

- a. Housing costs for this period shall not exceed a maximum of SEVEN HUNDRED FORTY-SIX THOUSAND NINE HUNDRED NINETY-SIX DOLLARS (\$746,996). Payment for housing costs will be made for actual costs upon receipt of invoice from Contractor. Contractor shall be responsible for collecting tenant payments to cover portions of the program costs.
- b. Program administration and related expenses for this period shall be SIX HUNDRED SIXTY-EIGHT THOUSAND ONE HUNDRED DOLLARS (\$668,100). For this period monthly payments will be in the amount of FIFTY-FIVE THOUSAND SIX HUNDRED SEVENTY-FIVE DOLLARS (\$55,675).

3. Criminal Justice (CJ) Full Service Partnership (FSP)

Payment for the services described in Exhibit A.III shall not exceed FOUR HUNDRED SIXTY-FOUR THOUSAND SEVEN HUNDRED SEVENTY-SIX DOLLARS (\$464,776) for the period July 1, 2016 through June 30, 2017.

a. FSP Services and Housing Costs

FSP services and housing costs will be limited to a maximum of FOUR HUNDRED TWENTY-THREE THOUSAND FIVE HUNDRED SEVENTY-SIX DOLLARS (\$423,576)

Base Caseload Amount (FSP)

Service Level	Annual Rate	# Slots	Monthly Amount
Intensive	\$22,859	5	\$9,525
Community Case Management	\$18,307	3	\$4,577
Wellness	\$14,187	3	\$3,547
Total BCS:			\$17,649

The monthly payment by County to Contractor for FSP shall be SEVENTEEN THOUSAND SIX HUNDRED FORTY-NINE DOLLARS (\$17,649).

b. Case Rate Amount (CRA)

Service Level	Annual Rate	# Slots	Monthly Amount
Intensive	\$22,859	5	\$9,525
Community Case Mgmt	\$18,307	3	\$4,577
Wellness	\$14,187	3	\$3,547
Total CRA:			\$17,649

The monthly CRA rate shall be paid for any client that is enrolled during the month.

c. Housing Funds

Expenses related to client housing items and rent for those eligible to receive benefits, including General Assistance, will be reimbursed up to a maximum of FORTY-ONE THOUSAND TWO HUNDRED DOLLARS (\$41,200) upon submission of invoices with proper supporting documentation.

4. Dedicated Emergency Single Room Occupancy Rooms

County shall pay for four (4) dedicated emergency single room occupancy rooms at SEVEN HUNDRED SEVENTY-THREE DOLLARS (\$773) per room per month or for a maximum of THREE THOUSAND NINETY DOLLARS (\$3,090) per month not to exceed a maximum amount of THIRTY-SEVEN THOUSAND EIGHTY DOLLARS (\$37,080) for the period July 1, 2016 through June 30, 2017.

F. County Revenue Component Estimates

Contractor shall provide the minimum Medi-Cal and Medicare reimbursable services which shall generate the amounts of revenue for FSP as established below. These services shall be reported to County through the Monthly Reporting process as described in paragraph I.I. of this Exhibit B.

	<u>July 1, 2014 –</u> <u>June 30, 2015</u>	<u>July 1, 2015 –</u> <u>June 30, 2016</u>	<u>July 1, 2016 –</u> <u>June 30, 2017</u>
FSP	\$1,416,492	\$1,416,492	\$1,416,492

G. Operating Income

The Gross Operating Income described in Exhibit C (Budget) shall not exceed the amounts established in the table below without the express written consent of the Chief of the Health System. Funding for such Gross Operating Income is included in the Maximum Obligation set forth in Exhibit B, Paragraph I.A. and County shall not pay nor be obligated to pay additionally for such Gross Operating Income.

<u>Period</u>	<u>Amount</u>
FY 2014-15 (Year 1)	\$189,420
FY 2015-16 (Year 2)	\$189,420
FY 2016-17 (Year 3)	\$189,420
Total	<u>\$568,260</u>

H. Contractor's Budget

1. Contractor's annual budget for these services for Fiscal Years 2014-17 is incorporated into this Agreement as Exhibit C. The allocation of funding for the Adult and Older Adult/Medically Fragile FSPs and Housing Support Programs shall be provided according to the Contractor's budget.
2. Contractor shall be responsible for all expenses incurred during the performance of services rendered under this Agreement that are not included in Exhibit C.

I. Budget modifications may be approved by the Chief of the Health System or designee, subject to the maximum amount set forth in Paragraph 3.

J. The Chief of the Health System or designee is authorized to execute contract amendments which modify the County's maximum fiscal obligation by no more than TWENTY-FIVE THOUSAND DOLLARS (\$25,000) (in aggregate), and/or modify the contract term and/or services so long as the modified term or services is/are within the current or revised fiscal provisions.

K. Contractor shall maintain all program fiscal records to maintain current and future requirements for MHSA funded FSP services as determined by the State DMH, and as requested by the County.

L. Contractor shall submit to County a year-end cost report no later than ninety (90) days after the end of each applicable fiscal year (June 30th). Cost reports shall include accounting for all services provided through the Agreement for each applicable period, and separate accountings for 1) FSP services, 2) one-time expenditures, and 3) flexible funds. Cost reports shall be in accordance with the principles and format outlined in the Cost Reporting/Data Collection (CR/DC) Manual. Contractor shall annually have its books of accounts audited by a Certified Public Accountant and a copy of said audit report shall be submitted along with the Cost Report.

1. For any annual Cost Report provided to County that shows that total payments to Contractor exceed the total actual costs for these services rendered by Contractor during the annual reporting period, following any and all adjustments made under Paragraphs I.C.1.a.5) and/or I.D.1.a.5) of this Exhibit B2, a single payment in the amount of the contract savings shall be made to County by Contractor, unless otherwise authorized by the Chief of the Health System or designee. This cost settlement reimbursement shall be made within ninety (90) days of the end of each fiscal year.

2. Where discrepancies between reported service units and/or actual costs, and payments are found on the Cost Reports to County, Contractor shall make a single payment to County when the total charges exceed the total actual costs for all of the services rendered during the reporting period.
3. Accounting records and supporting documents shall be retained for a three-year (3) period from the date the year-end cost settlement report was approved by State for interim settlement. Should an audit be started before the expiration of the three-year (3) period, the records shall be retained until completion of the audit and final resolution of all issues that arise in the audit. Final settlement shall be made at the end of the audit and appeal process. If an audit has not begun within three (3) years, the interim settlement shall be considered as the final settlement.
4. Subsequent audits by the State may result in additional cost settlement.
5. Notwithstanding other provisions of this agreement, final settlement shall include an amount for Administrative Services equal to the amount listed in contractor's budget, Exhibit C.

M. Reporting

1. Payment by County to Contractor shall be monthly. Contractor shall bill County on or before the tenth (10th) working day of each month for the prior month. The invoice shall include a summary of services and charges for the month of service. In addition contractor shall provide back-up to the invoice. Such back-up shall be in the form of:
 - a. County provided service reporting form(s) ("Service Reporting Form(s)") completed by Contractor according to the instructions accompanying the Service Reporting Form(s), or
 - b. County approved form(s) which provide detailed description of services provided including but not limited to: client name, mental health ID#, service date, type of service provided (Ex: TBS, Intensive Day Treatment, etc.), and duration of service (hour/minute format).
2. County reserves the right to change the Service Report Forms, instructions, and/or require the Contractor to modify their description of services as the County deems necessary.

- N. County anticipates revenues from various sources to be used to fund services provided by Contractor through this Agreement. Should actual revenues be less than the amounts anticipated for any period of this Agreement, the maximum obligation and/or payment obligations for specific services may be reduced at the discretion of the Chief of the Health System or designee.
- O. If County or Contractor finds that performance is inadequate, at the County's discretion, a meeting may be called to discuss the causes for the performance problem, and this Agreement may either be renegotiated, allowed to continue to end of term, or terminated pursuant to Paragraph 4 of this Agreement. Any unspent monies due to performance failure may reduce the following year's agreement, if any.
- P. In the event Contractor claims or receives payment from County for a service, reimbursement for which is later disallowed by County or the State of California, or the United States Government, then Contractor shall promptly refund the disallowed amount to County upon request, or, at its option, County may offset the amount disallowed from any payment due or become due to Contractor under this Agreement or any other Agreement.
- Q. Contractor shall provide all pertinent documentation required for federal Medi-Cal reimbursement (including initial and quarterly notices, assessment and service plans, and progress notes). The County may withhold payment for any and all services for which the required documentation is not provided, or if the documentation provided does not meet professional standards as determined by the Quality Improvement Manager of San Mateo County BHRS. Contractor shall meet quarterly with County contract monitor, as designated by the BHRS Deputy Director of Adult and Older Adult Services, to review documentation and billing reports, and to take appropriate corrective action, as needed, to resolve any identified discrepancies.
- R. In the event this Agreement is terminated prior to June 30, 2017, the Contractor shall be paid for services already provided pursuant to this Agreement.
- S. Beneficiary Billing

Contractor shall not submit a claim to, demand or otherwise collect reimbursement from, the beneficiary or persons acting on behalf of the beneficiary for any specialty mental health or related administrative services provided under this contract. The Contractor shall not hold beneficiaries liable for debts in the event that the County becomes insolvent, for costs of covered services for which the State does not pay the County, for costs of covered services for which the State or the County does not pay the Contractor, for costs of covered services provided under this or other contracts, referral or other arrangement rather than from the County, or for payment of subsequent screening and treatment needed to diagnose the specific condition of or stabilize a beneficiary with an emergency psychiatric condition.

T. Claims Certification and Program Integrity

1. Contractor shall comply with all state and federal statutory and regulatory requirements for certification of claims, including Title 42, Code of Federal Regulations (CFR) Part 438, Sections 438.604, 438.606, and, as effective August 13, 2003, Section 438.608, as published in the June 14, 2002 Federal Register (Vol. 67, No. 115, Page 41112), which are hereby incorporated by reference.
2. Anytime Contractor submits a claim to the County for reimbursement for services provided under Exhibit A of this Agreement, Contractor shall certify by signature that the claim is true and accurate by stating the claim is submitted under the penalty of perjury under the laws of the State of California.

The claim must include the following language and signature line at the bottom of the form(s) and/or cover letter used to report the claim.

“Under the penalty of perjury under the laws of the State of California, I hereby certify that this claim for services complies with all terms and conditions referenced in the Agreement with San Mateo County.

Executed at _____ California, on _____, 20____

Signed _____ Title _____

Agency _____ ”

3. The certification shall attest to the following for each beneficiary with services included in the claim:
 - a. An assessment of the beneficiary was conducted in compliance with the requirements established in this agreement.

- b. The beneficiary was eligible to receive services described in Exhibit A of this Agreement at the time the services were provided to the beneficiary.
 - c. The services included in the claim were actually provided to the beneficiary.
 - d. Medical necessity was established for the beneficiary as defined under California Code of Regulations, Title 9, Division 1, Chapter 11, for the service or services provided, for the timeframe in which the services were provided.
 - e. A client plan was developed and maintained for the beneficiary that met all client plan requirements established in this agreement.
 - f. For each beneficiary with specialty mental health services included in the claim, all requirements for Contractor payment authorization for specialty mental health services were met, and any reviews for such service or services were conducted prior to the initial authorization and any re-authorization periods as established in this agreement.
 - g. Services are offered and provided without discrimination based on race, religion, color, national or ethnic origin, sex, age, or physical or mental disability.
4. Except as provided in Paragraph V.A. of Exhibit A relative to medical records, Contractor agrees to keep for a minimum period of three (3) years from the date of service a printed representation of all records which are necessary to disclose fully the extent of services furnished to the client. Contractor agrees to furnish these records and any information regarding payments claimed for providing the services, on request, within the State of California, to the California Department of Health Services; the Medi-Cal Fraud Unit; California Department of Mental Health; California Department of Justice; Office of the State Controller; U.S. Department of Health and Human Services, Managed Risk Medical Insurance Board or their duly authorized representatives, and/or the County.

U. Unspent Funds

Contractor may rollover unspent one-time and flexible funding only according to the following procedures. In the event this Agreement is renewed beyond the term of this Agreement, the Contractor may also rollover unspent funding to a subsequent Agreement according to the following procedures. By mutual agreement of County and Contractor, contractual savings or “rollover” of flexible funds as defined in this Exhibit B2 may be retained by Contractor and expended the following year, provided that these funds are expended for mental health services and/or FSP Program-related services approved by County and are retained in accordance with the terms of this Paragraph I.V. No other funds provided through this Agreement may be rolled over.

1. Contractor shall submit a projected calculation of any savings no later than ninety (90) days before the end of the fiscal year. The projected calculation will be a separate report from the year-end cost report. With the projected calculation Contractor shall return the amount of the savings.
2. At the time of the submission of the projected savings Contractor may request to rollover some or all of any savings. The request must be made in writing to the Director of BHRS or designee. The request shall identify specifically how the rollover funds will be spent, including a detailed budget. Savings shall not be spent until Contractor receives a written approval of the request. Approved rollover funds shall be spent only for the succeeding fiscal year and only for the specific purpose(s) requested and approved.
3. Contractor shall submit an accounting report of the rollover savings. This report shall include copies of the detailed expenses. The report is due ninety (90) days after the specific purpose has been completed, or ninety (90) days after the end of the fiscal year, whichever comes first. Any unspent rollover funds shall be returned to the County with the accounting report.
4. If the specific purpose is not yet complete as of the end of the succeeding fiscal year, contractor may request to rollover the unspent funds to the succeeding second (2nd) fiscal year by submitting a written request with the accounting report. The unspent rollover funds shall not be spent until the request is approved by the Director of BHRS or designee.
5. A final accounting of the rollover funds shall be submitted ninety (90) days after the specific purpose has been completed, or ninety (90) days after the end of the second (2nd) fiscal year, whichever comes first. Any unspent rollover funds shall be returned to the County with the accounting report.

V. Election of Third Party Billing Process

Contractor shall select an option for participating in serial billing of third-party payors for services provided through this Agreement through the completion of Attachment C – Election of Third Party Billing Process. The completed Attachment C shall be returned to the County with the signed Agreement. Based upon the option selected by the Contractor the appropriate following language shall be in effect for this Agreement.

1. Option One

- a. Contractor shall bill all eligible third-party payors financially responsible for a beneficiary's health care services that Contractor provides through this Agreement. Within ten (10) days of the end of each month, Contractor shall provide to County copies of the Explanation of Benefits or other remittance advice for every third-party payment and/or denial of such third-party payments for services provided by Contractor during such month. The amount of any such third-party payment shall be deducted from the total actual costs for all services rendered by Contractor as reflected on the Cost Report as defined in Paragraph K. of this Exhibit B. County accepts no financial responsibility for services provided to beneficiaries where there is a responsible third-party payor, and to the extent that County inadvertently makes payments to Contractor for such services rendered, County shall be entitled to recoup such reimbursement, through the Cost Report reconciliation.
- b. Contractor shall provide a copy of each completed Payor Financial Form (Attachment D) and subsequent annual updates for all clients who receive services through this Agreement. For clients who begin to receive services during the term of this Agreement, completed Payor Financial Forms shall be provided to the County with client registration forms. For clients who were receiving services prior to the start date of this Agreement and who continue to receive services through this Agreement, completed Payor Financial Forms are due within ten (10) days of the end of the first month of the Agreement.

2. Option Two

- a. Contractor shall provide information to County so that County may bill applicable other third-parties for services provided by Contractor through this Agreement. County shall retain these revenues and shall not offset these revenues against payments to Contractor.

- b. Contractor shall provide a copy of the completed Payor Financial Form (Attachment D) and subsequent annual updates for all clients who receive services through this agreement. For clients who begin to receive services during the term of this Agreement, completed Payor Financial Forms shall be provided to the County with client registration forms. For clients who were receiving services prior to the start date of this Agreement and who continue to receive services through this Agreement, completed Payor Financial Forms are due within ten (10) days of the end of the first month of the Agreement.

End of Exhibit B

Attachment C
Election of Third Party Billing Process

Effective July 1, 2005, San Mateo County Behavioral Health and Recovery Services (SMCBHRS) will be required to bill all other insurance (including Medicare) before billing Medi-Cal for beneficiaries who have other coverage in addition to Medi-Cal. This is called "serial billing." All claims sent to Medi-Cal without evidence of other insurance having been billed first will be denied.

In order to comply with the serial billing requirement you must elect which of the two following options to use in our contract with you. In either case, you will need to establish the eligibility of your clients through the completion of the standard form (Payor Financial Form) used to collect this information. Please select and complete one of the two options below:

Option One

Our agency will bill other insurance, and provide SMCBHRS with a copy of the Explanation of Benefits provided by that insurance plan before billing SMCBHRS for the remainder.

We _____ (agency name) elect option one.

Signature of authorized agent

Name of authorized agent

Telephone number

Option Two

Our agency will provide information to San Mateo County Behavioral Health and Recovery Services (SMCBHRS) so that SMCBHRS may bill other insurance before billing Medi-Cal on our agency's behalf. This will include completing the attached client Payor Financial Form and providing it to the SMCBHRS Billing Office with the completed "assignment" that indicates the client's permission for SMCBHRS to bill their insurance.

We Telecare Corporation (agency name) elect option two.


Signature of authorized agent

Marshall Langfeld
Name of authorized agent

(510) 337-7950
Telephone number

Please note if your agency already bills private insurance including Medicare for services you provide, then you must elect Option One. This is to prevent double billing. Please return this completed form to:

Doreen Avery, Business Systems Manager
Behavioral Health and Recovery Services
225 37th Avenue
San Mateo, CA 94403
(650) 573-2284

Attachment D: Payor Financial Form

AGENCY NAME:		
Client's Last Name/MH ID # (if known)	First Name M.I.	Alias or other names Used
Client Date of Birth	Undocumented? <input type="checkbox"/> Yes <input type="checkbox"/> No If no, Social Security Number (Required)	26.5 (AB3632) <input type="checkbox"/> Yes <input type="checkbox"/> No IEP (SELPA) start date
Does Client have Medi-Cal? <input type="checkbox"/> Yes <input type="checkbox"/> No Share of Cost? <input type="checkbox"/> Yes <input type="checkbox"/> No Client's Medi-Cal Number (BIC Number)? _____ Please attach copy of MEDS Screen If client has Mcal and no other 3rd party coverage , skip the remaining sections of this form and fax to MIS/Billing Unit – 573-2110 Is client Potentially Eligible for Medi-Cal Benefits? <input type="checkbox"/> Yes <input type="checkbox"/> No Client Referred to Medi-Cal? <input type="checkbox"/> Yes, give date: _____ <input type="checkbox"/> No Is this a Court-ordered Placement? <input type="checkbox"/> Yes <input type="checkbox"/> No Does Client have Medicare? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please check all that apply ____Part A ____Part B ____Part D (effective 1/1/06) What is the Client's Medicare Number? _____		
Responsible Party's Information (Guarantor): Name _____ Phone _____ Relationship to Client _____ <input type="checkbox"/> Self Address _____ City _____ State _____ Zip Code _____ <input type="checkbox"/> Refused to provide Financial Information and will be charged full cost of service.		

FINANCIAL ASSESSMENT – Annual UMDAP (Uniform Method of Determining Ability to Pay)

To determine family's UMDAP liability, please list any other family members currently being seen by Mental Health:

Gross Monthly Income (include all in the Household) A. Self\$ _____ B. Parents/Spouse/Domestic Partner\$ _____ C. Other\$ _____ Number of Persons Dependent on Income _____		Allowable Expenses A. Court Ordered Monthly Obligation \$ _____ B. Monthly Child Care Payments (Only if Necessary for Employment) \$ _____ C. Monthly Dependent Support Payments \$ _____ D. Monthly Medical Expense Payments \$ _____ E. Monthly Mandated Deductions for Retirement Plan (Do not include Social Security).....\$ _____ F. Housing Cost (Mortgage/Rent) \$ _____	
Asset Amount (List all liquid assets) A. Savings.....\$ _____ B. Checking.....\$ _____ C. Stocks.....\$ _____			

3rd Party HEALTH INSURANCE INFORMATION

Health Plan or Insurance Company (Not employer) Name of Company _____ Street Address _____ City _____ State _____ Zip _____ Insurance Co. phone number _____		Policy Number _____ Group Number _____ Name of Insured Person _____ Relationship to Client _____ Social Security Number of Insured Person _____ (if other than client)	
Does this Client have Healthy Families Insurance? <input type="checkbox"/> Yes <input type="checkbox"/> No If Yes, complete San Mateo County Mental Health SED form.		Does this Client have Healthy Kids Insurance? <input type="checkbox"/> Yes <input type="checkbox"/> No Does this Client have HealthWorx Insurance.? <input type="checkbox"/> Yes <input type="checkbox"/> No	

CLIENT AUTHORIZATION – This section is not required for Full scope Medi-Cal Clients

I affirm that the statements made herein are true and correct. I understand that I am responsible for paying the UMDAP liability amount or cost of treatment received by myself or by members of my household during each 1-year period. If the cost of service is more than the UMDAP liability amount, I pay the lesser amount. It is my responsibility and I agree to provide verification of income, assets and expenses. If I do not, I will be billed in full for services received. I authorize San Mateo County Mental Health to bill all applicable mental health services to Medicare and/or my insurance plan, including any services provided under 26..5. I authorize payment of healthcare benefits to San Mateo County Mental Health.

_____ Signature of Client or Authorized Person	_____ Date	_____ Reason if client is unable to sign
---	---------------	---

Client Refused to Sign Authorization: ☐ (Please check if applicable) Date _____ Reason _____

Name of Interviewer _____ Phone Number _____ Best Time to Contact _____

FAX COMPLETED COPY TO: MIS/BILLING UNIT (650)-573-2110

San Mateo County Mental Health Services Use Only		
ENTERED BY	CLIENT ACCOUNT #	DATA ENTRY DATE

ATTACHMENT E

FINGERPRINTING CERTIFICATION

Contractor hereby certifies that Contractor's employees, volunteers, consultants, agents, and any other persons who provide services under this Agreement and who has/will have supervisory or disciplinary power over a child (Penal Code Section 11105.3) (the "Applicant") shall be fingerprinted in order to determine whether each such Applicant has a criminal history which would compromise the safety of children with whom each such Applicant has/will have contact.

Contractor's employees, volunteers, consultants, agents, and any other persons who provide services under this Agreement: (check a or b)

- ☒ a. do NOT exercise supervisory or disciplinary power over children (Penal 11105.3).
- ☐ b. do exercise supervisory or disciplinary power over children (Penal 11105.3).

Telecare Corporation
Name of Contractor


Signature of Authorized Official

Marcie Atchison
Name (please print)

Sr. Vice President of HR
Title (please print)

11/19/12
Date

ATTACHMENT - I

Assurance of Compliance with Section 504 of the Rehabilitation Act of 1973, as Amended

The undersigned (hereinafter called the "Contractor(s)") hereby agrees that it will comply with Section 504 of the Rehabilitation Act of 1973, as amended, all requirements imposed by the applicable DHHS regulation, and all guidelines and interpretations issued pursuant thereto.

The Contractor(s) gives/give this assurance in consideration of for the purpose of obtaining contracts after the date of this assurance. The Contractor(s) recognizes/recognize and agrees/agree that contracts will be extended in reliance on the representations and agreements made in this assurance. This assurance is binding on the Contractor(s), its successors, transferees, and assignees, and the person or persons whose signatures appear below are authorized to sign this assurance on behalf of the Contractor(s).

The Contractor(s): (Check a or b)

- ☐ a. Employs fewer than 15 persons.
- ☒ b. Employs 15 or more persons and, pursuant to section 84.7 (a) of the regulation (45 C.F.R. 84.7 (a), has designated the following person(s) to coordinate its efforts to comply with the DHHS regulation.

Kevin Jones
Name of 504 Person - Type or Print

Telecare Corporation
Name of Contractor(s) - Type or Print

1080 Marina Village Pkwy., Ste. 100
Street Address or P.O. Box

Alameda, CA 94501
City, State, Zip Code

I certify that the above information is complete and correct to the best of my knowledge.

[Signature]
Signature

Senior Vice President and CFO
Title of Authorized Official

12/3/14
Date

*Exception: DHHS regulations state that:

"If a recipient with fewer than 15 employees finds that, after consultation with a disabled person seeking its services, there is no method of complying with (the facility accessibility regulations) other than making a significant alteration in its existing facilities, the recipient may, as an alternative, refer the handicapped person to other providers of those services that are accessible."