

BOS Agreement # 22-182

**COUNTY OF MENDOCINO
STANDARD SERVICES AGREEMENT**

This Agreement is by and between the COUNTY OF MENDOCINO, hereinafter referred to as the "COUNTY", and **Redwood Community Services, Inc.**, hereinafter referred to as the "CONTRACTOR".

WITNESSETH

WHEREAS, pursuant to Government Code Section 31000, COUNTY may retain independent contractors to perform special services to or for COUNTY or any department thereof; and,

WHEREAS, COUNTY desires to obtain CONTRACTOR for its state mandated Family Urgent Response System (FURS) mobile response services; and,

WHEREAS, CONTRACTOR is willing to provide such services on the terms and conditions set forth in this AGREEMENT and is willing to provide same to COUNTY.

NOW, THEREFORE it is agreed that COUNTY does hereby retain CONTRACTOR to provide the services described in Exhibit "A", and CONTRACTOR accepts such engagement, on the General Terms and Conditions hereinafter specified in this Agreement, the Additional Provisions attached hereto, and the following described exhibits, all of which are incorporated into this Agreement by this reference:

Exhibit A	Definition of Services
Exhibit B	Payment Terms
Exhibit C	Insurance Requirements
Exhibit D	Assurance of Compliance with Nondiscrimination in State and Federally Assisted Programs
Appendix A	Certification Regarding Debarment, Suspension, and Other Responsibility Matters -- Lower Tier Covered Transactions
Addendum A	Medi-Cal Data Privacy and Security Agreement
Attachment A	FURS Recommended Training Topics Resources
Attachment B	FURS Summary Report
Attachment C	FURS Monthly Data Report

The term of this Agreement shall be from July 1, 2022 (the "Effective Date"), and shall continue through June 30, 2023.

The compensation payable to CONTRACTOR hereunder shall not exceed Three Hundred Ninety-Two Thousand Four Hundred Twenty-Three Dollars (\$392,423) for the term of this Agreement.

IN WITNESS WHEREOF

DEPARTMENT FISCAL REVIEW:

By: Bekkie J Emery
Bekkie Emery, Social Services Director

Date: June 27, 2022

Budgeted: ☒ Yes ☐ No

Budget Unit: 5010

Line Item: 86-3118

Org/Object Code: SSCPS

Grant: ☐ Yes ☒ No

Grant No.:

COUNTY OF MENDOCINO

By: TW
TED WILLIAMS, Chair
BOARD OF SUPERVISORS

Date: 07/13/2022

ATTEST:

DARCIE ANTLE, Interim Clerk of said Board

By: Antle
Deputy 07/13/2022

I hereby certify that according to the provisions of Government Code section 25103, delivery of this document has been made.

DARCIE ANTLE, Interim Clerk of said Board

By: Antle
Deputy 07/13/2022

INSURANCE REVIEW:

By: Darcie Antle
Risk Management

Date: 06/21/2022

CONTRACTOR/COMPANY NAME

By: Victoria Kelly
Victoria Kelly, Chief Executive Officer

Date: 6/24/2022

NAME AND ADDRESS OF CONTRACTOR:

Redwood Community Services, Inc.
P.O. Box 2077
Ukiah, CA 95482
707-994-5486
contracts@redwoodcommunityservices.org

By signing above, signatory warrants and represents that he/she executed this Agreement in his/her authorized capacity and that by his/her signature on this Agreement, he/she or the entity upon behalf of which he/she acted, executed this Agreement

COUNTY COUNSEL REVIEW:

APPROVED AS TO FORM:

CHRISTIAN M. CURTIS,
County Counsel

By: Nathaniel R. A.
Deputy

Date: 06/22/2022

EXECUTIVE OFFICE/FISCAL REVIEW:

By: Darcie Antle
Deputy CEO or Designee

Date: 06/21/2022

Signatory Authority: \$0-25,000 Department; \$25,001- 50,000 Purchasing Agent; \$50,001+ Board of Supervisors
Exception to Bid Process Required/Completed ☒ EB# 22-97
Mendocino County Business License: Valid ☐
Exempt Pursuant to MCC Section: Located within city limits in Mendocino County _____

GENERAL TERMS AND CONDITIONS

1. **INDEPENDENT CONTRACTOR:** No relationship of employer and employee is created by this Agreement; it being understood and agreed that CONTRACTOR is an Independent Contractor. CONTRACTOR is not the agent or employee of the COUNTY in any capacity whatsoever, and COUNTY shall not be liable for any acts or omissions by CONTRACTOR nor for any obligations or liabilities incurred by CONTRACTOR.

CONTRACTOR shall have no claim under this Agreement or otherwise, for seniority, vacation time, vacation pay, sick leave, personal time off, overtime, health insurance medical care, hospital care, retirement benefits, social security, disability, Workers' Compensation, or unemployment insurance benefits, civil service protection, or employee benefits of any kind.

CONTRACTOR shall be solely liable for and obligated to pay directly all applicable payroll taxes (including federal and state income taxes) or contributions for unemployment insurance or old age pensions or annuities which are imposed by any governmental entity in connection with the labor used or which are measured by wages, salaries or other remuneration paid to its officers, agents or employees and agrees to indemnify and hold COUNTY harmless from any and all liability which COUNTY may incur because of CONTRACTOR's failure to pay such amounts.

In carrying out the work contemplated herein, CONTRACTOR shall comply with all applicable federal and state workers' compensation and liability laws and regulations with respect to the officers, agents and/or employees conducting and participating in the work; and agrees that such officers, agents, and/or employees will be considered as Independent Contractors and shall not be treated or considered in any way as officers, agents and/or employees of COUNTY.

CONTRACTOR does, by this Agreement, agree to perform his/her said work and functions at all times in strict accordance with all applicable federal, state and COUNTY laws, including but not limited to prevailing wage laws, ordinances, regulations, titles, departmental procedures and currently approved methods and practices in his/her field and that the sole interest of COUNTY is to ensure that said service shall be performed and rendered in a competent, efficient, timely and satisfactory manner and in accordance with the standards required by the COUNTY agency concerned.

Notwithstanding the foregoing, if the COUNTY determines that pursuant to state and federal law CONTRACTOR is an employee for purposes of income tax withholding, COUNTY may upon two (2) week's written notice to CONTRACTOR, withhold from payments to CONTRACTOR hereunder federal and state income taxes and pay said sums to the federal and state governments.

2. **INDEMNIFICATION:** To the furthest extent permitted by law (including without limitation California Civil Code sections 2782 and 2782.8, if applicable), CONTRACTOR shall assume the defense of, indemnify, and hold harmless the COUNTY, its officers, agents, and employees, from and against any and all claims, demands, damages, costs, liabilities, and losses whatsoever alleged to be occurring or resulting in connection with the CONTRACTOR's performance or its obligations under this AGREEMENT, unless arising out of the sole negligence or willful misconduct of COUNTY. "CONTRACTOR's performance" includes CONTRACTOR's action or inaction and the action or inaction of CONTRACTOR's officers, employees, agents and subcontractors.
3. **INSURANCE AND BOND:** CONTRACTOR shall at all times during the term of the Agreement with the COUNTY maintain in force those insurance policies and bonds as designated in the attached Exhibit C, and will comply with all those requirements as stated therein.
4. **WORKERS' COMPENSATION:** CONTRACTOR shall provide Workers' Compensation insurance, as applicable, at CONTRACTOR's own cost and expense and further, neither the CONTRACTOR nor its carrier shall be entitled to recover from COUNTY any costs, settlements, or expenses of Workers' Compensation claims arising out of this Agreement.

CONTRACTOR affirms that s/he is aware of the provisions of Section 3700 of the California Labor Code which requires every employer to be insured against liability for the Workers' Compensation or to undertake self-insurance in accordance with the provisions of the Code and CONTRACTOR further assures that s/he will comply with such provisions before commencing the performance of work under this Agreement. CONTRACTOR shall furnish to COUNTY certificate(s) of insurance evidencing Worker's Compensation Insurance coverage to cover its employees, and CONTRACTOR shall require all subcontractors similarly to provide Workers' Compensation Insurance as required by the Labor Code of the State of California for all of subcontractors' employees.

5. **CONFORMITY WITH LAW AND SAFETY:**
 - a. In performing services under this Agreement, CONTRACTOR shall observe and comply with all applicable laws, ordinances, codes and regulations of governmental agencies, including federal, state, municipal, and local governing bodies, having jurisdiction over the scope of services, including all applicable provisions of the California Occupational Safety and Health Act. CONTRACTOR shall indemnify and hold COUNTY harmless from any and all liability, fines, penalties and consequences from any of CONTRACTOR's failures to comply with such laws, ordinances, codes and regulations.

- b. Accidents: If a death, serious personal injury or substantial property damage occurs in connection with CONTRACTOR's performance of this Agreement, CONTRACTOR shall immediately notify Mendocino County Risk Manager's Office by telephone. CONTRACTOR shall promptly submit to COUNTY a written report, in such form as may be required by COUNTY of all accidents which occur in connection with this Agreement. This report must include the following information: (1) name and address of the injured or deceased person(s); (2) name and address of CONTRACTOR's sub-contractor, if any; (3) name and address of CONTRACTOR's liability insurance carrier; and (4) a detailed description of the accident and whether any of COUNTY's equipment, tools, material, or staff were involved.
 - c. CONTRACTOR further agrees to take all reasonable steps to preserve all physical evidence and information which may be relevant to the circumstances surrounding a potential claim, while maintaining public safety, and to grant to the COUNTY the opportunity to review and inspect such evidence, including the scene of the accident.
- 6. PAYMENT: For services performed in accordance with this Agreement, payment shall be made to CONTRACTOR as provided in Exhibit B hereto as funding permits.

If COUNTY over pays CONTRACTOR for any reason, CONTRACTOR agrees to return the amount of such overpayment to COUNTY, or at COUNTY's option, permit COUNTY to offset the amount of such overpayment against future payments owed to CONTRACTOR under this Agreement or any other agreement.

In the event CONTRACTOR claims or receives payment from COUNTY for a service, reimbursement for which is later disallowed by COUNTY, State of California or the United States Government, the CONTRACTOR shall promptly refund the disallowance amount to COUNTY upon request, or at its option COUNTY may offset the amount disallowed from any payment due or that becomes due to CONTRACTOR under this Agreement or any other agreement.

All invoices, receipts, or other requests for payment under this contract must be submitted by CONTRACTOR to COUNTY in a timely manner and consistent with the terms specified in Exhibit B. In no event shall COUNTY be obligated to pay any request for payment for which a written request for payment and all required documentation was first received more than six (6) months after this Agreement has terminated, or beyond such other time limit as may be set forth in Exhibit B.

- 7. TAXES: Payment of all applicable federal, state, and local taxes shall be the sole responsibility of the CONTRACTOR.

8. **OWNERSHIP OF DOCUMENTS:** CONTRACTOR hereby assigns the COUNTY and its assignees all copyright and other use rights in any and all proposals, plans, specification, designs, drawings, sketches, renderings, models, reports and related documents (including computerized or electronic copies) respecting in any way the subject matter of this Agreement, whether prepared by the COUNTY, the CONTRACTOR, the CONTRACTOR's subcontractors or third parties at the request of the CONTRACTOR (collectively, "Documents and Materials"). This explicitly includes the electronic copies of all above stated documentation.

CONTRACTOR shall be permitted to retain copies, including reproducible copies and computerized copies, of said Documents and Materials. CONTRACTOR agrees to take such further steps as may be reasonably requested by COUNTY to implement the aforesaid assignment. If for any reason said assignment is not effective, CONTRACTOR hereby grants the COUNTY and any assignee of the COUNTY an express royalty – free license to retain and use said Documents and Materials. The COUNTY's rights under this paragraph shall apply regardless of the degree of completion of the Documents and Materials and whether or not CONTRACTOR's services as set forth in Exhibit A of this Agreement have been fully performed or paid for.

The COUNTY's rights under this Paragraph 8 shall not extend to any computer software used to create such Documents and Materials.

9. **CONFLICT OF INTEREST:** The CONTRACTOR covenants that it presently has no interest, and shall not have any interest, direct or indirect, which would conflict in any manner with the performance of services required under this Agreement.
10. **NOTICES:** All notices, requests, demands, or other communications under this Agreement shall be in writing. Notices shall be given for all purposes as follows:

Personal delivery: When personally delivered to the recipient, notices are effective on delivery.

First Class Mail: When mailed first class to the last address of the recipient known to the party giving notice, notice is effective three (3) mail delivery days after deposit in a United States Postal Service office or mailbox. Certified Mail: When mailed certified mail, return receipt requested, notice is effective on receipt, if delivery is confirmed by a return receipt.

Overnight Delivery: When delivered by overnight delivery (Federal Express/Airborne/United Parcel Service/DHL WorldWide Express) with charges prepaid or charged to the sender's account, notice is effective on delivery, if delivery is confirmed by the delivery service.

Facsimile transmission: When sent by facsimile to the facsimile number of the recipient known to the party giving notice, notice is effective on receipt, provided that, (a) a duplicate copy of the notice is promptly given by first-class or certified mail or by overnight delivery, or (b) the receiving party delivers a written confirmation of receipt. Any notice given facsimile shall be deemed received on the next business day if it is received after 5:00 p.m. (recipient's time) or on a non-business day.

Addresses for purpose of giving notice are as follows:

To COUNTY: COUNTY OF MENDOCINO
Department of Social Services - FCS
P.O. Box 839
Ukiah, CA 95482
Attn: Waldi Helma

To CONTRACTOR: Redwood Community Services, Inc.
P.O. Box 2077
Ukiah, CA 95482
Attn: Victoria Kelly

Any correctly addressed notice that is refused, unclaimed, or undeliverable because of an act or omission of the party to be notified shall be deemed effective as of the first date that said notice was refused, unclaimed, or deemed undeliverable by the postal authorities, messenger, or overnight delivery service.

Any party may change its address or facsimile number by giving the other party notice of the change in any manner permitted by this Agreement.

11. USE OF COUNTY PROPERTY: CONTRACTOR shall not use COUNTY property (including equipment, instruments and supplies) or personnel for any purpose other than in the performance of his/her obligations under this Agreement.
12. EQUAL EMPLOYMENT OPPORTUNITY PRACTICES PROVISIONS: CONTRACTOR certifies that it will comply with all Federal, State, and local laws, rules and regulations pertaining to nondiscrimination in employment.
 - a. CONTRACTOR shall, in all solicitations or advertisements for applicants for employment placed as a result of this Agreement, state that it is an "Equal Opportunity Employer" or that all qualified applicants will receive consideration for employment without regard to their race, creed, color, pregnancy, disability, sex, sexual orientation, gender identity, ancestry, national origin, age, religion, Veteran's status, political affiliation, or any other factor prohibited by law.

- b. CONTRACTOR shall, if requested to so do by the COUNTY, certify that it has not, in the performance of this Agreement, engaged in any unlawful discrimination.
 - c. If requested to do so by the COUNTY, CONTRACTOR shall provide the COUNTY with access to copies of all of its records pertaining or relating to its employment practices, except to the extent such records or portions of such records are confidential or privileged under State or Federal law.
 - d. Nothing contained in this Agreement shall be construed in any manner so as to require or permit any act which is prohibited by law.
 - e. The CONTRACTOR shall include the provisions set forth in this paragraph in each of its subcontracts.
13. **DRUG-FREE WORKPLACE:** CONTRACTOR and CONTRACTOR's employees shall comply with the COUNTY's policy of maintaining a drug-free workplace. Neither CONTRACTOR nor CONTRACTOR's employees shall unlawfully manufacture, distribute, dispense, possess or use controlled substances, as defined in 21 U.S. Code § 812, including, but not limited to, marijuana, heroin, cocaine, and amphetamines, at any COUNTY facility or work site. If CONTRACTOR or any employee of CONTRACTOR is convicted or pleads *nolo contendere* to a criminal drug statute violation occurring at a COUNTY facility or work site, the CONTRACTOR, within five days thereafter, shall notify the head of the COUNTY department/agency for which the contract services are performed. Violation of this provision shall constitute a material breach of this Agreement.
14. **ENERGY CONSERVATION:** CONTRACTOR agrees to comply with the mandatory standards and policies relating to energy efficiency in the State of California Energy Conservation Plan, (Title 24, California Administrative Code).
15. **COMPLIANCE WITH LICENSING REQUIREMENTS:** CONTRACTOR shall comply with all necessary licensing requirements and shall obtain appropriate licenses. To the extent required by law, CONTRACTOR shall display licenses in a location that is reasonably conspicuous. Upon COUNTY's request, CONTRACTOR shall file copies of same with the County Executive Office.
- CONTRACTOR represents and warrants to COUNTY that CONTRACTOR and its employees, agents, and any subcontractors have all licenses, permits, qualifications, and approvals of whatsoever nature that are legally required to practice their respective professions.
16. **AUDITS; ACCESS TO RECORDS:** The CONTRACTOR shall make available to the COUNTY, its authorized agents, officers, or employees, for examination any and all ledgers, books of accounts, invoices, vouchers, cancelled checks, and other records or documents evidencing or relating to the expenditures and

disbursements charged to the COUNTY, and shall furnish to the COUNTY, within sixty (60) days after examination, its authorized agents, officers or employees such other evidence or information as the COUNTY may require with regard to any such expenditure or disbursement charged by the CONTRACTOR.

The CONTRACTOR shall maintain full and adequate records in accordance with COUNTY requirements to show the actual costs incurred by the CONTRACTOR in the performance of this Agreement. If such books and records are not kept and maintained by CONTRACTOR within the County of Mendocino, California, CONTRACTOR shall, upon request of the COUNTY, make such books and records available to the COUNTY for inspection at a location within County or CONTRACTOR shall pay to the COUNTY the reasonable, and necessary costs incurred by the COUNTY in inspecting CONTRACTOR's books and records, including, but not limited to, travel, lodging and subsistence costs. CONTRACTOR shall provide such assistance as may be reasonably required in the course of such inspection. The COUNTY further reserves the right to examine and reexamine said books, records and data during the four (4) year period following termination of this Agreement or completion of all work hereunder, as evidenced in writing by the COUNTY, and the CONTRACTOR shall in no event dispose of, destroy, alter, or mutilate said books, records, accounts, and data in any manner whatsoever for four (4) years after the COUNTY makes the final or last payment or within four (4) years after any pending issues between the COUNTY and CONTRACTOR with respect to this Agreement are closed, whichever is later.

17. **DOCUMENTS AND MATERIALS:** CONTRACTOR shall maintain and make available to COUNTY for its inspection and use during the term of this Agreement, all Documents and Materials, as defined in Paragraph 8 of this Agreement. CONTRACTOR's obligations under the preceding sentence shall continue for four (4) years following termination or expiration of this Agreement or the completion of all work hereunder (as evidenced in writing by COUNTY), and CONTRACTOR shall in no event dispose of, destroy, alter or mutilate said Documents and Materials, for four (4) years following the COUNTY's last payment to CONTRACTOR under this Agreement.
18. **TIME OF ESSENCE:** Time is of the essence in respect to all provisions of this Agreement that specify a time for performance; provided, however, that the foregoing shall not be construed to limit or deprive a party of the benefits of any grace or use period allowed in this Agreement.
19. **TERMINATION:** The COUNTY has and reserves the right to suspend, terminate or abandon the execution of any work by the CONTRACTOR without cause at any time upon giving to the CONTRACTOR notice. Such notice shall be in writing and may be issued by any COUNTY officer authorized to execute or amend the contract, the County Chief Executive Officer, or any other person designated by the County Board of Supervisors. In the event that the COUNTY should abandon, terminate or suspend the CONTRACTOR's work, the

CONTRACTOR shall be entitled to payment for services provided hereunder prior to the effective date of said suspension, termination or abandonment. Said payment shall be computed in accordance with Exhibit B hereto, provided that the maximum amount payable to CONTRACTOR for its services as outlined in Exhibit A shall not exceed \$392,423 payment for services provided hereunder prior to the effective date of said suspension, termination or abandonment or lack of funding.

20. **NON APPROPRIATION:** If COUNTY should not appropriate or otherwise make available funds sufficient to purchase, lease, operate or maintain the products set forth in this Agreement, or other means of performing the same functions of such products, COUNTY may unilaterally terminate this Agreement only upon thirty (30) days written notice to CONTRACTOR. Upon termination, COUNTY shall remit payment for all products and services delivered to COUNTY and all expenses incurred by CONTRACTOR prior to CONTRACTOR's receipt of the termination notice.
21. **CHOICE OF LAW:** This Agreement, and any dispute arising from the relationship between the parties to this Agreement, shall be governed by the laws of the State of California, excluding any laws that direct the application of another jurisdiction's laws.
22. **VENUE:** All lawsuits relating to this contract must be filed in Mendocino County Superior Court, Mendocino County, California.
23. **WAIVER:** No waiver of a breach, failure of any condition, or any right or remedy contained in or granted by the provisions of this Agreement shall be effective unless it is in writing and signed by the party waiving the breach, failure, right or remedy. No waiver of any breach, failure, right or remedy shall be deemed a waiver of any other breach, failure, right or remedy, whether or not similar, nor shall any waiver constitute a continuing waiver unless the writing so specifies.
24. **ADVERTISING OR PUBLICITY:** CONTRACTOR shall not use the name of COUNTY, its officers, directors, employees or agents, in advertising or publicity releases or otherwise without securing the prior written consent of COUNTY in each instance.
25. **ENTIRE AGREEMENT:** This Agreement, including all attachments, exhibits, and any other documents specifically incorporated into this Agreement, shall constitute the entire agreement between COUNTY and CONTRACTOR relating to the subject matter of this Agreement. As used herein, Agreement refers to and includes any documents incorporated herein by reference and any exhibits or attachments. This Agreement supersedes and merges all previous understandings, and all other agreements, written or oral, between the parties and sets forth the entire understanding of the parties regarding the subject matter thereof. This Agreement may not be modified except by a written document

signed by both parties. In the event of a conflict between the body of this Agreement and any of the Exhibits, the provisions in the body of this Agreement shall control.

26. HEADINGS: Herein are for convenience of reference only and shall in no way affect interpretation of this Agreement.
27. MODIFICATION OF AGREEMENT: This Agreement may be supplemented, amended or modified only by the mutual agreement of the parties. No supplement, amendment or modification of this Agreement shall be binding unless it is in writing and signed by authorized representatives of both parties.
28. ASSURANCE OF PERFORMANCE: If at any time the COUNTY has good objective cause to believe CONTRACTOR may not be adequately performing its obligations under this Agreement or that CONTRACTOR may fail to complete the Services as required by this Agreement, COUNTY may request from CONTRACTOR prompt written assurances of performance and a written plan acceptable to COUNTY, to correct the observed deficiencies in CONTRACTOR's performance. CONTRACTOR shall provide such written assurances and written plan within thirty (30) calendar days of its receipt of COUNTY's request and shall thereafter diligently commence and fully perform such written plan. CONTRACTOR acknowledges and agrees that any failure to provide such written assurances and written plan within the required time is a material breach under this Agreement.
29. SUBCONTRACTING/ASSIGNMENT: CONTRACTOR shall not subcontract, assign or delegate any portion of this Agreement or any duties or obligations hereunder without the COUNTY's prior written approval.
 - a. Neither party shall, on the basis of this Agreement, contract on behalf of or in the name of the other party. Any agreement that violates this Section shall confer no rights on any party and shall be null and void.
 - b. Only the department head or his or her designee shall have the authority to approve subcontractor(s).
 - c. CONTRACTOR shall remain fully responsible for compliance by its subcontractors with all the terms of this Agreement, regardless of the terms of any agreement between CONTRACTOR and its subcontractors.
30. SURVIVAL: The obligations of this Agreement, which by their nature would continue beyond the termination on expiration of the Agreement, including without limitation, the obligations regarding Indemnification (Paragraph 2), Ownership of Documents (Paragraph 8), and Conflict of Interest (Paragraph 9), shall survive termination or expiration for two (2) years.

31. **SEVERABILITY:** If a court of competent jurisdiction holds any provision of this Agreement to be illegal, unenforceable, or invalid in whole or in part for any reason, the validity and enforceability of the remaining provisions, or portions of them, will not be affected, unless an essential purpose of this Agreement would be defeated by the loss of the illegal, unenforceable, or invalid provision.

32. **INTELLECTUAL PROPERTY WARRANTY:** CONTRACTOR warrants and represents that it has secured all rights and licenses necessary for any and all materials, services, processes, software, or hardware ("CONTRACTOR PRODUCTS") to be provided by CONTRACTOR in the performance of this AGREEMENT, including but not limited to any copyright, trademark, patent, trade secret, or right of publicity rights. CONTRACTOR hereby grants to COUNTY, or represents that it has secured from third parties, an irrevocable license (or sublicense) to reproduce, distribute, perform, display, prepare derivative works, make, use, sell, import, use in commerce, or otherwise utilize CONTRACTOR PRODUCTS to the extent reasonably necessary to use the CONTRACTOR PRODUCTS in the manner contemplated by this agreement.

CONTRACTOR further warrants and represents that it knows of no allegations, claims, or threatened claims that the CONTRACTOR PRODUCTS provided to COUNTY under this Agreement infringe any patent, copyright, trademark or other proprietary right. In the event that any third party asserts a claim of infringement against the COUNTY relating to a CONTRACTOR PRODUCT, CONTRACTOR shall indemnify and defend the COUNTY pursuant to Paragraph 2 of this AGREEMENT.

In the case of any such claim of infringement, CONTRACTOR shall either, at its option, (1) procure for COUNTY the right to continue using the CONTRACTOR Products; or (2) replace or modify the CONTRACTOR Products so that that they become non-infringing, but equivalent in functionality and performance.

33. **ELECTRONIC COPIES:** The parties agree that an electronic copy, including facsimile copy, email, or scanned copy of the executed Agreement, shall be deemed, and shall have the same legal force and effect as, an original document.

34. **SUITABLE PERSONNEL:** CONTRACTOR shall provide personnel having the skill necessary to meet the requirements of the work defined in Exhibit A ("the work"). In selecting and retaining the personnel assigned to do the work, CONTRACTOR shall conduct diligent background investigation of such personnel in a manner designed to reveal signs, behavior patterns or other indications that reasonably place into doubt the trustworthiness, fitness, discretion or ability of such personnel to do the work. CONTRACTOR shall document such investigation in writing and make said documentation available for COUNTY's inspection upon request. If the results of such investigation reasonably place into doubt the trustworthiness, fitness, discretion or ability of the

personnel to do the work, CONTRACTOR shall not assign such personnel to do the work and shall remove such personnel from any assignment involved in the work and replace such personnel with a qualified alternate. CONTRACTOR shall maintain current a list of all personnel assigned to do the work and shall make such list available for COUNTY's inspection upon request. If COUNTY states a concern about the suitability of any personnel to do the work, CONTRACTOR shall immediately initiate and diligently conclude an investigation into such personnel designed to reveal signs, behavior patterns or indications that reasonably place into doubt the trustworthiness, fitness, discretion or ability of such personnel to do the work. If the results of an investigation reasonably place into doubt the trustworthiness, fitness, discretion or ability of said personnel to do the work, CONTRACTOR shall immediately remove such personnel from performing the work and replace such personnel with a qualified alternate. For purposes of this Paragraph 34, "personnel" includes CONTRACTOR's staff, employees, providers and subcontractors, whether at a management or non-management level. CONTRACTOR shall require each of its staff members, employees, providers and subcontractors assigned to do the work to agree to and cooperate with all obligations stated in this Paragraph 34.

35. COOPERATION WITH COUNTY: CONTRACTOR shall cooperate with COUNTY and COUNTY staff in the performance of all work hereunder.
36. PERFORMANCE STANDARD: CONTRACTOR shall perform all work hereunder in a manner consistent with the level of competency and standard of care normally observed by a person practicing in CONTRACTOR 's profession. COUNTY has relied upon the professional ability and training of CONTRACTOR as a material inducement to enter into this Agreement. CONTRACTOR hereby agrees to provide all services under this Agreement in accordance with generally accepted professional practices and standards of care, as well as the requirements of applicable Federal, State, and local laws, it being understood that acceptance of CONTRACTOR's work by COUNTY shall not operate as a waiver or release. If COUNTY determines that any of CONTRACTOR's work is not in accordance with such level of competency and standard of care, COUNTY, in its sole discretion, shall have the right to do any or all of the following: (a) require CONTRACTOR to meet with COUNTY to review the quality of the work and resolve matters of concern; (b) require CONTRACTOR to repeat the work at no additional charge until it is satisfactory; (c) terminate this Agreement pursuant to the provisions of paragraph 19 (Termination) or (d) pursue any and all other remedies at law or in equity.
37. ATTORNEYS' FEES: In any action to enforce or interpret the terms of this agreement, including but not limited to any action for declaratory relief, each party shall be solely responsible for and bear its own attorneys' fees, regardless of which party prevails.

[END OF GENERAL TERMS AND CONDITIONS]

EXHIBIT A

DEFINITION OF SERVICES

- I. CONTRACTOR shall maintain a Family Urgent Response System (FURS) program twenty-four (24) hours per day, seven (7) days per week, three hundred and sixty-five (365) days per year to provide county-wide phone and mobile response, in-home de-escalation support, and follow-up and linkage to services for up to seventy-two (72) hours following a mobile response to current and former foster youth through age twenty-one (21) and their caregivers who are experiencing instability.

Key definitions:

- A. CAREGIVER – a person responsible for meeting the daily care needs of a current or former foster child or youth, and who is entrusted to provide a caring and supportive environment for the child or youth to promote their healing from trauma. Caregiver is defined broadly and includes individuals beyond a parent who are acting in a caregiving role.
- B. CHILD or YOUTH – a current or former foster child or youth adjudicated under California Welfare and Institutions Code Section 300, 601 or 602 and who is served by a county child welfare agency or probation department, and a child or youth who has exited foster care to reunification, guardianship, or adoption. A current or former foster child or youth shall be eligible for services until they attain twenty-one (21) years of age. There is no time restriction on when an exit must have occurred for a former foster youth.
- C. INSTABILITY – a situation of emotional tension or interpersonal conflict between a caregiver and a child or youth that may threaten their relationship and may lead to a disruption in the current living situation. It includes situations in which a child, youth, or caregiver feel they need support and does not require the child or youth to be the presenting problem or for the situation to rise to the level of a mental health crisis.
- D. IN-HOME – the place where the child or youth and caregiver are located, preferably in the home, or at some other mutually agreeable location.
- E. MOBILE RESPONSE – the provision of in-person, flexible, responsive, and supportive services where the caregiver and child or youth are located to provide them with support and reduce the need for a 911 call or law enforcement contact, placement disruption, or hospitalization.
- F. URGENT MOBILE RESPONSE – an immediate, in-person, face-to-face response within one (1) hour, but not to exceed three (3) hours in extenuating circumstances. All mobile responses will be considered urgent unless a child, youth, or caregiver requests to schedule a same-day response at a specific time or window of time.

G. **NON-URGENT MOBILE RESPONSE** – means an in-person, same-day response within twenty-four (24) hours. When a child, youth, or caregiver requests to schedule a same-day response at a specific time or window of time outside the required three (3) hour timeframe, the response would be considered non-urgent.

II. **CONTRACTOR** shall provide the following FURS services:

A. Immediate phone response.

1. Respond to a dedicated phone number, provided by the **COUNTY**, that is directly and immediately answered twenty-four (24) hours a day, seven (7) days a week, three hundred and sixty-five (365) days per year to receive three (3) way calls from the Statewide FURS hotline to deploy a local mobile response team at the request of the youth and/or caregiver caller. Use of a third party Answering Service is not permissible for this program.
2. Have protocols for obtaining interpreter services for limited English proficient and deaf and hard of hearing callers.
3. Provide a dedicated e-mail address for two (2) way communication with the Statewide FURS hotline and County of Jurisdiction.
4. At **CONTRACTOR**'s discretion, provide additional methods of electronic communication with youth and caregivers following the warm hand-off from the Statewide Hotline including text and direct message/chat.

B. Countywide mobile response.

1. Provide a mobile response and stabilization team available twenty-four (24) hours a day, seven (7) days a week, three hundred and sixty-five (365) days per year, which includes sufficient staffing to deploy more than one (1) mobile response team at a time if needed.
2. Have the ability to provide immediate, in-person, face-to-face response preferably within one (1) hour, but not to exceed three (3) hours in extenuating circumstances for urgent needs, or same-day response within twenty-four (24) hours for non-urgent situations to youth and caregivers living within the geographic boundaries of Mendocino County.
3. Utilize individuals with specialized training in trauma of children or youth and the foster care system on the mobile response and stabilization team. Efforts should be made to include peer partners and those with lived experience in the response team, whenever possible. A list of FURS related recommended training topics developed by the California Department of Social Services and training links is attached as Attachment A.
4. Develop protocols with local Foster Family Agencies (FFAs), Short Term Residential Therapeutic Programs (STRTPs) and Tribes to define how mobile response teams will interact with the agencies and tribes when responding to a call from a FFA home or STRTP or to a location on tribal land.

C. In-home de-escalation, stabilization, and support services which shall include evidence-based, trauma-informed and culturally responsive crisis intervention, mediation, and support as follows:

1. Establish in-person, face-to-face contact with the child or youth and caregiver;
2. Meet with the child or youth and the caregiver separately;
3. Listen to both sides and identifying the underlying causes of, and precursors to, the situation that led to the instability;
4. Identify the caregiver interventions attempted;
5. Observe the child and caregiver interaction;
6. Diffuse the immediate situation;
7. Coach and work with the caregiver and the child or youth in order to preserve the family unit and maintain the current living situation or create a healthy transition plan, if necessary; and
8. Arrange for overnight respite services when needed and agreed to by the child or youth and caregiver to allow a temporary overnight break between the child or youth and caregiver. Respite may include formal respite services through the CONTRACTOR or other local approved resource homes, or a home designated by the caregiver.

D. Follow up and linkage to services.

1. Follow up after the initial face-to-face response, for up to seventy-two (72) hours, to determine if additional supports or services are needed;
2. Establish connections to other county- or community-based supports and services to ensure continuity of care, including, but not limited to, linkage to additional trauma-informed and culturally and linguistically responsive family supportive services and youth and family wellness resources;
3. Identify any additional support or ongoing stabilization needs for the family and developing an action plan for, or referral to, appropriate youth and family supportive services within the county, which may include community-based organizations, Redwood Coast Regional Center, FFAs, or tribal agencies; and
4. Communicate with the County of jurisdiction and the County behavioral health agency regarding the service needs of the child or youth and caregiver provided that the child or youth is currently under the jurisdiction of either county child welfare or the probation system.

III. Reporting requirements. CONTRACTOR shall:

- A. Complete the State FURS Summary Report within twenty-four (24) hours of each mobile response, send it to the e-mail addresses listed on the form and retain a copy of the completed form. A copy of the current State FURS Summary Report is attached as Attachment B; however, to ensure the most current version of the form is used, CONTRACTOR shall use the form posted on the State website at: <https://www.cdss.ca.gov/Portals/9/FosterCare/FURS/FURS-Summary-Report.pdf>

- B. Track data which shall include all data elements on the attached data sheet (Attachment C) for COUNTY reporting. The data-tracking sheet shall be submitted to the COUNTY with the monthly invoice for payment.
- IV. This is a one (1) year agreement and CONTRACTOR should make no assumption of continued funding from the COUNTY for this purpose at the end of this contract period.

[END OF DEFINITION OF SERVICES]

EXHIBIT B**PAYMENT TERMS**

I. COUNTY will pay CONTRACTOR as per the following instructions:

	Monthly Rate	Annual Rate (12 months)
Salary and benefits of program staff including: Program director (.25 FTE), Supervisor (.25 FTE), Rehabilitation Specialists (2 FTEs), Peer Partners (2 FTEs), Program Analyst (.25 FTE), Quality Improvement Staff (.10 FTE), Information Services Staff (.10 FTE), Communications Staff (.05 FTE) and Training Staff (.10 FTE) <i>FTE= full time equivalent</i> Benefits (Taxes, Worker's Comp & Insurance) 25%	Up to \$26,379	Up to \$316,548
Miscellaneous client expenses	Up to \$400	Up to \$4,800
Operational expenses including: Conferences, training, travel, insurance, administration, supplies/equipment, copies, facility, mileage at IRS rate/gas, telephone, internet, utilities	Up to \$2,950	Up to \$35,400
Indirect Admin expenses (10%)		Up to \$35,675
Total		Up to \$392,423

- II. CONTRACTOR shall bill Medi-Cal for eligible mental health services delivered to Medi-Cal eligible youth under age twenty-one (21), when such services meet state and federal Medicaid requirements, including medical necessity, as detailed in California Department of Health Care Services Behavioral Health Information Notice No: 21-013/ California Department of Social Services All County Information Notice No.: I-29-21 which can be found at: https://cdss.ca.gov/Portals/9/Additional-Resources/Letters-and-Notices/ACINs/2021/I-29_21.pdf?ver=2021-04-20-154131-293. A separate Agreement is required between Mendocino County Behavioral Health and Recovery Services and CONTRACTOR to address Medi-Cal billing and claiming related to FURS services.
- III. CONTRACTOR shall submit monthly invoices detailing actual monthly costs, not to exceed the rates listed in Exhibit B I. Monthly invoices shall deduct anticipated Medi-Cal reimbursement and true up will occur at the end of each quarter.
- IV. CONTRACTOR shall submit the data report, Attachment C, monthly with the invoice in order to receive payment.
- V. Invoices and data reports are to be submitted by the tenth (10th) of each month to:

Mendocino County Department of Social Services
Family & Children's Services
P.O. Box 839
Ukiah, CA 95482
Attn: Cherrene Lamm
FCSInvoices@mendocinocounty.org

- VI. The final invoice and data report shall be submitted not later than July 15, 2023.
- VII. Payments under this agreement shall not exceed Three Hundred Ninety-Two Thousand Four Hundred Twenty-Three Dollars (\$392,423) for the term of this agreement.

[END OF PAYMENT TERMS]

EXHIBIT C

INSURANCE REQUIREMENTS

Insurance coverage in a minimum amount set forth herein shall not be construed to relieve CONTRACTOR for liability in excess of such coverage, nor shall it preclude COUNTY from taking such other action as is available to it under any other provisions of this Agreement or otherwise in law. Insurance requirements shall be in addition to, and not in lieu of, CONTRACTOR's indemnity obligations under Paragraph 2 of this Agreement.

CONTRACTOR shall obtain and maintain insurance coverage as follows:

- a. Combined single limit bodily injury liability and property damage liability - \$1,000,000 each occurrence.
- b. Vehicle / Bodily Injury combined single limit vehicle bodily injury and property damage liability - \$500,000 each occurrence.

CONTRACTOR shall furnish to COUNTY certificates of insurance evidencing the minimum levels described above.

[END OF INSURANCE REQUIREMENTS]

EXHIBIT D
CONTRACTOR ASSURANCE OF COMPLIANCE WITH
MENDOCINO COUNTY
DEPARTMENT OF SOCIAL SERVICES
**NONDISCRIMINATION IN STATE
AND FEDERALLY ASSISTED PROGRAMS**

NAME OF CONTRACTOR: **Redwood Community Services, Inc.**

HEREBY AGREES THAT it will comply with Title VI and VII of the Civil Rights Act of 1964 as amended; Section 504 of the Rehabilitation Act of 1973 as amended; the Age Discrimination Act of 1975 as amended; the Food Stamp Act of 1977, as amended and in particular section 272.6; Title II of the Americans with Disabilities Act of 1990; California Civil Code Section 51 et seq., as amended; California Government Code section 11135-11139.5, as amended; California Government Code section 12940 (c), (h) (1), (i), and (j); California Government Code section 4450; Title 22, California Code of Regulations section 98000 – 98413; Title 24 of the California Code of Regulations, Section 3105A(e); the Dymally-Alatorre Bilingual Services Act (California Government Code Section 7290-7299.8); Section 1808 of the Removal of Barriers to Interethnic Adoption Act of 1996; and other applicable federal and state laws, as well as their implementing regulations [including 45 Code of Federal Regulations (CFR) Parts 80, 84, and 91, 7 CFR Part 15, and 28 CFR Part 42], by ensuring that employment practices and the administration of public assistance and social services programs are nondiscriminatory, to the effect that no person shall because of ethnic group identification, age, sex, sexual orientation, color, disability, medical condition, national origin, race, ancestry, marital status, religion, religious creed or political belief be excluded from participation in or be denied the benefits of, or be otherwise subject to discrimination under any program or activity receiving federal or state financial assistance; and HEREBY GIVE ASSURANCE THAT it will immediately take any measures necessary to effectuate this agreement.

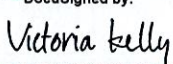
THIS ASSURANCE is given in consideration of and for the purpose of obtaining any and all federal and state assistance; and THE CONTRACTOR HEREBY GIVES ASSURANCE THAT administrative methods/procedures which have the effect of subjecting individuals to discrimination or defeating the objectives of the California Department of Social Services (CDSS) Manual of Policies and Procedures (MPP) Chapter 21, will be prohibited.

BY ACCEPTING THIS ASSURANCE, CONTRACTOR agrees to compile data, maintain records and submit reports as required, to permit effective enforcement of the aforementioned laws, rules and regulations and permit authorized CDSS and/or federal government personnel, during normal working hours, to review such records, books and accounts as needed to ascertain compliance. If there are any violations of this assurance, CDSS shall have the right to invoke fiscal sanctions or other legal remedies in accordance with Welfare and Institutions Code section 10605, or Government Code section 11135-11139.5, or any other laws, or the issue may be referred to the appropriate federal agency for further compliance action and enforcement of this assurance.

THIS ASSURANCE is binding on CONTRACTOR directly or through contract, license, or other provider services, as long as it receives federal or state assistance.

6/24/2022

Date
P.O. Box 2077, Ukiah, CA 95482
Address of CONTRACTOR

DocuSigned by:

37E085246810457...
CONTRACTOR Signature

Appendix A
CERTIFICATION REGARDING
DEBARMENT, SUSPENSION, and OTHER RESPONSIBILITY MATTERS
LOWER TIER COVERED TRANSACTIONS

This certification is required by the regulations implementing Executive Order 12549, Debarment and Suspension, 29 CFR Part 98, Section 98.510, Participants' responsibilities. The regulations were published as Part VII of the May 26, 1988 **Federal Register** (pages 19160-19211).

- (1) The primary principal certifies to the best of its knowledge and belief, that it and its principals:
- (a) Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;
 - (b) Have not within a three-year period preceding this proposal been convicted of or had a civil judgment tendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsifications or destruction of records, making false statements, or receiving stolen property;
 - (c) Are not presently indicted for or otherwise criminally or civilly charged by a government entity (Federal, State, or local) with commission of any of the offenses enumerated in paragraph (1) (b) of this certification, and
 - (d) Have not, within a three-year period preceding this application/proposal, had one or more public transactions (Federal, State, or local) terminated for cause or default.
- (2) Where the primary principal is unable to certify to any of the statements in this certification, such principal shall attach an explanation.

Victoria Kelly
 (Type Name)

Redwood Community Services, Inc.
 (Organization Name)

Chief Executive Officer
 (Title)

P.O. Box 2077
 Ukiah, CA 95482

(Organization Address)

DocuSigned by:

Victoria Kelly

(Signature)

6/24/2022

(Date)

Addendum A

Medi-Cal Data Privacy and Security Agreement

The California Department of Health Care Services (DHCS) and the County of Mendocino Health and Human Services Agency (MC-HHSA) have entered into a Medi-Cal Data Privacy and Security Agreement in order to ensure the privacy and security of Medi-Cal Personally Identifiable Information (PII).

Medi-Cal PII is information directly obtained in the course of performing an administrative function on behalf of Medi-Cal, such as determining Medi-Cal eligibility or conducting IHSS operations, that can be used alone, or in conjunction with any other information, to identify a specific individual. PII includes any information that can be used to search for or identify individuals, or can be used to access their files, such as name, social security number, date of birth, driver's license number or identification number. PII may be electronic or paper.

AGREEMENTS

NOW THEREFORE, County and the Contractor mutually agree as follows:

I. Privacy and Confidentiality

- A. Contractors may use or disclose Medi-Cal PII only to perform functions, activities or services directly related to the administration of the Medi-Cal program in accordance with Welfare and Institutions Code section 14100.2 and 42 Code of Federal Regulations section 431.300 et.seq, or as required by law.

Disclosures which are required by law, such as a court order, or which are made with the explicit written authorization of the Medi-Cal client, are allowable. Any other use or disclosure of Medi-Cal PII requires the express approval in writing of DHCS. Contractor shall not duplicate, disseminate or disclose Medi-Cal PII except as allowed in the Agreement.

- B. Access to Medi-Cal PII shall be restricted to only contractor personnel who need the Medi-Cal PII to perform their official duties in connection with the administration of the Medi-Cal program.
- C. Contractor and/or their personnel who access, disclose or use Medi-Cal PII in a manner or for a purpose not authorized by this Agreement may be subject to civil and criminal sanctions contained in applicable Federal and State statutes.

II. Employee Training and Discipline

Contractor agrees to advise its personnel who have access to Medi-Cal PII of the confidentiality of the information, the safeguards required to protect the information, and the civil and criminal sanctions for non-compliance contained in applicable Federal and State laws. Contractor shall:

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- A. Train and use reasonable measures to ensure compliance with the requirements of this Agreement by their personnel who assist in the administration of the Medi-Cal program and use or disclose Medi-Cal PII; and take corrective action against such personnel who intentionally violate any provisions of this Agreement, up to and including by termination of employment. New employees will receive privacy and security awareness training from Contractor within 30 days of employment and receive regular reminders throughout their employment. This information will be recorded in employee records with dates of each training/reminder. These records are to be retained and available for inspection for a period of three years after completion of the training/reminders.

III. Management Oversight and Monitoring

The Contractor agrees to establish and maintain ongoing management oversight and quality assurance for monitoring workforce compliance with the privacy and security safeguards in this Agreement when using or disclosing Medi-Cal PII and ensure that ongoing management oversight includes periodic self-assessments.

IV. Confidentiality Statement

Contractor agrees to ensure that all contractor personnel who assist in the administration of the Medi-Cal program and use or disclose Medi-Cal PII sign a confidentiality statement. The statement shall include at a minimum, General Use, Security and Privacy Safeguards, Unacceptable Use, and Enforcement Policies. The statement shall be signed by the Contractor and their personnel prior to access to Medi-Cal PII.

V. Physical Security

Contractor shall ensure that Medi-Cal PII is used and stored in an area that is physically safe from access by unauthorized persons during working hours and non-working hours. Contractor agrees to safeguard Medi-Cal PII from loss, theft or inadvertent disclosure and, therefore, agrees to:

- A. Secure all areas of Contractor facilities where personnel assist in the administration of the Medi-Cal program and use or disclose Medi-Cal PII. The Contractor shall ensure that these secure areas are only accessed by authorized individuals with properly coded key cards, authorized door keys or access authorization; and access to premises is by official identification.
- B. Ensure that there are security guards or a monitored alarm system with or without security cameras 24 hours a day, 7 days a week at Contractor facilities and leased facilities where a large volume of Medi-Cal PII is store
- C. Issue Contractor personnel who assist in the administration of the Medi-Cal program identification badges and require County Workers to wear the identification badges at facilities where Medi-Cal PII is stored or used.

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- D. Store paper records with Medi-Cal PII in locked spaces, such as locked file cabinets, locked file rooms, locked desks or locked offices in facilities which are multi-use (meaning that there are personnel other than contractor personnel using common areas that are not securely segregated from each other.) The contractor shall have policies which indicate that Contractor and their personnel are not to leave records with Medi-Cal PII unattended at any time in vehicles or airplanes and not to check such records in baggage on commercial airlines.
- E. Use all reasonable measures to prevent non-authorized personnel and visitors from having access to, control of, or viewing Medi-Cal PII.

VI. Computer Security Safeguards

The Contractor agrees to comply with the general computer security safeguards, system security controls, and audit controls in this section. In order to comply with the following general computer security safeguards, the Contractor agrees to:

- A. Encrypt portable computer devices, such as laptops and notebook computers that process and/or store Medi-Cal PII, with a solution using a vendor product that is recognized as an industry leader in meeting the needs for the intended solution. One source of recommended solutions is specified on the California Strategic Sourced Initiative (CSSI) located at the following link: www.pd.dgs.ca.gov/masters/EncryptionSoftware.html. The Contractor shall use an encryption solution that is full-disk unless otherwise approved by DHCS.
- B. Encrypt workstations where Medi-Cal PII is stored using a vendor product that is recognized as an industry leader in meeting the needs for the intended solution, such as products specified on the CSSI.
- C. Ensure that only the minimum necessary amount of Medi-Cal PII is downloaded to a laptop or hard drive when absolutely necessary for current business purposes.
- D. Encrypt all electronic files that contain Medi-Cal PII when the file is stored on any removable media type device (i.e. USB thumb drives, floppies, CD/DVD, etc.) using a vendor product that is recognized as an industry leader in meeting the needs for the intended solution, such as products specified on the CSSI.
- E. Ensure that all emails sent outside the Contractor's e-mail environment that include Medi-Cal PII are sent via an encrypted method using a vendor product that is recognized as an industry leader in meeting the needs for the intended solution, such as products specified on the CSSI.
- F. Ensure that all workstations, laptops and other systems that process and/or store Medi-Cal PII have a commercial third-party anti-virus software solution and are updated when a new anti-virus definition/software release is available.

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- G. Ensure that all workstations, laptops and other systems that process and/or store Medi-Cal PII have current security patches applied and up-to-date.
- H. Ensure that all Medi-Cal PII is wiped from systems when the data is no longer legally required. The Contractor shall ensure that the wipe method conforms to Department of Defense standards for data destruction.
- I. Ensure that any remote access to Medi-Cal PII is established over an encrypted session protocol using a vendor product that is recognized as an industry leader in meeting the needs for the intended solution, such as products specified on the CSSI. The Contractor shall ensure that all remote access is limited to minimum necessary and least privilege principles.

VII. System Security Controls

In order to comply with the following system security controls, the Contractor agrees to:

- A. Ensure that all Contractor systems containing Medi-Cal PII provide an automatic timeout after no more than 20 minutes of inactivity.
- B. Ensure that all Contractor systems containing Medi-Cal PII display a warning banner stating that data is confidential, systems are logged, and system use is for business purposes only. User shall be directed to log off the system if they do not agree with these requirements.
- C. Ensure that all Contractor systems containing Medi-Cal PII log successes and failures of user authentication and authorizations granted. The system shall log all data changes and system accesses conducted by all users (including all levels of users, system administrators, developers, and auditors). The system shall have the capability to record data access for specified users when requested by authorized management personnel. A log of all system changes shall be maintained and be available for review by authorized management personnel.
- D. Ensure that all Contractor systems containing Medi-Cal PII use role based access controls for all user authentication, enforcing the principle of least privilege.
- E. Ensure that all Contractor data transmissions over networks outside of the Contractor's control are encrypted end-to-end using a vendor product that is recognized as an industry leader in meeting the needs for the intended solution, such as products specified on the CSSI, when transmitting Medi-Cal PII. The Contractor shall encrypt Medi-Cal PII at the minimum of 128 bit AES or 3DES (Triple DES) if AES is unavailable.
- F. Ensure that all Contractor systems that are accessible via the Internet or store Medi-Cal PII actively use either a comprehensive third-party real-time host based intrusion detection and prevention program or be protected at the perimeter by a network based IDS/IPS solution.

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VIII. Audit Controls

Contractor agrees to an annual system security review by the County to assure that systems processing and/or storing Medi-Cal PII are secure. This includes audits and keeping records for a period of at least three (3) years. A routine procedure for system review to catch unauthorized access to Medi-Cal PII shall be established by the Contractor.

IX. Paper Document Controls

In order to comply with the following paper document controls, the Contractor agrees to:

- A. Dispose of Medi-Cal PII in paper form through confidential means, such as crosscut shredding and pulverizing.
- B. Not remove Medi-Cal PII from the premises of the Contractor except for identified routine business purposes or with express written permission of DHCS.
- C. Not leave faxes containing Medi-Cal PII unattended and keep fax machines in secure areas. The Contractor shall ensure that faxes contain a confidentiality statement notifying persons receiving faxes in error to destroy them. Contractor personnel shall verify fax numbers with the intended recipient before sending.
- D. Use a secure, bonded courier with signature of receipt when sending large volumes of Medi-Cal PII. The Contractor shall ensure that disks and other transportable media sent through the mail are encrypted using a vendor product that is recognized as an industry leader in meeting the needs for the intended solution, such as products specified on the CSSI.

X. Notification and Investigation of Breaches

The Contractor agrees to notify John Martire, Chief Welfare Investigator, at 467-5856.

XI. Assessments and Reviews

In order to enforce this Agreement and ensure compliance with its provisions, the Contractor agrees to inspections of its facilities, systems, books and records, with reasonable notice from the County, in order to perform assessments and reviews.

XII. Assistance in Litigation or Administrative Proceedings

In the event of litigation or administrative proceedings involving DHCS based upon claimed violations, the Contractor shall make all reasonable effort to make itself and its personnel who assist in the administration of the Medi-Cal program and using or disclosing Medi-Cal PII available to DHCS at no cost to DHCS to testify as witnesses.

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Signature Page

Victoria Kelly
Contractor Name (printed)

DocuSigned by:
Victoria Kelly
375085246640457...
Contractor Signature

Chief Executive Officer
Contractor Title

Redwood Community Services, Inc.
Contractor's Agency Name

6/24/2022
Date

FURS Recommended Training Topics Resources

<i>Foundational Overview</i>	
1. FURS Overview	CDSS FURS Overview Training webinar: https://www.youtube.com/watch?v=WkmRHlxErZM
2. Overview of Child Welfare System	CIBHS, Understanding California's Child Welfare System: An Overview for the Behavioral Health System, webinar available at https://www.cibhs.org/webinar/understanding-californias-child-welfare-system (4/2017) CIBHS, Child Welfare Services in California, A Primer for Mental Health Providers in Small or Rural County Settings, https://www.cibhs.org/webinar/child-welfare-services-california (4/2017) LA REHP, Child Welfare 101, PPT available at https://fosterreprohealth.org/wp-content/uploads/2019/01/Child-Welfare-101-Understanding-the-Who-What-Why-and-How-of-the-Foster-Care-System.pdf Overview of the Juvenile Justice System in California, https://ylc.org/wp-content/uploads/2019/06/Juvenile-Justice-Overview-Fact-Sheet-June-2019-.pdf (Youth Law Center, 2019)
3. Overview of Probation System	Office of Child Abuse Prevention, California Department of Social Services, Child Abuse Mandated Reporting Training, https://mandatedreporterca.com/
4. Understanding Child Abuse and Mandated Reporting Laws	Child Trauma Academy, Seven Slide Series Video: The Human Brain, https://www.youtube.com/watch?v=uOsgDkeH52o This is a free, 14 minute online video created and narrated by Bruce D. Perry. Core concepts regarding brain structure and function are introduced providing the basis for developmentally sensitive and trauma-informed caregiving, education and therapy. Perry, B.D., (The ChildTrauma Academy). (2013) 1: The Human Brain [Video webcast].
5. Child and Adolescent Development (Brain Development)	The National Academies of Sciences, Engineering, and Medicine, Webinars on Adolescent Brain Development available at https://sites.nationalacademies.org/dbasse/bcyf/dbasse/197474

Attachment A

6. Cultural Competency and Humility	Trauma Transformed offers a number of online trainings, including the following. Visit http://traumatransformed.org/calendar/ for the full calendar of upcoming events and registration links: • General Overview of Implicit Bias • Culturally Inclusive Practices Part 1 • Culturally Inclusive Practices Part 2 • Culturally Inclusive Practices Part 3 Module 8: Cultural Competency and Cultural Humility, https://ready.web.unc.edu/section-1-foundations/module-8/ Cultural Humility: People, Principles and Practices, https://youtu.be/SaSHLbS1V4w (2012) Part 1: Cultural Competency & Cultural Humility, https://www.youtube.com/watch?v=6eWb7N6MJ8A (CSUN Family Focus Resource Center, 2019) Part 2: Understanding Your Own Attitudes & Bias, https://www.youtube.com/watch?v=FbNq4PoSfyo (CSUN Family Focus Resource Center, 2019) Part 3: Cultural Competence Strategies, https://www.youtube.com/watch?v=5_su7i9T9_M (CSUN Family Focus Resource Center, 2019)
7. Foster Youth Rights	Foster Youth Rights Handbook, https://fosteryouthhelp.ca.gov/wp-content/uploads/sites/276/2020/11/FosterYouthRightsHandbookFINAL_EN.pdf
8. Integrated Core Practice Model	Integrated Core Practice Model Training and Resources, https://cdss.ca.gov/inforesources/the-integrated-core-practice-model/training-resources (California Department of Social Services) Integrated Training Guide, https://cdss.ca.gov/Portals/9/CCR/Integrated%20Training%20Guide.pdf (CDSS)

Attachment A

	California Child Welfare Core Practice Model Overview, https://www.youtube.com/watch?v=wyKgXKnWbyc (CalSWEC, March 5, 2018)
9. Confidentiality	Confidentiality & Foster Care: Policy and Practice Regarding Foster Care Records, https://vimeo.com/205311002 (Alliance for Children's Rights, 2017)

Trauma

10. Childhood Trauma, including a. Impact of Childhood Trauma, Loss, and Grief b. Trauma-Informed Care c. Trauma-Informed Services	How Childhood Trauma Affects Health Across a Lifetime, TEDMED 2014, Nadine Burke-Harris, https://www.ted.com/talks/nadine_burke_harris_how_childhood_trauma_affects_health_across_a_lifetime?share=19391661a0#t-16904 Dr. Bruce Perry's Child Trauma Academy has some free videos: https://www.childtrauma.org/cta-library The National Child Traumatic Stress Network has webinars, e-learning courses, and training curricula on a variety of topics related to trauma, available at https://learn.nctsn.org/course/index.php?categoryid=21 and https://www.nctsn.org/resources/training. Trauma Transformed and East Bay Agency for Children offer many trainings related to trauma. More information on trainings, including an events calendar, is available here: http://traumatransformed.org/calendar/ Understanding Trauma-Informed Care, https://www.cibhs.org/post/understanding-trauma-informed-care (CIBHS, 2017)
11. Secondary/Vicarious Trauma and Self Care	Trauma Transformed offers several online trainings on compassion fatigue and self-care. Visit http://traumatransformed.org/calendar/ for the full calendar of upcoming events and registration links. What is Secondary Trauma and Self-Care? https://www.cardinalinnovations.org/Resources/Blog/What-is-Secondary-Trauma-and-Self-Care (Cardinal Innovations Healthcare, 2020)

Attachment A

	Secondary Traumatic Stress and Self Care – 2020 Passport to Careers State Conference, https://www.youtube.com/watch?v=m5MBK8luGpU (Oct. 2020)
<i>De-escalation, Conflict Resolution, and Building Healthy Relationships</i> 12. De-escalation and Conflict Resolution, including - Healthy Coping Skills - Positive Coaching/Behavior Modification Techniques	Crisis Prevention Institute, trainings resources available at, https://www.crisisprevention.com/Our-Programs?industry=10. CPI blog on Behavioral Modification Tips with link to resources on behavioral management, available at https://www.crisisprevention.com/Blog/Behavior-Modification CPI's Top 10 De-escalation Tips, https://www.crisisprevention.com/Blog/CPI-s-Top-10-De-Escalation-Tips-Revisited Trauma Transformed offers a number of online trainings, including the following. Visit http://traumatransformed.org/calendar/ for the full calendar of upcoming events and registration links: • Build a Self-Regulation Toolkit for Children • Developmentally Appropriate Strategies to Increase Regulation Part 1 • Developmentally Appropriate Strategies to Increase Regulation Part 2 • Strategies for Effective Use of Mindfulness for System Involved Youth & Families Verywell Children, 15 Coping Strategies for Kids: Simple skills can help kids embrace their emotions, available at https://www.verywellfamily.com/coping-skills-for-kids-4586871 Coping Skills for Kids, "Creating Coping Skills Champions!" ecourse, available at https://copingskillsforkids.com/ecourse. Related blog post available at https://copingskillsforkids.com/blog/how-to-teach-kids-coping-skills-for-dealing-with-big-feelings

Attachment A

	De-escalation and responding to challenging situations resource round-up, https://oacas.libguides.com/deescalation
13. Crisis Intervention	CIT International's Guide to Best Practices in Mental Health Crisis Response, available at http://www.citinternational.org/bestpracticeguide https://www.cibhs.org/crisis-intervention-training-cit
14. Suicide Prevention	Youth Suicide Prevention resources listed on California Department of Education's website, https://www.cde.ca.gov/ls/cg/mh/suicideprevres.asp National Center for Suicide Prevention, website includes links to trainings and other resources, https://sprc.org/ Trauma Transformed offers many online trainings, including the following. Visit http://traumatransformed.org/calendar/ for the full calendar of upcoming events and registration links: Youth Suicide Assessment & Prevention (BBS Approved Course)
15. Safety Planning	Safety planning may be covered under other categories such as suicide prevention and management of assaultive behaviors. CalSWEC, Safety Organized Practice (SOP) Toolkit, available at https://calswec.berkeley.edu/toolkits/safety-organized-practice
16. Assessment/Triage	ICPM Primer on Assessment, https://cdss.ca.gov/Portals/9/ISU/ICPM/ICPM%20Primer%202%20Assessment%20final.pdf CalSWEC course available to the public, Overview of Assessment Procedures, Description: This module differentiates between safety and risk; includes identifying family strengths, worries, and protective actions; and provides an overview of the Structured Decision-making, policies, and procedures. Available at https://calswec.instructure.com/enroll/6NLMMA9
17. Youth Mental Health First Aid	Can search for in-person courses by location: https://www.mentalhealthfirstaid.org/population-focused-modules/youth/

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18. Management of Assaultive Behaviors/Pro- ACT Training	Professional Assault Crisis Training (Pro-ACT): https://proacttraining.com/
Communication and Engagement	
19. Engagement and Motivation Skills	ICPM Primer on Engagement, https://cdss.ca.gov/Portals/9/ISU/ICPM/ICPM%20Primer%201%20Engagement.pdf The National Child Traumatic Stress Network Learning Center, How to Include Families - Effective Models, available at https://learn.nctsn.org/course/index.php?categoryid=21 Presenters highlight key findings and offer effective and promising engagement strategies that support families healing and strength building in the aftermath of trauma exposure. Annie E. Casey Foundation, A Framework for Effectively Partnering with Young People, available at https://www.aecf.org/resources/a-framework-for-effectively-partnering-with-young-people/
20. Motivational Interviewing	https://motivationalinterviewing.org/motivational-interviewing-training
Additional Special Topics	
21. Safety Issues Working in the Community	Social Workers Change Futures, http://helpingsocialworkstudents.weebly.com/safety-in-the-field.html Supporting the Virtual Workforce: Physical, Emotional and Psychological Safety, https://vimeo.com/411818170 (National Child Welfare Workforce Institute, 2020) Child Welfare Worker Safety in the Time of COVID, https://www.childwelfare.gov/more-tools-resources/mm/webinars/cwwworkersafety/ (Children's Bureau, 2020) Resources on Management of Assaultive Behaviors/Pro-ACT Training and De-escalation and Crisis Intervention may also cover this topic.

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22. Sexual and Reproductive Wellness for Youth in Foster Care	CalSWEC, Online Video-Based Curriculum for Sexual and Reproductive Wellness in Foster Care (SB89), available at https://calswec.berkeley.edu/sexual-and-reproductive-wellness-foster-care-sb-89/online-curriculum
23. Family Dynamics	The National Child Traumatic Stress Network Learning Center has a number of trainings on family systems, available at https://learn.nctsn.org/course/index.php?categoryid=21
24. Reasonable and Prudent Parent Standards	Resources available at https://www.cdss.ca.gov/inforesources/caregiver-advocacy-network/reasonable-and-prudent-parent-standard
25. CSEC	CalSWEC, "Commercial Sexual Exploitation of Children Awareness Training Course," available at https://calswec.instructure.com/courses/169 . Public Course.
26. Sexual Orientation, Gender Identity, and Expression in Child Welfare	National Child Traumatic Stress Network, Webinar entitled, "Engaging Families in Affirming Trauma-Informed Care for LGBTQ Children and Youth." Description: Outlines techniques for engaging families in affirming treatment and care of their LGBTQ youth, including a review of techniques used within the Family Acceptance Project (FAP) with founder Caitlin Ryan. FAP is an initiative that works to prevent health and mental health risks for LGBTQ children and youth while using a research-based, culturally grounded approach to help diverse families support their LGBTQ children. Practitioners will examine ways to engage in cultural humility and understanding when engaging families and youth in trauma treatment. Published in 2019. Available at: https://www.nctsn.org/resources/engaging-families-in-affirming-trauma-informed-care-for-lgbtq-children-and-youth. Additional Webinars and Resources at: https://www.nctsn.org/resources/transforming-trauma-lgbtq-youth The Family Acceptance Project (FAP) provides training and consultation to enable families, providers, religious leaders, agencies and systems of care to use the FAP family support strategies, resources and intervention model – which are based on their extensive research and intervention work – with diverse families, foster families and caregivers to decrease their LGBTQ children's risk and to promote their well-being. Their trainings are tailored to meet family, provider, community and institutional needs, and may include such topics as: • Engaging Families to Prevent Suicide & Homelessness for LGBTQ Youth • Helping Families, Foster Families & Caregivers to Support LGBTQ Children & Youth • Developing & Implementing Family-Based Services for LGBTQ Children & Youth

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	• Engaging Families as Allies to Promote School Safety, Support & Wellness for LGBTQ Students • Helping Clergy & Congregations to Provide Support for LGBTQ Youth & Families They can customize trainings for agencies. For information, contact fap@sfsu.edu Trauma Transformed offers a number of online trainings, including the following. Visit http://traumatransformed.org/calendar/ for the full calendar of upcoming events and registration links: • Terminology, Pronouns, & Best Practices for Supporting LGBTQ Youth in Care • Know Your Rights for Providers Working with LGBTQ Youth in Care • LGBTQ Youth Mental Health, Identity Development, & Advanced Best Practices
27. Native and Indigenous Populations, including Overview of ICWA	ICWA Inquiry and Notice, available at http://www2.courtinfo.ca.gov/protem/courses/ct/icwa/index.htm, Description: a self-paced online course for members of the California court and law enforcement communities with roles in implementing the Indian Child Welfare Act. The people taking this process-oriented course include: Judges; Court personnel; Probation officers; and Social workers. Training and TA resources from the National Indian Child Welfare Association, https://www.nicwa.org/ CalSWEC, ICWA Toolkit, https://calswec.berkeley.edu/indian-child-welfare-act-icwa CalSWEC, Psychotropic Medication in Foster Care. This training is offered for free to the public in hopes that the content will prove useful for other members of the CalSWEC community—foster parents, resource families, public health nurses, Tribal members, juvenile probation officers, and others. Description: This training module contains three sections. The first section is an overview of psychotropic medications, what they are, and why they are used, as well as some information about potential side effects. The second section will cover the basics of trauma-informed care and how it relates to medication in foster care settings. It will also give a brief description of treatment planning and the use of Child and Family Teams. In the
28. Psychotropic Medication in Foster Care	

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	third and final section, we will explore the Juvenile Court process for authorization of psychotropic medication, and the forms used in that process. Available at https://calswec.instructure.com/courses/213
29. Domestic Violence	Key Issues in Child Welfare: Intimate Partner Violence, Public Course available at https://calswec.instructure.com/enroll/D3WX6N This training is offered for free to the public in hopes that the content will prove useful for other members of the CalSWEC community—foster parents, resource families, public health nurses, Tribal members, juvenile probation officers, and others. Trauma Transformed offers many online trainings, including the following. Visit http://traumatransformed.org/calendar/ for the full calendar of upcoming events and registration links: • The Effects of Domestic Violence on Children

Attachment B

FURS Summary Report

Date of Response:**Time call was received:****Time of arrival in-person:****Response Priority**

- ☐ **Urgent** (preferably within one hour, but not to exceed 3 hours in extenuating circumstances)
- ☐ **Non-Urgent** (within 24 hours)
- ☐ **No Mobile Response required** (if selected, provide explanation below and submit)

To be completed after a Mobile Response Team provides an in-person response and to provide the details of that response to the County of Jurisdiction and/or Statewide Hotline. Please note this report should not be attached to a case plan/court report. The purpose of this form is to ensure linkage to ongoing supportive services.

LOCATION**County/Region that sent Mobile Response Team:**

County of Jurisdiction of youth (if different from responding County. If response involves a former foster youth, please state N/A):

Physical Address of Mobile Response *(full address mobile response team was sent to):***Location type of Response** *(home, school, community location, etc.):***PARTICIPANTS:**

	<u>Child/Youth/NMD</u>	<u>Caregiver(s)</u>	<u>Additional Participant(s)</u>
Name:			
Status:	Current Former Date of Birth:	Resource Adoptive Bio-parent Other Relative/NREFM Congregate Care <i>If other, relationship to youth:</i>	<i>Relationship to youth:</i>
Primary Phone #:			
E-mail:			

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Were interpreter services required/provided?:

☐ Yes ☐ No If yes, what language?

Participant(s) who received Mobile Response (list all and indicate relationship to Child/Youth/NMD):

RESPONSE

Mobile Response Team Members (name and role):

Brief Summary of Presenting Issue (High level information, what brought about need/request for support):

Was Situation Stabilized?

☐ Yes ☐ No
If no, why?

Describe de-escalation, stabilization and support services provided:

Strengths and Needs Identified:

(Describe family strengths identified and outstanding service need)

Form completed by

Print name/Title:

Date:

Routing Instructions:

- 1.) Within 24 hours, send via e-mail to the FURS Point of Contact for the county of jurisdiction located on the [Family Urgent Response System Hub](#) under "Resources". For Mendocino County current or former foster youth, send to furs@mendocinocounty.org
- 2.) Copy e-mail to FURSReport@dss.ca.gov.
- 3.) FURS Point of Contact will follow county protocol regarding the routing of the Summary Report to case-carrying social worker/probation officer for youth with open cases.

