



SAN MATEO COUNTY HEALTH

BEHAVIORAL HEALTH & RECOVERY SERVICES

REQUEST FOR PROPOSALS For Trauma-Informed Prevention and Early Intervention For Youth RFP #2023-012

RFP SCHEDULE AND GENERAL INFORMATION

RFP Released	December 21, 2023
Deadline for Questions, Comments and Exceptions	January 5, 2024
Release date for Final Questions & Answers	January 12, 2024
Proposal Due Date and Time	January 30, 2024 by 4:00pm PST
Evaluation of Proposals*	Week of February 5, 2024
Interviews – if necessary*	TBD
Notification of Funded Proposals*	February 16, 2024
Protest Deadline*	February 23, 2024

**Dates are subject to change*

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I. Introduction

A. GENERAL

San Mateo County (SMC) Behavioral Health and Recovery Services (BHRS) provides a continuum of services for children, youth, families, adults and older adults for the prevention, early intervention and treatment of serious mental illness and/or substance use conditions. We are committed to supporting treatment of the whole person to achieve wellness and recovery, and promoting the physical and behavioral health of individuals, families and communities we serve.

Culturally competent, integrated services are provided by mental health clinicians, alcohol and drug counselors, peers, family partners and others, through a network of County and private agency providers and partners throughout the community.

Vision

Individuals, families, and communities fulfill their promise and successfully pursue their dreams in a society where stigma and discrimination against those with mental illness and/or alcohol and drug addiction are remnants of the past.

Mission

We build opportunities for people with or at risk of alcohol and drug addiction and mental health challenges to achieve wellness and/or recovery through partnership, innovation, and excellence.

Values

- Potential
We are inspired by the individuals and families we serve, their achievements and potential for wellness and recovery.
- Power
The people, families, and communities we serve and the members of our workforce guide the care we provide and shape policies and practices.
- Partnerships
We can achieve our mission and progress towards our vision only through mutual and respectful partnerships that enhance our capabilities and build our capacity.
- Performance
We use proven practices, opportunities, and technologies to prevent and/or reduce the impacts of mental illness and addiction and to promote the health of the individuals, families and communities we serve.

II. Scope of Work

A. INTRODUCTION

The Mental Health Services Act (MHSA) provides funding to Counties for mental health services by imposing a 1% tax on personal income in excess of \$1 million. The Prevention and Early Intervention (PEI) component of MHSA is intended to build the capacity of the community to increase resiliency by decreasing risk factors and increasing the protective factors for individuals who are at greater risk of developing a serious mental illness and their parents, caregivers, and other family members. PEI emphasizes improving timely access to services and reducing the seven (7) negative outcomes of untreated mental illness: suicide, incarcerations, school failure or dropout, unemployment, prolonged suffering, homelessness, and removal of children from their homes.

B. SCOPE OF SERVICE

1. Service Approach

Trauma-informed. All six key principles of a trauma-informed approach shall be incorporated when serving youth with mental illness and/or co-occurring substance use challenges and their families: safety, trustworthiness and transparency, peer support, collaboration, empowerment; and cultural, historical and gender issues.

Cultural responsiveness. Culturally responsive services are sensitive to the diverse cultural identity; are delivered by bilingual/bicultural staff, and/or are available in the primary language of clients; and use the natural supports provided by the client's culture and community. Outreach and engagement strategies shall be designed to reach diverse communities.

Integrated approach. Services will ensure that mental health and substance use challenges are addressed and integrated. Mental health and substance use challenges need to be identified and appropriate treatment and/or referrals to treatment provided that is tailored to clients' unique needs and engage families and the community as appropriate.

Community Resilience. As literature continues to grow, we are able to draw the connections between the social determinants of health (SDOH), such as lack of affordable safe housing, quality medical care and education, to preventing and protecting youth from Adverse Childhood Experiences (ACEs). ACEs are imperative to address because they are associated with a variety of health impacts including depression, post-traumatic stress disorder, anxiety, attempted suicide, substance use, academic achievement and high-risk sexual behaviors. A community resilience approach that addresses youth needs at multiple levels (SDOH, ACEs) can improve youth behavioral health outcomes and foster collaboration across child health, public health and community-based supports.

2. Background

San Mateo County Mental Health Services Act (MHSA) Prevention and Early Intervention (PEI) includes evidence-based and community defined interventions for high risk school age and transition age youth who struggle with trauma and substance use behavioral issues. Interventions reach youth in non-traditional behavioral health settings such as schools, drop-in centers, shelters, probation and other youth-focused service settings and community based agencies.

Previous MHSA PEI funded interventions have included Seeking Safety and Project SUCCESS. Providers of Seeking Safety experienced limitations and challenges with getting high-risk youth to attend groups with the consistency necessary to enable fidelity and maximize outcomes. Providers adapted their interventions to a more youth-centered approach and integrated services into broader community programming. Beginning in August 2018 Behavioral Health and Recovery Services (BHRS) piloted the Mindfulness-Based Substance Abuse Treatment (MBSAT)¹ curriculum as an alternate curriculum to Seeking Safety. The findings of the pilot were used to inform the requirements of a subsequent Trauma-Informed Co-occurring Prevention Services for Youth RFP released in September 2019, which provided flexibility in proposing alternate, culturally responsive interventions for youth. The RFP resulted in providers implementing MBSAT and National Compadres Network² curricula.

This new Trauma-Informed Prevention and Early Intervention for Youth RFP integrates Project SUCCESS funding as well to allow the same flexibility to propose culturally appropriate evidence-based and/or community defined prevention and early interventions for youth. Project SUCCESS included individual counseling, which has been added to this RFP.

3. Service Components

The services provided under this RFP will consist of three required components:

- a. Group-Based Intervention and optional Individual Counseling;
- b. Community Engagement; and
- c. Social Determinants of Health (SDOH) Screening and Referrals.

4. Population to be Served

The services will target school-age youth (typically ages 9-18) and transitional age youth (TAY) ages 15-25, dependent on the intervention proposed, who are at greatest risk for adverse childhood experiences. The National Survey of Children's health revealed that

¹ <https://courses.centerforadolescentstudies.com/mbsat/>

² <http://www.nationalcompadresnetwork.org/training/training-curricula/>

nearly 50% of American children have experienced at least one Adverse Childhood Experience (ACE), with children of color and children who grow up in poverty showing the greatest risk for ACEs. In San Mateo County children who are African American, American Indian, Latinx, and Native Hawaiian and Pacific Islanders, are more likely to live in high poverty areas (15.2%, 24.2%, 12.7%, and 10.9% respectively).³

4. Group-Based Intervention and optional Individual Counseling

- a. Agencies will propose an evidence-based or promising practice Group-Based Intervention or curriculum to address trauma and co-occurring substance use issues with youth.
 - i. Agencies can opt to provide the Mindfulness-Based Substance Abuse Treatment (MBSAT), the National Compadres Network curriculum or an alternate culturally responsive intervention/curriculum.
 - ii. If an alternate intervention/curriculum is being proposed, please include information for how it best serves your target community.
 - iii. Examples of alternate interventions/curricula include, but are not limited to, the curricula; Keepin' it R.E.A.L.,⁴ Teaching Transformative Life Skills to Students: A Comprehensive Dynamic Mindfulness Curriculum,⁵ and Mission Possible 360.⁶
 - iv. A one to two year pilot will be established by BHRS to evaluate the effectiveness of any alternate curricula proposed.

- b. As an option (not required for this RFP), agencies can propose to also provide short-term individual counseling to youth participants. Otherwise, agencies can refer youth to a mental health provider for additional support as needed.
 - i. Individual counseling may be initiated after participation in a Group-Based Intervention, if a youth would benefit from additional support.
 - ii. Individual counseling may also be provided to youth if the group setting creates challenges for their participation or as a gateway to the Group-Based Intervention. As appropriate and permissible, agencies will adapt the group-based curriculum topics for individual setting.
 - iii. A youth's participation in both group-based intervention and/or individual counseling will not exceed eighteen months⁷ total, as per MHSA PEI regulations. Youth requiring more intensive and/or longer-term supports

³ https://factfinder.census.gov/bkmk/table/1.0/en/ACS/17_5YR/S1702/0500000US06081

⁴ Gosin M, Marsiglia FF, Hecht ML., Keepin' it R.E.A.L.: a drug resistance curriculum tailored to the strengths and needs of pre-adolescents of the southwest, J Drug Educ. 2003;33(2):119-42.

⁵ <https://www.niroga.org/education/curriculum/>

⁶ <https://www.tandfonline.com/doi/abs/10.3109/01612840.2014.994689?journalCode=imhn20>

⁷ Title 9 California Code of Regulation (CCR), Article 9, Section 3710(c)

should be referred to the BHRS Access Call Center for appropriate supports.

- iv. If individual counseling is being proposed, please include anticipated targets (i.e., number of youths served through individual counseling) and how you will determine or assess the need for individual counseling.

- d. Agencies will provide the appropriate training and/or certification needed for staff to deliver the intervention/curriculum with fidelity.
 - i. A 6-hour training is required to deliver the MBSAT curriculum. BHRS offers the required training twice a year and an optional certification once a year at no cost to participants.
 - ii. Training that uses alternate curricula should be included as a training expense in the proposed budget.
 - iii. All agencies are expected to develop a training plan that addresses training maintenance in the case of staff turnover. Any training needed for maintenance should be included as a training expense in the proposed budget.
 - iv. An evaluation plan will be developed by BHRS in collaboration with providers as part of the ongoing evaluation and reporting activities as described in Section B. Tracking and Reporting of this RFP.

- e. Agencies will facilitate at least two (2) and up to twelve (12) cohorts of Group-Based Interventions per year. See funding section of this RFP, for funding availability per cohort.
 - i. Identify your agency's target number of cohorts per year.
 - ii. Each cohort will consist of at least eight (8) sessions for your selected intervention and one (1) session for BHRS staff to present on youth engagement opportunities as described below in Section A.5. Community Engagement.
 - iii. Agencies will target at least eight (8) youth per cohort that complete at least eight (8) intervention/curriculum sessions.
 - iv. The number of youth completing 8 sessions per year will depend on the number of cohorts proposed, for example:

# of cohorts proposed	# of youth completing eight sessions
2	16
4	32
6	48
12	96

- v. Agencies should plan on recruiting more than 8 youth per cohort to account for attrition.

- vi. Cohorts will be conducted in community settings to reach youth where they are. Cohorts can be conducted in partnership with faith-based organizations, community-based agencies, schools, housing complexes and other spaces where community exist, feel safe and trust.
 - vii. If this is an added service to your program(s) and you will be utilizing agency staff to provide the intervention/curriculum, please describe the current scope of program staff.
- f. Agencies will provide stipends, refreshments and/or incentives as needed to encourage participation.
- i. Refreshments should follow healthy food guidelines, limiting salt, saturated and trans fats and added sugars.

5. Community Engagement

Prevention curriculums alone can support youth skill building, but seldom address systemic and community-level challenges that are necessary for positive youth development and behavioral health outcomes. Youth and community engagement can lead to improvements in behavioral health services, opportunities, and supports needed by youth.

- a. Agencies will provide foundational relevant training (e.g., trauma-informed 101, etc.) for adults and other members of the community that interact with the youth participants (parents, teachers, probation officers, service providers, community, etc.) to create trauma-informed supports for youth.
 - i. Coordinate and implement two (2) community trainings per proposed youth cohort.
 - ii. The trainings will target adults in the youth's circle of support (parents of youth enrolled in the cohort, school staff, probation officers, homeless shelter staff, neighborhood/ community, etc.).
 - iii. Provide childcare, refreshments and/or incentives as needed to encourage participation.
 - iv. Provide referrals/resources to adult participants as appropriate.
- b. Work with BHRS staff to connect cohort youth to leadership engagement opportunities provided through the Office of Diversity and Equity (ODE) Health Ambassador Program for Youth and Alcohol and Other Drug (AOD) youth prevention programs.
 - i. Dedicate at least one additional cohort session for BHRS staff to present on the youth engagement opportunities.
 - ii. Support warm handoff and linkages for successful engagement

6. SDOH Screening and Referrals

Social determinants of health (e.g., food insecurity, housing, transportation, medical treatment, etc.) can account for up to 40 percent of individual health outcomes, particularly among low-income populations.

- a. Agencies will screen youth participants at intake for social determinants of health impacts to support appropriate referrals and identifying community-based social service resources and social needs and/or gaps. See Appendix D. SDOH Screener.
 - i. Provide linkages/referrals, including warm hand-offs to appropriate agencies to address youth' social needs.
 - ii. Provide linkages/referrals to BHRS for individuals who may need more extensive mental health and/or substance use treatment.

7. Evaluation Activities

The program will be evaluated for implementation according to contract terms, whether it is achieving desired impact, satisfaction of services from clients, families, and/or communities, responsiveness to target populations, and success, challenges and areas of improvement.

- a. Tracking and reporting activities required for evaluation are described Section C. of this RFP.
- b. Agencies are expected to participate and support the facilitation of any additional reporting and/or evaluation activities as determined by BHRS (e.g. focus groups and/or key interviews).
- c. Data collected will be analyzed by BHRS through an independent contractor.
- d. BHRS will work with agency representatives early in the planning Process collected will be analyzed by BHRS through an independent contractor.

C. TRACKING AND REPORTING

Data collection and reporting activities should cover the following categories (and items), at the minimum:

1. Implementation

- a. Tracking of Group-Based Intervention participant characteristics – total number of sessions conducted per cohort, number of participants enrolled in cohort, number completing all sessions and overall attendance rate, location of cohort.
- b. Completed fidelity/quality assessment per cohort to collect information about:

- i. What content was provided to each cohort – knowledge, attitudes, values, norms, and skill-based;
 - ii. How lessons were conducted – teaching methods, strategies, and youth-facilitator interactions; and
 - iii. The learning environment – length of each session, amount of content received and “participant responsiveness” – assessed through a client satisfaction tool.
 - c. Tracking of community engagement activities – adults engaged in foundational trauma-informed 101 training, demographics, number of youth successfully linked to youth engagement activities (participated in capacity building activities).
 - d. Tracking of referrals made to behavioral health, social service needs, including medical.
2. Impact
- a. Administering pre- and post-cohort(s) surveys with all youth participants to assess internal strengths and external supports across several contexts of their lives: personal, peers, family, school, and community.
 - b. SDOH screening results and linkages made.
 - c. Demographics of youth participants.
 - d. Youth success stories.
 - e. Satisfaction surveys with youth and trauma-informed 101 training participants to measure satisfaction with service provision.
3. Reporting
- a. Implementation tracking logs submitted monthly to BHRS program manager.
 - b. Regular monitoring check-ins with the BHRS program manager to identify challenges and areas of improvement and highlight successes, and annual reporting narratives capturing these factors.
 - c. Data collected at intake including youth demographics, SDOH screening and referral outcomes will be collected and reported to BHRS on an annual basis.
 - d. A year-end report due by the fifteenth (15th) of August will be submitted to the BHRS program manager and the MHSA Manager. See Appendix C, MHSA PEI Annual Reporting Template.

D. STAFF REQUIREMENTS

- 1. Agencies will identify a process for selection of Group-Based Intervention facilitators.
 - a. Key qualities of facilitators of mindfulness-based interventions includes authenticity in terms of self-awareness, commitment to daily mindfulness

- practices and genuine interest in participants to develop positive rapport and relationships.
- b. Clinical licensure or license-eligible (e.g., ACSW, AMFT) is preferred but not required.
2. Individual Counselors will have previous supervised counseling experience; substance use prevention training; knowledge of adolescent development.
 - a. Minimum education of a bachelor's degree, masters preferred.
 3. A project coordinator/supervisor must be knowledgeable about mental health and substance use prevention and treatment, and have experience in counseling adolescents.
 - a. Minimum education of a bachelor's degree; a master's degree in social work, counseling, or psychology is strongly recommended.
 - b. Supervisory training and experience recommended for agencies opting to provide individual counseling services.
 4. Staff will be reflective of the culture and ethnicity of the community served. At least one staff member will be Spanish speaking.
 5. Staff must complete twenty (20) hours of training per calendar year. Training topics will include, but are not limited to, the following:
 - a. HIPPA
 - b. Cultural Humility, Sexual Orientation and Gender Identity (SOGI)
 - c. Wellness and Recovery Action Plan (WRAP)
 - d. Mental Health First Aid (MHFA)
 - e. Peer support
 - f. NAMI family to family
 6. All staff working directly with children are required to be fingerprinted and their background checked.

E. LENGTH OF AGREEMENT

The anticipated duration of the agreement will be for two (2) years, with the term tentatively to begin July 1, 2024 and end June 30, 2026. Included in this RFP is the option to renew for an additional three (3) years pending program evaluation, availability of funding, and division approval.

F. FUNDING

The services will be funded through the Mental Health Services Act. The anticipated maximum amount of funding for the two-year term of the agreement is \$1,040,000. The anticipated amount for the program's first fiscal year (FY 2024-25) is a total of up to \$520,000 at a rate of \$20,000 per cohort; which includes all direct and indirect costs and services associated with the three service components described in this RFP (Group-Based

Intervention, Community Engagement, and SDOH Screening and Referrals), plus the cost of additional staff FTEs for individual counseling if proposed. More than one agency may be selected to provide these services. Funding for subsequent years is contingent upon funding availability, program evaluation, and division approval.

G. ADDITIONAL REQUIREMENTS AND CONSIDERATIONS

Budgets included within responses to this RFP shall include the amount of dedicated MHSA funds and the amount of leveraged funds necessary to achieve the services provided.

III. Submission Requirements

A. SUBMISSION DEADLINE

Proposals must be electronically received by **4:00pm PST, on January 30, 2024** via Public Purchase (details below).

Allow sufficient time for the upload to complete by the Due Date and Time. Partial uploads will automatically terminate and proposals will be rejected. The Public Purchase submission time will be the official submission time. The County will not be responsible for and will not accept proposals that are late due to slow internet connections or for any other failure of the Public Purchase system.

NOTE: The County does not maintain the Public Purchase system and is not liable for site failures or technical problems. To resolve technical issues, contact Public Purchase using the chat portal via link below or email Vendor Support at support@thepublicgroup.com :

http://www.publicpurchase.com/gems/help/mainhelp.html?frame1=public/info.html&frame2=public/info_register.html

Late submissions will not be considered.

B. PRE-SUBMISSION REGISTRATION

Organizations or individuals interested in responding to this solicitation must register online with the County of San Mateo at:

<https://www.publicpurchase.com/gems/register/vendor/register>

It is recommended that organizations complete this registration as soon as possible to allow enough time for it to be processed. Each registration is manually reviewed and approved by Public Purchase and this might take time. The County will not be responsible for and will not accept proposals that are late due to a failure to register in the Public Purchase system.

C. SUBMISSION VIA PUBLIC PURCHASE

1. Submit of Proposals:

Required documents - each of the following documents should be submitted as separate files following the instructions below:

- a. Letter of Introduction (up to 1 page)**
- b. Minimum Qualifications (attachment)**
- c. Medi-Cal Certification (attachment)
- d. Service Implementation Proposal (up to 15 pages)**
- e. Agency Qualifications (up to 2 page)**
- f. Agency Organizational Chart (attachment)
- g. Cultural Competence Plan (attachment)
- h. Policies & Procedures as available (attachment)
- i. Team Qualifications (up to 2 pages)**
- j. Staff Training Plan (attachment)
- k. Resumes (attachment)
- l. Letters of Support and References (attachment)
- m. Budget (attachment)

2. Electronic Submissions

Include the proposer name and the RFP title and number in each filename. Submit proposals via the Public Purchase website, allowing sufficient time for the upload to complete by the Due Date and Time. Partial uploads will automatically terminate and proposals will be rejected. The Public Purchase submission time will be the official submission time. Contact Public Purchase with technical questions regarding the site. The County will not be responsible for and may not accept proposals that are late due to slow internet connections or for any other failure of the Public Purchase system. Late submissions will not be considered.

3. Conflicts between Certain Requirements

Prior to the submission deadlines and solely relating to a determination of the timeliness of questions, comments, and proposal submissions, information displayed on the Public Purchase site will take precedence in the event of a discrepancy between that information and the information within the solicitation documents. For all other discrepancies, the information in the solicitation documents will take precedence.

4. Format

Documents should be created in the following format:

- Text be unjustified (i.e., with a ragged-right margin) and single-spaced, preferred Arial 12-point font
- Pages have margins of at least 1” on all sides (excluding headers and footers)

- If the proposal is lengthy, please include a Table of Content
- Submit all documents in PDF format. Preferred the budget to be in PDF format but can also include EXCEL file too.

Errors in Proposals

The County will not be liable for any errors in proposals. Proposals may be rejected as unresponsive if they are late, incomplete, missing pages or information, or cannot be opened for any reason. The County may waive minor irregularities but such waiver will not modify any remaining RFP requirements.

D. TECHNICAL PROPOSAL (MAXIMUM OF 20 PAGES)

The maximum page limit for your proposals should be 20 pages, not including attachments.

NOTE: One (1) page of content is measured as 1-sided letter sized page. Pages that exceed the maximum page limit will not be reviewed or scored.

Agencies interested in responding to this RFP must submit the following information, in the order specified below:

1. Letter of Introduction (up to 1 page)

Submit a Letter of Introduction. The letter must contain:

- a. Name, title, and contact information (email, phone, and address) for representative of the proposing agency who is responsible for communication related to this RFP
- b. Signature of person authorized to obligate the agency to perform the commitment contained in the proposal
- c. Submission of the letter will constitute a representation by the agency that you are willing and able to perform the commitments contained in the proposal and have not violated the terms of this RFP.

2. Minimum Qualifications (Appendix A. Minimum Qualifications (MQ) Checklist, attachment)

- a. Fill out Appendix A. Minimum Qualifications (MQ) Checklist

3. Service Implementation Proposal (up to 15 pages)

Describe how you propose to perform the activities in Section II: Scope Of Work, including the following:

- a. Scope of Work tasks/milestones and anticipated clients served
- b. Proposed schedule and ability to complete the program activities within the County's required time frame
- c. Innovations or improvements that you expect to provide for this program (e.g., efficiency, technology, and sustainability improvements).

4. Agency Qualifications (up to 2 page)

- a. Provide information on your agency's background and qualifications which addresses the following:
 - i. A brief description of the agency, as well as how any joint venture or subcontractors would be structured, listing each agency's responsibility of services
 - ii. A description of not more than three (3) programs similar in size and scope prepared by your agency including client, reference and telephone numbers, staff members who worked on each program, budget, schedule, and program summary.
 - iii. If joint venture or subconsultants are proposed, provide information on how they will be used in the program.

5. Team Qualifications (up to 2 pages)

Describe the team qualifications, include attachments such as resumes and/or team chart. Attachments do not count towards the 2-page limit.

- a. Program team and reporting structure
- b. Lead program manager
- c. Each team member's role in the program
- d. Provide a brief description of the experience and qualifications of the program team members, including short resumes if necessary.

6. Letters of Support & References (attachment)

Provide 2-3 letters of support and references, which contain the name, address, and telephone number of clients (preferably other public agencies) within the last 5 years.

7. Budget (use Appendix B template, attachment)

The County intends to award this contract to the agency that it considers will provide the best overall program services. The County reserves the right to accept other than the lowest priced offer and to reject any proposals that are not responsive to this request.

NOTE: Exceptions, modifications and omissions from the requested information will not be accepted. Deviations from the required calculations and format will result in rejection of proposal as non-responsive.

IV. Evaluation and Selection Criteria

A. MINIMUM QUALIFICATIONS

Any proposal that does not demonstrate that the proposer meets these minimum requirements by the deadline for submittal of proposals will be considered non-responsive and will not be eligible for award of the contract. Proposer is defined as the lead agency or joint venture that is proposing on this RFP.

1. Minimum RFP Submission Requirements

- a. Proposal was submitted on time
- b. Application cover sheet was included
- c. Proposal is signed by an authorized person
- d. Board or governing body authorization letter was included granting permission to submit the proposal
- e. Staffing structure and qualifications are included
- f. Proposal followed the requested format
- g. Stated compliance with County RFP and contractual requirements
- h. References were included
- i. Budget was included
- j. The proposer is legally authorized to do business in the State of California

B. SELECTION CRITERIA

The proposals that meet the minimum requirements stated in section IV. A. Minimum Qualifications of this RFP will be reviewed and scored by an RFP Evaluator Panel comprised of subject matter experts. The County intends to evaluate the proposals generally in accordance with the criteria itemized below for a total proposal score of up to 100 points. Agencies with the highest scoring proposals may be interviewed to make the final selection.

1. History and Structure of Proposer (up to 10 points)

- a. Agency has experience doing similar services and, as described in this RFP.
- b. Agency has demonstrated record of positive community collaboration with clients, families and organizations that provide additional supports to them.
- c. Agency's track record in contract compliance, including accounting and record-keeping requirements.

2. Philosophy and Service Model (up to 20 points)

- a. Proposal demonstrates understanding and commitment to the intent of the services to be provided, as described in the RFP.
- b. Philosophy matches the Values and Principles (i.e., community-based, encourages client participation, integrated care, whole person care, cultural responsiveness, trauma-informed, recovery-oriented, prioritizes lived experience, peer supports and family engagement), as described in the RFP.
- c. The service model and approach are comprehensive and addresses the minimum service requirements and meet RFP objectives.

3. Staffing Patterns and Training (up to 15 points)

- a. Staffing is sufficient to provide the services, as described in the RFP.
- b. The Staff Training Plan addresses on-boarding, credentialing, and ongoing training of staff.
- c. There is a plan to address staff challenges related to vacancies, recruiting, hiring and retention of staff.
- d. Staff is reflective of the cultural and linguistic diversity of San Mateo Population.
- e. Resumes of key staff were provided.

4. Cultural Responsiveness (up to 10 points)

- a. Culturally responsive, trauma-informed, and alternative models of care are embedded in the proposed service model.
- b. History of serving bi-lingual and culturally diverse populations is included.
- c. A Cultural Competence Plan and/or other relevant documents were included to ensure that services and staff reflect the core values and principles.
- d. Staff represent the cultural/ethnic population to be served and/or have diverse language capabilities or interpreter services available.
- e. Other areas of strength, in serving culturally diverse populations.

5. Quality Improvement/Program Evaluation (up to 10 points)

- a. The Quality Improvement Plan addresses all requirements of services and describes processes and metrics necessary to ensure outcome-based services and continuous improvement objectives.
- b. The Reporting Plan addresses data collection, data entry and reporting requirements and describes the systems in place to support staff compliance.

6. References (up to 10 points)

- a. References are relevant to the services being provided.
- b. References are diverse (e.g., peers, families, community agencies, County agencies, etc.).

7. Budget (up to 25 points)

- a. The budget aligns with available resources.
- b. There is detailed and clear explanation of the service costs, the costs are realistic and include other revenue sources.
- c. The service proposal leverages external resources to maximize services and additional supports for clients.
- d. There are no gaps in the budget.

V. Instructions to Proposers

A. COMMUNICATIONS

- 1.1 As of the issuance date of this RFP and continuing until it is canceled or an award is made, no proposer or person acting on behalf of a prospective proposer may discuss any matter relating to the RFP with any officer, agent, or employee of the County, other than through Public Purchase, to the Authorized Contact Person, or as outlined in the evaluation or protest procedures.
- 1.2 Proposers may not agree to pay any consideration to any company or person to influence the award of a Contract by the County, nor engage in behavior that may be reasonably construed by the public as having the effect or intent of influencing the award of a Contract.

The above restriction does not apply to communications with the County regarding business not related to this RFP.

B. CONTRACT AWARD

1.1 Award Procedure

Contract negotiations are neither an offer nor an implicit guarantee that a contract will be executed. Award, if made, will be to the responsive, responsible proposer offering the overall best value to the County for the services and goods described in this solicitation, or as applicable, for a specific portion of the services and goods described. Any agreement reached will be memorialized in a formal agreement using the attached Standard Agreement template.

1.2 Notice of Intent to Award

Once a decision has been made to award a contract to one or more proposers, the County will post a Notice of Intent to Award, notifying the remaining proposers of their non-selection. The posting may be inclusion of the recommendation to award as an agenda item on the Board of Supervisors schedule.

1.3 Commencement of Performance

After all parties have signed the Agreement, the County will notify the proposer and performance may proceed. Prior to County execution of the Agreement, no County employee may authorize work. Any work performed prior to that time may be uncompensated.

VI. Terms and Conditions for Receipt of Proposals

A. ERRORS, OMISSIONS AND INQUIRIES REGARDING THE RFP

Proposers are responsible for reviewing all portions of this RFP. Proposers are to promptly notify the County in Public Purchase, if the proposer discovers any ambiguity, discrepancy, omission, or other error in the RFP. Any such notification should be directed to the Department promptly after discovery, but in no event later than five working days prior to the date for receipt of proposals. Modifications and clarifications will be made by addenda as provided below.

Inquiries regarding the RFP should be lodged in Public Purchase.

B. OBJECTIONS TO RFP TERMS

Should a proposer object on any ground to any provision or legal requirement set forth in this RFP, the proposer must, not more than ten (10) calendar days after the RFP is issued, provide written notice to the County setting forth the specific grounds for the objection. The failure of a proposer to object in the manner set forth in this paragraph will constitute a complete and irrevocable waiver of any such objection.

C. ADDENDA

The County may modify the RFP, prior to the proposal due date, by issuing Addenda, which will be posted on Public Purchase. The proposer will be responsible for ensuring that its proposal reflects any and all Addenda issued by the County prior to the proposal due date regardless of when the proposal is submitted. Therefore, the County recommends that the proposer consult Public Purchase frequently, including shortly before the proposal due date, to determine if the proposer has downloaded all Addenda.

D. TERM OF PROPOSAL

Submission of a proposal signifies that the proposed services and prices are valid for the duration of the contract and that the quoted prices are genuine and not the result of collusion or any other anti-competitive activity.

E. REVISION OF PROPOSAL

A proposer may revise a proposal on the proposer's own initiative at any time before the deadline for submission of proposals. The proposer must submit the revised proposal in the same manner as the original. A revised proposal must be received on or before the proposal due date.

In no case will a statement of intent to submit a revised proposal, or commencement of a revision process, extend the proposal due date for any proposer.

The County may cancel, revise, or reissue this RFP, in whole or in part, for any reason. Revisions will be posted as addenda on <http://www.publicpurchase.com/>. No other revision of this RFP will be valid. Proposers are responsible for ensuring that they have received all addenda from Public Purchase.

F. ERRORS AND OMISSIONS IN PROPOSAL

Failure by the Department to object to an error, omission, or deviation in the proposal will in no way modify the RFP or excuse the proposer from full compliance with the specifications of the RFP or any contract awarded pursuant to the RFP.

G. WITHDRAWAL OF PROPOSALS

Proposals may be withdrawn, modified, or replaced at any time prior to the Due Date and Time. After that time, whether or not a new RFP is issued for the same subject matter, withdrawal of a proposal may preclude the proposer from participating in the procurement as a proposer or subcontractor, for this or a new RFP issued for the same subject matter, except that an original equipment manufacturer may participate indirectly through a reseller.

H. NO COMMITMENT

Neither submission of a proposal nor the County's receipt of proposal materials confers any right to the proposer nor any obligation on the County. This RFP does not commit the County to award a Contract, nor will the County defray any costs incurred in preparing proposals or participating in any presentations or negotiations.

I. FINANCIAL RESPONSIBILITY

The County accepts no financial responsibility for any costs incurred by a agency in responding to this RFP. Submissions of the RFP will become the property of the County and may be used by the County in any way deemed appropriate.

J. ESTIMATED QUANTITY

If the RFP results in an indefinite quantity or a requirements Contract, the goods and services actually requested by the County may be less than the maximum value of the Contract and there is no guarantee, either expressed or implied, as to the actual quantity of goods and services that will be authorized under the Contract.

K. PUBLIC RECORD

1. General

- 1.1 All proposals, protests, and information submitted in response to this solicitation will become the property of the County and will be considered public records. As such, they may be subject to public review.
- 1.2 Any contract arising from this RFP will be a public record.
- 1.3 Submission of any materials in response to this RFP constitutes:
 - Consent to the County’s release of such materials under the Public Records Act without notice to the person or entity submitting the materials; and
 - Waiver of all claims against the County and/or its officers, agents, or employees that the County has violated a proposer's right to privacy, disclosed trade secrets, or caused any damage by allowing the proposal or materials to be inspected; and
 - Agreement to indemnify and hold harmless the County for release of such information under the Public Records Act; and
 - Acknowledgement that the County will not assert any privileges that may exist on behalf of the person or entity submitting the materials.

2. Confidential Information

- 2.1 The County is not seeking proprietary information and will not assert any privileges that may exist on behalf of the proposer. Proposers are responsible for asserting any applicable privileges or reasons why a document should not be produced in response to a public record request.
- 2.2 If submitting information protected from disclosure as a trade secret or any other basis, identify each page of such material subject to protection as “CONFIDENTIAL”. If requested material has been designated as confidential, the County will attempt to inform the proposer of the public records request in a timely manner to permit assertion of any applicable privileges.
- 2.3 Failure to seek a court order protecting information from disclosure within ten days of the County’s notice of a request to the proposer will be deemed agreement to disclosure of the information and the proposer agrees to indemnify and hold the County harmless for release of such information.
- 2.4 Requests to treat an entire proposal as confidential will be rejected and deemed agreement to County disclosure of the entire proposal and the proposer agrees to indemnify and hold the County harmless for release of any information requested.
- 2.5 Trade secrets will only be considered confidential if claimed to be a trade secret when submitted to the County, marked as confidential, and compliant with Government Code Section 7924.510

L. RESERVATIONS OF RIGHTS BY THE COUNTY

The issuance of this RFP does not constitute an agreement by the County that any contract will actually be entered into by the County. The County expressly reserves the right at any time to:

- Waive or correct any defect or informality in any response, proposal, or proposal procedure;
- Reject any or all proposals;
- Reissue a Request for Proposals;
- Prior to submission deadline for proposals, modify all or any portion of the selection procedures, including deadlines for accepting responses, the specifications or requirements for any materials, equipment or services to be provided under this RFP, or the requirements for contents or format of the proposals;
- Procure any materials, equipment or services specified in this RFP by any other means; or
- Determine that no project will be pursued.

M. NO WAIVER

No waiver by the County of any provision of this RFP will be implied from any failure by the County to recognize or take action on account of any failure by a proposer to observe any provision of this RFP.

N. COOPERATIVE AGREEMENT (PIGGYBACK)

Any contract/s that will result from this competitive solicitation is being conducted as a Cooperative Procurement. The services, terms and conditions of the resulting contract may be used by other organizations as a Cooperative Agreement.

This clause in no way commits any SMC affiliate to procure services from the awarded contractor, nor does it guarantee any additional orders will result. , It does allow interested organizations, at their discretion, to make use of this competitive procurement (provided said process satisfies their own procurement guidelines) and contract directly from the awarded contractor. All purchases made by SMC affiliates will be understood to be transactions between that organization and the awarded contractor; SMC will not be responsible for any such contracts.

VII. Protest Procedures

A. PROTEST OF NON-RESPONSIVENESS DETERMINATION

Within five (5) working days of the County's issuance of a notice of non-responsiveness, any agency that has submitted a proposal and believes that the County has incorrectly determined that its proposal is non-responsive may submit a written notice of protest. Such notice of protest must be received by the County on or before the fifth working day following the County's issuance of the notice of non-responsiveness. The notice of protest must include a written statement specifying in detail each and every one of the grounds asserted for the protest. The protest must be signed by an individual authorized to represent the proposer, and must cite the law, rule, local ordinance, procedure or RFP provision on which the protest is based. In addition, the protestor must specify facts and evidence sufficient for the County to determine the validity of the protest.

B. PROTEST OF CONTRACT AWARD

Within five (5) working days of the County's issuance of a notice of intent to award the contract, any agency that has submitted a responsive proposal and believes that the County has incorrectly selected another proposer for award may submit a written notice of protest. Such notice of protest must be received by the County on or before the fifth working day after the County's issuance of the notice of intent to award.

The notice of protest must include a written statement specifying in detail each and every one of the grounds asserted for the protest. The protest must be signed by an individual authorized to represent the proposer, and must cite the law, rule, local ordinance, procedure or RFP provision on which the protest is based. In addition, the protestor must specify facts and evidence sufficient for the County to determine the validity of the protest.

C. DELIVERY OF PROTESTS

All protests must be received by the due date. If a protest is mailed, the protestor bears the risk of non-delivery within the deadlines specified herein. Protests should be transmitted by a means that will objectively establish the date the County received the protest. Protests or notice of protests made orally (e.g., by telephone) will not be considered. Protests must be delivered to:

Protests@smcgov.org
Subject: RFP Name and Number

Appendix A – Minimum Qualifications Checklist
Complete this form and attach it to your agency's Proposal

I, Insert Name, am a Insert Title at Insert Agency and am authorized to execute this Certification on its behalf.

Minimum Qualifications

Proposals will be accepted only from agencies that meet the following required qualifications. Please check box if your agency meets these qualifications:

- Minimum of 3 years of experience in providing comprehensive mental health services for target population described in this RFP.
- Minimum of 3 years of experience providing culturally responsive services to communities from diverse backgrounds
- Demonstrates language ability and/or capacity to subcontract for interpretation services in the following threshold languages: Chinese (Mandarin and Cantonese), Spanish, and Tagalog.
- Fully compliant with Electronic Health Record (EHR) requirements of BHS including using AVATAR (preferred) or an alternative electronic, HIPPA approved method to share client information and notes, an electronic claim submission process and a system for quality assurance
- Medi-Cal certified by July 1, 2023 (if not already). Submit documentation of one of following:
 1. Medi-Cal certification approval from San Mateo County
 2. Medi-Cal certification approval from another California county (DPH will accept Medi-Cal certification from other counties as written documentation for meeting this requirement); or
 3. Proposers must include a copy of their certification approval letter or provisional certification letter or proof of submission for certification; or 4) a copy of the DPH Medi-Cal Certification Screening Tool.

Required Registration

Please check box to indicate your agency is registered with the System for Award Management (SAM).

- Proposer is required to be in good standing with <https://sam.gov/SAM/>
 1. Registered as Business Name
 2. DUNS No. Business Number:

I certify that the foregoing information is true and correct as of the date of this Certificate.

Signature: _____

Date: Click or tap to enter a date.

Appendix B: Budget Worksheet

San Mateo County Behavioral Health and Recovery Services Budget Worksheet				Yr. 1 (April-June 2024 ONLY)	Yr 2 (FY 2024-25)	Yr3 (FY 2025-26)
A. Direct Expenditures						
1. Personnel Expenditures						
a. Employee Salary – list all employees						
i. Executive Director, salary, % of time						
ii. Employee 1, title, salary, % of time						
iii. Employee 2, title, salary, % of time						
iv. Employee 3, title, salary, % of time						
b. Subtotal of all salaries						
c. Employee Benefits						
i. Part time benefits						
ii. Full time benefits						
iii. Subtotal of benefits						
d. Subtotal Personnel Expenditures						
2. Operating Expenditures						
a. Rent						
b. Utilities						
c. Administrative Expense						
i. General Office Supplies (paper, toner, postage, etc.)						
ii. Janitorial						
iii. Staff development (training, conferences, meetings)						
iv. Insurance						
v. Equipment maintenance						
vi. Other - describe						
d. Telephone, cell phones, fax, voicemail						
e. Web/internet (if applicable)						
f. Other operating expenses – describe in budget narrative						
g. Subtotal Operating Expenditures						
3. Total Direct Expenditures						
4. Indirect Expenditures (15%)						
a. Human Resources						
b. Finance						
c. Information Technology						
d. Legal						
e. Other -describe						
C. Revenues – if applicable				Yr. 1	Yr. 2	Yr. 2
a. Grants						
b. Donations						
c. Other Revenue						
Total Revenues						
D. Start-Up Costs (describe in budget narrative)						
a.						
b.						
c.						
d. Subtotal One-Time Start-Up Costs					N/A	N/A
E. Total Proposed Budget						



MHSA PEI PROGRAM ANNUAL REPORT & CLIENT-LEVEL DATA

INSTRUCTIONS:

Please complete the annual report and submit client-level data by **August 31st** of each year for previous fiscal year (July 1– June 30) program services and email to mhsa@smcgov.org. **Refer to your PEI Program Crosswalk* for further details on reporting requirements and your program’s outcome measures.**

*Please reach out to Doris Estremera, MHSA Manager (650) 573-2889, if you do not have your PEI Program Crosswalk or would like to discuss the appropriate data to include or any changes to your data compared to last fiscal year.

Annual Report (this document)

- All report elements are required for every PEI program unless stated otherwise.
- Please submit your report as a Microsoft Word file (no pdf) to facilitate the transferring of graphs/tables into the MHSA Annual Update we submit to the State of California.
- Narrative should be written in third person.

Client Data (the excel document)

- Please provide available client-level data in the provided excel file (PEI Data Template) and ensure data naming is aligned with the data dictionary.
- All client-level outcome variables reported in this document should be kept by your agency for minimum of 3 years as BHRS may request the dataset(s) from you for additional analysis.

FISCAL YEAR _____

1. AGENCY INFORMATION

Please provide the following information about your program:

Agency Name:

MHSA-Funded PEI Program Name:

Program Manager Name:

Email:

Phone Number:

2. PROGRAM DESCRIPTION

In 300-500 words, please provide a brief description of your program, include:

- 1) Program purpose
- 2) Target population served
- 3) Primary program activities and/or interventions provided

3. NARRATIVE – PROGRAM IMPACT

Please describe how your program does any of the following:

- 1) Improves timely access & linkages for underserved populations
- 2) Reduces stigma and discrimination
- 3) Increases number of individuals receiving public health services
- 4) Reduces disparities in access to care
- 5) Implements recovery principles
- 6) Other activities that benefit your clients

4. NARRATIVE – SUCCESSES & CHALLENGES (INCLUDE PHOTOS/QUOTES)

Please describe your programs key successes and challenges during the past fiscal year. If a client story is used, with appropriate consent, **please include pictures and/or quotes** from the client to help us personalize your program and the report.

- 1) **Successes:** Is there an intervention your program is especially proud of? Please include 1-2 client stories as an example of program success.
- 2) **Challenges:** Have there been any challenges in implementing certain program activities and/or interventions? What are some solutions to mitigate these challenges in the future?

5. CLIENT INFORMATION & DEMOGRAPHICS

Please provide the number of individuals served during the fiscal year in the following categories. Refer to **your PEI Program Crosswalk** for further details on reporting requirements for client data.

Individuals Served	Definition	FY Total #
Unduplicated Clients Served	Number of individuals served in the primary program component(s), unduplicated counts.	
Individuals Reached (duplicated)	Number of individuals served in all other components, if applicable. May be duplicated counts based on service provided.	



TOTAL INDIVIDUALS SERVED	All individuals served across all program components (Unduplicated Clients Served + Individuals Reached).	
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Please provide **demographic data** of clients served in **the excel PEI Data Template**. The excel table includes **client demographics the County is required to report to the State for each MHSA funded program**. Please provide available **client-level data using the excel PEI Data Template**, aligning with the data dictionary, for all clients you have demographic information on. Client demographics from the short-form version may be duplicated.

- 1) For data you weren't able to collect, please describe your agency plans to collect begin collecting all demographic data requested:

6. REFERRAL DATA

In this section, please provide data on all A) referrals to your PEI program, B) mental health and substance use referrals to other agencies or to other programs within your agency, and C) referrals for other services. Refer to **your PEI Program Crosswalk** for further details on reporting requirements for referral data.

6A. REFERRALS TO YOUR PEI PROGRAM

Please provide **aggregate** referral data here. **Use the excel PEI Data Template to provide the client-level data on referrals into your PEI program.**

- 1) Does your PEI program accept/receive referrals to the program prior to enrollment of a client?
 Yes _____ No _____

If yes, please provide the following information about the program referrals you received during the fiscal year:

Referral Information	
Total number of referrals received to the program	
Total number of referrals that resulted in program enrollment (number engaged)	
For programs with a clinical primary program component ONLY:	
Average duration of untreated mental illness	
Average length of time between referral date and enrollment date	
Minimum length of time	
Maximum length of time	

6B. MENTAL HEALTH, SUBSTANCE USE, AND OTHER REFERRALS

Please provide **aggregate** mental health and substance use referral data here. **Use the excel PEI Data Template to provide the client-level referral data.**



1) Does your PEI program provide client referrals for mental health and substance use services to other agencies or to other programs within your agency?

Yes _____ No _____

If yes, please provide the following information about these referrals you provided during the fiscal year:

- a. List of programs/treatment your referred to (aggregate information, not individual):

- b. Number of referrals by type of referral (use the table below):

Note: In the table below, please report the aggregate number of referrals made, including both referrals made for individuals served in your program’s primary component and, if tracked by your program, referrals made for other individuals reached through your program’s other components. For client-level data, you’ll report on these separately in the PEI Data Template.

Types of Referrals	FY # Referrals to programs within your agency	FY # Referrals to other agencies	FY Total #
Serious Mental Illness (SMI) Referrals			
Substance Use Disorders (SUD) Referrals			
Other Mental Health (MH) Referrals			
TOTAL			

6C. REFERRALS TO OTHER SERVICES

Please provide the **aggregate** number of referrals your program provided during the fiscal year (FY) per type of referral listed below. **Use the excel PEI Data Template to provide the client-level referral data.**

Note: In the table below, please report the aggregate number of referrals made, including both referrals made for individuals served in your program’s primary component and, if tracked by your program, referrals made for other individuals reached through your program’s other components. For client-level data, you’ll report on these separately in the PEI Data Template.

Types of Referrals	FY Total #
Emergency/ Protective services	
Financial/ Employment	
Food	
Form assistance	
Housing/ Shelter	
Legal	
Medical care	
Transportation	



Health Insurance	
Cultural, non-traditional care	
Other	
TOTAL	

7. OUTCOME DATA

In this section, please provide **aggregate data** on the health outcomes of clients served.

Refer to **your PEI Program Crosswalk** for further details on reporting requirements and outcome measures. If you collect additional outcome data not included in your program crosswalk that you would like to report out, you may include that in the narrative portions of this template or as an addendum.

**Please reach out to Doris Estremera, MHSA Manager (650) 573-2889, if you do not have your PEI Program Crosswalk or would like to discuss the appropriate data to include in this section or any changes to your data compared to last fiscal year.*

- 1) For the data you are reporting here, have any of the indicators or data sources changed since your last report and from what is in your current PEI Program Crosswalk?

Yes _____ No _____

If yes, please update your PEI Program Crosswalk and submit it to mhsa@smcgov.org. Please describe here the benefits of using these new indicators or data sources:

7A. INCREASED PROTECTIVE FACTORS; DECREASED RISK FACTORS

*Please refer to your PEI Program Crosswalk and complete this section only if your PEI program crosswalk identifies key outputs/measures for this section 7A. In the table below, list the number of clients who experienced a **positive** mental health outcome as measured by:*

- 1) An increase in their protective factors that may lead to improved mental, emotional, and relational functioning;
- 2) Improved recovery including mental, emotional, and relational functioning;
- 3) A decrease in their risk factors that may lead to improved mental, emotional, and relational functioning; or
- 4) Reduced symptoms including mental, emotional, and relational functioning.

List the number of clients who experienced a positive mental health outcome, as well as:

- 1) Domain or topic of the outcome (add to protective factors; add ODE indicators and examples)
 - a. Self-Empowerment
 - b. Community Advocacy
 - c. Cultural Identity/Humility
 - d. Knowledge/Access to Services



- e. Connection & Support
 - f. Knowledge, Skills, and/or Abilities
 - g. General Mental Health
 - h. Other
- 2) Outcome indicator or question

Domain	Increased Protective Outcomes; Decreased Risk Factors Indicators/Questions	#	%
<i>General mental health</i>	<i>Example: Due to this program, I am better able to participate in daily life.</i>		
<i>Self-empowerment</i>	<i>Example: Due to participating in this program, I think more positively about challenges in my life.</i>		
	TOTAL CLIENTS WHO EXPERIENCE AN INCREASE OR DECREASE		
	TOTAL CLIENTS SURVEYED/ASSESSED		100%

7B. STIGMA REDUCTION STRATEGY ONLY

Please refer to the table in your PEI Program Crosswalk: complete this section ONLY if your crosswalk identifies key outputs/measures for this section, 7B. List the number of clients who experienced a decrease in their stigma towards mental health and the specific indicators you used to assess this reduction. Stigma reduction can be measured by:

- 1) Changes in attitudes, knowledge, and/or behavior related to mental illness; or
- 2) Changes in attitudes, knowledge, and/or behavior related to seeking mental health services.

Stigma Reduction Indicators/Questions	#	%
<i>Example: Due to this program, I feel more comfortable talking about mental health.</i>		
<i>Example: I think people with mental health challenges can lead healthy lives.</i>		
	TOTAL CLIENTS WHO EXPERIENCE A <u>DECREASE</u>	
	TOTAL CLIENTS SURVEYED/ASSESSED	100%



7C. ADDITIONAL OUTCOMES

Please complete this section to report additional outcome measures your PEI program collects (**please refer to your PEI Program Crosswalk**). In the table below, list the number of clients who experienced a **positive** health outcome due to your program.

List the number of clients, in the table below who experienced additional outcomes being collected, as well as:

- 3) Domain or topic of the outcome (add to protective factors; add ODE indicators and examples)
 - a. Self-Empowerment
 - b. Community Advocacy
 - c. Cultural Identity/Humility
 - d. Knowledge/Access to Services
 - e. Connection & Support
 - f. Stigma Reduction
 - g. Knowledge, Skills, and/or Abilities
 - h. General Mental Health
 - i. Other
- 4) Outcome indicator or question

Domain	Other Outcome Indicators/Questions	#	%
<i>Knowledge, Skills, and/or Abilities</i>	<i>Example: Due to this program, I learned something that is useful to me.</i>		
<i>Connection & Support</i>	<i>Example: Due to this program, I feel more connected to my community/family/peers.</i>		
	TOTAL CLIENTS WHO EXPERIENCED <u>POSITIVE</u> OUTCOME*		
	TOTAL CLIENTS SURVEYED/ASSESSED		100%

***NOTE:** Ensure that **all clients listed in the table experience a positive outcome**. For example, if your program has a survey that asks whether the client agrees or disagrees with this statement “I often feel unprepared for work or school” you would report on the number of clients who disagree with that statement.





Screener Youth Participant Intake Form

Last Name:

First Name:

PATID#

Date of Participant Intake

Program:

Please answer the following questions.

Does your family ever have trouble making ends meet?

- Yes
- No

Do you get special services in school?

- Yes
- No

Within the past 12 months have you worried food would run out?

- Yes
- No

Do you have questions about your immigration status?

- Yes
- No

Have you lived in more than 2 addresses in the past year?

- Yes
- No

Have you ever been hurt or threatened by a relationship partner?

- Yes
- No

Do you think you are at risk of becoming homeless?

- Yes
- No

Are you afraid you might be hurt in your apartment building or house?

- Yes
- No

Is your housing causing health problems?

- Yes
- No

Are you afraid to be outside in your neighborhood?

- Yes
- No

In the past year, has your electricity or gas been shut off/threatened to be shut off?

- Yes
- No

Would you like help with any of these needs?

- Yes
- No

ENCLOSURE 1

Please review the standard County agreement below and indicate in your proposal if you are willing to comply with the contract requirements

AGREEMENT BETWEEN THE COUNTY OF SAN MATEO AND [Contractor name]

This Agreement is entered into this _____ day of _____, 20____, by and between the County of San Mateo, a political subdivision of the state of California, hereinafter called "County," and [Insert contractor legal name here], hereinafter called "Contractor."

* * *

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

Whereas, it is necessary and desirable that Contractor be retained for the purpose of [Enter information here].

Now, therefore, it is agreed by the parties to this Agreement as follows:

1. Exhibits and Attachments

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

Exhibit A—Services

Exhibit B—Payments and Rates

Attachment H—HIPAA Business Associate Requirements *(Complete HIPAA checklist if unsure about Business Associate or Non Business Associate; delete this if not needed; contact County Counsel with questions)*

Attachment I—§ 504 Compliance *(Delete this if not needed)*

Attachment IP – Intellectual Property *(Complete IP Questionnaire if unsure/delete this if not needed)*

2. Services to be performed by Contractor

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

3. Payments

In consideration of the services provided by Contractor in accordance with all terms, conditions, and specifications set forth in this Agreement and in Exhibit A, County shall

make payment to Contractor based on the rates and in the manner specified in Exhibit B. County reserves the right to withhold payment if County determines that the quantity or quality of the work performed is unacceptable. In no event shall County's total fiscal obligation under this Agreement exceed DOLLARS (\$___). In the event that the County makes any advance payments, Contractor agrees to refund any amounts in excess of the amount owed by the County at the time of contract termination or expiration. Contractor is not entitled to payment for work not performed as required by this agreement.

4. Term

Subject to compliance with all terms and conditions, the term of this Agreement shall be from July 1, 2016 through June 30, 2017.

5. Termination

This Agreement may be terminated by Contractor or by the Chief of the Health System or his/her designee at any time without a requirement of good cause upon thirty (30) days' advance written notice to the other party. Subject to availability of funding, Contractor shall be entitled to receive payment for work/services provided prior to termination of the Agreement. Such payment shall be that prorated portion of the full payment determined by comparing the work/services actually completed to the work/services required by the Agreement.

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

County may terminate this Agreement for cause. In order to terminate for cause, County must first give Contractor notice of the alleged breach. Contractor shall have five business days after receipt of such notice to respond and a total of ten calendar days after receipt of such notice to cure the alleged breach. If Contractor fails to cure the breach within this period, County may immediately terminate this Agreement without further action. The option available in this paragraph is separate from the ability to terminate without cause with appropriate notice described above. In the event that County provides notice of an alleged breach pursuant to this section, County may, in extreme circumstances, immediately suspend performance of services and payment under this Agreement pending the resolution of the process described in this paragraph. County has sole discretion to determine what constitutes an extreme circumstance for purposes of this paragraph, and County shall use reasonable judgment in making that determination.

6. Contract Materials

At the end of this Agreement, or in the event of termination, all finished or unfinished documents, data, studies, maps, photographs, reports, and other written materials (collectively referred to as “contract materials”) prepared by Contractor under this Agreement shall become the property of County and shall be promptly delivered to County. Upon termination, Contractor may make and retain a copy of such contract materials if permitted by law.

7. Relationship of Parties

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

8. Hold Harmless

a. General Hold Harmless

Contractor shall indemnify and save harmless County and its officers, agents, employees, and servants from all claims, suits, or actions of every name, kind, and description resulting from this Agreement, the performance of any work or services required of Contractor under this Agreement, or payments made pursuant to this Agreement brought for, or on account of, any of the following:

(A) injuries to or death of any person, including Contractor or its employees/officers/agents;

(B) damage to any property of any kind whatsoever and to whomsoever belonging;

(C) any sanctions, penalties, or claims of damages resulting from Contractor’s failure to comply, if applicable, with the requirements set forth in the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and all Federal regulations promulgated thereunder, as amended; or

(D) any other loss or cost, including but not limited to that caused by the concurrent active or passive negligence of County and/or its officers, agents, employees, or servants. However, Contractor’s duty to indemnify and save harmless under this Section shall not apply to injuries or damage for which County has been found in a court of competent jurisdiction to be solely liable by reason of its own negligence or willful misconduct.

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

b. Intellectual Property Indemnification *(You may delete entire IP Indemnification section if not relevant – County Counsel review is not required if section is deleted)*

Contractor hereby certifies that it owns, controls, and/or licenses and retains all right, title, and/or interest in and to any intellectual property it uses in relation to this Agreement, including the design, look, feel, features, source code, content, and/or other technology relating to any part of the services it provides under this Agreement and including all related patents, inventions, trademarks, and copyrights, all applications therefor, and all trade names, service marks, know how, and trade secrets (collectively referred to as “IP Rights”) except as otherwise noted by this Agreement.

Contractor warrants that the services it provides under this Agreement do not infringe, violate, trespass, or constitute the unauthorized use or misappropriation of any IP Rights of any third party. Contractor shall defend, indemnify, and hold harmless County from and against all liabilities, costs, damages, losses, and expenses (including reasonable attorney fees) arising out of or related to any claim by a third party that the services provided under this Agreement infringe or violate any third-party’s IP Rights provided any such right is enforceable in the United States. Contractor’s duty to defend, indemnify, and hold harmless under this Section applies only provided that: (a) County notifies Contractor promptly in writing of any notice of any such third-party claim; (b) County cooperates with Contractor, at Contractor’s expense, in all reasonable respects in connection with the investigation and defense of any such third-party claim; (c) Contractor retains sole control of the defense of any action on any such claim and all negotiations for its settlement or compromise (provided Contractor shall not have the right to settle any criminal action, suit, or proceeding without County’s prior written consent, not to be unreasonably withheld, and provided further that any settlement permitted under this Section shall not impose any financial or other obligation on County, impair any right of County, or contain any stipulation, admission, or acknowledgement of wrongdoing on the part of County without County’s prior written consent, not to be unreasonably withheld); and (d) should services under this Agreement become, or in Contractor’s opinion be likely to become, the subject of such a claim, or in the event such a third party claim or threatened claim causes County’s reasonable use of the services under this Agreement to be seriously endangered or disrupted, Contractor shall, at Contractor’s option and expense, either: (i) procure for County the right to continue using the services without infringement or (ii) replace or modify the services so that they become non-infringing but remain functionally equivalent.

Notwithstanding anything in this Section to the contrary, Contractor will have no obligation or liability to County under this Section to the extent any otherwise covered claim is based upon: (a) any aspects of the services under this Agreement which have been modified by or for County (other than modification performed by, or at the direction of, Contractor) in such a way as to cause the alleged infringement at issue; and/or (b) any aspects of the services under this Agreement which have been used by County in a manner prohibited by this Agreement.

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

9. Assignability and Subcontracting

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

10. Insurance

a. General Requirements

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

b. Workers' Compensation and Employer's Liability Insurance

Contractor shall have in effect during the entire term of this Agreement workers' compensation and employer's liability insurance providing full statutory coverage. In signing this Agreement, Contractor certifies, as required by Section 1861 of the California Labor Code, that (a) it is aware of the provisions of Section 3700 of the California Labor Code, which require every employer to be insured against liability for workers' compensation or to undertake self-insurance in accordance with the provisions

of the Labor Code, and (b) it will comply with such provisions before commencing the performance of work under this Agreement.

c. Liability Insurance

Contractor shall take out and maintain during the term of this Agreement such bodily injury liability and property damage liability insurance as shall protect Contractor and all of its employees/officers/agents while performing work covered by this Agreement from any and all claims for damages for bodily injury, including accidental death, as well as any and all claims for property damage which may arise from Contractor’s operations under this Agreement, whether such operations be by Contractor, any subcontractor, anyone directly or indirectly employed by either of them, or an agent of either of them. Such insurance shall be combined single limit bodily injury and property damage for each occurrence and shall not be less than the amounts specified below:

- (a) Comprehensive General Liability... \$1,000,000
- (b) Motor Vehicle Liability Insurance... \$1,000,000
- (c) Professional Liability..... \$1,000,000

You may delete (b) or (c) text if those insurance types are not relevant to your contract – County Counsel review is not required if one or both of those lines are deleted. However, if you are unsure about insurance requirements for your contract – call Risk Management before your contract is executed)

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

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

11. Compliance With Laws

All services to be performed by Contractor pursuant to this Agreement shall be performed in accordance with all applicable Federal, State, County, and municipal laws,

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

Further, Contractor certifies that it and all of its subcontractors will adhere to all applicable provisions of Chapter 4.106 of the San Mateo County Ordinance Code, which regulates the use of disposable food service ware. Accordingly, Contractor shall not use any non-recyclable plastic disposable food service ware when providing prepared food on property owned or leased by the County and instead shall use biodegradable, compostable, reusable, or recyclable plastic food service ware on property owned or leased by the County. *(This paragraph may be deleted without County Counsel Review if not relevant to this agreement)*

Contractor will timely and accurately complete, sign, and submit all necessary documentation of compliance.

12. Non-Discrimination and Other Requirements

a. General Non-discrimination

No person shall be denied any services provided pursuant to this Agreement (except as limited by the scope of services) on the grounds of race, color, national origin, ancestry, age, disability (physical or mental), sex, sexual orientation, gender identity, marital or domestic partner status, religion, political beliefs or affiliation, familial or parental status (including pregnancy), medical condition (cancer-related), military service, or genetic information.

b. Equal Employment Opportunity

Contractor shall ensure equal employment opportunity based on objective standards of recruitment, classification, selection, promotion, compensation, performance evaluation, and management relations for all employees under this Agreement. Contractor's equal employment policies shall be made available to County upon request.

c. Section 504 of the Rehabilitation Act of 1973

Contractor shall comply with Section 504 of the Rehabilitation Act of 1973, as amended, which provides that no otherwise qualified individual with a disability shall, solely by reason of a disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination in the performance of any services this Agreement. This Section applies only to contractors who are providing services to members of the public under this Agreement.

d. Compliance with County's Equal Benefits Ordinance

Contractor shall comply with all laws relating to the provision of benefits to its employees and their spouses or domestic partners, including, but not limited to, such laws prohibiting discrimination in the provision of such benefits on the basis that the spouse or domestic partner of the Contractor's employee is of the same or opposite sex as the employee.

e. Discrimination Against Individuals with Disabilities

The nondiscrimination requirements of 41 C.F.R. 60-741.5(a) are incorporated into this Agreement as if fully set forth here, and Contractor and any subcontractor shall abide by the requirements of 41 C.F.R. 60-741.5(a). This regulation prohibits discrimination against qualified individuals on the basis of disability and requires affirmative action by covered prime contractors and subcontractors to employ and advance in employment qualified individuals with disabilities.

f. History of Discrimination

Contractor certifies that no finding of discrimination has been issued in the past 365 days against Contractor by the Equal Employment Opportunity Commission, the California Department of Fair Employment and Housing, or any other investigative entity. If any finding(s) of discrimination have been issued against Contractor within the past 365 days by the Equal Employment Opportunity Commission, the California Department of Fair Employment and Housing, or other investigative entity, Contractor shall provide County with a written explanation of the outcome(s) or remedy for the discrimination prior to execution of this Agreement. Failure to comply with this Section shall constitute a material breach of this Agreement and subjects the Agreement to immediate termination at the sole option of the County.

g. Reporting; Violation of Non-discrimination Provisions

Contractor shall report to the County Manager the filing in any court or with any administrative agency of any complaint or allegation of discrimination on any of the bases prohibited by this Section of the Agreement or the Section titled "Compliance with

Laws". Such duty shall include reporting of the filing of any and all charges with the Equal Employment Opportunity Commission, the California Department of Fair Employment and Housing, or any other entity charged with the investigation or adjudication of allegations covered by this subsection within 30 days of such filing, provided that within such 30 days such entity has not notified Contractor that such charges are dismissed or otherwise unfounded. Such notification shall include a general description of the circumstances involved and a general description of the kind of discrimination alleged (for example, gender-, sexual orientation-, religion-, or race-based discrimination).

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

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

To effectuate the provisions of this Section, the County Manager shall have the authority to offset all or any portion of the amount described in this Section against amounts due to Contractor under this Agreement or any other agreement between Contractor and County.

h. Compliance with Living Wage Ordinance

As required by Chapter 2.88 of the San Mateo County Ordinance Code, Contractor certifies all contractor(s) and subcontractor(s) obligated under this contract shall fully comply with the provisions of the County of San Mateo Living Wage Ordinance, including, but not limited to, paying all Covered Employees the current Living Wage and providing notice to all Covered Employees and Subcontractors as required under the Ordinance. *(If LWO is not applicable to this contract, you may delete this section without County Counsel review. Contact your assigned County Counsel if you are unsure if LWO is applicable)*

13. Compliance with County Employee Jury Service Ordinance

Contractor shall comply with Chapter 2.85 of the County's Ordinance Code, which states that Contractor shall have and adhere to a written policy providing that its employees, to the extent they are full-time employees and live in San Mateo County, shall receive from the Contractor, on an annual basis, no fewer than five days of regular

pay for jury service in San Mateo County, with jury pay being provided only for each day of actual jury service. The policy may provide that such employees deposit any fees received for such jury service with Contractor or that the Contractor may deduct from an employee's regular pay the fees received for jury service in San Mateo County. By signing this Agreement, Contractor certifies that it has and adheres to a policy consistent with Chapter 2.85. For purposes of this Section, if Contractor has no employees in San Mateo County, it is sufficient for Contractor to provide the following written statement to County: "For purposes of San Mateo County's jury service ordinance, Contractor certifies that it has no full-time employees who live in San Mateo County. To the extent that it hires any such employees during the term of its Agreement with San Mateo County, Contractor shall adopt a policy that complies with Chapter 2.85 of the County's Ordinance Code." The requirements of Chapter 2.85 do not apply if this Agreement's total value listed in the Section titled "Payments", is less than one-hundred thousand dollars (\$100,000), but Contractor acknowledges that Chapter 2.85's requirements will apply if this Agreement is amended such that its total value meets or exceeds that threshold amount.

14. Retention of Records; Right to Monitor and Audit

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

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

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

15. Merger Clause; Amendments

This Agreement, including the Exhibits and Attachments attached to this Agreement and incorporated by reference, constitutes the sole Agreement of the parties to this Agreement and correctly states the rights, duties, and obligations of each party as of this document's date. In the event that any term, condition, provision, requirement, or specification set forth in the body of this Agreement conflicts with or is inconsistent with any term, condition, provision, requirement, or specification in any Exhibit and/or

Attachment to this Agreement, the provisions of the body of the Agreement shall prevail. Any prior agreement, promises, negotiations, or representations between the parties not expressly stated in this document are not binding. All subsequent modifications or amendments shall be in writing and signed by the parties.

16. Controlling Law; Venue

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

17. Notices

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

In the case of County, to:

Name/Title: [insert]
Address: [insert]
Telephone: [insert]
Facsimile: [insert]
Email: [insert]

In the case of Contractor, to:

Name/Title: [insert]
Address: [insert]
Telephone: [insert]
Facsimile: [insert]
Email: [insert]

18. Electronic Signature

Both County and Contractor wish to permit this Agreement and future documents relating to this Agreement to be digitally signed in accordance with California law and County's Electronic Signature Administrative Memo. Any party to this Agreement may revoke such agreement to permit electronic signatures at any time in relation to all future documents by providing notice pursuant to this Agreement.

19. Payment of Permits/Licenses *(If the contractor is not required to obtain a license, permit or approval from any other entity in order to perform the work/services under this agreement then you may delete this section without County Counsel review)*

Contractor bears responsibility to obtain any license, permit, or approval required from any agency for work/services to be performed under this Agreement at Contractor's own expense prior to commencement of said work/services. Failure to do so will result in forfeit of any right to compensation under this Agreement.

* * *

In witness of and in agreement with this Agreement's terms, the parties, by their duly authorized representatives, affix their respective signatures:

COUNTY OF SAN MATEO

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

Date: _____

ATTEST:

By: _____
Clerk of Said Board

[CONTRACTOR NAME]

Date: _____

ENCLOSURE 2 – STANDARD ADMINISTRATIVE REQUIREMENTS

Enclosure 2 is the standard contract language for San Mateo County which shall be used for contracts for the services provided through this RFP. Applicants will be deemed to have agreed to each clause unless the proposal identifies an objection, sets forth the basis for the objection, and provides substitute language to make the clause acceptable to the applicant. Such objections and substitute language must be submitted with the proposal.

- A. CalOMS Prevention Data Collection and Reporting (AOD only)
1. Contractor shall ensure that all persons responsible for CalOMS Pv data entry have sufficient knowledge of the CalOMS Pv Data Quality Standards by requiring all users to participate in CalOMS PV trainings prior to inputting data into the system.
 2. Contractor shall enter planning, services/activities, and evaluation data into the DHCS web-based Outcomes Measurement System for Prevention (CalOMS Pv) by the date of occurrence on an ongoing basis throughout each month. Contractor shall submit all data for each month no later than the 10th day of the following month. Data shall include the Community-Based Partnership's implementation activities and be in accordance with the requirements of the AOD Provider Handbook. Contractor shall also comply with the CalOMS Pv Data Quality Standards (Document #1T.)
 3. The quantity and quality of CalOMS Pv data input should accurately and adequately reflect the amount of funding, time, and effort devoted to implementation of the Work Plan. The service cost for the CalOMS Pv Duration of Services Report will not exceed THREE HUNDRED DOLLARS (\$300) per hour. The link to the Web-based CalOMS Prevention data system is:
<https://kitservices1.kithost.net/calomspv/pSystem.aspx>.
 4. Contractor shall communicate with BHRS AOD staff CalOMS Pv data review and comply with BHRS AOD staff requests for data corrections and/or changes.
 5. BHRS AOD Analyst will review CalOMS Pv data entry on a quarterly basis to ensure activities are reflective of the Partnership's Work Plan goals and objectives, and to ensure that data meets the CalOMS Pv Data Quality Standards. Failure to adequately complete and/or document approved Work Plan activities in CalOMS Pv may result in a corrective action plan and/or withholding of payment.
 6. Contractor shall submit an annual progress report on Work Plan goals and objectives no later than August 15th for the previous fiscal year.

B. Contractor shall read and be knowledgeable of the compliance principles contained in the BHRIS Compliance Plan and Code of Conduct located at <http://smchealth.org/bhrs-documents>. 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.

C. Quality Management and Compliance

1. Quality Management Program and Quality Improvement Plan

Contractor must have a Quality Management Program and submit a Quality Improvement Plan to Behavioral Health and Recovery Services (BHRIS) Quality Management (QM) annually by June 30. The Quality Improvement Plan should address 1) how the Contractor will comply with all elements of this Agreement, 2) the Contractor will maintain an audit disallowance rate of less than five percent (5%), and 3) first appointment will be within fourteen (14) days of referral or request of service. BHRIS QM will provide feedback if the submitted plan is missing critical components related to San Mateo County requirements. Additional feedback may be available if requested prior to the submission date.

2. Client Rights and Satisfaction Surveys

a. Administering Satisfaction Surveys

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

3. Compliance with HIPAA, Confidentiality Laws, and PHI Security

a. Contractor must implement administrative, physical, and technical safeguards that reasonably and appropriately protect the confidentiality, integrity, and availability of Protected Health Information (PHI), including electronic PHI that it creates, receives, maintains, uses or transmits, in compliance with 45 C.F.R and to prevent use or disclosure of PHI other than as provided for by this Agreement.

Contractor shall implement reasonable and appropriate policies and procedures to comply with the standards. Contractor is required to report any security incident or breach of confidential PHI to BHRIS Quality Management within twenty-four (24) hours

- b. Contractor will develop and maintain a written Privacy and Security Program that includes administrative, technical and physical safeguards appropriate to the size and complexity of the Contractor's operations and the nature and scope of its activities.
- c. Contractor agrees to comply with the provisions of 42 C.F.R. Part 2 as described below if records contain or contract possesses any PHI covered under 42 C.F.R Part 2:
 - 1) Acknowledge that in receiving, storing, processing, or otherwise using any information from BHRS about the clients in the program, it is fully bound by the provisions of the federal regulations governing Confidentiality of Behavioral Health and Recovery Services Patient Records, 42 C.F.R. Part 2;
 - 2) Undertake to resist in judicial proceedings any effort to obtain access to information pertaining to clients otherwise than as expressly provided for in the federal confidentiality regulations, 42 C.F.R. Part 2; and
 - 3) Agree to use appropriate safeguards to prevent the unauthorized use or disclosure of the protected information.
- d. Confidentiality Training
Contractor is required to conduct, complete and maintain record of annual confidentiality training by all staff serving or accessing PHI of BHRS clients. Contractor may utilize BHRS Confidentiality trainings located at <http://smchealth.org/bhrs/providers/ontrain>.

4. Critical Incident Reporting

Contractor is required to submit Critical Incident reports to BHRS Quality Management (via fax # 650-525-1762) when there are unusual events, accidents, errors, violence or significant injuries requiring medical treatment for clients, staff or members of the community. (Policy #93-11 and 45 C.F.R. § 164, subpart C, in compliance with 45 C.F.R. § 164.316.)

The incident reports are confidential however discussion may occur with the Contractor regarding future prevention efforts to reduce the likelihood of recurrence. Contractor is required to participate in all activities related to the resolution of critical incidents.

5. Ineligible Employees (PROVIDERS WITH EMPLOYEES)

BHRS requires that Contractors identify the eligibility status to bill for Medi-Cal services of ALL employees, interns or volunteers prior to hiring and on an annual basis thereafter. These records should be maintained in the employee files. This process is meant to ensure that any person involved with delivering services to clients of BHRS or involved in Medi-Cal billing or oversight are not currently excluded, suspended, debarred or have been convicted of a criminal offense as described below.

The Contractor must notify BHRS Quality Management (by completing the BHRS Critical Incident Reporting form, Policy #93-11 and faxing to 650-525-1762) should a current employee, intern or volunteer be identified as ineligible to bill Medi-Cal services. Contractors are required to screen for ineligible employees, interns and volunteers by using the following websites:

a. Office of Inspector General

Contractor may not employ any persons deemed an Ineligible Person by the Office of the Inspector General in the provision of services for the County through this Agreement. Any employee(s) of Contractor determined to be an Ineligible Person will be removed from responsibility for, or involvement with County of San Mateo 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: <http://exclusions.oig.hhs.gov/>.

b. California Department of Health Care Services

Contractor providing state funded health services may not employ any persons deemed an Ineligible Person by the California Department of Health Care Services (DHCS) 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:

<http://files.medi-cal.ca.gov/pubsdoco/SandILanding.asp>.

Once there, scroll down to the bottom of the page and click on Medi-Cal Suspended and Ineligible Provider List (Excel format). The list is in Alphabetical order. Search by the individual's last name.

6. Compliance Plan and Code of Conduct

Contractor will annually read and be knowledgeable of the compliance principles contained in the BHRIS Compliance Plan and Code of Conduct located at <http://smchealth.org/bhrs-documents>. In addition, Contractor will assure that Contractor's workforce is aware of compliance mandates and informed of the existence and use of the BHRIS Compliance Improvement Hotline (650) 573-2695.

Contractor is required to conduct, complete and maintain record of annual compliance training by all staff serving or accessing PHI of BHRIS clients. Contractor may utilize BHRIS Confidentiality trainings located at <http://smchealth.org/bhrs/providers/ontrain>.

7. Fingerprint Compliance

Contractor certifies that its employees, trainees, and/or its subcontractors, assignees, volunteers, and any other persons who provide services under this agreement, who have direct contact with any client will be fingerprinted in order to determine whether they have a criminal history which would compromise the safety of individuals with whom the Contractor's employees, trainees and/or its subcontractors, assignees, or volunteers have contact. Contractor shall have a screening process in place to ensure that employees who have positive fingerprints shall:

1. Adhere to CCR Title 9 Section 13060 (Code of Conduct) when providing services to individuals with whom they have contact as a part of their employment with the contractor; OR
2. Obtain a waiver from Community Care Licensing allowing the employee to provide services to individuals with whom they have contact as a part of their employment with the contractor.

D. Cultural Competency

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

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

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

- a. Implementation of policies and practices that are related to promoting diversity and cultural competence such as ongoing organizational assessments on disparities and needs, client's rights to receive language assistance.
 - b. Contractor forum for discussing relevant and appropriate cultural competence-related issues (such as a cultural competence committee, grievance, or conflict resolution committee).
 - c. Ongoing collection of client cultural demographic information, including race, ethnicity, primary language, gender and sexual orientation in health records to improve service provision and help in planning and implementing CLAS standards.
 - d. Staffing objectives that reflect the cultural and linguistic diversity of the clients. (Contractor will recruit, hire and retain clinical staff members who can provide services in a culturally and linguistically appropriate manner).
 - e. Staff training plan related to cultural competency. Contractor will ensure that all program staff receive at least eight (8) hours of external training per year (i.e. sponsored by BHRS or other agencies) on how to provide culturally and linguistically appropriate services including the CLAS and use of interpreters.
2. Contractor will actively participate in at least one cultural competence effort within BHRS and/or to send a representative to attend the Cultural Competence Council (CCC) for the term of the Agreement. Participation in the CCC allows for the dissemination of CLAS as well as ongoing collaborations with diverse stakeholders. Contractor shall submit to BHRS ODE by March 31st, a list of staff who have participated in these efforts. For more information about the Cultural Competence Council (CCC), and other cultural competence efforts within BHRS, contact HEIM.
 3. Contractor will establish the appropriate infrastructure to provide services in County identified threshold languages. Currently the threshold languages are: Spanish, Tagalog and Chinese (Mandarin and Cantonese). If contractor is unable to provide services in those

languages, the contractor is expected to contact Access Call Center or their BHRS Analyst/Program Manager for consultation. If additional language resources are needed, please contact HEIM.

4. Contractor will translate relevant and appropriate behavioral health-related materials (such as forms, signage, etc.) in County identified threshold languages in a culturally and linguistically appropriate manner. BHRS strongly encourages its contractors to use BHRS-sponsored forms in an effort to create uniformity within the system of care. Contractor shall submit to HEIM by March 31st, copies of Contractor's health-related materials in English and as translated..
5. Should Contractor be unable to comply with the cultural competence requirements, Contractor will meet with the BHRS Analyst/Program Manager and HEIM (jafrica@smcgov.org) to plan for appropriate technical assistance.

I. Payment

1. Maximum Obligation

The maximum amount that County shall be obligated to pay for all services provided under this Agreement shall not exceed the amount stated in Paragraph 3 of this Agreement. Furthermore, County shall not pay or be obligated to pay more than the amounts listed below for each component of service required under this Agreement.

In any event, the maximum amount county shall be obligated to pay for all services rendered under this contract shall not exceed DOLLARS (\$___).

2. Rates

Subject to specific rates of services as agreed upon with provider and itemized per year of contract term.

J. Funding is contingent upon availability of funds for AOD prevention and upon Contractor's satisfactory progress on the contracted service deliverables as described in the approved Work Plan.

1. Contractor will provide the deliverables described in the approved Work Plan in the Major Activities column, and by the date listed in the Completion Date column.

2. Contractor will review the Major Activities/deliverables completed in the Work Plan with the BHRS AOD Analyst on a quarterly basis. Any incomplete Major Activities may result in a corrective action plan, or may result in the delay or withholding of future payments.
 3. If it is determined that the Contractor has not met the Major Activities deliverables by the required Completion Dates, County may issue a corrective action plan for unmet deliverables. Failure to adhere to the corrective action plan may result in the delay or withholding of future payments, or Contractor reimbursing the County for the contract value of any and all unmet Major Activity deliverables.
- K. Contractor will be responsible for all expenses incurred during the performance of services rendered under this Agreement.
- L. Modifications to the allocations in Paragraph A of this Exhibit B may be approved by the Chief of the Health System or designee, subject to the maximum amount set forth in Paragraph 3 of this Agreement.
- M. 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. **BOARD LEVEL ONLY**
- N. In the event that funds provided under this Agreement are expended prior to the end of the contract period, Contractor shall provide ongoing services under the terms of this Agreement through the end of the contract period without further payment from County.
- O. In the event this Agreement is terminated prior to June 30, XXXX, Contractor shall be paid on a prorated basis for only that portion of the contract term during which Contractor provided services pursuant to this Agreement. Such billing shall be subject to the approval of the Chief of the Health System or designee.
- P. Monthly Invoice and Payment

Contractor shall invoice the County on or before the tenth (10th) working day of each month prior to the service month. Payment by County to Contractor shall be monthly. Invoices that are received after the tenth (10th) working day of the month are considered to be

late submissions and may be subject to a delay in payment. County reserves the right to deny payment of invoices if Contractor does not meet contract deliverables including CalOMS Pv data submission requirements. **AOD ONLY** Invoices and reports are to be sent to:

AOD:

County of San Mateo
Behavioral Health and Recovery Services
BHRS – AOD Program Analyst
310 Harbor Blvd., Bldg. E
Belmont, CA 94002

ALL OTHER CONTRACTS:

County of San Mateo
Behavioral Health and Recovery Services
Attn: Contracts Unit
2000 Alameda de las Pulgas, Suite 280
San Mateo, CA 94403

Q. 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.

R. County May Withhold

Contractor shall provide all pertinent documentation requested by County. The County may withhold payment for any and all services for which the required documentation is not provided, or if the documentation provided does not meet professional standards as determined by the Quality Improvement Manager of San Mateo County BHRS. Contractor shall meet at least quarterly with the BHRS AOD Analyst, to review the Work Plan, documentation, and billing reports and to take appropriate corrective action, as needed, to resolve any discrepancies.

S. Inadequate Performance

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, to review documentation, billing and/or other reports, and to take appropriate corrective action, as needed, to resolve any identified discrepancies. This Agreement may be renegotiated, allowed to continue to end of term, or terminated pursuant to Paragraph 5

of this Agreement. Any unspent monies due to performance failure may reduce the following year's agreement, if any.

T. Claims Certification and Program Integrity

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. I understand that payment for these services may be from Federal and/or State funds, and that any falsification, or concealment of a material fact may be prosecuted under Federal and/or State laws.

Executed at _____ California, on _____, 20__

Signed _____ Title _____

Agency _____”

ENCLOSURE 3

NOTICE TO CONTRACTOR: LIVING WAGE ORDINANCE

On November 1, 2016, the Board of Supervisors of the County of San Mateo adopted an Ordinance establishing a five-year living wage pilot program for service contracts entered into by the County. All contractors and subcontractors providing services under a County contract are subject to the Living Wage Ordinance (LWO). All Full-time, part-time, temporary, and permanent employees are covered under the LWO. Contracts entered into prior to January 1, 2017, are not subject to LWO. Compliance with the LWO will be voluntary for new contracts entered into between January 1, 2017, and March 31, 2017, inclusive. Contracts entered into on or after April 1, 2017, must comply with the LWO.

Enforcement of the LWO will be accomplished through oversight by the County, which retains the right to conduct random audits; through employee grievance rights; and through the legal process, if necessary. The County will set a single point of contact for employees to report LWO non-compliance by employers.

The purpose of these requirements contributes to the Shared Vision 2025 outcomes of a Prosperous and Livable Community by setting living wage rates for County service contracts. All efforts made to comply with these requirements are greatly appreciated.

Further details on all aspects of the LWO are included in the attached LWO.

Sincerely,

Behavioral Health & Recovery Services Contracting Department

ORDINANCE NO. .

**BOARD OF SUPERVISORS, COUNTY OF SAN MATEO
STATE OF CALIFORNIA**

* * * * *

**ORDINANCE ADDING CHAPTER 2.88 OF TITLE 2 OF THE SAN MATEO COUNTY
ORDINANCE CODE ENACTING A LIVING WAGE ORDINANCE PILOT PROGRAM**

The Board of Supervisors of the County of San Mateo, State of California, **ORDAINS** as follows:

SECTION 1. Chapter 2.88, “Living Wage Ordinance Pilot Program,” consisting of Sections 2.88.010 through 2.88.090 is hereby added to Title 2 of the San Mateo County Ordinance Code and shall read as follows:

2.88.010 Findings and purpose

The Board of Supervisors finds and determines:

- (a) The current Federal minimum wage is seven dollars and twenty-five cents (\$7.25) per hour, and the California minimum wage is ten dollars (\$10.00) per hour;
- (b) The San Francisco Bay Area, including San Mateo County, has a higher relative cost of living than reflected in these national and state minimum wage standards;
- (c) San Mateo County awards contracts to employers to provide services to the public and the County government;
- (d) The use of San Mateo County funds to promote a living wage will improve the quality of services to the County and the public by ensuring contractors have access to qualified employees and are able to retain qualified employees, and it will improve the quality of life for residents of the County and employees of County contractors;
- (e) A policy requiring payment of a living wage is consistent with other San Mateo County programs designed to meet the employment and economic development needs of lower-income workers;
- (f) This Board does, accordingly, find and declare a need for the Living Wage ordinance to determine the effects of a living wage requirement for contracts issued by San Mateo County.

2.88.020 Definitions

- (a) **“Contract Awarding Authority”** means the Board of Supervisors or the head of the department or agency authorized by the Board of Supervisors to enter into contracts on behalf of the County.
- (b) **“Contractor”** means a party that enters into a Covered Contract with the County.
Contractor does not mean:
1. Government entities, including cities, counties, and state agencies.
- (c) **“County”** means the County of San Mateo.
- (d) **“Covered Contract”** means a legal agreement between the County and a Contractor for the provision of Services entered into on or after April 1, 2017.
1. Where one entity has multiple contracts with the County, only those contracts that are Covered Contracts are subject to this chapter.
 2. Legal agreements for the exclusive use of real property owned by the County, including, without limitation, any lease, concession, franchise, or easement agreement, are not Covered Contracts.
- (e) **“Covered Contract Amendment”** means the amendment of a contract on or after January 1, 2017, that:
1. Voluntarily subjects the contract to the requirements of this Chapter;
 2. Increases the contract price more than \$25,000; or
 3. Extends the contract term.
- Covered Contract Amendments are subject to the requirements of this Chapter.
- (f) **“Covered Employee”** means any employee permanently or temporarily employed by a Contractor or Subcontractor to provide Services under a Covered Contract. Covered Employee does not mean:
1. Any person providing services to earn academic credit;
 2. Any person providing uncompensated volunteer services;
 3. Any person working toward state licensure or professional accreditation sanctioned by a public entity or a recognized licensure agency;
 4. Any person working as an election day worker;
 5. Any disabled person covered by a current sub-minimum wage certificate issued to the Contractor or Subcontractor by the United States Department of Labor, or any person who would be covered by such certificate but for the fact the Contractor or Subcontractor is paying a wage equal to or higher than the minimum wage;

6. Any person employed to provide In-Home Supportive Services;
 7. The County Manager's Office shall have discretion to exclude certain additional categories of employees from the definition of Covered Employee when in the best interest of the County to do so.
- (g) **"CPI-U"** means the consumer price index for urban consumers for the San Francisco-Oakland-San Jose metropolitan statistical area, as determined by the United States Department of Labor, Bureau of Labor Statistics.
 - (h) **"Enhancement"** means a payment from the County to eligible Nonprofit Organizations that amend existing contracts to comply with the Living Wage Ordinance. An Enhancement shall be a percentage of a Covered Contractor's total contract price, as specified by this Chapter, and shall be paid annually until the contract ends or the not-to-exceed amount is amended.
 - (i) **"Living Wage"** means the wage rate specified by this chapter.
 - (j) **"Nonprofit Organization"** refers to a nonprofit corporation, duly organized, validly existing, and in good standing under the laws of the jurisdiction of its incorporation and (if a foreign corporation) in good standing under the laws of the State of California, which corporation has established and maintains a valid nonprofit status under Section 501(c)(3) of the United States Internal Revenue Code of 1986, as amended, and all rules and regulations promulgated under such Section.
 - (k) **"Reserve"** means funds maintained by the County to pay for approved Enhancement appeals.
 - (l) **"Services"** mean any professional, technical, or non-technical services specified in a legal agreement with the County. Services do not include the provision of goods, products, information technology programs and systems, chattels, or real estate.
 - (m) **"Sole Source"** means only one entity has been identified as capable of providing and willing to provide the services sought by the County.
 - (n) **"Subcontractor"** means a party, other than an Employee, that agrees to assist a Contractor in providing Services under a Covered Contract.
 - (o) **"Wage"** means a Covered Employee's hourly wage or hourly wage equivalent. For a full-time employee, hourly wage equivalent is determined by dividing two weeks of salary by eighty (80).

2.88.030 Covered Contract Requirements and Certification

Every Covered Contract or Covered Contract Amendment shall provide as follows:

- (a) Contractors and Subcontractors providing Services to the County shall pay Covered Employees no less than the Living Wage.
- (b) Failure of a Contractor or Subcontractor to comply with the foregoing requirement shall constitute a material breach of the terms of the Covered Contract.
- (c) If the Contractor or Subcontractor fails to cure such breach within thirty (30) days after receiving written notice from the County, the County shall have the right to pursue any rights or remedies available under the terms of the Covered Contract or under applicable law.
- (d) Contractor shall include a certification in the Covered Contract or Covered Contract Amendment stating Contractor and all of its Subcontractors are and will remain in full compliance with the requirements of the Living Wage ordinance. The certification shall be in substantially the following language:

As required by Chapter 2.88 of the San Mateo County Ordinance Code, Contractor certifies all contractor(s) and subcontractor(s) obligated under this contract shall fully comply with the provisions of the County of San Mateo Living Wage Ordinance (“LWO”), including, but not limited to, paying all Covered Employees the current Living Wage and providing notice to all Covered Employees and Subcontractors as required under the Program.
- (e) During the term of a Covered Contract, the Contractor or Subcontractor shall maintain documentation demonstrating every Covered Employee is being paid the Living Wage while providing Services pursuant to the Covered Contract. Such documentation must be retained for at least two (2) years following completion or termination of the Covered Contract. County representatives shall be permitted to review and make copies of such documentation at all reasonable times during performance or following completion or termination of the Covered Contract.
- (f) The County may conduct audits of Contractors and Subcontractors to ensure compliance with this Ordinance. For purposes of this Ordinance, audits shall be:
 1. Noticed in advance in writing and limited in scope to ascertain whether Covered Employees are paid the required Living Wage;
 2. Accomplished by examination of pertinent records within a reasonable period of time after such written notice; and
 3. Limited to one audit per Contractor or Subcontractor every year for the duration of a Covered Contract.
- (g) Contractor shall provide the County access to pertinent records after receiving a written request to do so and being provided at least five (5) business days to respond.

- (h) Contractor shall promptly notify the Contract Awarding Authority of any Subcontractors performing Services and shall certify to the Contract Awarding Authority that Subcontractors have been notified of obligations under this chapter.
- (i) Contractor shall keep itself informed of the current Living Wage and must provide written notice to Covered Employees of the current Living Wage Rate. The notice shall specify the Living Wage and state that Covered Employees have grievance rights if they believe a Contractor or Subcontractor is failing to comply with the Living Wage Ordinance. Contractors and Subcontractors must provide such notice in writing to all Covered Employees, in all languages necessary to reasonably ensure all Covered Employees receive effective written notice pursuant to Section 2.88.030. A copy of such notice must be submitted to the Contract Awarding Authority in the manner directed by the Contract Awarding Authority.
- (j) Nothing in this section shall be construed to interfere with the authority of the County to investigate any report of an alleged breach of contract.

2.88.040 Living Wage Rate

The Living Wage shall be set and adjusted according to the following schedule.

Effective Date	San Mateo County Living Wage
January 1, 2017	\$14.00
July 1, 2017	\$15.00
January 1, 2018	
July 1, 2018	\$16.00
January 1, 2019	
July 1, 2019	\$17.00
January 1, 2020	
July 1, 2020	+CPI-U
January 1, 2021	
July 1, 2021	+CPI-U

- (a) After a wage of seventeen dollars (\$17.00) per hour is reached, the Living Wage shall increase annually at the same rate as the CPI-U for San Francisco-Oakland-San Jose then in effect.
- (b) A change in Living Wage based on CPI-U shall not be negative and shall not exceed three-and-one-half percent (3.5%).

2.88.050 Exclusions and Exemptions from Covered Contracts

- (a) The term Covered Contract shall exclude:
 - 1. Contracts for “public works” as defined under California Labor Code Sections 1720 and 1720.2 and subject to the payment of prevailing wages under the California Labor Code.
 - 2. Any agreement in which the County serves only as a fiscal agent and the contract is a 100% pass-through of state or federal funds.
- (b) The Contract Awarding Authority may exempt from the requirements of this Chapter 2.88, an agreement that would otherwise be a Covered Contract, when it is in the best interest of the County to do so, including for the following reasons:
 - 1. Upon review and approval of an exemption request by the Contractor or Subcontractor. Exemption requests are to be submitted by the Contractor or Subcontractor to the Contract Awarding Authority;
 - 2. A contract amendment or award of a contract is necessary to respond to an emergency;
 - 3. The Contractor is a Sole Source;
 - 4. No contractors willing or able to comply with the Living Wage Ordinance are capable of providing services that respond to the County’s requirements;
 - 5. Compliance with the Living Wage Ordinance would be inconsistent with the terms of a grant, subvention, or agreement with a public agency; or
 - 6. The County is purchasing services through a cooperative or joint purchasing agreement.

2.88.060 Employee Remedies

- (a) This chapter shall not be construed to limit a Covered Employee’s rights to bring any legal action for violation of the Covered Employee’s rights under this chapter or any other applicable law. A Covered Employee may bring an action against a Contractor or Subcontractor in the courts of the State of California for damages caused by a Contractor’s or Subcontractor’s violation of this chapter. The Court shall award reasonable attorneys’ fees and costs to an employee who prevails in any such action.
- (b) This chapter does not authorize an award of costs, expenses, or attorney’s fees against the County.
- (c) This chapter does not confer any rights upon any party other than the Board of Supervisors or its designees to bring an action seeking the cancellation or suspension of a County contract.

- (d) Covered Employee Complaint Process: In addition to judicial remedies available to Covered Employees, individuals may submit a complaint regarding alleged violations of the Living Wage Ordinance by submitting a completed complaint form, including copies of all documents supporting the allegation, to the Purchasing and Procurement Division of the County Human Resources Department. The County shall provide complaint forms in English and Spanish.

2.88.070 Employer Retaliation Prohibited

Contractors and Subcontractors shall not discharge, reduce compensation to, or otherwise retaliate against any employee for:

- (a) Complaining to the County with regard to the Contractor's or Subcontractor's compliance or anticipated compliance with this Chapter;
- (b) Opposing any practice proscribed by this Chapter;
- (c) Participating in proceedings related to this Chapter; or
- (d) Seeking to assert or enforce any rights under this Chapter by lawful means.

2.88.080 Termination, Suspension, or Extension of the Living Wage Ordinance

- (a) The Living Wage Ordinance shall expire on December 31, 2021.
- (b) The Board of Supervisors may extend or permanently enact the Living Wage Ordinance after conducting a duly-noticed public hearing.
- (c) The Board of Supervisors may suspend the Living Wage Ordinance if it determines it is in the best interests of the County for reasons including, but not limited to, suspension by the State of California of the statewide minimum wage phase-in process.

2.88.090 Powers and duties of the County Manager

The County Manager's Office shall have the authority to:

- (a) Adopt policies and procedures to effectively implement this Chapter;
- (b) Determine and recommend to the Board of Supervisors for final decision the imposition of appropriate sanctions for violation of this Chapter including but not limited to:
 - 1. Disqualification of the Contractors or Subcontractors from bidding on or being awarded a County contract for a period of up to five (5) years;
 - 2. Contractual and civil remedies, including but not limited to termination of contract.
- (c) Allow for remedial action after a finding of noncompliance, as specified by rule; and
- (d) Perform such other duties as may be required or necessary to implement the purposes of this chapter.

SECTION 2. SEVERABILITY. If any provision(s) of this ordinance is declared invalid by a court of competent jurisdiction, it is the intent of the Board of Supervisors that such invalid provision(s) be severed from the remaining provisions of the ordinance and that those remaining provisions continue in effect.

SECTION 3. EFFECTIVE DATE. This Ordinance shall be effective on January 1, 2017.

* * * * *

ENCLOSURE 4
Attachment H
Health Insurance Portability and Accountability Act (HIPAA)
Business Associate Requirements

DEFINITIONS

Terms used, but not otherwise defined, in this Schedule shall have the same meaning as those terms are defined in 45 Code of Federal Regulations section 160.103 164.304 and 164.501. (All regulatory references in this Schedule are to Title 45 of the Code of Federal Regulations unless otherwise specified.)

- a. **Designated Record Set.** "Designated Record Set" shall have the same meaning as the term "designated record set" in Section 164.501.
- b. **Electronic Protected Health Information.** "Electronic Protected Health Information" ("EPHI") means individually identifiable health information that is transmitted or maintained in electronic media, limited to the information created, received, maintained or transmitted by Business Associate from or on behalf of Covered Entity.
- c. **Individual.** "Individual" shall have the same meaning as the term "individual" in Section 164.501 and shall include a person who qualifies as a personal representative in accordance with Section 164.502(g).
- d. **Privacy Rule.** "Privacy Rule" shall mean the Standards for Privacy of Individually Identifiable Health Information at 45 Code of Federal Regulations Part 160 and Part 164, Subparts A and E.
- e. **Protected Health Information.** "Protected Health Information" shall have the same meaning as the term "protected health information" in Section 164.501 and is limited to the information created or received by Contractor from or on behalf of County.
- f. **Required By Law.** "Required by law" shall have the same meaning as the term "required by law" in Section 164.501.
- g. **Secretary.** "Secretary" shall mean the Secretary of the United States Department of Health and Human Services or his or her designee.
- h. **Security Incident.** "Security Incident" shall mean the attempted or successful unauthorized access, use, disclosure, modification, or destruction of information or interference with systems operations in an information system, but does not include minor incidents that occur on a daily basis, such as scans, "pings", or unsuccessful random attempts to penetrate computer networks or servers maintained by Business Associate
- i. **Security Rule.** "Security Rule" shall mean the Standards for the Protection of Electronic Protected Health Information at 45 CFR Part 160 and Part 164, Subparts A and C.

OBLIGATIONS AND ACTIVITES OF CONTRACTOR

- a. Contractor agrees to not use or further disclose Protected Health Information other than as permitted or required by the Agreement or as required by law.

- b. Contractor agrees to use appropriate safeguards to prevent the use or disclosure of the Protected Health Information other than as provided for by this Agreement.
- c. Contractor agrees to mitigate, to the extent practicable, any harmful effect that is known to Contractor of a use or disclosure of Protected Health Information by Contractor in violation of the requirements of this Agreement.
- d. Contractor agrees to report to County any use or disclosure of the Protected Health Information not provided for by this Agreement.
- e. Contractor agrees to ensure that any agent, including a subcontractor, to whom it provides Protected Health Information received from, or created or received by Contractor on behalf of County, agrees to the same restrictions and conditions that apply through this Agreement to Contractor with respect to such information.
- f. If Contractor has protected health information in a designated record set, Contractor agrees to provide access, at the request of County, and in the time and manner designated by County, to Protected Health Information in a Designated Record Set, to County or, as directed by County, to an Individual in order to meet the requirements under Section 164.524.
- g. If Contractor has protected health information in a designated record set, Contractor agrees to make any amendment(s) to Protected Health Information in a Designated Record Set that the County directs or agrees to make pursuant to Section 164.526 at the request of County or an Individual, and in the time and manner designed by County.
- h. Contractor agrees to make internal practices, books, and records relating to the use and disclosure of Protected Health Information received from, or created or received by Contractor on behalf of, County available to the County, or at the request of the County to the Secretary, in a time and manner designated by the County or the Secretary, for purposes of the Secretary determining County's compliance with the Privacy Rule.
- i. Contractor agrees to document such disclosures of Protected Health Information and information related to such disclosures as would be required for County to respond to a request by an Individual for an accounting of disclosures of Protected Health Information in accordance with Section 164.528.
- j. Contractor agrees to provide to County or an Individual in the time and manner designated by County, information collected in accordance with Section (i) of this Schedule, to permit County to respond to a request by an Individual for an accounting of disclosures of Protected Health Information in accordance with Section 164.528.
- k. Contractor shall implement administrative, physical, and technical safeguards that reasonably and appropriately protect the confidentiality, integrity, and availability of EPHI that Contractor creates, receives, maintains, or transmits on behalf of County.
- l. Contractor shall conform to generally accepted system security principles and the requirements of the final HIPAA rule pertaining to the security of health information.
- m. Contractor shall ensure that any agent to whom it provides EPHI, including a subcontractor, agrees to implement reasonable and appropriate safeguards to protect such EPHI.
- n. Contractor shall report to County any Security Incident within 5 business days of becoming aware of such incident.
- o. Contractor shall make its policies, procedures, and documentation relating to the security and privacy of protected health information, including EPHI, available to the Secretary of the U.S. Department of Health and Human Services and, at County's

request, to the County for purposes of the Secretary determining County's compliance with the HIPAA privacy and security regulations.

PERMITTED USES AND DISCLOSURES BY CONTRACTOR

Except as otherwise limited in this Schedule, Contractor may use or disclose Protected Health Information to perform functions, activities, or services for, or on behalf of, County as specified in the Agreement; provided that such use or disclosure would not violate the Privacy Rule if done by County.

OBLIGATIONS OF COUNTY

- a. County shall provide Contractor with the notice of privacy practices that County produces in accordance with Section 164.520, as well as any changes to such notice.
- b. County shall provide Contractor with any changes in, or revocation of, permission by Individual to use or disclose Protected Health Information, if such changes affect Contractor's permitted or required uses and disclosures.
- c. County shall notify Contractor of any restriction to the use or disclosure of Protected Health Information that County has agreed to in accordance with Section 164.522.

PERMISSABLE REQUESTS BY COUNTY

County shall not request Contractor to use or disclose Protected Health Information in any manner that would not be permissible under the Privacy Rule if done by County, unless the Contractor will use or disclose Protected Health Information for, and if the Agreement provides for, data aggregation or management and administrative activities of Contractor.

DUTIES UPON TERMINATION OF AGREEMENT

- a. Upon termination of the Agreement, for any reason, Contractor shall return or destroy all Protected Health Information received from County, or created or received by Contractor on behalf of County. This provision shall apply to Protected Health Information that is in the possession of subcontractors or agents of Contractor. Contractor shall retain no copies of the Protected Health Information.
- b. In the event that Contractor determines that returning or destroying Protected Health Information is infeasible, Contractor shall provide to County notification of the conditions that make return or destruction infeasible. Upon mutual agreement of the Parties that return or destruction of Protected Health Information is infeasible, Contractor shall extend the protections of the Agreement to such Protected Health Information and limit further uses and disclosures of such Protected Health Information to those purposes that make the return or destruction infeasible, for so long as Contractor maintains such Protection Health Information.

MISCELLANEOUS

- a. Regulatory References. A reference in this Schedule to a section in the Privacy Rule means the section as in effect or as amended, and for which compliance is required.
- b. Amendment. The Parties agree to take such action as is necessary to amend this Schedule from time to time as is necessary for County to comply with the requirements of the Privacy Rule and the Health Insurance Portability and Accountability Act, Public Law 104-191.
- c. Survival. The respective rights and obligations of Contractor under this Schedule shall survive the termination of the Agreement.
- d. Interpretation. Any ambiguity in this Schedule shall be resolved in favor of a meaning that permits County to comply with the Privacy Rule.
- e. Reservation of Right to Monitor Activities. County reserves the right to monitor the security policies and procedures of Contractor

ENCLOSURE 7 – ATTACHMENT E

FINGERPRINTING CERTIFICATION

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

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

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

Name of Contractor

Signature of Authorized Official

Name (please print)

Title (please print)

Date

Enclosure 8. Chapters 2.84 and 2.85 of the Ordinance Code of San Mateo County

The following lists the text of Chapters 2.84 and 2.85 of the Ordinance Code of San Mateo County (as of March 2012), available on-line at <http://library.municode.com/index.aspx?clientId=16029> . Anyone responding to the Request for Proposals is provided is advised to check on-line for updates to the Ordinance Code. It is a contractor or responding party's obligation to obtain the current version of these ordinances.

Chapter 2.84 - CONTRACTS-EQUAL BENEFITS

For the purposes of this chapter:

Sections:

2.84.010 - Definitions.

(a) "Contract" means a legal agreement between the County and a contractor for public works, consulting, or other services, or for purchase of supplies, material or equipment for which the consideration is in excess of \$5,000.

2.84.020 - Discrimination in the provision of benefits prohibited.

(b) "Contractor" means a party who enters into a contract with the County.

2.84.030 - Application of chapter.

(c) "Contract Awarding Authority" means the Board of Supervisors or the individual authorized by the Board of Supervisors to enter into contracts on behalf of the County.

2.84.040 - Powers and duties of the County Manager.

2.84.050 - Date of application.

(d) "Domestic partner" means any person who is registered as a domestic partner with the Secretary of State, State of California registry or the registry of the

2.84.010 - Definitions.

state in which the employee is a resident.

- (e) "Employee benefits" means the provision of any benefit other than pension and retirement benefits provided to spouses of employees or provided to an employee on account of the employee's having a spouse, including but not limited to bereavement leave; disability, life, and other types of insurance; family medical leave; health benefits; membership or membership discounts; moving expenses; vacation; travel benefits; and any other benefits given to employees, provided that it does not include benefits to the extent that the application of the requirements of this chapter to such benefits may be preempted by federal or state law.

(Ord. 4324, 08/15/06)

2.84.020 - Discrimination in the provision of benefits prohibited.

- (a) No contractor on a County contract shall discriminate in the provision of employee benefits between an employee with a domestic partner and an employee with a spouse, subject to the following conditions:

1. In the event that the contractor's actual cost of providing a particular

benefit for the domestic partner of an employee exceeds that of providing it for the spouse of an employee, or the contractor's actual cost of providing a particular benefit to the spouse of an employee exceeds that of providing it for the domestic partner of an employee, the contractor shall not be deemed to discriminate in the provision of employee benefits if the contractor conditions providing such benefit upon the employee's agreement to pay the excess costs.

2. The contractor shall not be deemed to discriminate in the provision of employee benefits if, despite taking reasonable measures to do so, the contractor is unable to extend a particular employee benefit to domestic partners, so long as the contractor provides the employee with a cash payment equal to the contractor's cost of providing the benefit to an employee's spouse.

- (b) The Board of Supervisors may waive the requirements of this chapter when it determines that it is in the best interests of the County. The County Manager may waive the requirements of this chapter for contracts not needing the approval of the Board of Supervisors where waiver would be in the best interests of the County for such reasons as follows:

1. Award of a contract or amendment is necessary to respond to an emergency;
2. The contractor is a sole source;
3. No compliant contractors are capable of providing goods or services that respond to the County's requirements;
4. The requirements are inconsistent with a grant, subvention or agreement with a public agency;
5. The County is purchasing through a cooperative or joint purchasing agreement.

(c) Contractors should submit requests for waivers of the terms of this chapter to the Contract Awarding Authority for that contract, or in the case of contracts approved by the Board, the County Manager.

(d) The Contract Awarding Authority, or in the case of contracts approved by the Board, the County Manager, may reject an entity's bid or proposals, or terminate a contract, if the Contract Awarding Authority determines that the entity was set up, or is being used, for the purpose of evading the intent of this chapter.

(e) No Contract Awarding Authority shall execute a contract with a contractor unless such contractor has agreed that the contractor will not discriminate in the provision of employee benefits as provided for in this chapter.

(Ord. 4324, 08/15/06)

2.84.030 - Application of chapter.

The requirements of this chapter shall only apply to those portions of a contractor's operations that occur: (a) within the County; (b) on real property outside of the County if the property is owned by the County or if the County has a right to occupy the property, and if the contractor's presence at that location is connected to a contract with the County; and (c) elsewhere in the United States where work related to a County contract is being performed. The requirements of this chapter shall not apply to subcontracts or subcontractors of any contract or contractor.

(Ord. 4324, 08/15/06)

2.84.040 - Powers and duties of the County Manager.

The County Manager's office shall have the authority to:

(a) Adopt rules and regulations, in accordance with this chapter and the Ordinance Code of the County of San Mateo, establishing standards and procedures for effectively carrying out this chapter;

(b) Receive notification from employees of contractors regarding violations of this chapter;

(c) Determine and recommend to the Board of Supervisors for final decision the imposition of appropriate sanctions for violation of this chapter by contractors including, but not limited to:

1. Disqualification of the contractor from bidding on or being awarded a County contract for a period of up to 5 years,
2. Contractual remedies, including, but not limited to termination of contract, and
3. Liquidated damages in the amount of \$2,500;

(d) Examine contractors' benefit programs covered by this chapter;

(e) Impose other appropriate contractual and civil remedies and sanctions for violations of this chapter;

(f) Allow for remedial action after a finding of noncompliance, as specified by rule;

(g) Perform such other duties as may be required or which are necessary to implement the purposes of this chapter.

(Ord. 4324, 08/15/06)

2.84.050 - Date of application.

The provisions of this chapter shall apply to any contract awarded or amended on or after July 1, 2001, provided that if the contractor is then signatory to a collective bargaining agreement, this chapter shall only apply to any contract with that contractor which is awarded or amended after the effective date of the next collective bargaining agreement.

(Ord. 4324, 08/15/06)

**Chapter 2.85 - CONTRACTOR
EMPLOYEE JURY SERVICE**

Sections:

2.85.010 - Definitions.

2.85.020 - Contractor jury service policy.

2.85.030 - Powers and duties of the County Manager.

2.85.040 - Date of application.

2.85.010 - Definitions.

For the purposes of this chapter:

(a) "Contract" means a legal agreement between the County and a contractor for public works, consulting, or other services, or for purchase of supplies, material or equipment.

(b) "Contractor" means a party who enters into a contract with the County for which the contractor receives consideration of \$100,000 or more.

(c) "Contract Authority" means the Board of Supervisors or the head of the department or agency presenting the proposed contract to the Board of Supervisors.

(d) "Employee" means any California resident who is a full-time employee of a contractor under the laws of California.

(e) "Full time" means 40 hours or more worked per week, or a lesser number of hours if: (1) the lesser number is a recognized industry standard as determined by the County Manager, or (2) the contractor has a long standing practice that defines the lesser number of hours as full time.

(Ord. 4324, 08/15/06)

2.85.020 - Contractor jury service policy.

(a) A contractor shall have and adhere to a written policy that provides that its employees shall receive from the contractor, on an annual basis, no less than five days of regular pay for actual jury service in San Mateo County. The policy may provide that employees deposit any fees received for such jury service with the contractor or that the

contractor deduct from the employees' regular pay the fees received for jury service.

(b) At the time of seeking a contract, a contractor shall certify to the County that it has and adheres to a policy consistent with this chapter or will have and adhere to such a policy prior to award of the contract.

(c) The Board of Supervisors may waive the requirements of this chapter when it determines that it is in the best interests of the County for such reasons as follows:

1. Award of a contract or amendment is necessary to respond to an emergency;
2. The contractor is a sole source;
3. No compliant contractors are capable of providing goods or services that respond to the County's requirements;
4. The requirements are inconsistent with a grant, subvention or agreement with a public agency;

5. The County is purchasing through a cooperative or joint purchasing agreement.

(d) Contractors should submit requests for waivers of the terms of this chapter to the Contract Authority or the County Manager.

(e) The County Manager may reject a contractor's bid or proposal, or terminate a contract, if he determines that the contractor is in violation of the requirements of this chapter or was established, or is being used, for the purpose of evading the intent of this chapter.

(f) No contract shall be executed with a contractor unless such contractor is in compliance with this chapter.

(Ord. 4324, 08/15/06)

2.85.030 - Powers and duties of the County Manager.

The County Manager's office shall have the authority to:

(a) Adopt rules and regulations, in accordance with this chapter and the Ordinance Code of the County of San

Mateo, establishing standards and procedures for effectively carrying out this chapter;

- (b) Receive notification from employees of contractors regarding violations of this chapter;
- (c) Determine and recommend to the Board of Supervisors for final decision the imposition of appropriate sanctions for violation of this chapter by contractors including, but not limited to:

- 1. Disqualification of the contractor from bidding on or being awarded a County contract for a period of up to 5 years, and
- 2. Contractual remedies, including, but not limited to termination of contract.

- (d) Impose other appropriate contractual sanctions for violations of this chapter;

- (e) Allow for remedial action after a finding of noncompliance;

- (f) Perform such other duties as may be required or which are necessary to implement the purposes of this chapter.

(Ord. 4324, 08/15/06)

2.85.040 - Date of application.

The provisions of this chapter shall apply to any contract awarded or amended on or after September 1, 2005, provided that if the contractor is then signatory to a collective bargaining agreement, this chapter shall only apply to any contract with that contractor which is awarded or amended after the effective date of the next collective bargaining agreement.

(Ord. 4324, 08/15/06)

Enclosure 10. Attachment I: Assurance of Compliance with Section 504 of the Rehabilitation Act of 1973, as Amended

Please review this document and state in proposal if you will comply with Section 504 requirements.

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

Name of Contractor(s) - Type or Print

Street Address or P.O. Box

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."