

**AMENDMENT TO AGREEMENT  
BETWEEN THE COUNTY OF SAN MATEO AND  
FRED FINCH YOUTH CENTER**

THIS AMENDMENT TO THE AGREEMENT, entered into this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_, by and between the COUNTY OF SAN MATEO, hereinafter called "County," and FRED FINCH YOUTH CENTER , hereinafter called "Contractor";

W I T N E S S E T 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, the parties entered into an Agreement ("Original Agreement") for professional services on September 29, 2009; and

WHEREAS, the parties wish to amend the Agreement to that Original Agreement to add the provision of Integrated Full Service Partnership Services for children and youth placed in out-of County foster care.

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

1. Paragraph 3. Payments of the Agreement is hereby deleted and replaced with the Paragraph 3. Payments below:

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." The County reserves the right to withhold payment if the County determines that the quantity or quality of the work performed is unacceptable. In no event shall the County's total fiscal obligation under this Agreement exceed ONE MILLION THREE HUNDRED FORTY-SIX THOUSAND ONE HUNDRED EIGHT DOLLARS (\$1,346,108).

2. The original Exhibit A is replaced with Revised Exhibit A attached hereto.
3. The original Exhibit B is replaced with Revised Exhibit B attached hereto.
4. All other terms and conditions of the Original Agreement between the County

and Contractor shall remain in full force and effect.

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

COUNTY OF SAN MATEO

By: \_\_\_\_\_  
President, Board of Supervisors

Date: \_\_\_\_\_

ATTEST:

By: \_\_\_\_\_  
Clerk of the Board of Supervisors

Date: \_\_\_\_\_

EDGEWOOD CENTER FOR CHILDREN AND FAMILIES.

\_\_\_\_\_  
Contractor's Signature

Date: \_\_\_\_\_

FRED FINCH YOUTH CENTER  
FY 2009-2010  
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

In full consideration of the payments herein provided for, Contractor shall provide Crisis Response In-Home Stabilization Services, Therapeutic Behavioral Services authorized by the San Mateo County Division of Behavioral Health and Recovery Services (BHRS), Integrated Full Service Partnership (FSP) services for out of County clients in foster care placements, and as meet medical necessity, Day Treatment (Intensive and Rehabilitative) Services, Medication Support services, Crisis Intervention, and Mental Health services. These services shall be provided in manner prescribed by the laws of California and in accord with the applicable laws, titles, rules, and regulations, including quality improvement requirements of the Short-Doyle/Medi-Cal Program. All payments under this Agreement must directly support services specified in this Agreement. These services are provided to a distinct group of seriously emotionally disturbed children and adolescents and occur in a therapeutic, organized and structured setting. The San Mateo County BHRS Documentation Manual ("County Documentation Manual") is included herein by reference. To the extent that there is inconsistency between a provision in the County Documentation Manual and this Agreement, the provisions in the County Documentation Manual shall prevail.

A. Crisis Response In-Home Stabilization Services (Bridges of San Mateo Program)

For the period July 1, 2009, through June 30, 2010, Contractor shall provide crisis response in-home stabilization services to eighty (80) unduplicated seriously emotionally disturbed (SED) youth. This service will provide an immediate treatment alternative to acute emergency and inpatient psychiatric facilities to youth who are not a danger to themselves or others, i.e., W&I Code 5150 criteria. This service will also provide intensive in-home services to youth who are recently discharged from a psychiatric hospital, at risk for group home placement, and in need of additional support to stabilize and transition into the community.

1. This program, hereinafter referred to as "Bridges of San Mateo," shall be available to such eligible clients of BHRS as may be referred to the program by Division staff so authorized by the Director of BHRS ("Director").

2. Eligibility for admission to Bridges of San Mateo shall be confined to youth with psychiatric disturbances; such youth shall be identified according to the following criteria:
  - a. County youth ages five (5) through eighteen (18) who are SED and:
    - i. Are at imminent risk of hospitalization,
    - ii. Are at imminent risk of group home placement,
    - iii. Are recently released from a psychiatric hospital and in need of additional support to stabilize in the community,
    - iv. Have a history of recent psychiatric hospitalization and high risk of re-hospitalization without additional support, or,
    - v. Are experiencing a crisis in the home and requiring in-home services to stabilize the family situation. All youth presenting as imminently dangerous to themselves or others or who are gravely disabled (meeting W&I Code 5150 criteria) will be excluded from immediate referral to this program and will be referred for hospitalization.
  - b. All referrals shall be made by BHRS Youth staff with the Youth Case Management Supervisor prioritizing the referrals.
3. Each youth referred to Bridges of San Mateo, as hereinabove described shall receive the following services:
  - a. Comprehensive Intake Services
    - i. If a referral is made while a youth is at Psychiatric Emergency Services (PES), the Bridges of San Mateo's therapist will respond within five (5) minutes by phone and within thirty (30) minutes in person.
    - ii. If the youth is sent home from PES with a referral to Bridges of San Mateo, in-home services will begin within twenty-four (24) hours of discharge.
    - iii. If the youth is discharged from an inpatient psychiatric unit with a referral to Bridges of San Mateo, in-home services will begin within twenty-four (24) hours of discharge.

- iv. All other referrals to the program will also involve contact with the family within forty-eight (48) hours of referral.
- v. An initial treatment plan will be completed within five (5) days of first contact with the youth in their home.
- vi. Intake Services will be available seven (7) days a week, twenty-four (24) hours a day.

b. Staffing

- i. Staffing for this program is 4.45 FTE:

- a) .75 FTE Licensed Clinician/Project Coordinator (at least two (2) years post-licensure experience). This staff person shall oversee Crisis Response In-Home Stabilization Services and Therapeutic Behavioral Services (as defined in I.B. of this Exhibit A).
- b) 3.0 FTE Therapist/Case Manager (licensed or waived master's level with at least one (1) year of continuous non-internship working with SED children or youth. At least one (1) therapist/case manager will be Spanish-speaking.)
- c) .20 FTE Clerical Staff
- d) .30 FTE Parent Partner
- e) .20 FTE Division Director

- ii. Clinical Staff will carry pagers and be available seven (7) days a week, twenty-four (24) hours a day, including holidays to provide crisis response and intervention to the families.

- iii. Staff will be culturally competent and capable of working with a culturally diverse population. Contractor will provide interpreter services, if needed, to youth and families in the program to ensure that all families can utilize the intensive in-home services.

c. Intensive Clinical Services

- i. Staff will provide outcome-driven assessments of youth and their families that examine their needs and strengths in all relevant areas, i.e., living arrangement, educational, vocational, medical, psychological, emotional, legal, social, and recreational.
  - ii. The program will provide short-term or brief individual and family counseling, crisis intervention, case management, and psycho-educational training.
  - iii. Services will be provided in the family's home or other locations convenient to family members, such as school, a job site, a neighborhood restaurant, or community center. Coverage will be provided seven (7) days a week and home visits can be scheduled on Saturday and Sunday.
  - iv. Length of stay in the program will vary based on the acuity level of the youth and proposed treatment plan. Youth may be re-referred to the program if a crisis re-emerges.
  - v. Staff will maintain ongoing contact with Child and Youth System of Care staff, primarily Youth Case Managers. Staff will also maintain contact with other County Health System personnel and community-based agency providers involved with the youth.
  - vi. Staff will have access to flexible funds within existing Bridges of San Mateo budget. Any extraordinary expenses would require that Bridges of San Mateo staff apply for these funds through the existing flexible funds youth protocol.
4. Contractor shall provide services to sixty (60) unduplicated seriously emotionally disturbed (SED) youth per year during the term of this Agreement, provided that demand for such quantity of services exists, demand to be determined by the number and needs of eligible persons referred to Contractor by authorized referral sources herein defined.
5. Individual records shall be kept on each youth at Fred Finch Youth Center according to County BHRS standards. Records must be legible and kept in detail consistent with appropriate medical and professional practice in order to: a) permit effective internal professional review and external medical audit process; and b) facilitate an adequate system for follow-up of treatment.
6. Individual records shall also include:

- a. An initial treatment plan. Within five (5) days of receiving a referral, program staff will convene a treatment team meeting to include County BHRS and other Health System staff, family, extended family, and other caregivers, resource people from community organizations, teachers and others as appropriate. An initial treatment plan will be completed at this meeting.
  - b. Discharge summary to be completed within ten (10) days of youth's last contact with Bridges of San Mateo and copy to be sent to the referring worker.
7. Contractor shall report (at monthly intervals) state-required client data on caseload, units of service and other evaluation data to the BHRS Management Information System (MIS) Unit. Client registration will be completed within five (5) days of initial contact with client. The data shall become incorporated into a year-end report, which shall include such information as the Director requires to permit reporting, monitoring, and evaluation of Contractor's program pursuant to this Agreement.
8. Contractor shall complete and submit a quarterly statistical report summarizing data relevant to the youth in the program, i.e., number of referrals, source of referrals, lengths of stay, hours of service, and percentages of youth maintained in their family homes.

B. Therapeutic Behavioral Services

1. General Description of Services
  - a. Therapeutic Behavioral Services ("TBS") are one-to-one therapeutic contacts between a mental health provider and a beneficiary for a specified short-term period of time that are designed to maintain the child/youth's residential placement at the lowest appropriate level by resolving target behaviors and achieving short-term treatment goals. A contact is considered therapeutic if it is intended to provide the child/youth with skills to effectively manage the behavior(s) or symptom(s) that are the barrier to achieving residence in the lowest appropriate level.

- b. The person providing TBS is available on-site to provide individualized one-to-one behavioral assistance and one-to-one interventions to accomplish outcomes specified in the written treatment plan. A necessary component of this service activity is having the staff person on-site and immediately available to intervene for a specified period of time. The expectation is that the staff person will be with the child/youth for a designated time period which may vary in length and may be up to twenty-four (24) hours a day, depending upon the needs of the child/youth. Services shall be available up to Twenty-four (24) hours a day, seven (7) days a week as approved.
- c. Two important components of delivering TBS include the following:
  - i. Making collateral contacts with family members, caregivers, and others significant in the life of the beneficiary; and
  - ii. Developing a plan clearly identifying specific target behaviors to be addressed and the interventions that will be used to address the target behaviors.
- d. Contractor shall provide TBS approved by the BHRS Deputy Director of Child and Youth Services or designated TBS coordinator, to clients up to age twenty-one (21). These services shall be provided to full scope Medi-Cal beneficiaries.
- e. County reserves the right and authority to set additional higher or more specific standards necessary to manage the delivery of TBS than those set by the State of California.
- f. TBS services are not reimbursable on days when Inpatient Services in an acute hospital or Psychiatric Health Facility Services are reimbursed, except for the day of admission to those services.

## 2. Eligibility Criteria

TBS services shall be offered in a manner that is compliant with requirements for Medi-Cal reimbursement. To qualify for Medi-Cal reimbursement for TBS, a child/youth must meet the Criteria in Paragraphs a, b, and c below.

- a. Eligibility for TBS – must meet criteria (i) and (ii).



- i. Full-scope Medi-Cal beneficiary, under twenty-one (21) years, And
  - ii. Meets State medical necessity criteria for Medi-Cal Program.
- b. Member of the Certified Class – must meet criteria (i), (ii), (iii), or (iv).
- i. Child/youth is placed in a group home facility of RCL 12 or above and/or a locked treatment facility for the treatment of mental health needs which is not an Institution for Mental Disease which disqualifies them from receiving federally reimbursed Medi-Cal services; or
  - ii. Child/youth is being considered by the county for placement in a facility described in b.1 above as one option (not necessarily the only option); Additionally, a child/youth meets the requirements when his or her behavior could result in placement in such a facility if the facility were actually available, regardless of whether the placement is available; or
  - iii. Child/youth has undergone at least one emergency psychiatric hospitalization related to his/her current presenting disability within the preceding twenty-four (24) months; or
  - iv. Child/youth previously received TBS while a member of the certified class.
- c. Need for TBS – must meet criteria (i) and (ii).
- i. The child/youth is receiving other specialty mental health services, and
  - ii. It is highly likely in the clinical judgment of the mental health provider that without the additional short-term support of TBS that:
    - 1) The child/youth will need to be placed in a higher level of residential care, including acute care, because of a change in the child/youth's behaviors or symptoms which jeopardize continued placement in current facility; or

- 2) The child/youth needs this additional support to transition to a lower level of residential placement. Although the child/youth may be stable in the current placement, a change in behavior or symptoms is expected and TBS are needed to stabilize the child in the new environment. (The MHP or its provider must document the basis for the expectation that the behavior or symptoms will change.)

3. TBS Assessment Process

Contractor will have up to thirty (30) days to complete a TBS Assessment. A TBS Assessment is the initial assessment and plan development of a child/youth referred for TBS services. A TBS Assessment, including functional analysis and TBS Client Plan, must be completed. This period at the beginning stage of TBS includes giving immediate assistance to the child/youth and parent/caregiver to relieve stress and avoid crisis, while gathering valuable information on the function and intensity of the behavior in the environment where it occurs. Detailed requirements and formats for TBS Assessments and TBS Client Plans are described below in Paragraph I.B.5 and I.B.6.

4. TBS Discharge Process

Contractor shall discuss termination of services with the primary therapist, child/youth, and family/caregivers prior to termination of services. During the thirty (30) days prior to termination of TBS, Contractor shall discuss the termination and its impact on the child/youth and family/caregivers with the primary therapist, child/youth, and family/caregivers. Contractor shall establish a setback prevention and response plan. Contractor shall complete a discharge summary documenting the discussion process with primary therapist, child/youth, and family/caregiver, the reason(s)/rationale for termination, and a transition plan that includes a setback prevention and response plan.

5. During both the assessment process and at time of discharge, Contractor shall complete a Level of Care Utilization Score (CALOCUS) in order to assess the clinical needs of client to determine the appropriate intensity of care and to provide outcome measurement data at the time of discharge.

6. TBS Utilization Request and Review Process

Contractor shall request payment for TBS from the County. Approval is required in advance of the provision of TBS included in the utilization request form. Services will be approved by the BHRS Deputy Director of Child and Youth Services or designated TBS coordinator.

- a. Initial Utilization Request may not exceed ninety (90) days. The contractor must submit the following required elements at the time of the Initial Review:
  - i. Initial TBS Assessment, which must address target symptom(s) or behavior(s), including a functional analysis;
  - ii. TBS Client Plan, which must include at least one (1) TBS intervention. The TBS Client Plan must meet the criteria as set forth in Paragraph I.B.6;
  - iii. Progress notes for each TBS service provided. Documentation requirements for progress notes are set forth in Paragraph I.B.7.
  
- b. Ongoing Utilization Requests
  - i. Ongoing utilization request may not exceed ninety (90) days.
  - ii. Continuation of services will be based upon a progress summary that includes clear documentation of:
    - 1) Client progress toward specific goals and timeframes of TBS Client Plan.
    - 2) Provision of interventions to address specific goals and target behaviors.
    - 3) Strategy to decrease intensity of services, initiate transition plan, and/or terminate services when TBS has promoted progress toward measurable outcomes identified in the TBS Client Plan; or client has reached plateau in benefit effectiveness.
    - 4) If applicable, lack of client progress toward specific goals and timeframes in TBS Client Plan, and changes needed to address the issue(s). If the TBS being provided has been ineffective and client is not progressing toward identified goals, possible treatment alternatives, and the reason that only additionally requested TBS will be effective, and not identified alternative(s).

- 5) Significant changes, challenges, and or obstacles to client environment and progress.
  - 6) Review and update of TBS Client Plan to address new target behaviors, interventions and outcomes as necessary and appropriate; and as necessary significant changes to client environment (e.g., change of residence).
  - 7) Provision of skills/strategies to parents/caregivers to provide continuity of care when TBS is discontinued.
- iii. Contractor must initiate Utilization Request no less than ten (10) days prior to the end of the approved service period.
- c. Contractor shall complete a progress summary every ninety (90) days. Progress summaries must be reviewed by the TBS coordinator to ensure that TBS continues to be effective for the beneficiary in making progress towards the specified measurable outcomes.
  - d. Contractor shall monitor the number of hours and days TBS are provided, and shall be responsible for requesting continuation of services according to the timelines identified in Paragraph I.B.4.b.
  - e. Utilization Decision
    - i. For utilization decisions other than the expedited decisions described below in Paragraph I.B.4e.ii., County shall provide notice as expeditiously as the client's mental health condition requires and within fourteen (14) calendar days following receipt of the request for service, with a possible extension of up to fourteen (14) additional calendar days, if the client or Contractor requests an extension; or if County identifies a need for additional information.

- ii. In cases in which Contractor or County determines that following the standard timeframe could seriously jeopardize the client's life or health or ability to attain, maintain, or regain maximum function, the County will make an expedited utilization decision and provide notice as expeditiously as the client's mental health condition requires and no later than three (3) working days after receipt of the utilization request. The County may extend the three (3) working day time period by up to fourteen (14) calendar days if the client requests an extension, or if the County identifies a need for additional information.
- iii. The County shall notify the Contractor of any decision to deny a utilization request, or to approve a service in an amount, duration, or scope that is less than requested.

## 7. TBS Assessment

- a. TBS Assessments must be done initially and are part of a separate process to determine the need for TBS. The TBS Assessment must be completed using a format provided and approved by the County. The TBS Assessment must identify that client:
  - i. Meets medical necessity criteria,
  - ii. Is full scope Medi-Cal under twenty-one (21) years of age,
  - iii. Is a member of the certified class,
  - iv. Needs specialty mental health services in addition to TBS, and
  - v. Has specific behaviors and/or symptoms that require TBS.
- b. TBS Assessments must:
  - i. Identify the client's specific behaviors and/or symptoms that jeopardize current placement and/or symptoms that are expected to interfere with transitioning to a lower level of placement;
  - ii. Describe the critical nature of the situation, severity of the clients' behaviors and/or symptoms, other less intensive services that have been tried and/or considered, and why TBS would be appropriate;
  - iii. Provide sufficient clinical information to support the need for TBS;

- iv. Identify what changes in behavior and/or symptoms TBS is expected to achieve and how the child's therapist or treatment team will know when these services have been successful and can be reduced or terminated; and
- v. Identify skills and adaptive behaviors that the client is using now to manage the problem behavior and/or is using in other circumstances that could replace the specified problem behaviors and/or symptoms.

8. TBS Client Plan

- a. TBS Services provided shall be specified in a written treatment plan using a format provided or approved by County (herein referred to as "TBS Client Plan"). TBS must be identified as an intervention on the overall Client Treatment and Recovery Plan. TBS is not a stand-alone service. The TBS Client Plan shall include the following criteria:
  - i. Specific target behaviors or symptoms that jeopardize the current placement or present a barrier to transition to a lower level of care (e.g., tantrums, property destruction, assaultive behavior in school).
  - ii. Specific interventions to resolve targeted behaviors or symptoms, such as anger management techniques.
  - iii. Specific description of changes in behaviors and/or symptoms that interventions are intended to produce, including a time frame for those changes.
  - iv. Specific outcome measures that can be used to demonstrate that the frequency of targeted behaviors has declined and has been replaced with adaptive behaviors.
  - v. The TBS Client Plan shall be developed, signed and dated by the TBS staff member, and co-signed by the supervising mental health clinician.
- b. The TBS Client Plan should be adjusted to identify new behaviors, interventions and outcomes as necessary and appropriate; and reviewed and updated as necessary whenever there is a change in the child/youth's residence.

- c. As TBS is a short-term service, each TBS Client Plan must include a transition plan from the inception of this service to decrease and/or discontinue TBS when no longer needed, or appear to have reached a plateau in benefit effectiveness.
- d. When applicable, the TBS Client Plan must include a plan for transition to adult services when the beneficiary turns twenty-one (21) years old and is no longer eligible for TBS. The plan shall address assisting parents and/or caregivers with skills and strategies to provide continuity of care when this service is discontinued.
- e. For clients between the 18 and 21 years of age notes regarding any special considerations should be taken into account, e.g. the identification of an adult case manager.
- f. If the TBS are intensive and last for several months without observable improvement towards the treatment goals, the client shall be re-evaluated for a more appropriate placement.
- g. TBS Client Plan Addendum

A TBS Client Plan Addendum shall be used to document the following:

- i. Significant changes in the client's environment since the initial development of the TBS Client Plan.
- ii. When TBS has not been effective and the client is not making progress as expected there must be documented evidence in the chart and any additional information indicating the consideration of alternatives.

## 9. Progress Notes

Progress notes are required each day TBS is delivered and must include a comprehensive summary covering the time that services were provided. In the progress note, the time of the service may be noted by contact/shift. As with other MHP progress notes, staff travel and documentation time are included with direct service time; on call time may not be claimed. The following must be clearly documented:

- a. Occurrences of specific behaviors and/or symptoms that jeopardize the residential placement or prevent transitions to a lower level of placement;
  - b. Significant interventions identified in the Client Treatment Plan;
10. Strategies to Address Quality Improvement Including Increase Utilization
- a. Contractor shall participate with the County in the development and convening of two (2) annual meetings lasting a minimum of two (2) hours each to review the core minimum TBS data elements on access, utilization, and behavioral and institutional risk reduction. One (1) meeting will be a general forum open to the public and the other meeting will include designees of local authorities.
  - b. Contractor shall summarize the meeting findings in a brief TBS report within thirty (30) days of each meeting.
  - c. Contractor shall participate in outreach efforts to County mental health providers and local authorities / departments.
11. Service Delivery and Staffing Requirements
- a. TBS must be provided by a licensed practitioner of the healing arts or by trained staff members who are under the direction of a licensed practitioner of the healing arts. The qualifications of organizational provider staff delivering this service will be determined by the MHP and may include non-licensed staff. The individuals providing this service must be available on-site to intervene with the child/youth as needed.
  - b. Commensurate with scope of practice, TBS may be provided by any of the following staff:
    - i. Licensed Physician,
    - ii. Licensed/Waivered Clinical Psychologist,
    - iii. Licensed/Registered Clinical Social Worker,
    - iv. Licensed/Registered Marriage and Family Therapist,
    - v. Registered Nurse,
    - vi. Licensed Vocational Nurse,
    - vii. Licensed Psychiatric Technician,
    - viii. Occupational Therapist, or



- ix. Staff with other education/experience qualifications. The San Mateo County staffing guideline shall be for TBS staff to have a minimum of a Bachelor's Degree in a mental health related field. TBS workers shall be licensed practitioners of the healing arts or trained staff members who are under the direction of a licensed practitioner of the healing arts.
  - c. TBS is not to supplant other mental health services provided by other mental health staff.
  - d. Direct TBS providers delivering services in group homes may not be counted in the group home staffing ratio.
  - e. Direct TBS providers delivering services in day treatment intensive or day treatment rehabilitation sites may not be counted in the day treatment staffing ratio, and the TBS providers function must be clearly differentiated.
  - f. Contractor must have contact with the parents or caregivers of the client. Contact must be with individuals identified as significant in the clients' life, and must be directly related to the needs, goals and interventions of the TBS client plan. These 'collateral TBS' must meet the requirements of Title 9, CCR, Sections 1810.206 and 1840.314.
- C. Youth Day Treatment (*Intensive/Rehabilitative*) Services (*Full/Half-day*) programs, Medication Support Services, Mental Health Services, and Crisis Intervention.
- 1. General Description of Services
    - a. Youth Day Treatment Services (Day Treatment (*Intensive/Rehabilitative*) Services, (*Full/Half-day*) programs, *Medication Support Services, Mental Health Services and Crisis Intervention* shall collectively be referred to herein as "Services."

- b. Youth Day Treatment Services (Day Treatment (*Intensive and Rehabilitative*) Services (*Full and Half-day*)) shall collectively be referred to herein as “Day Treatment Services” for dually diagnosed (mentally ill/developmentally disabled) children/youth. Such Day Treatment (*Intensive and Rehabilitative*) Services (*Full and Half-day*) shall collectively be referred to herein as “Day Treatment Services.”
- c. Day Treatment Intensive Services provide a structured multi-disciplinary treatment program for seriously emotionally disturbed children and adolescents. Day Treatment Intensive Services provide a range of services to assist the child/adolescent to gain the social and functional skills necessary for appropriate development and social integration. Interventions are intended to prevent hospitalization, placement in a more restrictive facility, out-of-home placement, and/or to maintain the client in a community setting.
- d. Day Rehabilitation is a structured program of rehabilitation and therapy to improve, maintain or restore personal independence and functioning. For seriously emotionally disturbed children and adolescents. Day Rehabilitation Services focus on maintaining individuals in their community and school settings, consistent with their requirements for learning and development and enhanced self-sufficiency. These services emphasize delayed personal growth and development. Day Rehabilitation Services may be provided for those clients for whom those services are clinically appropriate and who do not require the level of services provided through Day Treatment Intensive Services.
- e. San Mateo County clients authorized for Day Treatment Intensive Services who subsequently are authorized for Day Rehabilitation Services may continue to receive services in Contractor’s Day Treatment Intensive Services program. Services provided for such clients shall be reimbursed at the Day Rehabilitation Services rates set forth in Exhibit B.
- f. Day Treatment Services may be integrated with an education program as long as it meets all Day Treatment Services requirements. A key component of these services is contact with the families of clients.

- g. Full-day Day Treatment Services must be available more than four (4) hours and less than twenty-four (24) hours each program day to qualify as a full day program. Half-day Day Treatment Services must be available at least three (3) hours each day the program is open to qualify as a half day program. The client must be present each day (half day or full day as appropriate) Day Treatment Services are claimed. On an exceptional occasion when a client is unavailable for the entire program day, the client must be present a minimum of fifty percent (50%) of the program day for that day's services to be claimed.
- h. Contractor shall develop and maintain a Day Treatment Services program description of services and groups, along with a detailed weekly schedule, and shall provide such written materials to County annually and upon request.
- i. County reserves the right and authority to set higher or more specific standards necessary to manage the delivery of Day Treatment Services than those set by the State of California.
- j. Day Treatment Services are not reimbursable on days when Inpatient Services in an acute hospital or Psychiatric Health Facility Services are reimbursed, except for the day of admission to those services.

## 2. Day Treatment Intensive Services

- a. Contractor shall provide Day Treatment Intensive Services to seriously emotionally and behaviorally disturbed San Mateo County resident youth(s) pre-authorized for service by the BHRIS Deputy Director of Child and Youth Services or designee.
- b. The Contractor's full-day Day Treatment Intensive Services hours of operation are 10:00 A.M. to 3:30 P.M., Monday through Friday, five (5) days per week, fifty-two weeks per year.
- c. The program is multi-disciplinary in its approach and provides a range of treatment services, including, but not limited to:

- i. Psychological assessment, evaluation, and plan development;
  - ii. Education/special education programming;
  - iii. Occupational, speech/language, and recreation therapies;
  - iv. Individual, group, and family psychotherapy;
  - v. Medication assessment and medication management;
  - vi. Psychosocial and functional skills development;
  - vii. Crisis intervention; and
  - viii. Outreach social services.
- d. Day Treatment Intensive Services shall occur in a therapeutic milieu. The purposes of the therapeutic milieu are as follows:
- i. To provide the foundation for the provision of Day Treatment Intensive Services and differentiate these services from other specialty mental health services;
  - ii. To include a therapeutic program that is structured by well-defined service components with specific activities being performed by identified staff;
  - iii. To create a supportive and nurturing interpersonal environment that teaches, models, and reinforces constructive interaction;
  - iv. To support peer/staff feedback to clients on strategies for symptom reduction, increasing adaptive behaviors, and reducing subjective distress;
  - v. To empower clients through involvement in the overall program (such as the opportunity to lead community meetings and to provide feedback to peers) and the opportunity for risk taking in a supportive environment; and
  - vi. To support behavior management interventions that focus on teaching self-management skills that children, youth, adults and older adults may use to control their own lives, to deal effectively with present and future problems, and to function with minimal or no additional therapeutic intervention.
- e. Therapeutic Milieu Service Components

The following services must be made available during the course of the therapeutic milieu for an average of at least three (3) hours per day for a full-day Day Treatment Intensive Services program, and an average of at least two (2) hours per day for a half-day program. One program staff member must be present and available to the group during the milieu for all scheduled hours of therapeutic milieu.

- i. Psychotherapy: the use of psychosocial methods within a professional relationship to assist the person or persons to achieve a better psychosocial adaptation, to acquire greater human realization of psychosocial potential and adaptation, to modify internal and external conditions that affect individuals, groups, or communities in respect to behavior, emotions, and thinking, in respect to their intrapersonal and interpersonal processes. This service is provided by licensed, registered, or waived staff practicing within their scope of practice. This service does not include physiological interventions, including medication intervention.
  - ii. Process groups: program staff will facilitate groups to help clients develop skills to deal with their individual problems/issues by using the group process to provide peer interaction and feedback in developing problem-solving strategies and to assist one another in resolving behavioral and emotional problems.
  - iii. Skill building groups: program staff will help clients to identify barriers/obstacles related to their psychiatric/psychological experiences and, through the course of group interaction, become better able to identify skills that address symptoms and behaviors and increase adaptive behaviors.
  - iv. Adjunctive Therapies: non-traditional therapy that utilizes self-expression (for example: art, recreation, dance, and music) as the therapeutic intervention.
- f. Daily Community Meetings

A community meeting will take place at least once a day, but may occur more frequently as necessary to address issues pertinent to the continuity and effectiveness of the treatment milieu. This meeting must involve staff and clients. One participating staff member must have a scope of practice that includes psychotherapy. The content of the meeting must include, at minimum, the following:

- i. Schedule for the day;
- ii. Any current events;
- iii. Individual issues that clients or staff wish to discuss to elicit support of the group process;
- iv. Conflict resolution within the milieu;
- v. Planning for the day, the week or for special events;
- vi. Old business from previous meetings or from previous day treatment experiences; and
- vii. Debriefing or wrap-up.

g. Weekly Schedule

A detailed written weekly schedule will be made available by Day Treatment Intensive Services program staff to clients and, as appropriate, to client families, caregivers or significant support persons. The schedule will identify staffing, time, and location of program components. It will also specify the qualifications and the scope of responsibility of staff.

h. Excluded Activities

The time required for staff travel, documentation and caregiver contact is not to be included in the hours of therapeutic milieu.

i. Contact with Significant Support Persons

The Day Treatment Intensive Services program must allow for at least one (1) contact (face-to-face, e-mail, telephone) per month with the legally responsible adult (for a client who is a minor), or with a family member, caregiver or other significant support person. Adult clients may choose whether or not this service component is done for them. These contacts and involvement should focus on the role of the significant support person in supporting the client's community reintegration. It is expected that this contact will occur outside hours of operation and the therapeutic milieu for Day Treatment Service.

j. Crisis Response

The Day Treatment Intensive Services program must have an established protocol for responding to clients experiencing a mental health crisis. This must assure availability of appropriately trained staff and include agreed upon procedures for addressing crisis situations. The protocol may include referrals for crisis intervention, crisis stabilization, or other specialty mental health services necessary to address the client's urgent or emergency psychiatric condition. If clients will be referred to services outside the program, the program staff must have the capacity to handle the crisis until the client is linked to outside crisis services.

k. Authorization Requests

The BHRS Deputy Director of Child and Youth Services or designee will authorize payment for all admissions of San Mateo County clients to the Day Treatment Intensive Services program. Authorization will be based at a minimum on medical and service necessity criteria in State Medi-Cal guidelines and regulations. In order to be reimbursed for Day Treatment Intensive Services contractor must meet the following authorization requirements:

- i. Contractor must request authorization for payment from County using the Authorization Form or a similar form approved by County, and clinical documentation that establishes the need for the service. For initial authorizations, contractor must complete the Initial Authorization Request form within two (2) weeks following the client's entry to the Day Treatment Program. Thereafter, requests for reauthorization of services must be submitted at least two (2) weeks prior to end date of the previous authorization.
- ii. Contractor must provide an additional prior authorization for services that exceed five (5) days per week.
- iii. Contractor must request authorization for the continuation of services at least every three (3) months or more frequently, if requested by County.
- iv. Contractor must request prior authorization for the provision of counseling, psychotherapy, and other similar intervention services, including Mental Health Services, beyond those provided in the Intensive Day Treatment Services. These services may not be provided at the same time as Intensive Day Treatment Services even if authorized. (Excluded from this authorization are services to treat emergency and urgent conditions, and Therapeutic Behavioral Services that are provided on the same day as Day Treatment Intensive Services.) Reauthorization of these services must occur on the reauthorization schedule determined by the BHRS Deputy Director of Child and Youth Services or designee and no later than on the same cycle as reauthorization for Day Treatment Intensive Services.
- v. Authorization must specify the number of days per week as well as the length of time services will be provided.

I. Authorization Decisions



- i. For authorization decisions other than the expedited decisions described below in Paragraph I.C.2.I.ii. County shall provide notice as expeditiously as the client's mental health condition requires and within fourteen (14) calendar days following receipt of the request for service, with a possible extension of up to fourteen (14) additional calendar days, if the client or Contractor requests an extension; or if County identifies a need for additional information.
- ii. For initial authorizations and in cases in which Contractor or County determines that following the standard timeframe could seriously jeopardize the client's life or health or ability to attain, maintain, or regain maximum function, the County will make an expedited authorization decision and provide notice as expeditiously as the client's mental health condition requires and no later than three (3) working days after receipt of the request for authorization. The County may extend the three (3) working day time period by up to fourteen (14) calendar days if the client requests an extension, or if the County identifies a need for additional information.
- iii. The County shall notify the Contractor of any decision to deny an authorization request, or to authorize a service in an amount, duration, or scope that is less than requested.

m. Documentation

Each youth will have an individualized client treatment plan developed by the Day Treatment Intensive Services program staff signed by a licensed, waived or registered staff member. A copy of this plan will be provided to the BHRS Deputy Director of Child and Youth Services or designee upon admission and every three (3) months thereafter.

- i. Client treatment plans will:
  - a) Be provided to the BHRS Deputy Director of Child and Youth Services or designee within thirty (30) days of admission to the program;

- b) Be updated at least annually and are due to the BHRIS Deputy Director of Child and Youth Services or designee during the calendar month prior to the anniversary date or on the anniversary date of the client's entry into the County system;
- c) Have specific observable and/or specific quantifiable goals;
- d) Identify the proposed type(s) of intervention;
- e) Have a proposed duration of intervention(s); and
- f) Be signed (or electronic equivalent) by:
  - 1) The person providing the service(s), or
  - 2) A person representing a team or program providing Services, or
  - 3) When the client plan is used to establish that Services are provided under the direction of an approved category of staff, and if the above staff are not of the approved category, by a:
    - i) Physician,
    - ii) Licensed/registered/waivered psychologist,
    - iii) Licensed/registered/waivered social worker,
    - iv) Licensed/registered/waivered MFT, or
    - v) Registered nurse who is either staff to the program or the person directing the Services.

ii. Client Progress Notes

- a) Day Treatment Intensive Services require:
  - 1) Daily progress notes on activities, and
  - 2) Weekly clinical summaries, which must be signed (or electronic equivalent) by a:
    - i) Physician,
    - ii) Licensed/registered/waivered psychologist,
    - iii) Clinical social worker,
    - iv) MFT, or

v) Registered nurse who is either staff to the program or the person directing the Services.

b) The signature for the weekly summary shall include the person's professional degree, licensure, or job title, and will include the dates Services were provided and progress towards meeting client goals. Copies of weekly summaries shall be forwarded along with the monthly invoice to the BHRS Deputy Director of Child and Youth Services or designee.

n. Staffing

The staff must include at least one person whose scope of practice includes psychotherapy.

i. Staff Qualifications: Commensurate with scope of practice, Day Treatment Intensive Services may be provided by any of the following staff:

- a) Licensed Physician,
- b) Licensed/Waivered Clinical Psychologist,
- c) Licensed/Registered Clinical Social Worker,
- d) Licensed/Registered Marriage, Family and Child Counselor,
- e) Registered Nurse,
- f) Licensed Vocational Nurse,
- g) Licensed Psychiatric Technician,
- h) Occupational Therapist, or

- i) Mental Health Rehabilitation Specialist. A Mental Health Rehabilitation Specialist is an individual who has a baccalaureate degree and four years of experience in a mental health setting as a specialist in the fields of physical restoration, social adjustment, or vocational adjustment. Up to two (2) years of graduate professional education may be substituted for the experience requirement on a year-for-year basis; up to two (2) years of post associate arts clinical experience may be substituted for the required educational experience in addition to the requirement of four (4) years of experience in a mental health setting.
- ii. Staffing Ratio: At a minimum there must be an average ratio of at least one (1) professional staff member (see staffing list above) to eight (8) individuals (1:≤8) in attendance during the period the program is open. In Day Treatment Intensive Services programs serving more than twelve (12) clients (1:>12) there shall be at least one (1) person from two (2) of the staffing groups listed above. One (1) staff person must be present and available to the group in the therapeutic milieu in all hours of operation.
- iii. Other staff may be utilized according to program need, but shall not be included as part of the above ratio. A clear audit trail shall be maintained for staff members who function as both Day Treatment Intensive Services program staff and in other capacities.

### 3. Day Treatment Rehabilitative Services

- a. Contractor shall provide Day Treatment Rehabilitative Services to seriously emotionally and behaviorally disturbed San Mateo County resident youth(s) pre-authorized for service by the BHRS Deputy Director of Child and Youth Services or designee.
- b. The Contractor's full-day Day Rehabilitative Services hours of operation are 10:00 A.M. to 3:30 P.M., Monday through Friday, five (5) days per week, fifty-two (52) weeks per year.

- c. A half-day Day Treatment Rehabilitative Services program must provide services a minimum of three (3) hours per program day.
- d. The Day Treatment Rehabilitative Services program is multi-disciplinary in its approach and provides a range of treatment services, including, but not limited to:
  - i. Psychological assessment, evaluation, and plan development;
  - ii. Education/special education programming;
  - iii. Occupational, speech/language, and recreation therapies;
  - iv. Medication assessment and medication management;
  - v. Psychosocial/functional skills development;
  - vi. Crisis intervention; and
  - vii. Outreach social services.
- e. Day Treatment Rehabilitative Services shall occur in a therapeutic milieu. The purposes of the therapeutic milieu are as follows:
  - i. To provide the foundation for the provision of Day Treatment Rehabilitative Services and differentiate these services from other specialty mental health services;
  - ii. To include a therapeutic program that is structured by well-defined service components with specific activities being performed by identified staff;
  - iii. To create a supportive and nurturing interpersonal environment that teaches, models, and reinforces constructive interaction;
  - iv. To support peer/staff feedback to clients on strategies for symptom reduction, increasing adaptive behaviors, and reducing subjective distress;
  - v. To empower clients through involvement in the overall program (such as the opportunity to lead community meetings and to provide feedback to peers) and the opportunity for risk taking in a supportive environment; and

- vi. To support behavior management interventions that focus on teaching self-management skills that children, youth, adults and older adults may use to control their own lives, to deal effectively with present and future problems, and to function with minimal or no additional therapeutic intervention.

f. Therapeutic Milieu Service Components

The following services must be made available during the course of the therapeutic milieu for an average of at least three hours per day for a full-day Day Treatment Intensive Services program, and an average of at least two hours per day for a half-day program. One program staff member must be present and available to the group during the milieu for all scheduled hours of therapeutic milieu.

- i. Process groups: program staff will facilitate groups to help clients develop skills to deal with their individual problems/issues by using the group process to provide peer interaction and feedback in developing problem-solving strategies and to assist one another in resolving behavioral and emotional problems.
- ii. Skill building groups: program staff will help clients to identify barriers/obstacles related to their psychiatric/psychological experiences and, through the course of group interaction, become better able to identify skills that address symptoms and behaviors and increase adaptive behaviors.
- iii. Adjunctive Therapies: non-traditional therapy that utilizes self-expression (for example: art, recreation, dance, and music) as the therapeutic intervention.

g. Daily Community Meetings

A community meeting will take place at least once a day, but may occur more frequently as necessary to address issues pertinent to the continuity and effectiveness of the treatment milieu. This meeting must involve staff and clients. The content of the meeting must include, at minimum, the following:

- i. Schedule for the day;
- ii.. Any current event;

- iii. Individual issues that clients or staff wish to discuss to elicit support of the group process;
- iv. Conflict resolution within the milieu;
- v. Planning for the day, the week or for special events;
- vi. Old business from previous meetings or from previous day treatment experiences; and
- vii. Debriefing or wrap-up.

h. Weekly Schedule

A detailed written weekly schedule will be made available by program staff to clients and, as appropriate, to client families, caregivers or significant support persons. The schedule will identify staffing, time, and location of program components. It will also specify the qualifications and the scope of responsibility of staff.

i. Excluded Activities

The time required for staff travel, documentation and caregiver contact is not to be included in the hours of therapeutic milieu.

j. Contact With Significant Support Persons

The Day Treatment Rehabilitative Services program must allow for at least one (1) contact (face-to-face, e-mail, telephone) per month with the legally responsible adult (for a client who is a minor), or with a family member, caregiver or other significant support person. Adult clients may choose whether or not this service component is done for them. These contacts and involvement should focus on the role of the significant support person in supporting the client's community reintegration. It is expected that this contact will occur outside hours of operation and the therapeutic milieu for Day Treatment Service.

k. Crisis Response

The Day Treatment Rehabilitative Services program must have an established protocol for responding to clients experiencing a mental health crisis. This must assure availability of appropriately trained staff and include agreed upon procedures for addressing crisis situations. The protocol may include referrals for crisis intervention, crisis stabilization, or other specialty mental health services necessary to address the client's urgent or emergency psychiatric condition. If clients will be referred to services outside the program, the program staff must have the capacity to handle the crisis until the client is linked to outside crisis services.

I. Authorization Requests

The BHRS Deputy Director of Child and Youth Services or designee will authorize payment for all admissions of San Mateo County clients to the Day Treatment Rehabilitative Services program. Authorization will be based at a minimum on medical and service necessity criteria in State Medi-Cal guidelines and regulations. In order to be reimbursed for services Contractor must meet the following authorization requirements:

- i. Contractor must request authorization for payment from County using the Authorization Form or a similar form approved by County, and clinical documentation that establishes the need for the service. For initial authorizations, contractor must complete the Initial Authorization Request form within two (2) weeks following the client's entry to the Day Treatment Program. Thereafter, requests for reauthorization of services must be submitted at least two (2) weeks prior to end date of the previous authorization.
- ii. Contractor must provide an additional prior authorization for services that exceed five (5) days per week.
- iii. Contractor must request authorization for the continuation of services at least every three (3) months, or more frequently if requested by County.



- iv. Contractor must request authorization for the provision of counseling, psychotherapy, and other similar intervention services, including Mental Health Services, beyond those provided in the Day Treatment Intensive Services. These services may not be provided at the same time as Day Treatment Intensive Services even if authorized. (Excluded from this restriction are services to treat emergency and urgent conditions, medication support services, and TBS that are provided on the same day as Day Treatment Intensive Services.) Authorization of these services must occur on the authorization schedule determined by the BHRS Deputy Director or designee and no later than on the same cycle as authorization for Day Treatment Intensive Services.
- v. Authorization must specify the number of days per week as well as the length of time services will be provided.

m. Authorization Decisions

- i. For authorization decisions other than the expedited decisions described below in Paragraph I.C.3.m.ii), County shall provide notice as expeditiously as the client's mental health condition requires and within fourteen (14) calendar days following receipt of the request for service, with a possible extension of up to fourteen (14) additional calendar days, if the client or Contractor requests an extension; or if County identifies a need for additional information.
- ii. For initial authorizations and in cases in which Contractor or County determines that following the standard timeframe could seriously jeopardize the client's life or health or ability to attain, maintain, or regain maximum function, the County will make an expedited authorization decision and provide notice as expeditiously as the client's mental health condition requires and no later than three (3) working days after receipt of the request for authorization. The County may extend the three (3) working day time period by up to fourteen (14) calendar days if the client requests an extension, or if the County identifies a need for additional information.

iii. The County shall notify the Contractor of any decision to deny an authorization request, or to authorize a service in an amount, duration, or scope that is less than requested. County's notice to Contractor need not be in writing.

n. Documentation

Each youth will have an individualized client treatment plan developed by the Day Treatment Intensive Services program staff signed by a licensed, waived or registered staff member. A copy of this plan will be provided to the BHRS Deputy Director of Child and Youth Services or designee upon admission and annually thereafter.

i. Client treatment plans will:

- 1) Be provided to the BHRS Deputy Director of Child and Youth Services or designee within thirty (30) days of admission to the program;
- 2) Be updated at least annually and are due to the BHRS Deputy Director of Child and Youth Services or designee during the calendar month prior to the anniversary date or on the anniversary date of the client's entry into the County system;
- 3) Have specific observable and/or specific quantifiable goals;
- 4) Identify the proposed type(s) of intervention;
- 5) Have a proposed duration of intervention(s); and
- 6) Be signed (or electronic equivalent) by:
  - a) The person providing the service(s),
  - b) A person representing a team or program providing services, or
  - c) When the client plan is used to establish that services are provided under the direction of an approved category of staff, and if the above staff are not of the approved category, by a:
    - i) Physician,
    - ii) Licensed/registered/waivered psychologist,
    - iii) Licensed/registered/waivered social worker,

- iv) Licensed/registered/waivered MFT, or
- v) Registered nurse who is either staff to the program or the person directing the service.

ii. Client Progress Notes

- 1) Day Treatment Intensive Services require:
  - a) Daily progress notes on activities, and
  - b) Weekly clinical summaries, which must be signed (or electronic equivalent) by a:
    - i) Physician,
    - ii) Licensed/registered/waivered psychologist,
    - iii) Clinical social worker,
    - iv) MFT, or
    - v) Registered nurse who is either staff to the program or the person directing the Services.
- 2) The signature for the weekly summary shall include the person's professional degree, licensure, or job title, and will include the dates Services were provided and progress towards meeting client goals. Copies of weekly summaries shall be forwarded along with the monthly invoice to the BHRS Deputy Director of Child and Youth Services or designee.

o. Staffing

The staff must include at least one person whose scope of practice includes psychotherapy.

i. Staff Qualifications: Commensurate with scope of practice, Day Treatment Rehabilitative Services may be provided by any of the following staff:

- 1) Licensed Physician,
- 2) Licensed/Waivered Clinical Psychologist,
- 3) Licensed/Registered Clinical Social Worker,
- 4) Licensed/Registered Marriage, Family and Child Counselor,
- 5) Registered Nurse,
- 6) Licensed Vocational Nurse,

- 7) Licensed Psychiatric Technician,
- 8) Occupational Therapist, or
- 9) Mental Health Rehabilitation Specialist. A Mental Health Rehabilitation Specialist is an individual who has a baccalaureate degree and four (4) years of experience in a mental health setting as a specialist in the fields of physical restoration, social adjustment, or vocational adjustment. Up to two (2) years of graduate professional education may be substituted for the experience requirement on a year-for-year basis; up to two (2) years of post associate arts clinical experience may be substituted for the required educational experience in addition to the requirement of four (4) years of experience in a mental health setting.

- ii. Staffing Ratio: At a minimum there must be an average ratio of at least one (1) professional staff member (see staffing list above) to eight (8) individuals (1:≤8) in attendance during the period the program is open. In Day Treatment Intensive Services programs serving more than twelve (12) clients (1:>12) there shall be at least one (1) person from two (2) of the staffing groups listed above. One (1) staff person must be present and available to the group in the therapeutic milieu in all hours of operation.

Other staff may be utilized according to program need, but shall not be included as part of the above ratio. A clear audit trail shall be maintained for staff members who function as both Day Treatment Intensive Services program staff and in other capacities.

#### 4. Day Rehabilitation Services

- a. Contractor shall provide Day Rehabilitation Services to seriously emotionally and behaviorally disturbed San Mateo County resident youth(s) pre-approved for service by the BHRS Deputy Director of Child and Youth Services or designee.

- b. The Contractor's full-day Day Rehabilitation Services hours of operation are 10:00 AM to 3:30 PM, five (5) days per week, fifty-two (52) weeks per year. The half-day Day Rehabilitation Services hours of operation are a minimum of three (3) hours per day, five (5) days per week, fifty-two (52) weeks per year.
- c. The Day Rehabilitation Services program is multi-disciplinary in its approach and provides a range of treatment services, including, but not limited to:
  - i. Psychological assessment, evaluation, and plan development;
  - ii. Education/special education programming;
  - iii. Occupational, speech/language, and recreation therapies;
  - iv. Medication assessment and medication management;
  - v. Psychosocial/functional skills development;
  - vi. Crisis intervention; and
  - vii. Outreach social services.
- d. Day Rehabilitation Services shall occur in a therapeutic milieu. The purposes of the therapeutic milieu are as follows:
  - i. To provide the foundation for the provision of Day Rehabilitation Services and differentiate these services from other specialty mental health services;
  - ii. To include a therapeutic program that is structured by well-defined service components with specific activities being performed by identified staff;
  - iii. To create a supportive and nurturing interpersonal environment that teaches, models, and reinforces constructive interaction;
  - iv. To support peer/staff feedback to clients on strategies for symptom reduction, increasing adaptive behaviors, and reducing subjective distress;
  - v. To empower clients through involvement in the overall program (such as the opportunity to lead community meetings and to provide feedback to peers) and the opportunity for risk taking in a supportive environment; and

- vi. To support behavior management interventions that focus on teaching self-management skills that children, youth, adults and older adults may use to control their own lives, to deal effectively with present and future problems, and to function with minimal or no additional therapeutic intervention.

e. Therapeutic Milieu Service Components

The following services must be made available during the course of the therapeutic milieu for an average of at least three (3) hours per day for a full-day Day Rehabilitation Services program, and an average of at least two (2) hours per day for a half-day program. One (1) program staff member must be present and available to the group during the milieu for all scheduled hours of therapeutic milieu.

- i. Process groups: program staff will facilitate groups to help clients develop skills to deal with their individual problems/issues by using the group process to provide peer interaction and feedback in developing problem-solving strategies and to assist one another in resolving behavioral and emotional problems.
- ii. Skill building groups: program staff will help clients to identify barriers/obstacles related to their psychiatric/psychological experiences and, through the course of group interaction, become better able to identify skills that address symptoms and behaviors and increase adaptive behaviors.
- iii. Adjunctive Therapies: non-traditional therapy that utilizes self-expression (for example: art, recreation, dance, and music) as the therapeutic intervention.

f. Daily Community Meetings

A community meeting will take place at least once a day, but may occur more frequently as necessary to address issues pertinent to the continuity and effectiveness of the treatment milieu. This meeting must involve staff and clients. The content of the meeting must include, at minimum, the following:

- i. Schedule for the day;
- ii.. Any current event;

- iii. Individual issues that clients or staff wish to discuss to elicit support of the group process;
- iv. Conflict resolution within the milieu;
- v. Planning for the day, the week or for special events;
- vi. Old business from previous meetings or from previous day treatment experiences; and
- vii. Debriefing or wrap-up.

g. Weekly Schedule

A detailed written weekly schedule will be made available by program staff to clients and, as appropriate, to client families, caregivers or significant support persons. The schedule will identify staffing, time, and location of program components. It will also specify the qualifications and the scope of responsibility of staff.

h. Excluded Activities

The time required for staff travel, documentation and caregiver contact is not to be included in the hours of therapeutic milieu.

i. Contact With Significant Support Persons

The Day Rehabilitation Services program must allow for at least one (1) contact (face-to-face, e-mail, telephone) per month with the legally responsible adult (for a client who is a minor), or with a family member, caregiver or other significant support person. Adult clients may choose whether or not this service component is done for them. These contacts and involvement should focus on the role of the significant support person in supporting the client's community reintegration. It is expected that this contact will occur outside hours of operation and the therapeutic milieu for Day Treatment Service.

j. Crisis Response

The Day Rehabilitation Services program must have an established protocol for responding to clients experiencing a mental health crisis. This must assure availability of appropriately trained staff and include agreed upon procedures for addressing crisis situations. The protocol may include referrals for crisis intervention, crisis stabilization, or other specialty mental health services necessary to address the client's urgent or emergency psychiatric condition. If clients will be referred to services outside the program, the program staff must have the capacity to handle the crisis until the client is linked to outside crisis services.

k. Authorization Requests

The BHRS Deputy Director of Child and Youth Services or designee will authorize payment for all admissions of San Mateo County clients to the Day Rehabilitation Services program. Authorization will be based at a minimum on medical and service necessity criteria in State Medi-Cal guidelines and regulations. In order to be reimbursed for services Contractor must meet the following authorization requirements:

- i. Contractor must request authorization for payment from County using the Authorization Form or a similar form approved by County, and clinical documentation that establishes the need for the service. For initial authorizations, contractor must complete the Initial Authorization Request form within two (2) weeks following the client's entry to the Day Treatment Program. Thereafter, requests for reauthorization of services must be submitted at least two (2) weeks prior to end date of the previous authorization.
- ii. Contractor must provide an additional prior authorization for services that exceed five (5) days per week.
- iii. Contractor must request authorization for the continuation of services at least every six (6) months, or more frequently if requested by County.



- iv. Contractor must request authorization for the provision of counseling and other similar intervention services beyond those provided in the Day Treatment Services. These services may not be provided to a Day Rehabilitation Services client during the Day Rehabilitation Services program hours, even if such service is authorized. (Excluded from this restriction are services to treat emergency and urgent conditions, medication support services, and Therapeutic Behavioral Services that are provided on the same day as Day Treatment Rehabilitation Services.) Authorization of these services must occur on the authorization schedule determined by the BHRS Deputy Director of Child and Youth Services or designee and no later than on the same cycle as authorization for Day Rehabilitation Services.
- v. Authorization must specify the number of days per week as well as the length of time services will be provided.

I. Authorization Decisions

- i. For authorization decisions other than the expedited decisions described below in Paragraph I.A.4.I.ii, County shall provide notice as expeditiously as the client's mental health condition requires and within fourteen (14) calendar days following receipt of the request for service, with a possible extension of up to fourteen (14) additional calendar days, if the client or Contractor requests an extension; or if County identifies a need for additional information.
- ii. For initial authorizations and in cases in which Contractor or County determines that following the standard timeframe could seriously jeopardize the client's life or health or ability to attain, maintain, or regain maximum function, the County will make an expedited authorization decision and provide notice as expeditiously as the client's mental health condition requires and no later than three (3) working days after receipt of the request for authorization. The County may extend the three-(3) working day time period by up to fourteen (14) calendar days if the client requests an extension, or if the County identifies a need for additional information.

iii. The County shall notify the Contractor of any decision to deny an authorization request, or to authorize a service in an amount, duration, or scope that is less than requested.

m. Documentation

Each youth will have an individualized client treatment plan developed by the program staff signed by a licensed, waived or registered staff member. A copy of this plan will be provided to the BHRS Deputy Director of Child and Youth Services or designee upon admission and annually thereafter.

i. Client treatment plans will:

- 1) Be provided to the BHRS Deputy Director of Child and Youth Services or designee within thirty (30) days of admission to the program;
- 2) Be updated at least annually and are due to the BHRS Deputy Director of Child and Youth Services or designee during the calendar month prior to the anniversary date or on the anniversary date of the client's entry into the County system;
- 3) Have specific observable and/or specific quantifiable goals;
- 4) Identify the proposed type(s) of intervention;
- 5) Have a proposed duration of intervention(s); and
- 6) Be signed (or electronic equivalent) by:
  - a) The person providing the service(s),
  - b) A person representing a team or program providing services, or
  - c) When the client plan is used to establish that services are provided under the direction of an approved category of staff, and if the above staff are not of the approved category, by a:
    - i) Physician,
    - ii) Licensed/registered/waivered psychologist,
    - iii) Licensed/registered/waivered social worker,
    - iv) Licensed/registered/waivered MFT, or

v) Registered nurse who is either staff to the program or the person directing the service.

ii. Client Progress Notes

Day Rehabilitation Services require weekly summaries, written or co-signed (or the electronic equivalent) by a person providing the service. The signature shall include the person's professional degree, licensure, or job title. The weekly summary shall include the dates that services were provided. There is no requirement for daily progress notes.

n. Staffing

i. Staff Qualifications: Commensurate with scope of practice, Day Rehabilitation Services may be provided by any of the following staff:

- 1) Licensed Physician,
- 2) Licensed/Waivered Clinical Psychologist,
- 3) Licensed/Registered Clinical Social Worker,
- 4) Licensed/Registered Marriage, Family and Child Counselor,
- 5) Registered Nurse,
- 6) Licensed Vocational Nurse,
- 7) Licensed Psychiatric Technician, or
- 8) Mental Health Rehabilitation Specialist. A Mental Health Rehabilitation Specialist is an individual who has a baccalaureate degree and four (4) years of experience in a mental health setting as a specialist in the fields of physical restoration, social adjustment, or vocational adjustment. Up to two (2) years of graduate professional education may be substituted for the experience requirement on a year-for-year basis; up to two (2) years of post associate arts clinical experience may be substituted for the required educational experience in addition to the requirement of four (4) years of experience in a mental health setting.

- ii. At a minimum there must be an average ratio of at least one (1) professional staff member (see staffing list above) to ten (10) individuals (1:≤10) in attendance during the period the program is open. In Day Rehabilitation Services programs serving more than twelve (12) clients (1:<12) there shall be at least one (1) person from two (2) of the staffing groups listed in Paragraph I.A.4.n.i. of this Exhibit A. One (1) staff person must be present and available to the group in the therapeutic milieu in all hours of operation.
- iii. Other staff may be utilized according to program need, but shall not be included as part of the above ratio. A clear audit trail shall be maintained for staff members who function as both Day Rehabilitation Services staff and in other capacities.

5. Medication Support Services

- a. Contractor shall provide Medication Support Services by a licensed psychiatrist up to twice per month for each client pre-approved for Medication Support Services by the BHRS Deputy Director of Child and Youth Services or designee and to the extent medically necessary. Additional Medication Support Services shall be provided, if medically necessary, when pre-approved by the BHRS Assistant Director or designee.
- b. Authorization shall be on the same cycle required for continuation of the concurrent Day Treatment Services.
- c. Medication Support Services include:
  - i. Prescribing, administering, dispensing and monitoring of psychiatric medications or biologicals, necessary to alleviate the symptoms of mental illness;
  - ii. Evaluation of the need for medication, prescribing and/or dispensing;
  - iii. Evaluation of clinical effectiveness and side effects of medication;
  - iv. Obtaining informed consent for medication(s); and
  - v. Medication education (including discussing risks, benefits and alternatives with the consumer or significant support persons).

- d. The monthly invoice for Medication Support Services must be supported by clinical documentation to be considered for payment. Medication Support Services are reimbursed by minutes of service.
  - e. Medication Support Services are not reimbursable on days when Inpatient Services in an acute hospital or Psychiatric Health Facility Services are reimbursed, except for the day of admission to those services.
6. Mental Health Services
- a. Contractor shall provide Mental Health Services for each client pre-approved for Mental Health Services by the BHRIS Deputy Director of Child and Youth Services or designee and to the extent medically necessary.
  - b. Authorization shall be on the same cycle required for continuation of the concurrent Day Treatment Services.
  - c. Mental Health Services include:
    - i. Therapeutic interventions consistent with the client's goals that focus primarily on symptom reduction as a means to improve functional impairments; and
    - ii. Therapeutic interventions consistent with the client's goals of learning, development, independent living and enhanced self-sufficiency that are designed to reduce mental disability and/or facilitate improvement or maintenance of functioning.
  - d. Therapy services provided in conjunction with Day Treatment Services shall generally focus on family therapy. These services provided during Day Treatment Services program hours may not be billed as a separate service.
  - e. The monthly invoice for Mental Health Services must be supported by clinical documentation to be considered for payment. Mental Health Services are reimbursed by minutes of service.
  - f. Mental Health Services are not reimbursable on days when Inpatient Services in an acute hospital or Psychiatric Health Facility Services are reimbursed, except for the day of admission to those services.

7. Crisis Intervention

- a. Contractor shall provide Crisis Intervention if medically necessary.
- b. Crisis Intervention is a service, lasting less than twenty-four (24) hours, to or on behalf of a beneficiary for a condition that requires more timely response than a regularly scheduled visit. Crisis Intervention as described in this Paragraph I.C.7.b. is a separate service from crisis intervention service which is an expected part of Day Treatment Services as set forth in Paragraphs I.C.2.c.vii and I.C.3.d.vi.
- c. To be considered for payment Crisis Intervention must be:
  - i. Retroactively authorized by the BHRS Assistant Director or designee, and
  - ii. Provided during non-Day Treatment (Day Rehabilitation and/or Day Treatment Intensive) hours only.
- d. The monthly invoice for Crisis Intervention must be supported by clinical documentation to be considered for payment. Crisis Intervention is reimbursed by minutes of service.
- e. Crisis Intervention Services are not reimbursable on days when Inpatient Services in an acute hospital or Psychiatric Health Facility Services are reimbursed, except for the day of admission to those services.

D. Visiting Therapist Program (July 1, 2009 – January 31, 2010)

1. General Description

- a. The Visiting Therapist Program provides formal outpatient therapy services to clients who, due to lack of transportation, disruption of previous treatment efforts and significant resistance to formal therapy settings, are unable to access mental health services in the community. Most of the clients will be involved in the foster care system, many of whom will be living in out-of-home placements.

- b. Therapy sessions shall take place at the client's place of residence, school or other agreed upon location. The frequency of sessions shall be determined by the clinician, subject to medical necessity and authorization by County.
- c. Clients with Medi-Cal, Healthy Families or Healthy Kids insurance coverage are eligible to receive these services.
- d. The Visiting Therapist clinician is available to travel to the location of the client and provide mental health services (as defined in Paragraph I.D.2.c. of this Exhibit A).
- e. Services are authorized by the BHRS Deputy Director of Child and Youth Services or designated representative.
- f. Important components of service delivery are:
  - i. Providing mental health services in the least restrictive environment possible and where the client is located; and
  - ii. Providing Crisis Intervention services (as defined in Paragraph I.C.7.b of this Exhibit A) on an as needed basis; and
  - iii. Making collateral contacts with family members, caregivers, and others significant in the life of the beneficiary.

## 2. Mental Health Services

The Visiting Therapist Program shall provide the following services:

- a. Annual assessment. This consists solely of the annual assessment required by County to reassess a client for eligibility for mental health treatment.
- b. Initial assessment services. This includes clinical analysis of the history and current status of the client/enrollee's mental, emotional or behavioral condition.
- c. Treatment Services:
  - i. Individual Therapy: Individual Therapy includes those therapeutic interventions consistent with the client's goals that focus primarily on symptom reduction as a means to improve functional impairments. Individual Therapy is usually delivered to an individual but may include family therapy when the individual is present.

- ii. Family Therapy: Family Therapy consists of contact with the client and one or more family members and/or significant support persons. Services shall focus on the care and management of the client's mental health conditions within the family system.
- iii. Collateral Services: Collateral Services consists of contact with one or more significant support persons in the life of the client which may include consultation and training to assist in better utilization of services and understanding mental illness. Collateral services include, but are not limited to, helping significant support persons to understand and accept the client's condition and involving them in service planning and implementation of service plan(s). Family counseling or therapy which is provided on behalf of the client is considered collateral.
- iv. Medication Support Services: Contractor shall provide Medication Support Services by a licensed psychiatrist up to twice per month for each client pre-authorized for Medication Support Services by the BHRIS Deputy Director of Child and Youth Services or designee. Medication Support Service shall include the following:
  - a) Prescribing administering, dispensing and monitoring of psychiatric medications or biologicals, necessary to alleviate the symptoms of mental illness;
  - b) Evaluation of the need for medication, prescribing and/or dispensing;
  - c) Evaluation of clinical effectiveness and side effects of medication;
  - d) Obtaining informed consent for medication(s); and
  - e) Medication education (including discussing risks, benefits and alternatives with the consumer or significant support persons).
- v. Group Therapy: Group therapy includes those therapeutic interventions for more than one client that focuses primarily on symptom reduction as a means to improve functional impairments. It may include group family therapy (when families of two or more clients are present).



- vi. Targeted Case Management Services: Targeted Case Management Services are activities that are provided by Contractor's staff to access medical, educational, social, prevocational, vocational, rehabilitative, or other needed services for eligible clients. Services may include linkage, and coordination – the identification and pursuit of resources including, but not limited to, the following:
    - a) Inter- and intra-agency communication, coordination and referral including reports to CPS;
    - b) Monitoring service delivery to ensure an individual's access to service and the service delivery system;
    - c) Linkage, brokerage services focused on transportation, housing, or finances.
  - vii. Crisis Intervention
    - a) Contractor shall provide Crisis Intervention. Crisis Intervention is a service, lasting less than twenty-four (24) hours, to or on behalf of a beneficiary for a condition that requires more timely response than a regularly scheduled visit.
    - b) Contractor shall provide Crisis Intervention if medically necessary.
- d. Access to Program Services:  
Contractor shall have the capacity to provide services within an eighty (80) mile radius (or one and a half hours) from each of their office locations.
- e. Referrals, Service Timelines and Discharge Process:
- i. All referrals to the Visiting Therapist Program shall be made directly by the BHRS Deputy Director of Child and Youth Services or designee.
  - ii. For clients referred to Contractor for mental health services, Contractor shall provide Program services according to the following timeline:
    - a) Contractor will contact the family or caregiver within two (2) working days of receipt of the referral (the "initial Contact").
    - b) The family first (1<sup>st</sup>) appointment shall take place with Contractor within five (5) working days of the initial Contact.

### 3. Risk Assessment

If at anytime during the course of treatment, Contractor determines that a Child/Youth is at risk for abuse, neglect or molestation due to:

- a. a potential abuser having access to such Child/Youth,
- b. the possibility of reunification of a potential abuser and such Child/Youth,
- c. the possibility of reunification of a potential abuser and such Child/Youth, or
- d. other circumstances deemed to put such Child/Youth at risk;

then Contractor shall contact child's social worker and make new report to local Child Welfare Department if deemed to meet requirements of mandated reporting.

#### 4. Staffing

Contractor shall ensure that all Program services:

- a. Shall be provided by licensed, waived or registered mental health professionals;
- b. Shall be provided by staff experienced in the provision of therapy services to emotionally disturbed children/youth and their families;
- c. Shall be provided by staff experienced in the provision of therapy services to parents/caregivers who may have mental health issues which require intervention;
- d. Shall be provided by staff capable of working with a culturally diverse population; and
- e. May be provided by graduate school trainees as co-therapists of group or family therapy, provided that such trainees are supervised by licensed professionals.

E. Full Service Partnership Services (February 1, 2010 – June 30, 2010)

Full Service Partnership (FSP) program services are strength-based wraparound and crisis response services tailored to meet the specific mental health, educational, social and cultural needs of youth placed in foster care placements outside of San Mateo County, as well as their foster parents/caregivers. The FSP Program shall provide enrollees an array of clinical and non-clinical services in order to promote wellness, resilience and stability in their foster care placements, and as applicable, to prepare for transition back to a family/community placement. Services shall be provided for clients between six and eighteen years of age who are severely mentally disabled (SED) and who may have co-occurring alcohol and/or substance abuse issues. Services will also be available for enrollee's foster care providers and/or parents/family members.

1. Program Capacity

The FSP program will meet the needs of twenty (20) SED C/Y and TAY who are in foster care placements outside of San Mateo County. Clients who have been receiving Visiting Therapy Services through this Agreement will be prioritized as enrollees of FSP services. The Contractor shall provide an uninterrupted continuity of services for those clients.

2. FSP teams shall operate under policies and procedures that ensure:

- a. Twenty-four (24) hour, seven (7) day a week availability of program staff.
- b. Contact with each client as often as clinically necessary, which shall least weekly.
- c. Services shall be available to clients residing within ninety (90) minutes drive of Contractor primary office locations.

Those locations are:  
3800 Coolidge Avenue  
Oakland, CA 94602

2523 El Portal Drive, Suite 201  
San Pablo, CA 94806

126 West 25<sup>th</sup> Avenue, Suite 202  
San Mateo, CA 94403

5063 Midway Road  
Vacaville, CA 95688

King and 8<sup>th</sup> Streets  
Berkeley, CA 94703

3. FSP teams shall be responsible for delivery of services and service outcomes. FSP staff shall provide the services identified in the enrollee's individualized care plan (Care Plan). The FSP team will work in collaboration with BHRS, foster care providers and/or parents/family members, enrollees, and staff from other involved agencies such as schools, other providers and other members or significant others identified by the family as members of the Child/Youth Family team (C/YFT).

The services below shall be available to FSP enrollees. Clinical services shall be provided as described in Paragraph D.2. ("Mental Health Services") of this Exhibit A.

- Individual therapy
- Family therapy
- Rehabilitation services
- Crisis Intervention
- Peer/ Family Support
- Case management
- Collateral
- Brokerage
- 24 hour/7 day per week crisis response
- Psycho-educational training
- Medication Support Services

4. Initiation of Services

No later than five (5) days following referral by County a member of the FSP team shall establish a meeting with the C/Y SED client and caregiver and/or family to conduct an orientation and strengths assessment to enroll the client, and to set the groundwork for the first C/YFT meeting.

Within each team, a Care Coordinator shall be identified for each enrollee.

The C/YFT shall develop the individualized care plan (“Wrap Plan”) which shall identify the highest priority needs which may include but not be limited to any of the five (5) life domains: 1) support/self efficiency, 2) education, 3) employment, 4) wellness, and 5) safety and permanence. Action steps shall be developed and responsibility for completing those steps shall be assigned. The C/YFT shall meet as often as needed to address the enrollee and caregiver/family’s needs. The treatment timeline shall be as follows:

5. Phases of Service

a. Referral and Pre-Engagement

Upon receipt of an authorized referral, Contractor shall assign a Care Coordinator/Therapist who shall work with a Parent or Youth Partner. Staff shall initiate contact with caregiver and/or family members and client, and shall convene a meeting within one (1) week of receiving the referral. During an initial visit by the Care Coordinator, immediate safety needs shall be assessed, which may result in a referral for TBS.

b. Engagement

Contractor shall develop and prepare the C/YFT. Formal therapy may begin with client and caregiver and/or family members. Within 2 – 4 weeks of receipt of referral the C/YFT shall have an initial meeting. A safety plan is developed and approved by the C/YFT.

c. Planning

C/YFT will assess strengths, determine ground rules, create individualized goal statement, assess and prioritize needs across life domains, determine goals and short-term outcome indicators for each goal, select strategies, assure accuracy and feasibility of safety plans, and establish frequency and schedule of interventions. Transitional planning shall be part of initial planning, including discharge planning. Client will be engaged in individual therapy, and families will be engaged in family therapy as needed.

C/YFT meetings will typically continue on a weekly or biweekly basis. Frequency of meetings may vary, but shall not be less than monthly. Individual, family or collateral therapy meetings shall occur at least weekly.

d. Implementation

Activities will build on the initial plan and family strengths. The plan will be reviewed to refine goals and intervention strategies.

Therapy will continue on a weekly basis. Peer support for caregivers will be provided by Family Partners on an ongoing basis. C/YFT meetings will support the family to identify, locate and utilize resources.

e. Transition

Contractor and BHRS staff shall agree on decision to move into this phase. This decision shall be based upon the stability of the client and a successful adjustment to his or her support system.

C/YFT shall develop transition plans, including a post-transition crisis management plan. The frequency of C/YFT meetings shall be dependent upon the needs of the client.

f. Post-Treatment

Clients and/or families shall have access to formal or informal support as needed. Transition plans shall be maintained for two (2) years post treatment.

6. Non-Clinical Services for FSP's

a. Outreach and Engagement

Contractor shall actively participate in the care planning process. Enrollees and their foster care providers and/or families shall be included in all Care Team meetings, and shall be the final decision makers in the treatment process.

b. Contractor shall make available transportation, childcare and home-based services to increase client engagement.

c. Foster caregiver/Family support services

Services shall address not only the enrollee, shall support the foster caregiver and/or family when they have their own mental health or substance abuse needs. The FSP shall facilitate access to services, interfacing with Adult Mental Health Services (MHS) or Alcohol and Other Drug Services (AOD) of BHRS when family members meet MHS and/or AOD criteria or providing crisis/brief intervention services to those not meeting criteria and referring them to primary care or community resources, as needed.

Foster caregiver/family support services support shall include peer support and encouragement to the to enhance the foster caregiver and/or family's community and natural supports, transportation services, and supports as identified in the individualized action plan. Services for Foster caregiver/family shall include, but not be limited to the following:

- 1) Caregiver/parent management curriculum for dealing with behavior problems.
- 2) Support groups.
- 3) Educational groups focusing on mental illness, co-occurring disorders and finding resources.
- 4) Night and weekend enrollee activities.
- 5) Contractor shall provide Family Partners who shall be part of the FSP team and shall be assigned to a child/youth/family to provide support in identifying strengths, pinpointing areas of growth, and creating plans that will promote positive change.
- 6) Respite services.
- 7) Shadow services (1:1 mentoring).
- 8) Any services that is needed in order to manage the youth safely in the current placement.

7. Flexible Funds - all FSP Programs

The FSP teams shall utilize to flexible funds to support unique needs identified in the individualized action plan of FSP enrollees, or during a crisis, to avert placement at a higher level of care. The Contractor shall manage the fiscal distribution of the flexible funds for enrollees. This shall include:

- a. Maintaining proper documentation of fund transactions and distribution.

- b. Providing all pertinent documentation required for maintenance of fiscal and pragmatic accountability.
8. Admission and Discharge – FSP program.
- a. The County Youth Case Management Unit will manage the overall referral and authorization process in collaboration with the review/authorization committees.
  - b. Services shall be provided for unserved and underserved populations.
  - c. The SB163 Program entry point for enrollment of children/youth will be through the Interagency Placement Review Committee (IPRC), which is comprised of representatives from the Human Services Agency (Children and Family Services), BHRS (Mental Health Services and AOD), the Probation Department (Juvenile Probation Division), and Education. The IPRC will oversee authorization to the ten (10) SB163 slots. The FSP team will adhere to all current SB163 enrollment and disenrollment protocols.
  - d. Under-served populations include FSP C/Y currently in foster care placement outside of San Mateo County.
  - e. BHRS will review enrollee status and progress towards planned transition with the appropriate FSP Clinical Case Manager and determine when the FSP program has met individual/family goals and discharge planning should be initiated, with a step down to less intensive services and natural supports.
  - f. Contractor may not refuse to enroll clients who have been referred to them by the County. Upon authorization following the team assessment and planning process, the appropriate FSP Clinical Case Manager will complete the full system documentation if the client is not already open to the system.

9. Staffing for FSP programs

Program staff for the FSP program shall include the following:

Program Director	1.0 FTE
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Care Coordinator - Licensed	2.0 FTE
Family Partner	0.5 FTE
Youth Partner	0.5 FTE
Administrative Support	0.3 FTE

The total staffing count for the FSP program will be six (6).

- a. Care Coordinators shall work with 6 to 8 clients concurrently, providing 3 to 5 hours of direct client care weekly. Care Coordinators shall use 60% of their time providing direct client services.
- b. Each enrollee shall have a Care Coordinator and shall be assigned Family and/or Youth Partner as needed.
- c. Staff shall reflect the ethnic / cultural / linguistically diverse populations that are served by these programs and shall include staff who are Spanish speaking.
- d. Staff shall training shall be provided in the following areas:
  - 1) Family Systems
  - 2) Crisis Assessment and Intervention
  - 3) Cultural Competence in Assessment and Service Delivery
  - 4) Documentation
  - 5) Strength Based Treatment Planning
  - 6) Wraparound Philosophy
  - 7) Home Visiting
  - 8) De-escalation
  - 9) Motivational Interviewing
  - 10) Co-occurring Disorders Assessment and Treatment
  - 11) Harm Reduction
  - 12) Human Development
  - 13) SED/DD
  - 14) Grief Counseling

Staff shall also participate in BHRS system wide trainings in the following areas:

- 1) Cultural competence
- 2) Sexual orientation and gender differences
- 3) Consumer culture
- 4) Co-occurring disorder assessment and treatment skills

- 5) Cognitive behavioral approaches, including Trauma Focused CBT
- e. Family and Youth Partners
  - 1) The Family Partner must have personal knowledge and experience as a caregiver for a special needs child.
  - 2) The Youth Partner must have personal experience as a consumer of mental health services.
- f. Contractor shall utilize updated SB163 Wrap Around Program training sessions developed for the original pilot shall to train staff. Family members and system of care staff shall be included at every session.

#### 10. Volume of Services

Contractor will provide the minimum volume of services per contract period established below. One (1) unit equals one (1) minute of service. The average level of service per enrollee shall be four (4) hours per week.

Units of Service - February 1, 2010 - June 30, 2010: 94,560

## II. Administrative Requirements (for all service components)

A. Paragraph 13 of the Agreement and Paragraph I.S.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 (18<sup>th</sup>) 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

1. All program staff shall receive at least one (1) in-service training per year on some aspect of providing culturally and linguistically appropriate services. At least once per year and upon request, Contractor shall provide County with a schedule of in-service training(s) and a list of participants at each such training.
  2. Contractor shall use good faith efforts to translate health-related materials in a culturally and linguistically appropriate manner. At least once per year and upon request, Contractor shall provide to County copies of Contractor's health-related materials in English and as translated.
  3. Contractor shall use good faith efforts to hire clinical staff members who can communicate with clients in a culturally and linguistically appropriate manner. At least once per year and upon request, Contractor shall submit to County the cultural composition and linguistic fluencies of Contractor's staff.
- D. Contractor shall submit a copy of any licensing report issued by a licensing agency to BHRS Deputy Director of Child and Youth 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 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 reimbursable services.
- G. 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 clients 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: [www.Exclusions.OIG.HHS.Gov](http://www.Exclusions.OIG.HHS.Gov).

H. 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 clients 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: [www.medi-cal.ca.gov](http://www.medi-cal.ca.gov). Click the "References" tab, then the "Suspended & Ineligible Provider List" link.

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 clients.

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.

N. Beneficiary Brochure and Provider Lists

Contractor agrees to provide Medi-Cal clients 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 ninety (90) days after the completion of the beneficiary problem resolution process.

O. Fingerprint Certification

At County's sole discretion, Contractor certifies that its employees and/or its subcontractors, assignees, and volunteers who, during the course of performing services under this Agreement, have contact with children, will be fingerprinted in order to determine whether they have a criminal history which would compromise the safety of children with whom Contractor's employees and/or its subcontractors, assignees, or volunteers have contact. If said employees and/or subcontractors, assignees, and volunteers have such a criminal history, they shall not have contact with children who receive services through this agreement. A certificate of fingerprinting certification is attached hereto and incorporated by reference herein as Attachment E.

P. Developmental Assets

Contractor shall incorporate the Forty-One (41) Developmental Assets into program treatment goals, individual goals and family goals.

III. GOALS AND OBJECTIVES / REPORTING

A. Crisis Response In-Home Stabilization Program

Goal 1: To maintain clients at the current or a reduced level of placement.

Objective 1: Psychiatric inpatient utilization of County Medi-Cal youth beds will be 1.5 beds per day or less.

Data shall be collected by County

Objective 2: Utilization of PES for the youth served in this program will be reduced by thirty percent (30%) for six (6) months after entering the program compared to the six (6) months prior.

Data shall be collected by County

Objective 3: At least ninety percent (90%) of referred SED youth shall be maintained in their family homes through the course of in-home services and for thirty (30) days after the termination of program services.

Data shall be collected by Contractor

B. Therapeutic Behavioral Services

Goal 1: To maintain clients at the current or reduced level of placement.

Objective 1: At least ninety percent (90%) of children served will be maintained at the current or a reduced level of placement during the receipt of TBS and for thirty (30) days following the receipt of direct TBS.

Data shall be collected by Contractor

Goal 2: Child/youth shall be offered an opportunity to respond to a satisfaction survey concerning TBS.

Data shall be collected by Contractor in collaboration with County

C. Day Treatment Services (Intensive and Rehabilitative)

Goal 1: To maintain clients at the current or reduced level of placement.

Objective 1: At least 95% of children served will be maintained in their current or reduced level of placement during their course of treatment.

Data shall be collected by County

Day Treatment Intensive only

Objective 2: There will be no more than one (1) psychiatric hospitalization during the course of Day Treatment Intensive Services per enrolled youth.

Data shall be collected by County

D. Visiting Therapist Program / Full Service Partnership Programs

Goal 1: To maintain clients at the current or reduced level of placement.

Objective 1: At least ninety percent (90%) of children served will be maintained at the current level of a reduced level of placement during receipt of these services.

E. All Programs

Goal 2: Contractor shall enhance the program's family-professional partnerships.

Objective 1: Contractor shall involve each child's family in the treatment process. This shall be measured by a rating of "satisfied" in ninety percent (90%) of all questions related to involvement in the therapeutic process in the Youth Satisfaction Survey – Family (YSSF).

Data shall be collected by Contractor in collaboration with County

F. Reporting

1. MHSA

Contractor shall comply with all State Department of Mental Health ("DMH") 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 satisfaction
- b. Residential status
- c. Medical/psychiatric hospitalization
- d. Incarceration
- e. Justice System Involvement / legal events
- f. Emergency Intervention
- g. Education
- h. Employment
- i. Benefits
- j. Conservatorship / Payee Status

Some of domains will be measured at intervals {e.g., at three (3) months, six (6) months, annually, or at other relevant time intervals}. These indicators, methods and means of data capture shall be reported as determined by the DMH. Data shall be reported to the DMH per reporting requirements, and copied to County.

Contractor shall provide twice-annual reports of these FSP data reported to the State to the Deputy Director of BHRS.

2. SB163

Contractor shall comply with all reporting requirements for SB163 including compliance with all State guidelines and reporting processes.



FRED FINCH YOUTH CENTER  
FY 2009-2010  
Exhibit "B"

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

I. Payments

In full consideration of the services provided by Contractor and subject to the provisions of Paragraph 3. ("Payments") of this Agreement, County shall pay Contractor in the manner described below, except that any and all payments shall be subject to the conditions contained in this Agreement.

A. Crisis Response In-Home Stabilization Services (Bridges of San Mateo Program)

1. For Crisis Response In-Home Stabilization Services described in Paragraph I.A. of Exhibit A and for the term of this Agreement County shall pay Contractor on a fee for service basis at a minute rate of TWO DOLLARS AND SIXTY-ONE CENTS (\$2.61) per minute. County shall pay such rate less any third-party payments as set forth in Paragraph I.G. of this Exhibit B.
2. The maximum amount due to Contractor for these services for the term of this Agreement shall not exceed THREE HUNDRED EIGHTY- NINE THOUSAND THREE HUNDRED FORTY DOLLARS (\$389,340).
3. Ordinary costs of flexible funding for goods and services for participating families shall be borne by Contractor as part of normal operating costs. Extraordinary needs of clients and families may be submitted to County's Flexible Funds Committee for consideration and authorization for funding.

B. Therapeutic Behavioral Services (TBS)

1. For TBS described in Paragraph I.B. of Exhibit A, except as provided in Paragraphs I.B.2. and I.B.3. of this Exhibit B, and for the term of this Agreement County shall pay Contractor on a fee for service basis at a minute rate of TWO DOLLARS AND SIXTY-ONE CENTS (\$2.61) per minute. County shall pay such rate less any third-party payments as set forth in Paragraph I.G. of this Exhibit B.

2. Contractor shall be paid at the rate of TWO DOLLARS AND SIXTY-ONE CENTS (\$2.61) per minute up to a maximum of six (6) hours for the completion of the initial TBS Assessment as described in Paragraph I.B.2. of Exhibit A and development of the initial TBS Client Treatment Plan as described in Paragraph I.B.3. of Exhibit A. Such payment shall be exclusive of and separate from payment for all other services as described in Paragraph I.B.1. of this Exhibit B. County shall pay such rate less any third-party payments as set forth in Paragraph I G. of this Exhibit B.
3. Contractor shall be paid at the rate of TWO DOLLARS AND SIXTY-ONE CENTS (\$2.61) per minute for Collateral services as described in I.B.6.b.vi. of Exhibit A. County shall pay such rate less any third-party payments as set forth in Paragraph I.G. of this Exhibit B.
4. The maximum amount due to Contractor for these services for the term of this Agreement shall not exceed FIVE HUNDRED SIXTY-FIVE THOUSAND DOLLARS (\$565,000). County shall pay such rate less any third-party payments as set forth in Paragraph I.G. of this Exhibit B.
5. Contractor shall only be reimbursed for minutes worked by direct services staff. The cost of providing supervisory and administrative support is included in the per-minute rates in Paragraphs I.B.1., I.B.2. and I.B.3. of this Exhibit B.
6. The billing unit for TBS and Collateral Services is staff time, based on minutes.
7. TBS are not reimbursable on days when Crisis Residential Treatment Services, Inpatient Services, or Psychiatric Health Facility Services are reimbursed, except on the day of admission to those services. TBS are reimbursable during Day Treatment Services when the TBS provider is not a Day Treatment staff member during the same time period of the Day Treatment Services program.

C. Day Treatment Services (Intensive and Rehabilitative), Medication Support Services, Mental Health Services, and Crisis Intervention

1. For full-day Day Treatment Intensive Services described in Paragraphs I.C.2. of Exhibit A Contractor shall be paid at the rate of TWO HUNDRED TWO DOLLARS AND FORTY-THREE CENTS (\$202.43) per day.

2. For half-day Day Treatment Intensive Services Contractor shall be paid at the rate of ONE HUNDRED FORTY-FOUR DOLLARS AND THIRTEEN CENTS (\$144.13) per day.
3. For full-day Day Treatment Rehabilitative Services described in Paragraph I.C.3. of Exhibit A Contractor shall be paid at the rate of ONE HUNDRED THIRTY-ONE DOLLARS AND TWENTY-FOUR CENTS (\$131.24) per day.
4. For half-day Day Treatment Rehabilitative Services Contractor shall be paid at the rate of EIGHTY-FOUR DOLLARS AND EIGHT CENTS (\$84.08) per day.
5. For clients authorized for Day Treatment Intensive Services who receive full-day services in the Day Treatment Rehabilitative Services as described in Paragraph I.C.4. of Exhibit A Program Contractor shall be paid at the rate of ONE HUNDRED THIRTY-ONE DOLLARS AND TWENTY-FOUR CENTS (\$131.24) per day.
6. For clients authorized for Day Treatment Intensive Services who receive half-day services in the Day Treatment Rehabilitative Services Program as described in Paragraph I.C.4. of Exhibit A Contractor shall be paid at the rate of EIGHTY-FOUR DOLLARS AND EIGHT CENTS (\$84.08) per day.
7. For Medication Support Services described in Paragraph I.C.5. of Exhibit A, County shall pay Contractor at the rate of FOUR DOLLARS AND EIGHTY-TWO CENTS (\$4.82) per minute. County shall pay such rate less any third-party payments as set forth in Paragraph I.G. of this Exhibit B.
8. For Mental Health Services described in Paragraph I.C.6. of Exhibit A, County shall pay Contractor at the rate of TWO DOLLARS AND SIXTY-ONE CENTS (\$2.61) per minute. County shall pay such rate less any third-party payments as set forth in Paragraph I.G. of this Exhibit B.
9. For Crisis Intervention Service described in Paragraph I.C.7. of Exhibit A, County shall pay Contractor at the rate of THREE DOLLARS AND EIGHTY-EIGHT CENTS (\$3.88) per minute. County shall pay such rate less any third-party payments as set forth in Paragraph I.G. of this Exhibit B.

10. For Day Treatment Services, Medication Support Services, Mental Health Services and Crisis Intervention payment shall be made on a monthly basis upon County's receipt of the following:
  - a. All required documentation adhering to Medi-Cal guidelines,
  - b. Documentation for each minute of service, and
  - c. Documentation relating to each appropriate authorization.
11. Day Treatment Services and Medication Support Services are not reimbursable on days when Crisis Residential Treatment Services, Inpatient Services, or Psychiatric Health Facility Services are reimbursed, except for the day of admission to those services.
12. County shall pay rates for Day Treatment Services (Intensive and Rehabilitative), Medication Support Services, Mental Health Services, and Crisis Intervention services less any third-party payments as set forth in Paragraph I.G. of this Exhibit B.
13. Maximum payment for Day Treatment Services (Intensive and Rehabilitative), Medication Support Services, Mental Health Services, and Crisis Intervention

The combined maximum payment obligation for Day Treatment Services (Intensive and Rehabilitative), Medication Support Services, Mental Health Services, and Crisis Intervention shall not exceed SEVENTY-SEVEN THOUSAND SIX HUNDRED THIRTY-FOUR DOLLARS (\$77,634).

D. Visiting Therapist Program (July 1, 2009 - January 31, 2010)

1. For Mental Health Services described in Paragraph I.D.2.c. of Exhibit A and for the term of this Agreement County shall pay Contractor on a fee for service basis at a minute rate of TWO DOLLARS AND SIXTY-ONE CENTS (\$2.61) per minute. County shall pay such rate less any third-party payments as set forth in Paragraph I.G. of this Exhibit B.
2. For Crisis Intervention Services described in Paragraph I.D.2.c.vii. of Exhibit A and for the term of this Agreement County shall pay Contractor on a fee for service basis at a minute rate of THREE DOLLARS AND EIGHTY-EIGHT CENTS (\$3.88) per minute. County shall pay such rate less any third-party payments as set forth in Paragraph I.G. of this Exhibit B.

3. For Medication Support Services described in Paragraph I.D.2.c.iv. of Exhibit A, County shall pay Contractor at the rate of FOUR DOLLARS AND EIGHTY-TWO CENTS (\$4.82) per minute. County shall pay such rate less any third-party payments as set forth in Paragraph I.G. of this Exhibit B.

The combined maximum payment obligation for Visiting Therapist Services (Mental Health and Crisis Intervention) for the period of July 1, 2009 through January 31, 2010, shall not exceed EIGHTY-NINE THOUSAND TWO HUNDRED EIGHTY-FOUR DOLLARS (\$89,284).

E. Full Service Partnership Services (February 1, 2010 – June 30, 2010)

Maximum Payment Amount ("MPA") for FSP Services

1. The total obligation of the County for payment for Contractor's actual costs for these services shall not exceed TWO HUNDRED TWENTY-FOUR THOUSAND EIGHT HUNDRED FIFTY DOLLARS (\$224,850) ("Maximum Payment Amount" or "MPA") for these services for the period of February 1, 2010 – June 30, 2010. The MPA is the sum of the MHSA funding allotted to this Agreement for this period, including operating costs, of ONE HUNDRED SEVENTY-NINE THOUSAND EIGHT HUNDRED EIGHTY DOLLARS (\$179,880) and the revenues expected to be generated by third-party billings for Contractor's services under this Agreement of FORTY-FOUR THOUSAND NINE HUNDRED SEVENTY DOLLARS (\$44,970). Revenue Component services shall be reported to County through the Monthly Reporting process as described in Paragraph I.I. of this Exhibit B.
2. Contractor shall support County's capacity to bill third party payors for these services by:
  - a. using Medicare-eligible providers;
  - b. providing documentation adequate to support Contractor's services per County BHRS Documentation Manual (incorporated by reference herein); and
  - c. submitting billing information required by this Agreement to the County in a timely manner.
3. Monthly Payments

Unless otherwise authorized by the Chief of the Health System or designee, and/or adjusted subject to Paragraph I.G. of this Exhibit B, the monthly payments by County to Contractor for the period February 1, 2010 through June 30, 2010, for FSP services shall be according to the following schedule:

<b>Period</b>	<b>Amount</b>
February	\$ 44,970
March	\$ 44,970
April	\$ 44,970
May	\$ 44,970
June	\$ 44,970
Total	\$ 224,850

- E. Combined Maximum Payment for Visiting Therapist Services and Full Service Partnership Services for FY 2009-2010

The combined maximum payment for Visiting Therapist Services and Full Service Partnership services for this Agreement shall not exceed THREE HUNDRED FOURTEEN THOUSAND ONE HUNDRED THIRTY-FOUR DOLLARS (\$314,134).

- F. In any event, the maximum amount County shall be obligated to pay for services rendered under this Agreement shall not exceed ONE MILLION THREE HUNDRED FORTY-SIX THOUSAND ONE HUNDRED EIGHT DOLLARS (\$1,346,108).

- G. Contractor's annual 2009-2010 budget is attached and incorporated into this Agreement as Exhibit C.

- H. 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. With every invoice submitted by Contractor to County, 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 each such invoice. The County may withhold payment to Contractor for any and all services for which this required proof of third-party payments and/or denials of such payments is not provided. County may deduct from its payments to Contractor the amount of any such third-party payment. 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.
- b. Contractor shall provide a copy of the completed Payor Financial Form (Attachment D) and in 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 with the first invoice of the Agreement for services provided to said clients.

## 2. Option Two

- a. Contractor shall provide information to County so that County may bill applicable other third-parties before billing Medi-Cal for services provided by Contractor through this Agreement. The County may withhold payment to Contractor for any and all services pending notification or receipt of such third-party payments or denials of such payments. County may deduct from its payments to Contractor the amount of any such third-party payment. To the extent that County inadvertently makes payments to Contractor for such services rendered, County shall be entitled to recoup such reimbursement.

- 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 with the first invoice of the Agreement for services provided to said clients.

I. Monthly Reporting

- 1. Payment by County to Contractor shall be monthly. Contractor shall bill County on or before the tenth (10<sup>th</sup>) 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.

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



- L. In the event of a decrease in the State Maximum Allowance (SMA) for TBS provided pursuant to this Agreement, Contractor agrees to either accept rate(s) not to exceed the SMA or to discontinue provision of these services as of the effective date for the new rate(s). In the event that the SMA is less than the rate(s) established in this Agreement, it is agreed the rate(s) will be changed to the SMA. In no event shall the compensation rate(s) for TBS under this Agreement exceed the SMA.
- M. 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 payment obligation and/or payment obligations for specific services may be reduced at the discretion of the Chief of the Health System or designee.
- N. 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 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.
- O. 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.
- P. 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 BHRS, and as
- Q. In the event this Agreement is terminated prior to June 30, 2010, the Contractor shall be paid for services already provided pursuant to this Agreement.
- R. Cost Report

1. Contractor shall submit to County a year-end cost report no later than ninety (90) days after the expiration date of this Agreement. This report 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.
2. If the annual Cost Report provided to County reveals that total payments to Contractor exceed the total allowable costs for all of the services rendered by Contractor to eligible clients during the reporting period, a single payment in the amount of the difference shall be made to County by Contractor, unless otherwise authorized by the Chief of the Health System or designee.

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 except to collect other health insurance coverage, share of cost and co-payments. 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 (day rehabilitation / day treatment intensive / EPSDT supplemental specialty mental health services) included in the claim, all requirements for Contractor payment authorization for (day rehabilitation / day treatment intensive / EPSDT supplemental 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 II.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.

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.

\_\_\_\_\_  
Name of 504 Person - Type or Print

Fred Finch Youth Center

\_\_\_\_\_  
Name of Contractor(s) - Type or Print

3800 Coolidge Avenue

\_\_\_\_\_  
Street Address or P.O. Box

Oakland, CA 94602

\_\_\_\_\_  
City, State, Zip Code

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

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Title of Authorized Official

\_\_\_\_\_  
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."

**County of San Mateo  
Contractor's Declaration Form**

**I. CONTRACTOR INFORMATION**

Contractor Name:	Fred Finch Youth Center	Phone:	1-(510) 482-2244
Contact Person:	Vonza Thompson	Fax:	1-(510) 530-2047
Address:	3800 Coolidge Avenue Oakland, CA 94602		

**II. EQUAL BENEFITS** (check one or more boxes)

*Contractors with contracts in excess of \$5,000 must treat spouses and domestic partners equally as to employee benefits.*

- Contractor complies with the County's Equal Benefits Ordinance by:
  - offering equal benefits to employees with spouses and employees with domestic partners.
  - offering a cash equivalent payment to eligible employees in lieu of equal benefits.
- Contractor does not comply with the County's Equal Benefits Ordinance.
- Contractor is exempt from this requirement because:
  - Contractor has no employees, does not provide benefits to employees' spouses, or the contract is for \$5,000 or less.
  - Contractor is a party to a collective bargaining agreement that began on \_\_\_\_\_ (date) and expires on \_\_\_\_\_ (date), and intends to offer equal benefits when said agreement expires.

**III. NON-DISCRIMINATION** (check appropriate box)

- Finding(s) of discrimination have been issued against Contractor within the past year by the Equal Employment Opportunity Commission, Fair Employment and Housing Commission, or other investigative entity. Please see attached sheet of paper explaining the outcome(s) or remedy for the discrimination.
- No finding of discrimination has been issued in the past year against the Contractor by the Equal Employment Opportunity Commission, Fair Employment and Housing Commission, or any other entity.

**IV. EMPLOYEE JURY SERVICE** (check one or more boxes)

*Contractors with original or amended contracts in excess of \$100,000 must have and adhere to a written policy that provides its employees living in San Mateo County up to five days regular pay for actual jury service in the County.*

- Contractor complies with the County's Employee Jury Service Ordinance.
- Contractor does not comply with the County's Employee Jury Service Ordinance.
- Contractor is exempt from this requirement because:
  - the contract is for \$100,000 or less.
  - Contractor is a party to a collective bargaining agreement that began on \_\_\_\_\_ (date) and expires on \_\_\_\_\_ (date), and intends to comply when the collective bargaining agreement expires.

**I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct, and that I am authorized to bind this entity contractually.**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Title