

AMENDMENT NO. 1 TO SERVICE AGREEMENT

This Amendment No. 1 to Service Agreement ("Amendment No. 1") is dated June 16, 2026 and is between Pacific Clinics, a Nonprofit California Corporation, ("Contractor"), and the County of Fresno, a political subdivision of the State of California ("County").

Recitals

A. On June 10, 2025, the County and the Contractor entered into Agreement No. 25-232 ("Agreement"), for Vocational and Educational Services.

B. In March 2024, California voters passed Proposition 1, which proposed statewide reform and expansion of California's behavioral health system, effectively replacing the Mental Health Services Act ("MHSA") of 2004 with the Behavioral Health Services Act ("BHSA").

C. The County and Contractor now desire to amend the Agreement to revise the scope of work to align with BHSA requirements, increase the maximum compensation by \$1,409,760 to add Medi-Cal billable services, and update exhibits to include Medi-Cal billing requirements.

The parties therefore agree as follows:

1. All references to Exhibit A shall be deemed references to "Revised Exhibit A". Revised Exhibit A is attached and incorporated by this reference.

2. All references to Exhibit B shall be deemed references to "Revised Exhibit B". Revised Exhibit B is attached and incorporated by this reference.

3. All references to Exhibit C shall be deemed references to "Revised Exhibit C". Revised Exhibit C is attached and incorporated by this reference.

4. When both parties have signed this Amendment No. 1, the Agreement and this Amendment No. 1 together constitute the Agreement.

5. The Contractor represents and warrants to the County that:

a. The Contractor is duly authorized and empowered to sign and perform its obligations under this Amendment.

1 b. The individual signing this Amendment on behalf of the Contractor is duly authorized
2 to do so and his or her signature on this Amendment legally binds the Contractor to
3 the terms of this Amendment.

4 6. The parties agree that this Amendment may be executed by electronic signature as
5 provided in this section.

6 a. An “electronic signature” means any symbol or process intended by an individual
7 signing this Amendment to represent their signature, including but not limited to (1) a
8 digital signature; (2) a faxed version of an original handwritten signature; or (3) an
9 electronically scanned and transmitted (for example by PDF document) version of an
10 original handwritten signature.

11 b. Each electronic signature affixed or attached to this Amendment (1) is deemed
12 equivalent to a valid original handwritten signature of the person signing this
13 Amendment for all purposes, including but not limited to evidentiary proof in any
14 administrative or judicial proceeding, and (2) has the same force and effect as the
15 valid original handwritten signature of that person.

16 c. The provisions of this section satisfy the requirements of Civil Code section 1633.5,
17 subdivision (b), in the Uniform Electronic Transaction Act (Civil Code, Division 3, Part
18 2, Title 2.5, beginning with section 1633.1).

19 d. Each party using a digital signature represents that it has undertaken and satisfied
20 the requirements of Government Code section 16.5, subdivision (a), paragraphs (1)
21 through (5), and agrees that each other party may rely upon that representation.

22 e. This Amendment is not conditioned upon the parties conducting the transactions
23 under it by electronic means and either party may sign this Amendment with an
24 original handwritten signature.

25 7. This Amendment may be signed in counterparts, each of which is an original, and all of
26 which together constitute this Amendment.

1 8. The Agreement as amended by this Amendment No. 1 is ratified and continued. All
2 provisions of the Agreement and not amended by this Amendment No. 1 remain in full force and
3 effect.

4 [SIGNATURE PAGE FOLLOWS]

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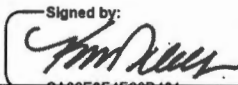
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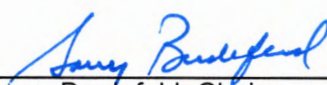
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1 The parties are signing this Amendment No. 1 on the date stated in the introductory
2 clause.

3 PACIFIC CLINICS

COUNTY OF FRESNO

4
5  Signed by:
6 Kim M. Wells, Chief Legal Officer
7 499 Loma Alta Avenue
8 Los Gatos, CA 95030


Garry Bredfeld, Chairman of the Board of
Supervisors of the County of Fresno

9 **Attest:**
Bernice E. Seidel
Clerk of the Board of Supervisors
County of Fresno, State of California

10
11 By: 
Deputy

12 For accounting use only:

13 Org No.: 56304533
14 Account No.: 7295
15 Fund No.: 0001
16 Subclass No.: 10000
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FRESNO COUNTY DEPARTMENT OF BEHAVIORAL HEALTH SCOPE OF WORK

I. PROGRAM NAME

Vocational and Educational Services

II. BACKGROUND

The vocational and educational services program is an initiative of Fresno County Department of Behavioral Work (DBH) to provide vocational and educational services to individuals with serious mental illness and receiving services from DBH or its contracted behavioral health providers. The program aims to facilitate wellness and recovery through supported employment and education utilizing the Individual Placement and Support (IPS) evidence-based model. The program includes vocational and educational services such as employment services, employment services intake, employment preparation, job development and placement, employment retention and job coaching. IPS services can be delivered to an individual as a standalone service or alongside other FSP service models such as Assertive Community Treatment (ACT), Forensic Assertive Community Treatment (FACT), Full Service Partnership Intensive Case Management (FSP ICM), and High Fidelity Wrap (HFW) to offer a comprehensive approach to recovery that addressed both clinical and functional needs. The Evidence Based Practice Coordinated Specialty Care for First Episode Psychosis (CSC FEP) can also be provided alongside of IPS. These FSP EBPs can incorporate flexible employment or education supports for individuals who choose not to pursue full participation in IPS but are interested in some employment or education services. For the purposes of this agreement, Pacific Clinics will provide IPS to the county's FSPs, inclusive of ACT, FACT, and ICM programs.

III. TARGET POPULATION

The target population includes adults of any age and transition age youth (TAY) ages sixteen (16) – twenty-five (25) who are currently receiving services from Fresno County DBH or a DBH-contracted behavioral health provider.

The following conditions must be met for individuals referred to the program:

- Documented serious mental illness

- Legal resident of Fresno County
- Must be at least sixteen (16) years of age (Under seventeen (17) will require a work permit)
- Meet criteria for the California Department of Rehabilitation or Behavioral Health Services Act (BHSA) funds
- Must be receiving services from DBH or DBH-contracted behavioral health provider
 - Persons must be receiving services from an ACT, FACT, or ICM program

IV. DESCRIPTION OF SERVICES

- a. Services Start Date: July 1, 2025
- b. Summary of Services: The program will implement the evidence-based Individual Placement and Support (IPS) program developed through the IPS Employment Center Supported Employment and Educational Services at the Rockville Institute under Westat and sponsored by Substance Abuse and Mental Health Services Administration (SAMHSA). IPS programs are also able to integrate supported education within the team approach. Information about the model can be found at the following website: <https://ipsworks.org/>.
- c. Location of Services: Services will be provided throughout Fresno County. The program office will be located near or have easy access to an employment center or educational center. The initial program will be located at 6051 N. Fresno Street, Suite 201, Fresno, CA. Services will also be provided in the field to meet individuals where they are and provide IPS vocational and education services.
- d. Hours of Operation: Services must be available during regular business hours Monday through Friday from 8:00am - 5:00pm. Service hours should be flexible enough to meet individuals around times when they are working or after work to provide job support and avoid job loss or crisis.
- e. Schedule of Services: IPS programs provide a hands-on approach to finding competitive jobs in the community. To serve individuals with behavioral health needs, the program requires the integration of employment and behavioral health services. All programs must follow the eight (8) practice principles of IPS supported employment:
 - i. Focus on competitive employment
 - ii. Eligibility based on person served choice with zero exclusions
 - iii. Integration of rehabilitation and mental health services
 - iv. Attention to worker preferences

- v. Personalized benefits counseling
- vi. Rapid job search
- vii. Systematic job development
- viii. Time unlimited and individualized support

The program will provide the following Employment Services:

1. Pre-Employment and Employment preparation
 - a. Including vocational assessments and employment planning.
2. Job development and placement
3. Employment retention and employment sustaining services, which include career advancement support
4. Job coaching and ongoing follow-along supports

IPS Service Components (as defined by BH-CONNECT EVIDENCE BASED PRACTICE POLICY GUIDE)	
Pre-Employment Services	Employment Sustaining Services
• Job-related discovery or assessment • Person-centered employment planning • Job development and placement • Job carving • Benefits education and planning	• Career advancement services • Negotiation with employers • Job analysis • Job coaching • Benefits education and planning • Asset development • Follow-along supports

The program will follow the IPS fidelity review manual and complete the IPS implementation plan for guidance on program startup. The program must align with the IPS fidelity scale. Medi-Cal payment for IPS is available when an IPS team has achieved Medi-Cal Fidelity Designation as defined by DHCS, BHSA, Behavioral Health Information Notice (BHIN) 25-009 and any subsequent manuals or BHINs issued by DHCS. Fidelity assessments will be conducted by the Centers of Excellence provider designated by DHCS for IPS on a regular cadence for all IPS teams. Medi-Cal fidelity designation will be granted upon a team meeting a specified

fidelity threshold on a fidelity assessment. Medi-Cal Fidelity Designation will be granted or renewed following each fidelity assessment. Contractor cannot claim for services provided if an IPS program's Medi-Cal designation is not renewed after a fidelity assessment.

The program will also coordinate with the California Department of Rehabilitation, or its contracted program, to leverage services for the benefit of the individual.

Counties and its contractors, including Pacific Clinics, must bill Medi-Cal for all Medi-Cal-covered services. Should county opt-in to cover IPS as a bundled Medi-Cal service in the future, Contractor will provide all services in accordance with DHCS and BHSA rules and provide all necessary information to facilitate billing Medi-Cal as a bundled service. Until that time, Contractor will be required to bill Medi-Cal for unbundled IPS services provided to Medi-Cal eligible persons. These services may include the following specialty mental health services: psychosocial rehabilitation, referral and linkages, and treatment planning. Services may be provided virtually via telehealth.

- f. Average Person Served Length of Stay: There is no standard average length of stay, however, individuals will continue to receive services until they establish job retention and stabilization. The individual will make the determination as to when they no longer need support from the program and can be discharged from services.
- g. Referral Sources and Referral Process: Referrals will be made by DBH or DBH-contracted program treatment team members directly to Pacific Clinics. Upon receipt of the approval, Pacific Clinics staff will contact the individual within 72 hours and provide supported employment or education services to individuals assisting them in identifying, obtaining, and/or retaining employment or educational goals. Pacific Clinics staff will meet regularly with the mental health treatment team to ensure shared decision making and provide updates to coordinate care.
Upon referral, staff will complete the following intake activities:
 - i. Development of a career profile/ individualized plan for employment
 - ii. Review of job choice in relation to an individual's preferences along with the availability of employers and job postings in the local labor market

- iii. Analysis of pertinent collateral information and reports of prior work experiences and performance
 - iv. Inclusion of employment goals within the mental health treatment plan in coordination with the mental health treatment team.
 - v. Development of a job search plan to affirm employment goal consistent with the individualized plan for employment
- h. Care Coordination/Transition Plan: Pacific Clinics will meet regularly with mental health treatment teams to support the individual, provide updates, and ensure shared decision making consistent with the individuals employment or educational goals. Pacific Clinics will work collaboratively with the mental health treatment team when any significant events (such as hiring, termination, crisis, etc.) occur to support the individual in achieving gainful employment.

The IPS team should regularly participate in ACT and ICM team meetings to support care coordination for that member. In addition, there should be regular communication across IPS teams and ACT/ICM teams operating in a county to ensure persons have access to both EBP services delivered with fidelity, while ensuring services are not duplicated across programs. The IPS team may deliver IPS to persons residing in inpatient and residential treatment settings.

Pacific Clinics will coordinate with vocational rehabilitation programs on an ongoing basis and identify pathways to further collaborate and support continuity of care for persons.

While providing pre-employment and employment sustaining services is the primary responsibility of IPS, IPS teams should also be available to support members in connecting to healthcare and other services within the community. Employment specialists should facilitate referrals, warm handoffs, and other linkage activities for members as needed in partnership with the mental health treatment team as needed. In addition to physical health services, available support connections should include, but are not limited to: housing supports, Enhanced Care Management providers, substance use treatment, emergency services, social services, self-help/peer-run services, independent living centers, and other natural supports.

- i. Level of Care/Modality of Services: The program provides all phases of the supported employment and education service in an outpatient setting.
- j. Evidence-Based Practice(s): The program will use the Individualized Placement Support model to deliver services. The program may also use motivational interviewing and other interventions and tools that support the individual to achieve their identified educational goals or consistent with their individualized plan for employment.
- k. Contractor shall:
 - i. Review and follow the handbook for IPS peer specialists for guidance on peer roles
 - ii. Have staff attend the IPS practitioner's skills and supervisor's course
 - iii. Cross train all staff to provide both employment and educational services
 - iv. Base hiring and contracting practices on local data and reflect the needs of the population to be served
 - v. Establish teams capable of delivering culturally appropriate services. Staff will be trained to keep an open mind and maintain non-judgmental interaction with individuals and their families
 - vi. Train staff on best practices for utilizing interpreters to ensure effective communication with non-English speaking persons and assist in the delivery of culturally/linguistically appropriate services
 - vii. Work with mental health providers across DBH and its contracted providers for the coordination of care, services, and supports
 - viii. Be familiar with BHSA regulations, policies, and definitions
 - ix. Understand Fresno County's diverse and unique populations
 - x. Ensure clinically appropriate leadership and supervision of clinical programs:
 - 1. Strategies to ensure staffing of programs with leadership and care providers who possess clinical competencies and sufficient experience to deliver the level of care outlined in the scope of work
 - 2. Obtain releases of information and memorandums of understanding as needed for shared caseloads with behavioral health teams which includes individuals with mental illnesses and co-occurring disorders

3. Establish regular treatment team meetings
 4. Establish shared documentation, integrating employment goals and documents within one record per individual
 5. Engage new individuals and outreach to community organizations
 6. Engage individuals who are in day treatment or other centers who may not be engaged in employment conversations
 - xi. Provide education to the community regarding awareness of IPS services through outreach and employment and recovery outcomes
- I. County shall:
- i. Provide oversight and collaborate to achieve program goals and outcomes.
 - ii. Provide technical assistance towards meeting cultural responsiveness requirements.
 - iii. Evaluate overall program progress and efficiency and be available for consultation.
 - iv. Gather outcome information from the program throughout the term of the agreement.

V. STAFFING

- a. Staffing/Person Served Ratio: A staffing level of 1:20 will remain in effect throughout the term of the agreement to remain compliant with IPS fidelity standards.
- b. Staffing Plan

Any behavioral health practitioner may serve as an employment specialist if they are trained in the IPS model. No additional certification is required to serve as an employment specialist. An employment specialist may also have:

 - i. Experience in employment services, including job development, employment counseling, or vocational rehabilitation;
 - ii. An educational background in social work, psychology, vocational rehabilitation, or a related field;
 - iii. Experience in person-centered service delivery and case management, including experience managing a caseload, coordinating with other service providers, helping clients address barriers to employment, and cultural competency.
 - iv. Direct Clinical Services Staff:
 1. 1.0 FTE IPS Team Leader/Supervisor

2. 3.00 FTE Employment Specialist
 3. 1.00 FTE Educational Support Specialist
 4. 2.00 FTE Employment Peer Specialist
 5. .50 FTE Customer Service Specialist
 6. .50 FTE Program Director
- v. Non-Direct Clinical Services Staff:
1. Corporate Director
 2. Program Director
- c. Staff Training
- Every staff member delivering IPS must complete training in the evidence-based IPS model. IPS training must adhere to the requirements set forth in the most recent “Evidence-Based Practice Training, Technical Assistance, Fidelity Monitoring and Data Collection Policy Manual” published by DHCS.
- i. IPS certification
 - ii. Cultural competency training
 - iii. First aid and CPR
 - iv. Evidence based practices such as: Motivational Interviewing, Seeking Safety, Wellness and Recovery Action Plan

FRESNO COUNTY BEHAVIORAL HEALTH REQUIREMENTS

I. General Requirements

- a. **Guiding Principles.** Contractor shall align programs, services, and practices with the vision, mission, and guiding principles of the DBH, as further described in Exhibit B – Attachment A to this Agreement, titled “Fresno County Department of Behavioral Health Guiding Principles of Care Delivery”.
- b. **Rights of Persons Served.** Contractor shall post signs informing persons served of their right to file a complaint or grievance, appeals, and expedited appeals. In addition, Contractor shall inform every person served of their rights as set forth in Exhibit B – Attachment B to this agreement, titled “Fresno County Behavioral Health Plan Rights of Persons Served”.
- c. **Records.** Contractor shall maintain records in accordance with Exhibit B – Attachment C to this Agreement, titled “Documentation Standards for Persons Served Records”. All records of the person served shall be maintained for a minimum of ten (10) years from the date of the end of this Agreement.
- d. **Licenses/Certificates.** Throughout the term of this Agreement, Contractor and Contractor’s staff shall maintain all necessary licenses, permits, approvals, certificates, waivers and exemptions necessary for the provision of the services hereunder and required by the laws and regulations of the United States of America, State of California, the County of Fresno, and any other applicable governmental agencies. Contractor shall notify County immediately in writing of its inability to obtain or maintain such licenses, permits, approvals, certificates, waivers and exemptions irrespective of the pendency of any appeal related thereto. Additionally, Contractor and Contractor’s staff shall comply with all applicable laws, rules or regulations, as may now exist or be hereafter changed.
- e. **Organizational Provider.** Contractor shall maintain requirements as a Behavioral Health Plan (BHP) organizational provider throughout the term of this Agreement. If for any reason, this status is not maintained, County may terminate this Agreement pursuant to Article 6 of this Agreement.
- f. **Staffing.** Contractor agrees that prior to providing services under the terms and conditions of this Agreement, Contractor shall have staff hired and in place for program services and operations or County may, in addition to other remedies it

may have, suspend referrals or terminate this Agreement, in accordance to Article 6 of this Agreement.

- g. **Training.** Contractor agrees that its employees, volunteers, interns, and student trainees or subcontractors of Contractor, in each case, are expected to perform professional services per an agreement with County. Contractor will comply with the training requirements and expectations referenced in Exhibit B – Attachment D to this Agreement, titled “Fresno County Department of Behavioral Health Contractor Training Requirements Reference Guide”.
- h. **Credentialing and Recredentialing.** Each individual Contractor staff shall not provide any specialty mental health services without an approved credentialing application from County. Contractor and their respective staff must follow the uniform process for credentialing and recredentialing of service providers established by County, including disciplinary actions such as reducing, suspending, or terminating provider’s privileges. Failure to comply with specified requirements can result in suspension or termination of an individual or provider.

Upon request, the Contractor must demonstrate to the County that each of its providers are qualified in accordance with current legal, professional, and technical standards, and that they are appropriately licensed, registered, waived, and/or certified.

Contractor must not employ or subcontract with providers debarred, suspended or otherwise excluded (individually, and collectively referred to as “Excluded”) from participation in Federal Health Care Programs, including Medi-Cal/Medicaid or procurement activities, as set forth in 42 C.F.R. §438.610. See section III below.

Contractor is required to verify and document at a minimum every three years that each network provider that delivers covered services continues to possess valid credentials, including verification of each of the credentialing requirements as per the County’s uniform process for credentialing and recredentialing. If any of the requirements are not up-to-date, updated information should be obtained from network providers to complete the re-credentialing process.

- i. **Criminal Background Check.** Contractor shall ensure that all providers and/or subcontracted providers consent to a criminal background check, including fingerprinting to the extent required under state law and 42 C.F.R. § 455.434(a).

Contractor shall provide evidence of completed consents when requested by the County, DHCS or the US Department of Health & Human Services (US DHHS).

- j. **Clinical Leadership.** Contractor shall send to County upon execution of this Agreement, a detailed plan ensuring clinically appropriate leadership and supervision of their clinical program. Recruitment and retaining clinical leadership with the clinical competencies to oversee services based on the level of care and program design presented herein shall be included in this plan. A description and monitoring of this plan shall be provided.
- k. **Additional Responsibilities.** The parties acknowledge that, during the term of this Agreement, the Contractor will hire, train, and credential staff, and County will perform additional staff credentialing to ensure compliance with State and Federal regulations, if applicable.
- l. **Subcontracts.** Contractor shall obtain written approval from County's Department of Behavioral Health Director, or designee, before subcontracting any of the services delivered under this Agreement. County's Department of Behavioral Health Director, or designee, retains the right to approve or reject any request for subcontracting services. Any transferee, assignee, or subcontractor will be subject to all applicable provisions of this Agreement, and all applicable State and Federal regulations.

Contractor shall be held primarily responsible by County for the performance of any transferee, assignee, or subcontractor unless otherwise expressly agreed to in writing by County's Department of Behavioral Health Director, or designee. The use of subcontractors by Contractor shall not entitle Contractor to any additional compensation that is provided for under this Agreement.

- m. **Reports.** The Contractor shall submit the following reports and data:
 - i. **Outcome Data.** Contractor shall submit to County program performance outcome data, as requested. Outcome data and outcome requirements are listed in Exhibit B – Attachment E to this Agreement, titled "Program Outcomes and Performance Measurements". Outcome data and outcome requirements are subject to change at County's discretion.
 - ii. **Additional Reports.** Contractor shall also furnish to County such statements, records, reports, data, and other information as County may request pertaining to matters covered by this Agreement. In the event that

Contractor fails to provide such reports or other information required hereunder, it shall be deemed sufficient cause for County to withhold monthly payments until there is compliance. In addition, Contractor shall provide written notification and explanation to County within five (5) days of any funds received from another source to conduct the same services covered by this Agreement.

- n. **Timely Access.** It is the expectation of the County that Contractor provide timely access to services that meet the State of California standards for care.

Contractor shall track timeliness of services to persons served and provide a monthly report showing the monitoring or tracking tool that captures this data. County and Contractor shall meet to go over this monitoring tool, as needed but at least on a monthly basis. County shall take corrective action if there is a failure to comply by Contractor with timely access standards.

- o. **Compliance with Behavioral Health Specific Laws.**

- i. Contractor shall provide services in conformance with all applicable State and Federal statutes, regulations and sub regulatory guidance, as from time to time amended, including but not limited to:

1. California Code of Regulations, Title 9;
2. California Code of Regulations, Title 22;
3. California Welfare and Institutions Code, Division 5;
4. United States Code of Federal Regulations (CFR), Title 42, including but not limited to Parts 438 and 455;
5. United States CFR, Title 45;
6. United States Code, Title 42 (The Public Health and Welfare), as applicable;
7. Balanced Budget Act of 1997;
8. Health Insurance Portability and Accountability Act (HIPAA); and
9. Applicable Medi-Cal laws and regulations, including applicable sub-regulatory guidance, such as Behavioral Health Information Notices (BHINs), Mental Health and Substance Use Disorder Services Information Notices (MHSUDS INs), and provisions of County's, state or federal contracts governing services for persons served.

- ii. In the event any law, regulation, or guidance referred to in this section is amended during the term of this Agreement, the parties agree to comply with the amended authority as of the effective date of such amendment without amending this Agreement.
- iii. Contractor recognizes that County operates its behavioral health programs under an agreement with DHCS, and that under said agreement the State imposes certain requirements on County and its subcontractors. Contractor shall adhere to all State requirements, including those identified in Exhibit B – Attachment F to this Agreement, titled “State Behavioral Health Requirements”.
- p. **Meetings.** Contractor shall participate in monthly, or as needed, workgroup meetings consisting of staff from County’s DBH to discuss service requirements, data reporting, training, policies and procedures, overall program operations and any problems or foreseeable problems that may arise. Contractor shall also participate in other County meetings, such as but not limited to quality improvement meetings, provider meetings, audit meetings, Behavioral Health Board meetings, bi-monthly contractor meetings, etc. Schedule for these meetings may change based on the needs of the County.
- q. **Monitoring.** Contractor agrees to extend to County’s staff, County’s DBH and the California Department of Health Care Services (DHCS), or their designees, the right to review and monitor records, programs, or procedures, at any time, in regard to persons served, as well as the overall operation of Contractor’s programs, in order to ensure compliance with the terms and conditions of this Agreement.
- r. **Electronic Health Record.** Contractor shall maintain its records in County’s EHR system in accordance with Exhibit B – Attachment G, “Electronic Health Record Requirements and Service Data”, free of charge as licenses become available. The person served record shall begin with registration and intake, and include person served authorizations, assessments, plans of care, and progress notes, as well as other documents as approved by County. County shall be allowed to review records of all and any services provided. If Contractor determines to maintain its records in the County’s EHR, it shall provide County’s DBH Director, or designee, with a thirty (30) day notice. If at any time Contractor chooses not to maintain its records in the County’s EHR, it shall provide County’s DBH Director,

or designee, with thirty (30) days advance written notice and Contractor will be responsible for obtaining its own system, at its own cost, for electronic health records management.

Disclaimer

County makes no warranty or representation that information entered into the County's DBH EHR system by Contractor will be accurate, adequate, or satisfactory for Contractor's own purposes or that any information in Contractor's possession or control, or transmitted or received by Contractor, is or will be secure from unauthorized access, viewing, use, disclosure, or breach. Contractor is solely responsible for person served information entered by Contractor into the County's DBH EHR system. Contractor agrees that all Private Health Information (PHI) maintained by Contractor in County's DBH EHR system will be maintained in conformance with all HIPAA laws, as stated in section VIII, "Federal and State Laws."

s. Generative Artificial Intelligence Technology Use & Reporting

- i. During the term of this Agreement, Contractor must notify the County in writing if their services or any work under this Agreement includes, or makes available, any Generative Artificial Intelligence (GenAI) technology, including GenAI from third parties or subcontractors.

1. Contractor's notification must include:

- a. The name and description of the GenAI tool used.
 - b. The purpose and manner in which the GenAI tool is used in performing services under this Agreement.
 - c. The safeguards and controls in place to ensure data security, confidentiality and compliance with applicable laws and regulations.

- ii. Contractor must also notify the County of any new or previously undisclosed GenAI technology introduced before and during the term of this Agreement. At the direction of the County, Contractor shall discontinue the use of any GenAI technology used in the service or any work under this agreement that materially impacts functionality, risk, or contract performance until such use has been reviewed by the County

t. Confidentiality.

- i. The County and the Contractor may have access to information that the other considers to be a trade secret as defined in California Government Code section 7924.510(f).
- ii. Each party shall use the other's Information only to perform its obligations under, and for the purposes of, the Agreement. Neither party shall use the Information of the other Party for the benefit of a third party. Each Party shall maintain the confidentiality of all Information in the same manner in which it protects its own information of like kind, but in no event shall either Party take less than reasonable precautions to prevent the unauthorized disclosure or use of the Information.
- iii. The Contractor shall not disclose the County's data except to any third parties as necessary to operate the Contractor Products and Services (provided that the Contractor hereby grants to the County, at no additional cost, a non-perpetual, noncancelable, worldwide, nonexclusive license to utilize any data, on an anonymous or aggregate basis only, that arises from the use of the Contractor Products and Services by the Contractor, whether disclosed on, subsequent to, or prior to the Effective Date, to improve the functionality of the Contractor Products and Services and any other legitimate business purpose, subject to all legal restrictions regarding the use and disclosure of such information).
- iv. Upon termination of the Agreement, or upon a Party's request, each Party shall return to the other all Information of the other in its possession. All provisions of the Agreement relating to confidentiality, ownership, and limitations of liability shall survive the termination of the Agreement.
- v. All services performed by the Contractor shall be in strict conformance with all applicable Federal, State of California, and/or local laws and regulations relating to confidentiality, including but not limited to, California Civil Code, California Welfare and Institutions Code, California Health and Safety Code, California Code of Regulations, and the Code of Federal Regulations.
- u. **Physical Accessibility.** In accordance with the accessibility requirements of section 508 of the Rehabilitation Act and the Americans with Disabilities Act of 1973, Contractor must provide physical access, reasonable accommodations,

and accessible equipment for Medi-Cal beneficiaries with physical or mental disabilities.

v. **Publicity Prohibition.**

- i. **Self-Promotion.** None of the funds, materials, property, or services provided directly or indirectly under this Agreement shall be used for Contractor's advertising, fundraising, or publicity (i.e., purchasing of tickets/tables, silent auction donations, etc.) for the purpose of self-promotion.
- ii. **Public Awareness.** Notwithstanding the above, publicity of the services described in Exhibit A of this Agreement shall be allowed as necessary to raise public awareness about the availability of such specific services when approved in advance by County's DBH Director or designee. Communication products must follow DBH branding standards, including typefaces and colors, to communicate our authority and project a unified brand. This includes all media types, platforms, and all materials on and offline that are created as part of DBH's efforts to provide information to the public.

w. **Child Abuse Reporting Act.**

- i. Contractor shall establish a procedure acceptable to the County's DBH Director, or designee, to ensure that all of the Contractor's employees, consultants, subcontractors or agents described in the Child Abuse Reporting Act, section 1116 et seq. of the Penal Code, and performing services under this Agreement shall report all known or suspected child abuse or neglect to a child protective agency as defined in Penal Code section 11165.9. This procedure shall include:
 1. A requirement that all Contractor's employees, consultants, subcontractors or agents performing services shall sign a statement that they know of and will comply with the reporting requirements as defined in Penal Code section 11166(a).
 2. Establishing procedures to ensure reporting even when employees, consultants, subcontractors, or agents who are not required to report child abuse under Penal Code section 11166(a), gain knowledge of or reasonably suspect that a child has been a victim of abuse or neglect.

II. Informing Materials for Persons Served

- a. **Basic Information Requirements.** Contractor shall provide information in a manner and format that is easily understood and readily accessible to the persons served (42 C.F.R. § 438.10(c)(1)). Contractor shall provide all written materials for persons served in easily understood language, format, and alternative formats that take into consideration the special needs of individuals in compliance with 42 C.F.R. § 438.10(d)(6). Contractor shall inform the persons served that information is available in alternate formats and how to access those formats in compliance with 42 C.F.R. § 438.10.

Contractor shall provide the required information in this section to each individual receiving Specialty Mental Health Services (SMHS) under this Agreement and upon request (1915(b) Medi-Cal Specialty Mental Health Services Waiver, § (2), subd. (d), at p. 26., attachments 3, 4; Cal. Code Regs., tit. 9, §1810.360(e)).

Contractor shall utilize the County's website that provides the content required in this section and 42 C.F.R. § 438.10 and complies with all requirements regarding the same set forth in 42 C.F.R. § 438.10.

Contractor shall use the DHCS/County-developed beneficiary handbook and persons served notices (42 C.F.R. §§ 438.10(c)(4)(ii), 438.62(b)(3)).

- b. **Electronic Submission.** Persons served information required in this section may only be provided electronically by the Contractor if all the following conditions are met:
- i. The format is readily accessible;
 - ii. The information is placed in a location on the Contractor's website that is prominent and readily accessible;
 - iii. The information is provided in an electronic form which can be electronically retained and printed;
 - iv. The information is consistent with the content and language requirements of this Agreement;
 - v. The individual is informed that the information is available in paper form without charge upon request and the Contractor shall provide it upon request within five (5) business days (42 C.F.R. § 438.10(c)(6)).

- c. **Language and Format.** Contractor shall provide all written materials, including taglines, for persons served or potential persons served in a font size no smaller than twelve (12) point (42 C.F.R. 438.10(d)(6)(ii)). Contractor shall ensure its written materials that are critical to obtaining services are available in alternative formats, upon request of the person served or potential person served at no cost.

Contractor shall make its written materials that are critical to obtaining services, including, at a minimum, provider directories, beneficiary handbook, appeal and grievance notices, denial and termination notices, and the Contractor's mental health education materials, available in the prevalent non-English languages in the County (42 C.F.R. § 438.10(d)(3)).

Contractor notify persons served, prospective persons served, and members of the public that written translation is available in prevalent languages free of cost and how to access those materials (42 C.F.R. § 438.10(d)(5)(i), (iii); Welfare & Inst. Code § 14727(a)(1); Cal. Code Regs. tit. 9 § 1810.410, subd. (e), para. (4)). Contractor shall make auxiliary aids and services available upon request and free of charge to each person served (42 C.F.R. § 438.10(d)(3)-(4)).

Contractor shall make oral interpretation and auxiliary aids, such as Teletypewriter Telephone/Text Telephone (TTY/TDY) and American Sign Language (ASL), available and free of charge for any language in compliance with 42 C.F.R. § 438.10(d)(2), (4)-(5).

- d. **Beneficiary Informing Materials.** Each person served must receive and have access to the beneficiary informing materials upon request by the individual and when first receiving SMHS from Contractor. Beneficiary informing materials include but are not limited to:

- i. Consumer Handbook
- ii. Provider Directory
- iii. Grievance form
- iv. Appeal/Expedited Appeal form
- v. Advance Directives brochure
- vi. Change of Provider form
- vii. Suggestions brochure
- viii. Notice of Privacy Practices
- ix. Notice of Adverse Benefit Determination (NOABDs – Including Denial and Termination notices)

- x. Early & Periodic Screening, Diagnostic and Treatment (EPSDT) poster (if serving individuals under the age of 21)
- xi. Contractor shall ensure beneficiary informing materials are displayed in the threshold languages of Fresno County at all service sites, including but not limited to the following:
 - 1. Consumer Handbook
 - 2. Provider Directory
 - 3. Grievance form
 - 4. Appeal/Expedited Appeal form
 - 5. Advance Directives brochure
 - 6. Change of Provider form
 - 7. Suggestions brochure

All beneficiary informing written materials will use easily understood language and format (i.e. material written and formatted at a 6th grade reading level), and will use a font size no smaller than twelve (12) point. All beneficiary informing written materials shall inform beneficiaries of the availability of information in alternative formats and how to make a request for an alternative format. Inventory and maintenance of all beneficiary informing materials will be maintained by the County's DBH Plan Administration Division. Contractor will ensure that its written materials include taglines or that an additional taglines document is available.

- e. **Beneficiary Handbook.** Contractor shall provide each person served with a beneficiary handbook at the time the individual first accesses services and thereafter upon request. The beneficiary handbook shall be provided to beneficiaries within fourteen (14) business days after receiving notice of enrollment. Contractor shall give each individual notice of any significant change to the information contained in the beneficiary handbook at least thirty (30) days before the intended effective date of change as per BHIN 22-060.
- f. **Accessibility.** Required informing materials must be electronically available on Contractor's website and must be physically available at the Contractor's facility lobby for individuals' access.

Informing materials must be made available upon request, at no cost, in alternate formats (i.e., Braille or audio) and auxiliary aids (i.e., California Relay Service (CRS) 711 and American Sign Language) and must be provided to

persons served within five (5) business days. Large print materials shall be in a minimum of eighteen (18) point font size.

Informing materials will be considered provided to the individual if Contractor does one or more of the following:

- i. Mails a printed copy of the information to the mailing address of the person served before the individual receives their first specialty mental health service;
 - ii. Mails a printed copy of the information upon the individual's request to their mailing address;
 - iii. Provides the information by email after obtaining the agreement of the person served to receive the information by email;
 - iv. Posts the information on the Contractor's website and advises the person served in paper or electronic form that the information is available on the internet and includes applicable internet addresses, provided that individuals with disabilities who cannot access this information online are provided auxiliary aids and services upon request and at no cost; or,
 - v. Provides the information by any other method that can reasonably be expected to result in the person served receiving that information. If Contractor provides informing materials in person, when the individual first receives specialty mental health services, the date and method of delivery shall be documented in the file of the person served.
- g. **Provider Directory.** Contractor must follow the County's provider directory policy, in compliance with MHSUDS IN 18-020.

Contractor must make available to persons served, in paper form upon request and electronic form, specified information about the County provider network as per 42 C.F.R. §438.10(h). The most current provider directory is electronically available on the County website and is updated by the County no later than thirty (30) calendar days after information is received to update provider information. A paper provider directory must be updated at least monthly as set forth in 42 C.F.R. § 438.10(h)(3)(i).

Any changes to information published in the provider directory must be reported to the County within two (2) weeks of the change.

Contractor will only need to report changes/updates to the provider directory for licensed, waived, or registered mental health providers.

III. **Assurances**

Certification of Non-exclusion or Suspension from Participation in a Federal Health Care Program.

- a. In entering into this Agreement, Contractor certifies that it is not excluded from participation in Federal Health Care Programs under either Section 1128 or 1128A of the Social Security Act. Failure to so certify will render all provisions of this Agreement null and void and may result in the immediate termination of this Agreement.
- b. In entering into this Agreement, Contractor certifies, that the Contractor does not employ or subcontract with providers or have other relationships with providers excluded from participation in Federal Health Care Programs, including Medi-Cal/Medicaid or procurement activities, as set forth in 42 C.F.R. §438.610. Contractor shall conduct initial and monthly exclusion and suspension searches of the following databases and provide evidence of these completed searches when requested by County, DHCS or the US Department of Health and Human Services (DHHS):
 - i. www.oig.hhs.gov/exclusions - Office of Inspector General's List of Excluded Individuals/Entities (LEIE) Federal Exclusions
 - ii. www.sam.gov/content/exclusions - General Service Administration (GSA) Exclusions Extract
 - iii. www.Medi-Cal.ca.gov - Suspended & Ineligible Provider List
 - iv. <https://nppes.cms.hhs.gov/#/> - National Plan and Provider Enumeration System (NPPES)
 - v. Any other database required by DHCS or US DHHS.
- c. In entering into this Agreement, Contractor certifies, that Contractor does not employ staff or individual contractors/vendors that are on the Social Security Administration's Death Master File. Contractor shall check the database prior to employing staff or individual contractors/vendors and provide evidence of these completed searches when requested by the County, DHCS or the US DHHS.

- d. Contractor is required to notify County immediately if Contractor becomes aware of any information that may indicate their (including employees/staff and individual contractors/vendors) potential placement on an exclusions list.
- e. Contractor shall screen and periodically revalidate all network providers in accordance with the requirements of 42 C.F.R., Part 455, Subparts B and E.
- f. Contractor must confirm the identity and determine the exclusion status of all its providers, as well as any person with an ownership or control interest, or who is an agent or managing employee of the contracted agency through routine checks of federal and state databases. This includes the Social Security Administration's Death Master File, NPPEs, the Office of Inspector General's LEIE, the Medi-Cal Suspended and Ineligible Provider List (S&I List) as consistent with the requirements of 42 C.F.R. § 455.436.
- g. If Contractor finds a provider that is excluded, it must promptly notify the County as per 42 C.F.R. § 438.608(a)(2), (4). The Contractor shall not certify or pay any excluded provider with Medi-Cal funds, must treat any payments made to an excluded provider as an overpayment, and any such inappropriate payments may be subject to recovery.

IV. Inspection and Audit Requirements

- a. **Internal Auditing.** Contractor shall institute and conduct a Quality Assurance Process for all services provided hereunder.

Contractor shall provide County with notification and a summary of any internal audit exceptions and the specific corrective actions taken to sufficiently reduce the errors that are discovered through Contractor's internal audit process. Contractor shall provide this notification and summary to County as requested by the County.

- b. **Access to Records.** Contractor shall provide County with access to all documentation of services provided under this Agreement for County's use in administering this Agreement. Contractor shall allow County, the Centers for Medicare and Medicaid Services (CMS), the Office of the Inspector General, the Controller General of the United States, and any other authorized Federal and State agencies to evaluate performance under this Agreement, and to inspect, evaluate, and audit any and all records, documents, and the premises, equipment and facilities maintained by the Contractor pertaining to such services at any time and as otherwise required under this Agreement.

V. **Right to Monitor**

- a. **Right to Monitor.** County or any subdivision or appointee thereof, and the State of California or any subdivision or appointee thereof, including the Auditor General, shall have absolute right to review and audit all records, books, papers, documents, corporate minutes, financial records, staff information, records of persons served, other pertinent items as requested, and shall have absolute right to monitor the performance of Contractor in the delivery of services provided under this Agreement. Full cooperation shall be given by the Contractor in any auditing or monitoring conducted, according to this Agreement.
- b. **Accessibility.** Contractor shall make all of its premises, physical facilities, equipment, books, records, documents, agreements, computers, or other electronic systems pertaining to Medi-Cal enrollees, Medi-Cal-related activities, services, and activities furnished under the terms of this Agreement, or determinations of amounts payable available at any time for inspection, examination, or copying by County, the State of California or any subdivision or appointee thereof, CMS, U.S. Department of Health and Human Services (HHS) Office of Inspector General, the United States Controller General or their designees, and other authorized federal and state agencies. This audit right will exist for at least ten (10) years from the final date of the Agreement period or in the event the Contractor has been notified that an audit or investigation of this Agreement has commenced, until such time as the matter under audit or investigation has been resolved, including the exhaustion of all legal remedies, whichever is later (42 CFR §438.230(c)(3)(I)-(ii)).

The County, DHCS, CMS, or the HHS Office of Inspector General may inspect, evaluate, and audit the Contractor at any time if there is a reasonable possibility of fraud or similar risk. The Department's inspection shall occur at the Contractor's place of business, premises, or physical facilities (42 CFR §438.230(c)(3)(iv))

- c. **Cooperation.** Contractor shall cooperate with County in the implementation, monitoring and evaluation of this Agreement and comply with any and all reporting requirements established by County. Should County identify an issue or receive notification of a complaint or potential/actual/suspected violation of requirements, County may audit, monitor, and/or request information from

Contractor to ensure compliance with laws, regulations, and requirements, as applicable.

- d. **Probationary Status.** County reserves the right to place Contractor on probationary status should Contractor fail to meet performance requirements; including, but not limited to violations such as failure to report incidents and changes as contractually required, failure to correct issues, inappropriate invoicing, untimely and inaccurate data entry, not meeting performance outcomes expectations, and violations issued directly from the State. Additionally, Contractor may be subject to Probationary Status or termination if agreement monitoring and auditing corrective actions are not resolved within specified timeframes.
- e. **Record Retention.** Contractor shall retain all records and documents originated or prepared pursuant to Contractor's performance under this Agreement, including grievance and appeal records, and the data, information and documentation specified in 42 CFR parts 438.604, 438.606, 438.608, and 438.610 for a period of no less than ten (10) years from the term end date of this Agreement or until such time as the matter under audit or investigation has been resolved. Records and documents include but are not limited to all physical and electronic records and documents originated or prepared pursuant to Contractor's or subcontractor's performance under this Agreement including working papers, reports, financial records and documents of account, records of persons served, prescription files, subcontracts, and any other documentation pertaining to covered services and other related services for persons served.
- f. **Facilities and Assistance.** Contractor shall provide all reasonable facilities and assistance for the safety and convenience of the County's representatives in the performance of their duties. All inspections and evaluations shall be performed in such a manner that will not unduly delay the work of Contractor.
- g. **County Discretion to Revoke.** County has the discretion to revoke full or partial provisions of the Agreement, delegated activities or obligations, or application of other remedies permitted by state or federal law when the County or DHCS determines Contractor has not performed satisfactorily.
- h. **Site Inspection.** Without limiting any other provision related to inspections or audits otherwise set forth in this Agreement, Contractor shall permit authorized County, state, and/or federal agency(ies), through any authorized representative,

the right to inspect or otherwise evaluate the work performed or being performed hereunder including subcontract support activities and the premises which it is being performed. Contractor shall provide all reasonable assistance for the safety and convenience of the authorized representative in the performance of their duties. All inspections and evaluations shall be made in a manner that will not unduly delay the work of the Contractor.

VI. **Complaint Logs and Grievances**

- a. **Documentation.** Contractor shall log complaints and the disposition of all complaints from a person served or their family. Contractor shall provide a copy of the detailed complaint log entries concerning County-sponsored persons served to County at monthly intervals by the tenth (10th) day of the following month, in a format that is mutually agreed upon. Contractor shall allow persons served or their representative to file a grievance either orally, or in writing at any time with the Behavioral Health Plan. In the event Contractor is notified by a person served or their representative of a discrimination grievance, Contractor shall report discrimination grievances to the County within twenty-four (24) hours. The Contractor shall not require a person served or their representative to file a Discrimination Grievance with the County before filing the complaint directly with the DHCS Office of Civil Rights and the U.S. Health and Human Services Office for Civil Rights.
- b. **Rights of Persons Served.** Contractor shall comply with applicable laws and regulations relating to patients' rights, including but not limited to Wel. & Inst. Code 5325, Cal. Code Regs., tit. 9, sections 862 through 868, and 42 CFR § 438.100. The Contractor shall ensure that its subcontractors comply with all applicable patients' rights laws and regulations.
- c. **Incident Reporting.** Contractor shall file an incident report for all incidents involving persons served, following County DBH's Incident Reporting protocol.

VII. **Compliance Requirements**

- a. **Internal Monitoring and Auditing**
 - i. Contractor shall be responsible for conducting internal monitoring and auditing of its agency. Internal monitoring and auditing include, but are not limited to billing practices, licensure/certification verification and adherence to County, State and Federal regulations.

1. Contractor shall not submit false, fraudulent, inaccurate or fictitious claims for payment or reimbursement of any kind.
 2. Contractor shall bill only for those eligible services actually rendered which are also fully documented.
 3. Contractor shall ensure all employees/service providers maintain current licensure/certification/registration/waiver status as required by the respective licensing/certification Board, applicable governing State agency(ies) and Title 9 of the California Code of Regulations.
- ii. Should Contractor identify improper procedures, actions or circumstances, including fraud/waste/abuse and/or systemic issue(s), Contractor shall take prompt steps to correct said problem(s). Contractor shall report to DBH any overpayments discovered as a result of such problems no later than five (5) business days from the date of discovery, with the appropriate documentation, and a thorough explanation of the reason for the overpayment. Prompt mitigation, corrective action and reporting shall be in accordance with the DBH Overpayment Policy and PPG Prevention, Detection, Correction of Fraud, Waste and Abuse which will be provided to Contractor at its request.

b. Compliance Program

- i. The County DBH has established a Compliance Office for purposes of ensuring adherence to all standards, rules and regulations related to the provision of services and expenditure of funds in Federal and State health care programs. Contractor shall either adopt DBH's Compliance Plan/Program or establish its own Compliance Plan/Program and provide documentation to County DBH to evaluate whether the Program is consistent with the elements of a Compliance Program as recommended by the United States Department of Health and Human Services, Office of Inspector General.
- ii. Contractor's Compliance Program must include the following elements:
 1. Designation of a compliance officer who reports directly to the Chief Executive Officer and the Contractor's Board of Directors and compliance committee comprised of senior management who are charged with overseeing the Contractor's compliance program and

compliance with the requirements of this account. The committee shall be accountable to the Contractor's Board of Directors.

iii. Policies and Procedures

1. Contractor shall have written policies and procedures that articulate the Contractor's commitment to comply with all applicable Federal and State standards. Contractor shall adhere to applicable County DBH Policies and Procedures relating to the Compliance Program or develop its own compliance-related policies and procedures.

- iv. Contractor shall establish and implement procedures and a system with dedicated staff for routine internal monitoring and auditing of compliance risks, prompt response to compliance issues as they arise, investigation of potential compliance problems as identified in the course of self-evaluation and audits, correction of such problems promptly and thoroughly (or coordination of suspected criminal acts with law enforcement agencies) to reduce the potential for recurrence, and ongoing compliance with the requirements under this Agreement.
- v. Contractor shall implement and maintain written policies for all County DBH-funded employees, and of any contractor or agent, that provide detailed information about the False Claims Act and other Federal and State laws, including information about rights of employees to be protected as whistleblowers.
- vi. Contractor shall maintain documentation, verification or acknowledgement that the Contractor's employees, subcontractors, interns, volunteers, and members of Board of Directors are aware of these Policies and Procedures and the Contractor's Compliance Program.
- vii. Contractor shall have a Compliance Plan demonstrating the seven (7) elements of a Compliance Plan. Contractor has the option to develop its own or adopt County DBH's Compliance Plan. Should Contractor develop its own Plan, Contractor shall submit the Plan prior to implementation for review and approval to:

Fresno County DBH Compliance Office
1925 E. Dakota Ave. Ste A

Fresno, California 93726

Or send via email to: DBHCompliance@fresnocountyca.gov

c. Program Integrity Requirements

- i. As a condition for receiving payment under a Medi-Cal managed care program, Contractor shall comply with the provisions of Title 42 CFR Sections 438.604, 438.606, 438.608 and 438.610. Contractor must have administrative and management processes or procedures, including a mandatory compliance plan, that are designed to detect and prevent fraud, waste or abuse.
- ii. If Contractor identifies an issue or receives notification of a complaint concerning an incident of possible fraud, waste, or abuse, Contractor shall immediately notify County DBH; conduct an internal investigation to determine the validity of the issue/complaint; and develop and implement corrective action if needed.
- iii. If Contractor's internal investigation concludes that fraud or abuse has occurred or is suspected, the issue if egregious, or beyond the scope of the Contractor's ability to pursue, the Contractor shall immediately report to the County DBH Compliance Office for investigation, review and/or disposition.
- iv. Contractor shall fully cooperate with all audits, reviews, or investigations conducted by the DBH Compliance Office. Never conceal, falsify, or alter records, provide false information, or otherwise obstruct any audit or investigation.
- v. Contractor shall immediately report to DBH any overpayments identified or recovered, specifying the overpayments due to potential fraud.
- vi. Contractor shall immediately report any information about changes in the circumstances of the person served that may affect the person's eligibility, including changes in the residence of the person served or the death of the individual.
- vii. Contractor shall immediately report any information about a change in Contractor's or Contractor's staff circumstances that may affect eligibility to participate in the behavioral health program.

- viii. Contractor understands DBH, CMS, or the HHS Inspector General may inspect, evaluate, and audit the Contractor at any time if there is a reasonable possibility of fraud or similar risk.

d. Code of Conduct

- i. Contractor shall take precautions to ensure that claims are prepared and submitted accurately, timely and are consistent with all applicable laws, regulations, rules or guidelines.
- ii. Contractor shall ensure that no false, fraudulent, inaccurate or fictitious claims for payment or reimbursement of any kind are submitted.
- iii. Contractor shall bill only for eligible services actually rendered and fully documented.
- iv. Contractor shall act promptly to investigate and correct problems if errors in claims or billing are discovered.
- v. Contractor shall comply with County's Code of Conduct and Ethics and the County's Compliance Program in accordance with Exhibit B – Attachment H to this Agreement, titled "Fresno County Behavioral Health Plan Compliance Program Code of Conduct".

- e. **Network Adequacy.** Contractor shall ensure that all services covered under this Agreement are available and accessible to persons served in a timely manner and in accordance with the network adequacy standards required by regulation. (42 C.F.R. §438.206(a), (c)).

Contractor shall submit, when requested by County and in a manner and format determined by the County, network adequacy certification information to the County, utilizing a provided template or other designated format.

Contractor shall submit updated network adequacy information to the County any time there has been a significant change that would affect the adequacy and capacity of services.

To the extent possible and appropriately consistent with CCR, Title 9, §1830.225 and 42 C.F.R. §438.3 (l), the Contractor shall provide a person served the ability to choose the person providing services to them.

VIII. Federal and State Laws.

- a. **Health Insurance Portability and Accountability Act.** County and Contractor each consider and represent themselves as covered entities as defined by the U.S. Health Insurance Portability and Accountability Act of 1996, Public Law 104-191(HIPAA) and

agree to use and disclose Protected Health Information (PHI) as required by law.

County and Contractor acknowledge that the exchange of PHI between them is only for treatment, payment, and health care operations.

County and Contractor intend to protect the privacy and provide for the security of PHI pursuant to this Agreement in compliance with HIPAA, the Health Information Technology for Economic and Clinical Health Act, Public Law 111-005 (HITECH), and regulations promulgated thereunder by the U.S. Department of Health and Human Services (HIPAA Regulations) and other applicable laws.

As part of the HIPAA Regulations, the Privacy Rule and the Security Rule require Contractor to enter into an agreement containing specific requirements prior to the disclosure of PHI, as set forth in, but not limited to, Title 45, Sections 164.314(a), 164.502(e) and 164.504(e) of the Code of Federal Regulations.

- b. Contractor and County mutually agree to maintain the confidentiality of records and information of persons served in compliance with all applicable State and Federal statutes and regulations, including, but not limited to, HIPAA, California Confidentiality of Medical Information Act (CMIA), and California Welfare and Institutions Code section 5328. The Parties shall inform all of their employees and agents who perform services under this Agreement of the confidentiality provisions of all applicable statutes.
- c. The County is a "Covered Entity," and the Contractor is a "Business Associate," as these terms are defined by 45 CFR 160.103. As a Business Associate, Contractor agrees to comply with the terms of Exhibit B – Attachment I to this Agreement, titled "Health Insurance Portability and Accountability Act (HIPAA) Business Associate Agreement".

IX. Quality Management Requirements.

a. Reporting.

- i. Outcomes Reports. Contractor shall complete Outcomes Reports in the format set by County. Outcomes reports shall be submitted to County's DBH for review within thirty (30) days of the end of each quarter.

- b. **Quality Improvement Activities and Participation.** Contractor shall comply with the County's ongoing comprehensive Quality Assessment and Performance Improvement (QAPI) Program (42 CFR. § 438.330(a)) and work with the County to improve established outcomes by following structural and operational processes and activities that are consistent with current practice standards.

Contractor shall participate in quality improvement (QI) activities, including clinical and non-clinical performance improvement projects (PIPs), as requested by the County in relation to State and Federal requirements and responsibilities, to improve health outcomes and individuals' satisfaction with services over time. Other QI activities include quality assurance, collection and submission of performance measures specified by the County, mechanisms to detect both underutilization and overutilization of services, individual and system outcomes, utilization management, utilization review, provider appeals, provider credentialing and recredentialing, and person served grievances. Contractor shall measure, monitor, and annually report to the County on its performance.

X. Cultural and Linguistic Competency

- a. **General.** All services, policies and procedures shall be culturally and linguistically appropriate. Contractor shall participate in the implementation of the most recent Cultural Competency Plan for the County and shall adhere to all Culturally and Linguistically Appropriate Service (CLAS) standards and requirements as set forth in Exhibit B – Attachment J to this Agreement, titled “National Standards for Culturally and Linguistically Appropriate Services”. Contractor shall participate in the County's efforts to promote the delivery of services in a culturally responsive and equitable manner to all individuals, including those with limited English proficiency and diverse cultural and ethnic backgrounds, disabilities, and regardless of gender, sexual orientation, or gender identity including active participation in the County's Diversity, Equity and Inclusion Committee.
- b. **Policies and Procedures.** Contractor shall comply with requirements of policies and procedures for ensuring access and appropriate use of trained interpreters and material translation services for all limited and/or no English proficient persons served, including, but not limited to, assessing the cultural and linguistic needs of the person served, training of staff on the policies and procedures, and monitoring its language assistance program. Contractor's policies and procedures shall ensure compliance of any subcontracted providers with these requirements.
- c. **Interpreter Services.** Contractor shall notify its persons served that oral interpretation is available for any language and written translation is available in prevalent languages and that auxiliary aids and services are available upon request, at no cost and in a timely manner for limited and/or no English proficient

persons served and/or persons served with disabilities. Contractor shall avoid relying on an adult or minor child accompanying the person served to interpret or facilitate communication; however, if the person refuses language assistance services, the Contractor must document the offer, refusal, and justification in the file of the person served.

- d. **Interpreter Qualifications.** Contractor shall ensure that employees, agents, subcontractors, and/or partners who interpret or translate for a person served or who directly communicate with a person in a language other than English (1) have completed annual training provided by County at no cost to Contractor; (2) have demonstrated proficiency in the language of the person served; (3) can effectively communicate any specialized terms and concepts specific to Contractor's services; and (4) adheres to generally accepted interpreter ethic principles. As requested by County, Contractor shall identify all who interpret for or provide direct communication to any program person served in a language other than English and identify when the Contractor last monitored the interpreter for language competence.
- e. **CLAS Standards.** Contractor shall submit to County for approval, within ninety (90) days from date of contract execution, Contractor's plan to address all fifteen (15) National Standards for Culturally and Linguistically Appropriate Service (CLAS), as published by the Office of Minority Health and as set forth in Exhibit B – Attachment J, "National Standards for Culturally and Linguistically Appropriate Services". As the CLAS standards are updated, Contractor's plan must be updated accordingly. As requested by County, Contractor shall be responsible for conducting an annual CLAS self-assessment and providing the results of the self-assessment to the County. The annual CLAS self-assessment instruments shall be reviewed by the County and revised as necessary to meet the approval of the County.
- f. **Training Requirements.** Cultural responsiveness training for Contractor staff should be substantively integrated into health professions education and training at all levels, both academically and functionally, including core curriculum, professional licensure, and continuing professional development programs. As requested by County, Contractor shall report on the completion of cultural responsiveness trainings to ensure direct service providers are completing annual cultural responsiveness training.

- g. **Continuing Cultural Responsiveness.** Contractor shall create and sustain a forum that includes staff at all agency levels to discuss cultural responsiveness. Contractor shall designate a representative from Contractor's team to attend County's Diversity, Equity and Inclusion Committee.

Fresno County Department of Behavioral Health

Guiding Principles of Care Delivery

DBH VISION:

Health and well-being for our community.

DBH MISSION:

DBH, in partnership with our diverse community, is dedicated to providing quality, culturally responsive, behavioral health services to promote wellness, recovery, and resiliency for individuals and families in our community.

DBH GOALS:

Quadruple Aim

- Deliver quality care
- Maximize resources while focusing on efficiency
- Provide an excellent care experience
- Promote workforce well-being

GUIDING PRINCIPLES OF CARE DELIVERY:

The DBH 11 principles of care delivery define and guide a system that strives for excellence in the provision of behavioral health services where the values of wellness, resiliency, and recovery are central to the development of programs, services, and workforce. The principles provide the clinical framework that influences decision-making on all aspects of care delivery including program design and implementation, service delivery, training of the workforce, allocation of resources, and measurement of outcomes.

1. Principle One - Timely Access & Integrated Services

- Individuals and families are connected with services in a manner that is streamlined, effective, and seamless
- Collaborative care coordination occurs across agencies, plans for care are integrated, and whole person care considers all life domains such as health, education, employment, housing, and spirituality
- Barriers to access and treatment are identified and addressed
- Excellent customer service ensures individuals and families are transitioned from one point of care to another without disruption of care

Fresno County Department of Behavioral Health

Guiding Principles of Care Delivery

2. Principle Two - Strengths-based

- Positive change occurs within the context of genuine trusting relationships
- Individuals, families, and communities are resourceful and resilient in the way they solve problems
- Hope and optimism is created through identification of, and focus on, the unique abilities of individuals and families

3. Principle Three - Person-driven and Family-driven

- Self-determination and self-direction are the foundations for recovery
- Individuals and families optimize their autonomy and independence by leading the process, including the identification of strengths, needs, and preferences
- Providers contribute clinical expertise, provide options, and support individuals and families in informed decision making, developing goals and objectives, and identifying pathways to recovery
- Individuals and families partner with their provider in determining the services and supports that would be most effective and helpful and they exercise choice in the services and supports they receive

4. Principle Four - Inclusive of Natural Supports

- The person served identifies and defines family and other natural supports to be included in care
- Individuals and families speak for themselves
- Natural support systems are vital to successful recovery and the maintaining of ongoing wellness; these supports include personal associations and relationships typically developed in the community that enhance a person's quality of life
- Providers assist individuals and families in developing and utilizing natural supports.

5. Principle Five - Clinical Significance and Evidence Based Practices (EBP)

- Services are effective, resulting in a noticeable change in daily life that is measurable.
- Clinical practice is informed by best available research evidence, best clinical expertise, and values and preferences of those we serve

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- Other clinically significant interventions such as innovative, promising, and emerging practices are embraced

6. Principle Six - Culturally Responsive

- Values, traditions, and beliefs specific to an individual's or family's culture(s) are valued and referenced in the path of wellness, resilience, and recovery
- Services are culturally grounded, congruent, and personalized to reflect the unique cultural experience of each individual and family
- Providers exhibit the highest level of cultural humility and sensitivity to the self-identified culture(s) of the person or family served in striving to achieve the greatest competency in care delivery

7. Principle Seven - Trauma-informed and Trauma-responsive

- The widespread impacts of all types of trauma are recognized and the various potential paths for recovery from trauma are understood
- Signs and symptoms of trauma in individuals, families, staff, and others are recognized and persons receive trauma-informed responses
- Physical, psychological and emotional safety for individuals, families, and providers is emphasized

8. Principle Eight - Co-occurring Capable

- Services are reflective of whole-person care; providers understand the influence of bio-psycho-social factors and the interactions between physical health, mental health, and substance use disorders
- Treatment of substance use disorders and mental health disorders are integrated; a provider or team may deliver treatment for mental health and substance use disorders at the same time

9. Principle Nine - Stages of Change, Motivation, and Harm Reduction

- Interventions are motivation-based and adapted to the person's stage of change
- Progression through stages of change are supported through positive working relationships and alliances that are motivating

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- Providers support individuals and families to develop strategies aimed at reducing negative outcomes of substance misuse through a harm reduction approach
- Each individual defines their own recovery and recovers at their own pace when provided with sufficient time and support

10. Principle Ten - Continuous Quality Improvement and Outcomes-Driven

- Individual and program outcomes are collected and evaluated for quality and efficacy
- Strategies are implemented to achieve a system of continuous quality improvement and improved performance outcomes
- Providers participate in ongoing professional development activities needed for proficiency in practice and implementation of treatment models

11. Principle Eleven - Health and Wellness Promotion, Illness and Harm Prevention, and Stigma Reduction

- The rights of all people are respected
- Behavioral health is recognized as integral to individual and community well-being
- Promotion of health and wellness is interwoven throughout all aspects of DBH services
- Specific strategies to prevent illness and harm are implemented at the individual, family, program, and community levels
- Stigma is actively reduced by promoting awareness, accountability, and positive change in attitudes, beliefs, practices, and policies within all systems
- The vision of health and well-being for our community is continually addressed through collaborations between providers, individuals, families, and community members

FRESNO COUNTY BEHAVIORAL HEALTH PLAN RIGHTS OF PERSONS SERVED

I. Grievances

Fresno County Behavioral Health Plan (BHP) provides beneficiaries with a grievance and appeal process and an expedited appeal process to resolve grievances and disputes at the earliest and the lowest possible level.

Title 9 of the California Code of Regulations requires that the BHP and its fee-for-service providers give verbal and written information to Medi-Cal beneficiaries regarding the following:

- How to access specialty mental health services
- How to file a grievance about services
- How to file for a State Fair Hearing

The BHP has developed a Consumer Guide, a beneficiary rights poster, a grievance form, an appeal form, and Request for Change of Provider Form. All of these beneficiary materials must be posted in prominent locations where Medi-Cal beneficiaries receive outpatient specialty mental health services, including the waiting rooms of providers' offices of service.

Please note that all fee-for-service providers and contract agencies are required to give the individuals served copies of all current beneficiary information annually at the time their treatment plans are updated and at intake.

Beneficiaries have the right to use the grievance and/or appeal process without any penalty, change in mental health services, or any form of retaliation. All Medi-Cal beneficiaries can file an appeal or state hearing.

Grievances and appeals forms and self-addressed envelopes must be available for beneficiaries to pick up at all provider sites without having to make a verbal or written request. Forms can be sent to the following address:

Fresno County Behavioral Health Plan
P.O. Box 45003
Fresno, CA 93718-9886
(800) 654-3937 (for more information)
(559) 488-3055 (TTY)

II. Provider Problem Resolution and Appeals Process

The BHP uses a simple, informal procedure in identifying and resolving provider concerns and problems regarding payment authorization issues, other complaints and concerns.

a. **Informal provider problem resolution process** – the provider may first speak to a Fresno County Department of Behavioral Health (DBH) team member regarding his or her complaint or concern.

The DBH Team Member will attempt to settle the complaint or concern with the provider. If the attempt is unsuccessful and the provider chooses to forego the informal grievance process, the provider will be advised to file a written complaint to the BHP address (listed above).

b. **Formal provider appeal process** – the provider has the right to access the provider appeal process at any time before, during, or after the provider problem resolution process has begun, when the complaint concerns a denied or modified request for BHP payment authorization, or the process or payment of a provider's claim to the BHP.

c. **Payment authorization issues** – the provider may appeal a denied or modified request for payment authorization or a dispute with the BHP regarding the processing or payment of a provider's claim to the BHP. The written appeal must be submitted to the BHP within ninety (90) calendar days of the date of the receipt of the non-approval of payment.

The BHP shall have sixty (60) calendar days from its receipt of the appeal to inform the provider in writing of the decision, including a statement of the reasons for the decision that addresses each issue raised by the provider, and any action required by the provider to implement the decision.

If the appeal concerns a denial or modification of payment authorization request, the BHP utilizes a DBH Team Member who was not involved in the initial denial or modification decision to determine the appeal decision.

If the DBH Team Member reverses the appealed decision, the provider will be asked to submit a revised request for payment within thirty (30) calendar days of receipt of the decision.

d. **Other complaints** – if there are other issues or complaints, which are not related to payment authorization issues, providers are encouraged to send a letter of complaint to the BHP. The provider will receive a written response from the BHP within sixty (60) calendar days of receipt of the complaint. The decision rendered by the BHP is final.

DOCUMENTATION STANDARDS FOR PERSON SERVED RECORDS

The documentation standards are described below under key topics related to care for persons served. All standards must be addressed in the record of each person served; however, there is no requirement that the record have a specific document or section addressing these topics. All medical records shall be maintained for a minimum of 10 years from the date of the end of the Agreement.

I. Assessments

- a. The following areas will be included as a part of a comprehensive record for each person served:
 - i. Presenting problems, including impairments in function, and current mental status exam.
 - ii. Traumatic incidents which include trauma exposures, trauma reactions, trauma screenings, and systems involvement if relevant
 - iii. Behavioral health history including mental health history, substance use/abuse, and previous services
 - iv. Medical history including physical health conditions, medications, and developmental history
 - v. Psychosocial factors including family, social and life circumstances, cultural considerations
 - vi. Strengths, risks, and protective factors, including safety planning
 - vii. Clinical summary, treatment recommendations, and level of care determination including diagnostic and clinical impression with a diagnosis
 - viii. The assessment shall include a typed or legibly printed name, signature of the service provider and date of signature.
- b. Timeliness/Frequency Standard for Assessment
 - i. The time period to complete an initial assessment and subsequent assessments for SMHS is up to clinical discretion.
 - ii. Assessments shall be completed within a reasonable time and in accordance with generally accepted standards of practice.

II. Problem list

- a. The use of a Problem List has largely replaced the use of treatment plans and is therefore required to be part of the record for each person served. The problem list

shall be updated on an ongoing basis to reflect the current presentation of the person in care.

- b. The problem list shall include, but is not limited to, the following:
 - i. Diagnoses identified by a provider acting within their scope of practice
 - ii. Problems identified by a provider acting within their scope of practice
 - iii. Problems or illnesses identified by the person in care and/or significant support person if any
 - iv. The name and title of the provider that identified, added, or removed the problem, and the date the problem was identified, added, or removed

III. Treatment and Care Plan Requirements

- a. Targeted Case Management
 - i. Specifies the goals, treatment, service activities, and assistance to address the negotiated objectives of the plan and the medical, social, educational, and other services needed by the person in care
 - ii. Identifies a course of action to respond to the assessed needs of the person in care
 - iii. Includes development of a transition plan when the person in care has achieved the goals of the care plan
 - iv. Peer support services must be based on an approved care plan
 - v. Must be provided in a narrative format in the person's progress notes
 - vi. Updated at least annually
- b. Services requiring Treatment Plans
 - i. Therapeutic Behavioral Services (TBS)
 - ii. Must have specific observable and/or specific quantifiable goals
 - iii. Must identify the proposed type(s) of intervention
 - iv. Must be signed (or electronic equivalent) by:
 - 1. the person providing the service(s), or
 - 2. a person representing a team or program providing services, or
 - 3. a person representing the MHP providing services when the plan for a person served is used to establish that the services are provided under the direction of an approved category of staff, and if the below staff are not the approved category,
 - 4. a physician

5. a licensed/ “waivered” psychologist
 6. a licensed/ “associate” social worker
 7. a licensed/ registered/marriage and family therapist or
 8. a registered nurse
- v. In addition:
1. Plans for each person served will be consistent with the diagnosis, and the focus of intervention will be consistent with the plan goals for the person served, and there will be documentation that the person served participated in and agreed with the plan. Examples of the documentation include, but are not limited to, reference to the participation by the person served and agreement by the person served in the body of the plan, the signature of the person served on the plan, or a description of the participation by the person served and agreement by the person served in progress notes.
 2. The signature on the plan by the person served will be used as the means by which the Contractor documents the participation of the person served. When the signature of the person served is required on the plan for the person served and the person served refuses or is unavailable for signature, the plan for the person served plan will include a written explanation of the refusal or unavailability.
 3. The Contractor will give a copy of the plan for the person served to the person served on request.

IV. Progress Notes

- a. Providers shall create progress notes for the provision of all SMHS. Each progress note shall provide sufficient detail to support the service code selected for the service type as indicated by the service code description. Progress notes shall include:
 - i. The type of service rendered.
 - ii. A narrative describing the service, including how the service addressed the beneficiary’s behavioral health need (e.g., symptom, condition, diagnosis, and/or risk factors).
 - iii. The date that the service was provided to the beneficiary.
 - iv. Duration of the service, including travel and documentation time.
 - v. Location of the beneficiary at the time of receiving the service.

- vi. A typed or legibly printed name, signature of the service provider and date of signature.
 - vii. ICD 10 code
 - viii. Current Procedural Terminology (CPT) or Healthcare Common Procedure Coding System (HCPCS) code.
 - ix. Next steps including, but not limited to, planned action steps by the provider or by the beneficiary, collaboration with the beneficiary, collaboration with other provider(s) and any update to the problem list as appropriate.
- b. Timeliness/Frequency of Progress Notes
- i. Progress notes shall be completed within 3 business days of providing a service, except for notes for crisis services, which shall be completed within 24 hours.
 - ii. A note must be completed for every service contact

FRESNO COUNTY DEPARTMENT OF BEHAVIORAL HEALTH CONTRACTOR TRAINING REQUIREMENTS REFERENCE GUIDE

This Training Requirements Reference Guide identifies the required trainings that Contractor is responsible for offering to all employees, volunteers, interns, and student trainees of Contractor or its subcontractors who, in each case, are expected to perform professional services while contracted by County. There are some trainings offered by the County at no cost to Contractor, and those are identified within this document. The remaining trainings are the responsibility of Contractor to provide and cover associated costs. The expectations for Contractor staff attending County-offered trainings are included within this guide, with the understanding additional trainings may be required that are not listed; in such cases, Contractor will be informed. Contractor must consider and include sufficient time and funds for required trainings.

I. Trainings Provided by the Department of Behavioral Health (DBH)

a. DBH New Hire General Compliance Training

Duration: 40 Minutes

Contractor shall have their employees, subcontractors, volunteers, interns, and student trainees who, in each case, are expected to provide services under this Agreement with County, complete the New Hire Compliance Training within thirty (30) business days of hire or effective date of this Agreement, per Compliance Exhibit B, Attachment H. If contract effective date is for a renewed agreement, existing staff will not need to retake the training if the staff member has already completed the training within the same calendar year as the effective date of the renewed agreement.

New Hire General Compliance is self-paced and can be completed either through Relias Learning Management System (LMS) or on the DBH website. Additional information on how to complete the training can be found on the following webpage:

<https://www.fresnocountyca.gov/Departments/Behavioral-Health/Care-Services/Behavioral-Health-Compliance/New-Hire-General-Compliance-Training>

Contractor shall require its County-funded employees and subcontractors to complete this compliance training. After completion of this training, participants must sign the Contractor Acknowledgment and Agreement form and return this form to the DBH Compliance officer or designee. For additional questions about the training,

please contact your contract analyst or the DBH Compliance team at:

DBHCompliance@fresnocountyca.gov.

i. **DBH Annual General Compliance Refresher Training**

Duration: 30 Minutes

General Compliance Refresher Training is an annual requirement for all employees, contractors, volunteers, interns, and student trainees working in behavioral health programs who are in their second or more years of service.

This training is a modified version of the self-paced General Compliance Training and Contractor shall be assigned this training in Quarter 4 of each calendar year. An announcement from the DBH Compliance Program, DBH Staff Development, or your contract analyst regarding this training will be made prior to the assignment of this training. Contractor will have the option to complete the training either through the Relias Learning Management System (LMS) or through the DBH website. Contractors are given approximately a sixty (60) day window to complete this training from the training announcement date.

b. **Mental Health Documentation & Billing Training**

Duration: 1 Hour 30 Minutes

All contracted provider organization employees, subcontractors, volunteers, interns, and students providing services are to complete Documentation & Billing Training within thirty (30) business days of hire or contract effective date. If contract effective date is a renewal, existing staff will not need to retake the training if they have already completed it with their agency. Contractor shall be required to complete this training as a prerequisite for providing direct services, processing billing, conducting quality assurance services, clinical supervision, or other similar services under this agreement. Contractor is expected to contact their assigned contract analysts if they are unsure about training requirements for any specific classifications.

Documentation & Billing is a training provided at least one time per month.

Registration is completed via Eventbrite for each session; links to register can be found on the webpage below:

<https://www.fresnocountyca.gov/Departments/Behavioral-Health/Providers/Contract-Provider-Resources/New-Hire-ComplianceDoc-Billing-Training>

The expectation is that Contractor will register their County-funded employees at least one week in advance of the training date. For any registration issues or other

questions about the training, they can contact
DBHStaffDevelopment@fresnocountyca.gov.

c. Invoicing Training

Contractor shall be responsible for collection and managing data in a manner to be determined by the California Department of Health Care Services (DHCS) and Behavioral Health Plan in accordance with applicable rules and regulations. DBH's Electronic Health Record (EHR) is a critical source of information for purposes of monitoring service volume and obtaining reimbursement. Contractor's staff responsible for checking Medi-Cal eligibility shall attend DBH's training on equipment reporting for assets, intangible and sensitive minor assets, DBH's EHR system and related cost reporting.

d. Notice of Adverse Benefit Determination (NOABD) Training

Duration: 8 Minutes

A Notice of Adverse Benefit Determination (NOABD) is a formal mechanism for notifying a person served of an adverse benefit determination in writing (e.g., denial or limited authorization of a requested service, denial of payment for a service, or failure to provide services in a timely manner).

This training outlines usage practices, timelines, and examples for each type of NOABD. Contractor can find the training in the Announcements section on the following webpage: <https://www.fresnocountyca.gov/Departments/Behavioral-Health/Providers/Contract-Provider-Resources/Notifications-Associated-Documents>.

Contractor shall be responsible for DBH-funded providers completing this training within sixty (60) days of hire or contract effective date.

e. SmartCare Full Electronic Health Record New User Mental Health Training*

Duration: 3.5 - 4 Hours

This is a basic training for new users who are direct clinical service providers employed by Contractors that will be using SmartCare as their full EHR. Participants will have the opportunity to apply CalMHSA's SmartCare training materials and review relevant SmartCare workflows, clinical documents, and forms.

Training dates and reference material can be found on the following link:

<https://www.fresnocountyca.gov/Departments/Behavioral-Health/Providers/SmartCare>

*This training is available to Contractor at no cost and highly recommended.

Although this training is not required, Contractor is responsible for understanding and utilizing SmartCare as indicated once contracted with County DBH.

f. **SmartCare Electronic Health Record New User Front Desk Training***

Duration: 4 Hours

This is a basic training for new users who are employed by Contractors who will be using SmartCare as their full EHR. Participants will have the opportunity to review how to navigate SmartCare, perform coverage information set up, error corrections, set up Appointments, and basic troubleshooting of common issues.

Training dates and reference material can be found on the following link:

<https://www.fresnocountyca.gov/Departments/Behavioral-Health/Providers/SmartCare>

*This training is available to Contractor at no cost and highly recommended.

Although this training is not required, Contractor is responsible for understanding and utilizing SmartCare as indicated once contracted with County DBH.

g. **SmartCare Lite Electronic Health Record Mental Health Training* (Provider Entry Only Training)**

Duration: Varies

This training is for select Contractors that do not intend to fully use County DBH's SmartCare EHR system but rather only some functions, otherwise referred to as a "SmartCare Lite User". This training is intended to supplement and reinforce the CalMHSA SmartCare trainings, user guide, and workflow information for SmartCare Lite Users. This supplemental training/technical support is offered by the DBH Planning and Quality Management Division's Quality Improvement Team upon request.

Required prerequisite material can be found on the following link:

<https://www.fresnocountyca.gov/Departments/Behavioral-Health/Providers/SmartCare>

*This training is available to Contractor at no cost and highly recommended.

Although this training is not required, Contractor is responsible for understanding and utilizing SmartCare as indicated once contracted with County DBH.

h. **Wellness, Hope and Recovery Training**

Duration: 3 Hours and 30 Minutes

This training is designed for direct mental health providers. It aims to enhance their understanding of wellness and recovery concepts, highlight the importance of hope in the healing process, and offer strategies for instilling hope in others. Additionally, the training will address providers' own personal wellness to support sustainable, compassionate care.

* This training is available to selected bidder at no cost and highly recommended. Contractor is responsible for understanding and incorporating these concepts in clinical practice as indicated once contracted with County DBH.

II. Trainings for Specialty Mental Health Providers by Specialization

a. Mobile Crisis Services Trainings

Duration: 21 Hours

Any contracted provider providing mobile crisis services shall complete the state-required training series. For example, the current training series is provided by the Medi-Cal Mobile Crisis Training and Technical Assistance Center (M-TAC). This ten-part training series is available on the DBH Relias learning management system. For assistance with assigning the trainings, please contact

DBHRelias@Fresnocountyca.gov.

III. Contractor is Responsible for Ensuring and/or Providing These Trainings are Offered and Completed

a. Cultural Responsiveness Trainings

Contractor shall have DBH-funded providers complete annual trainings on cultural competency, awareness, and diversity as identified by Contractor, and/or via the County's eLearning system. Contractor's DBH-funded providers shall be appropriately trained in providing services in a culturally sensitive manner and shall attend civil rights training as identified by Contractor, or online via the County's eLearning system.

Information on annual cultural responsiveness training requirements will be provided by the DBH Division Manager serving as Ethnic Services Manager and Diversity Services Coordinator. Both parties are working locally and at the state level to address the need for thorough training to improve culturally responsive care and to meet the National Culturally and Linguistically Appropriate Services standards, while

also understanding the impact that the training hours can have on productivity in fee-for-service programs.

For additional information, Contractors should contact their assigned contract analyst.

DBH is available to assist Contractor's efforts toward cultural and linguistic responsiveness by providing the following:

- i. Technical assistance regarding culturally responsive training requirements.
- ii. Mandatory cultural responsiveness training for Contractor's DBH-funded staff if training capacity allows.
- iii. Technical assistance for translating information into County's threshold languages (currently Spanish and Hmong and subject to change).
Contractors are responsible for securing translation services and all associated costs.

b. Health Insurance Portability and Accountability Act (HIPAA) Training

As a covered entity, or a business associate of a covered entity, providers shall meet the training requirements described in the HIPAA Privacy Rule 45 CFR § 164.530(b)(1) and the HIPAA Security Rule 45 CFR § 164.308(a)(5). Providers may use their discretion to select an appropriate HIPAA training. Training shall be completed by all DBH-funded staff within thirty (30) days of contract execution or hire and annually thereafter.

c. Medi-Cal Eligibility Verification Training

Contractor shall ensure their direct program staff receive training from DBH regarding person-served eligibility for Medi-Cal. The County will require the Contractor to verify the third-party payer of the person served (i.e., Medi-Cal) eligibility prior to starting services and every month thereafter, per the Provider Manual. Claims may be rejected for services rendered to persons ineligible for Medi-Cal, unless prior payment arrangements have been made.

d. CalMHSA Clinical Practice Training

Duration: 8 hours

Any contracted clinical provider is required to complete the CalMHSA Clinical Practice Training Modules in CalMHSA's web-based training system called Moodle. Clinical providers are expected to complete training within sixty (60) days of beginning employment.

CalMHSA's web-based training system, <https://moodle.calmhsalearns.org>.

e. Language Assistance Program Training

Contractor shall be responsible for implementing policies and procedures and training staff to ensure access and appropriate use of trained interpreters and material translation services for all Limited English Proficient (LEP) persons served. This includes, but is not limited to, assessing the cultural and linguistic needs of its persons served. The Contractor's procedures shall include ensuring compliance of any sub-contracted providers with these requirements.

IV. Training Expectations for County-Provided Trainings

- a. Attendees are to adhere to wearing business casual attire, broadly defined as a code of dress that blends traditional business wear with a more relaxed style that is still professional and appropriate for an office environment, unless specifically directed otherwise or instructed by Trainers. Attendees are expected to dress in respectful, culturally inclusive attire.
- b. Interested attendees shall register at least one week in advance of the training date.
- c. Attendees shall be expected to be ready and prepared to be engaged by the training start time. Attendees are also expected to arrive back on time from breaks, including lunch, and attend the training through completion.
- d. Attendees who arrive fifteen (15) minutes late, or more, shall be requested to return to their work site and their organization will be notified. Similarly, attendees may not leave a training prior to the scheduled end time. Those who miss fifteen (15) minutes or more of training in total throughout the day may be asked to re-enroll for a later training date if one is available.
- e. Personal use of cell phones, laptops and tablets, except for in cases of emergency, should not be used during training and should be set to silent. Any calls shall be taken outside of the training space. Attendees shall inform trainers and/or Staff Development if they are expecting to be contacted for any reason; this shall be done before the training begins, if possible. Other cell phone use, such as texting, playing games or browsing the internet shall not be permitted while training is in session. If conduct is deemed disruptive to colleagues and/or trainer(s), attendees shall be asked to leave the training and return to their work site. Organizations will be notified.
- f. At times, attendees shall be required to complete pre- and post-training class assignments, as part of the learning objectives. Attendees shall be required to

complete assigned activities to receive Continuing Education Credits, certification, and training credit, if applicable.

- g. Attendees shall be expected to complete pre- and/or post-training evaluations, when available.
- h. Attendees shall notify Staff Development with their supervisor copied at (559) 600-9680 or DBHStaffDevelopment@fresnocountyca.gov at the earliest possible date if they can no longer attend a training for which they have registered.

V. Use of DBH Training Facilities

a. Parking

Attendees shall park in undesignated stalls at DBH training sites. Any parking restrictions shall be communicated prior to the training date or prior to the training start time.

b. Use of Facilities

Attendees shall be respectful while occupying the training space, keeping it and the surrounding area neat and clean. Attendees are encouraged to bring a reusable water bottle but shall be cognizant of and clean any spills. If the training allows for food, attendees shall ensure that their area is clean and dispose of any waste prior to leaving the training space.

PROGRAM OUTCOMES AND PERFORMANCE MEASUREMENTS

I. Behavioral Health Transformation Goals

Following the passage of Proposition 1 and the implementation of the Behavioral Health Services Act (BHSA), the Department of Health Care Services (DHCS) established fourteen (14) Behavioral Health Goals as a key requirement of Behavioral Health Transformation (BHT). Counties were provided with six (6) priority measures, as well as the requirement to choose one of eight (8) additional measures. These measures are the following:

Priority Measures

- Reducing Homelessness
- Reducing Institutionalization
- Reduce Justice-Involvement
- Reduce Child Removals
- Reduce Untreated Behavioral Health Conditions
- Increasing Access to Care

Additional Measures

- Reduce Suicides
- Reduce Overdoses
- Increase Care Experience
- Increase Quality of Life
- Increase Social Connection
- Increase Engagement in Work (**DBH SELECTED**)
- Increase Engagement in School
- Prevention and Treatment of Co-Occurring Physical Health Conditions

In accordance with those requirements, the Contractor shall align services with one, or more, of the BHT Behavioral Health Goal(s) as determined by DBH. The Contractor shall be evaluated according to the performance measures associated with the individual BHT goals determined by DBH to be relevant to the level of care being provided.

All BHT goals and performance measures are contingent upon DHCS policy and guidelines and may be subject to change.

DHCS shall establish specific measures and data sets to be used for assessing the progress and or attainment each BHT goal.

II. Behavioral Health Accountability Set

In alignment with the DHCS [Behavioral Health Quality & Equity Policy](#), DBH shall review performance in applicable measures from the Behavioral Health Accountability Set, when available. Contractor shall be required to align services with these measures to ensure a high level of performance. These measures include:

- Follow-Up After Emergency Department Visit for Mental Illness
- Follow-Up After Hospitalization for Mental Illness
- Use of First Line Psychosocial Care for Children and Adolescents on Antipsychotics
- Adherence to Antipsychotic Medications for Individuals with Schizophrenia
- Diabetes Screening for People with Schizophrenia or Bipolar Disorder Who are Using Antipsychotic Medications¹

BHSA alignment is contingent upon DHCS policy and guidelines and may be subject to change; Contractor will be expected to continue to align services with any future added measures during the life of the service contract.

III. Network Adequacy

Contractor will be expected to comply with all applicable Network Adequacy requirements established by DHCS. Among these requirements is the Timely Access Data Tool (TADT). DBH shall review Contractor performance in accordance with the DHCS requirements. These timeliness requirements include:

Service Type	Standard*
Outpatient Non-Urgent Non-Psychiatric SMHS	Offered an appointment within 10 business days of request for services.
Psychiatric Services	Offered an appointment within 15 business days of request for services.
All Urgent SMHS Appointments	<u>Urgent Appointments**</u> 48 hours without prior authorization. 96 hours with prior authorization.
Non-urgent Follow-up Appointments	Offered a follow-up appointment with a non-physician within 10 business days of the prior appointment. ³⁰
*The above standards apply unless the waiting time for an appointment is extended pursuant to HCS 1367.03(a)(5)(H) or 28 CCR section 1300.67.2.2(c)(5)(H). ** Urgent care means health care provided to a member when the member's condition is such that the member faces an imminent and serious threat to their health, including, but not limited to, the potential loss of life, limb, or other major bodily function, or the normal timeframe for the decision making process would be detrimental to the member's life or health or could jeopardize their ability to regain maximum function.³¹	

IV. Other Mandated Performance Measures

DBH will monitor the Contractor for other performance measures that are mandated by DHCS or evaluate essential processes. Measures may include, but are not limited to:

- Timeliness to first offered/kept service
- Enhanced Care Management and Community Support referrals
- Service volume
- Discharge reason
- Length of stay
- Consumer Perception Survey completion
- Hospital and Emergency Department follow-up timeliness
- Successful transition to lower/higher level of care
- Other mandated and essential measures

STATE BEHAVIORAL HEALTH REQUIREMENTS

I. CONTROL REQUIREMENTS

The County and its subcontractors shall provide services in accordance with all applicable Federal and State statutes and regulations.

II. PROFESSIONAL LICENSURE

All (professional level) persons employed by the County Mental Health Plan (directly or through contract) providing Short-Doyle/Medi-Cal services have met applicable professional licensure requirements pursuant to Business and Professions and Welfare and Institutions Codes.

III. CONFIDENTIALITY

Contractor shall conform to and County shall monitor compliance with all State of California and Federal statutes and regulations regarding confidentiality, including but not limited to confidentiality of information requirements at 42, Code of Federal Regulations sections 2.1 *et seq*; California Welfare and Institutions Code, sections 14100.2, 11977, 11812, 5328; Division 10.5 and 10.6 of the California Health and Safety Code; Title 22, California Code of Regulations, section 51009; and Division 1, Part 2.6, Chapters 1-7 of the California Civil Code.

IV. NON-DISCRIMINATION

a. Eligibility for Services

Contractor shall prepare and make available to County and to the public all eligibility requirements to participate in the program plan set forth in the Agreement. No person shall, because of ethnic group identification, age, gender, color, disability, medical condition, national origin, race, ancestry, marital status, religion, religious creed, political belief or sexual preference be excluded from participation, be denied benefits of, or be subject to discrimination under any program or activity receiving Federal or State of California assistance.

b. Employment Opportunity

Contractor shall comply with County policy, and the Equal Employment Opportunity Commission guidelines, which forbids discrimination against any person on the grounds of race, color, national origin, sex, religion, age, disability status, or sexual preference in employment practices. Such practices include

retirement, recruitment advertising, hiring, layoff, termination, upgrading, demotion, transfer, rates of pay or other forms of compensation, use of facilities, and other terms and conditions of employment.

c. Suspension of Compensation

If an allegation of discrimination occurs, County may withhold all further funds, until Contractor can show clear and convincing evidence to the satisfaction of County that funds provided under this Agreement were not used in connection with the alleged discrimination.

d. Nepotism

Except by consent of County's Department of Behavioral Health Director, or designee, no person shall be employed by Contractor who is related by blood or marriage to, or who is a member of the Board of Directors or an officer of Contractor.

V. PATIENTS' RIGHTS

Contractor shall comply with applicable laws and regulations, including but not limited to, laws, regulations, and State policies relating to patients' rights.

STATE CONTRACTOR CERTIFICATION CLAUSES

- I. STATEMENT OF COMPLIANCE:** Contractor has, unless exempted, complied with the non-discrimination program requirements. (Gov. Code§ 12990 (a-f) and CCR, Title 2, Section 111 02) (Not applicable to public entities.)
- II. DRUG-FREE WORKPLACE REQUIREMENTS:** Contractor will comply with the requirements of the Drug-Free Workplace Act of 1990 and will provide a drug-free workplace by taking the following actions:
- a. Publish a statement notifying employees that unlawful manufacture, distribution, dispensation, possession or use of a controlled substance is prohibited and specifying actions to be taken against employees for violations.
 - i. Establish a Drug-Free Awareness Program to inform employees about:
 - ii. the dangers of drug abuse in the workplace;
 - iii. the person's or organization's policy of maintaining a drug-free workplace;
 - iv. any available counseling, rehabilitation and employee assistance programs; and,

- v. penalties that may be imposed upon employees for drug abuse violations.
- b. Every employee who works on this Agreement will:
 - i. receive a copy of the company's drug-free workplace policy statement;
and,
 - ii. agree to abide by the terms of the company's statement as a condition of employment on this Agreement.

Failure to comply with these requirements may result in suspension of payments under this Agreement or termination of this Agreement or both and Contractor may be ineligible for award of any future State agreements if the department determines that any of the following has occurred: the Contractor has made false certification, or violated the certification by failing to carry out the requirements as noted above. (Gov. Code §8350 et seq.)

III. NATIONAL LABOR RELATIONS BOARD CERTIFICATION: Contractor certifies that no more than one (1) final unappealable finding of contempt of court by a Federal court has been issued against Contractor within the immediately preceding two (2) year period because of Contractor's failure to comply with an order of a Federal court, which orders Contractor to comply with an order of the National Labor Relations Board. (Pub. Contract Code §10296) (Not applicable to public entities.)

IV. CONTRACTS FOR LEGAL SERVICES \$50,000 OR MORE- PRO BONO

REQUIREMENT: Contractor hereby certifies that Contractor will comply with the requirements of Section 6072 of the Business and Professions Code, effective January 1, 2003.

Contractor agrees to make a good faith effort to provide a minimum number of hours of pro bono legal services during each year of the contract equal to the lesser of 30 multiplied by the number of full time attorneys in the firm's offices in the State, with the number of hours prorated on an actual day basis for any contract period of less than a full year or 10% of its contract with the State.

Failure to make a good faith effort may be cause for non-renewal of a state contract for legal services, and may be taken into account when determining the award of future contracts with the State for legal services.

V. EXPATRIATE CORPORATIONS: Contractor hereby declares that it is not an expatriate corporation or subsidiary of an expatriate corporation within the meaning of Public Contract Code Section 10286 and 10286.1, and is eligible to contract with the State of California.

VI. SWEATFREE CODE OF CONDUCT:

- a. All Contractors contracting for the procurement or laundering of apparel, garments or corresponding accessories, or the procurement of equipment, materials, or supplies, other than procurement related to a public works contract, declare under penalty of perjury that no apparel, garments or corresponding accessories, equipment, materials, or supplies furnished to the state pursuant to the contract have been laundered or produced in whole or in part by sweatshop labor, forced labor, convict labor, indentured labor under penal sanction, abusive forms of child labor or exploitation of children in sweatshop labor, or with the benefit of sweatshop labor, forced labor, convict labor, indentured labor under penal sanction, abusive forms of child labor or exploitation of children in sweatshop labor. Contractor further declares under penalty of perjury that they adhere to the Sweatfree Code of Conduct as set forth on the California Department of Industrial Relations website located at www.dir.ca.gov, and Public Contract Code Section 6108.
- b. Contractor agrees to cooperate fully in providing reasonable access to the Contractor's records, documents, agents or employees, or premises if reasonably required by authorized officials of the contracting agency, the Department of Industrial Relations, or the Department of Justice to determine the Contractor's compliance with the requirements under paragraph (a).

VII. DOMESTIC PARTNERS: For contracts of \$100,000 or more, Contractor certifies that Contractor is in compliance with Public Contract Code Section 10295.3.

VIII. GENDER IDENTITY: For contracts of \$100,000 or more, Contractor certifies that Contractor is in compliance with Public Contract Code Section 10295.35.

DOING BUSINESS WITH THE STATE OF CALIFORNIA

The following laws apply to persons or entities doing business with the State of California.

- I. **CONFLICT OF INTEREST:** Contractor needs to be aware of the following provisions regarding current or former state employees. If Contractor has any questions on the status of any person rendering services or involved with this Agreement, the awarding agency shall be contacted immediately for clarification.

a. **Current State Employees (Pub. Contract Code §10410):**

- i. No officer or employee shall engage in any employment, activity or enterprise from which the officer or employee receives compensation or has a financial interest and which is sponsored or funded by any state agency, unless the employment, activity or enterprise is required as a condition of regular state employment.
- ii. No officer or employee shall contract on their own behalf as an independent Contractor with any state agency to provide goods or services.

b. **Former State Employees (Pub. Contract Code §10411):**

- i. For the two (2) year period from the date they left state employment, no former state officer or employee may enter into a contract in which they engaged in any of the negotiations, transactions, planning, arrangements or any part of the decision-making process relevant to the contract while employed in any capacity by any state agency.
- ii. For the twelve (12) month period from the date they left state employment, no former state officer or employee may enter into a contract with any state agency if they were employed by that state agency in a policy-making position in the same general subject area as the proposed contract within the twelve (12) month period prior to them leaving state service.

If Contractor violates any provisions of above paragraphs, such action by Contractor shall render this Agreement void. (Pub. Contract Code §10420)

Members of boards and commissions are exempt from this section if they do not receive payment other than payment of each meeting of the board or commission, payment for preparatory time and payment for per diem. (Pub. Contract Code §10430 (e))

- II. **LABOR CODE/WORKERS' COMPENSATION:** Contractor needs to be aware of the provisions which require every employer to be insured against liability for Worker's Compensation or to undertake self-insurance in accordance with the provisions, and

Contractor affirms to comply with such provisions before commencing the performance of the work of this Agreement. (Labor Code Section 3700)

- III. **AMERICANS WITH DISABILITIES ACT:** Contractor assures the State that it complies with the Americans with Disabilities Act (ADA) of 1990, which prohibits discrimination on the basis of disability, as well as all applicable regulations and guidelines issued pursuant to the ADA. (42 U.S.C. 12101 et seq.)
- IV. **CONTRACTOR NAME CHANGE:** An amendment is required to change the Contractor's name as listed on this Agreement. Upon receipt of legal documentation of the name change the State will process the amendment. Payment of invoices presented with a new name cannot be paid prior to approval of said amendment.
- V. **CORPORATE QUALIFICATIONS TO DO BUSINESS IN CALIFORNIA:**
- a. When agreements are to be performed in the state by corporations, the contracting agencies will be verifying that the Contractor is currently qualified to do business in California in order to ensure that all obligations due to the state are fulfilled.
 - b. "Doing business" is defined in R&TC Section 23101 as actively engaging in any transaction for the purpose of financial or pecuniary gain or profit. Although there are some statutory exceptions to taxation, rarely will a corporate Contractor performing within the state not be subject to the franchise tax.
 - c. Both domestic and foreign corporations (those incorporated outside of California) shall be in good standing in order to be qualified to do business in California. Agencies will determine whether a corporation is in good standing by calling the Office of the Secretary of State.
- VI. **RESOLUTION:** A County, city, district, or other local public body shall provide the State with a copy of a resolution, order, motion, or ordinance of the local governing body, which by law has authority to enter into an agreement, authorizing execution of the agreement.
- VII. **AIR OR WATER POLLUTION VIOLATION:** Under the State laws, the Contractor shall not be: (1) in violation of any order or resolution not subject to review promulgated by the State Air Resources Board or an air pollution control district; (2) subject to cease and desist order not subject to review issued pursuant to Section 13301 of the Water Code

for violation of waste discharge requirements or discharge prohibitions; or (3) finally determined to be in violation of provisions of federal law relating to air or water pollution.

VIII. PAYEE DATA RECORD FORM STD. 204: This form shall be completed by all Contractors that are not another state agency or other governmental entity.

IX. INSPECTION AND AUDIT OF RECORDS AND ACCESS TO FACILITIES:

The State, CMS, the Office of the Inspector General, the Comptroller General, and their designees may, at any time, inspect and audit any records or documents of Contractor or its subcontractors, and may, at any time, inspect the premises, physical facilities, and equipment where Medicaid-related activities or work is conducted. The right to audit under this section exists for ten (10) years from the final date of the contract period or from the date of completion of any audit, whichever is later.

a. Federal database checks

Consistent with the requirements at § 455.436 of this chapter, the State shall confirm the identity and determine the exclusion status of Contractor, any subcontractor, as well as any person with an ownership or control interest, or who is an agent or managing employee of Contractor through routine checks of Federal databases. This includes the Social Security Administration's Death Master File, the National Plan and Provider Enumeration System (NPPES), the List of Excluded Individuals/Entities (LEIE), the System for Award Management (SAM), and any other databases as the State or Secretary may prescribe. These databases shall be consulted upon contracting and no less frequently than monthly thereafter. If the State finds a party that is excluded, it shall promptly notify the Contractor and take action consistent with § 438.610(c).

The State shall ensure that Contractor with which the State contracts under this part is not located outside of the United States and that no claims paid by a Contractor to a network provider, out-of-network provider, subcontractor or financial institution located outside of the U.S. are considered in the development of actuarially sound capitation rates.

**CALIFORNIA ADVANCING AND INNOVATING MEDI-CAL (CAL-AIM)
REQUIREMENTS**

I. SERVICES AND ACCESS PROVISIONS

a. Certification of Eligibility

- i. Contractor will, in cooperation with County, comply with Section 14705.5 of California Welfare and Institutions Code to obtain a certification of an individual's eligibility for Specialty Mental Health Services (SMHS) under Medi-Cal.

b. Access to Specialty Mental Health Services

- i. In collaboration with the County, Contractor will work to ensure that individuals to whom the Contractor provides SMHS meet access criteria, as per Department of Health Care Services (DHCS) guidance specified in Behavioral Health Information Notice (BHIN) 21-073. Specifically, the Contractor will ensure that the clinical record for each individual includes information as a whole indicating that individual's presentation and needs are aligned with the criteria applicable to their age at the time of service provision as specified below.
- ii. For enrolled individuals under 21 years of age, Contractor shall provide all medically necessary SMHS required pursuant to Section 1396d(r) of Title 42 of the United States Code. Covered SMHS shall be provided to enrolled individuals who meet either of the following criteria, (I) or (II) below. If an individual under age 21 meets the criteria as described in (I) below, the beneficiary meets criteria to access SMHS; it is not necessary to establish that the beneficiary also meets the criteria in (b) below.
 1. The individual has a condition placing them at high risk for a mental health disorder due to experience of trauma evidenced by any of the following: scoring in the high-risk range under a trauma screening tool approved by DHCS, involvement in the child welfare system, juvenile justice involvement, or experiencing homelessness.

OR

 2. The individual has at least one of the following:

- a. A significant impairment
- b. A reasonable probability of significant deterioration in an important area of life functioning
- c. A reasonable probability of not progressing developmentally as appropriate.
- d. A need for SMHS, regardless of presence of impairment, that are not included within the mental health benefits that a Medi-Cal Managed Care Plan (MCP) is required to provide.

AND the individual's condition as described in subparagraph (II a-d) above is due to one of the following:

- a. A diagnosed mental health disorder, according to the criteria in the current editions of the Diagnostic and Statistical Manual of Mental Disorders (DSM) and the International Classification of Diseases and Related Health Problems (ICD).
 - b. A suspected mental health disorder that has not yet been diagnosed.
 - c. Significant trauma placing the individual at risk of a future mental health condition, based on the assessment of a licensed mental health professional.
- iii. For individuals 21 years of age or older, Contractor shall provide covered SMHS for persons served who meet both of the following criteria, (a) and (b) below:
- 1. The individual has one or both of the following:
 - a. Significant impairment, where impairment is defined as distress, disability, or dysfunction in social, occupational, or other important activities.
 - b. A reasonable probability of significant deterioration in an important area of life functioning.
 - 2. The individual's condition as described in paragraph (a) is due to either of the following:
 - a. A diagnosed mental health disorder, according to the criteria in the current editions of the DSM and ICD.

- b. A suspected mental disorder that has not yet been diagnosed.

c. Additional Clarifications

i. Criteria

- 1. A clinically appropriate and covered mental health prevention, screening, assessment, treatment, or recovery service listed within Exhibit A of this Agreement can be provided and submitted to the County for reimbursement under any of the following circumstances:
 - a. The services were provided prior to determining a diagnosis, including clinically appropriate and covered services provided during the assessment process;
 - b. The service was not included in an individual treatment plan; or
 - c. The individual had a co-occurring substance use disorder.

ii. Diagnosis Not a Prerequisite

- 1. Per BHIN 21-073, a mental health diagnosis is not a prerequisite for access to covered SMHS. This does not eliminate the requirement that all Medi-Cal claims, including SMHS claims, include a current Centers for Medicare & Medicaid Services (CMS) approved ICD diagnosis code

d. Medical Necessity

- i. Contractor will ensure that services provided are medically necessary in compliance with BHIN 21-073 and pursuant to Welfare and Institutions Code section 14184.402(a). Services provided to a person served shall be medically necessary and clinically appropriate to address the individual's presenting condition. Documentation in each individual's chart as a whole will demonstrate medical necessity as defined below, based on the age of the individual at the time of service provision.
- ii. For individuals 21 years of age or older, a service is "medically necessary" or a "medical necessity" when it is reasonable and necessary to protect life, to prevent significant illness or significant

disability, or to alleviate severe pain as set forth in Welfare and Institutions Code section 14059.5.

- iii. For individuals under 21 years of age, a service is “medically necessary” or a “medical necessity” if the service meets the standards set forth in Section 1396d(r)(5) of Title 42 of the United States Code.

e. Coordination of Care

- i. Contractor shall ensure that all care, treatment and services provided pursuant to this Agreement are coordinated among all providers who are serving the individual, including all other SMHS providers, as well as providers of Non-Specialty Mental Health Services (NSMHS), substance use disorder treatment services, physical health services, dental services, regional center services and all other services as applicable to ensure a person served-centered and whole-person approach to services.
- ii. Contractor shall ensure that care coordination activities support the monitoring and treatment of comorbid substance use disorder and/or health conditions.
- iii. Contractor shall include in care coordination activities efforts to connect, refer and link individual s to community-based services and supports, including but not limited to educational, social, prevocational, vocational, housing, nutritional, criminal justice, transportation, childcare, child development, family/marriage education, cultural sources, and mutual aid support groups.
- iv. Contractor shall engage in care coordination activities beginning at intake and throughout the treatment and discharge planning processes.
- v. To facilitate care coordination, Contractor will request a HIPAA and California law compliant person served authorization to share the individual’s information with and among all other providers involved in the individual’s care, in satisfaction of state and federal privacy laws and regulations.

f. Co-Occurring Treatment and No Wrong Door

- i. Per BHIN 22-011, Specialty and Non-Specialty Mental Health Services can be provided concurrently, if those services are clinically

appropriate, coordinated, and not duplicative. When a person served meets criteria for both NSMHS and SMHS, the individual should receive services based on individual clinical need and established therapeutic relationships. Clinically appropriate and covered SMHS can also be provided when the individual has a co-occurring mental health condition and substance use disorder.

- ii. Under this Agreement, Contractor will ensure that individual s receive timely mental health services without delay. Services are reimbursable to Contractor by County even when:
 - 1. Services are provided prior to determination of a diagnosis, during the assessment or prior to determination of whether SMHS access criteria are met, even if the assessment ultimately indicates the individual does not meet criteria for SMHS.
 - 2. If Contractor is serving an individual receiving both SMHS and NSMHS, Contractor holds responsibility for documenting coordination of care and ensuring that services are non-duplicative.

II. AUTHORIZATION AND DOCUMENTATION PROVISIONS

a. Service Authorization

- i. Contractor will collaborate with County to complete authorization requests in line with County and DHCS policy.
- ii. Contractor shall have in place, and follow, written policies and procedures for completing requests for initial and continuing authorizations of services, as required by County guidance.
- iii. Contractor shall respond to County in a timely manner when consultation is necessary for County to make appropriate authorization determinations.
- iv. County shall provide Contractor with written notice of authorization determinations within the timeframes set forth in BHINs 22-016 and 22-017, or any subsequent DHCS notices.
- v. Contractor shall alert County when an expedited authorization decision (no later than 72 hours) is necessary due to an individual's specific

needs and circumstances that could seriously jeopardize the individual's life or health, or ability to attain, maintain, or regain maximum function.

b. Documentation Requirements

- i. Contractor will follow all documentation requirements as specified in Exhibit B - Attachment C, titled "Documentation Standards for Person Served Records", which includes compliance with federal, state and County requirements.
- ii. All Contractor documentation shall be accurate, complete, and legible, shall list each date of service, and include the face-to-face time for each service. Contractor shall document travel and documentation time for each service separately from face-to-face time and provide this information to County upon request. Services shall be identified as provided in-person, by telephone, or by telehealth.
- iii. All services shall be documented utilizing County-approved templates and contain all required elements. Contractor agrees to satisfy the chart documentation requirements set forth in BHIN 22-019 and the contract between County and DHCS. Failure to comply with documentation standards specified in this Article require corrective action plans.

c. Assessment

- i. Contractor shall ensure that all individuals' medical records include an assessment of each individual's need for mental health services.
- ii. Contractor will utilize the seven uniform assessment domains and include other required elements as identified in BHIN 22-019 and document the assessment in the individual's medical record.
- iii. For individual s aged 6 through 20, the Child and Adolescent Needs and Strengths (CANS), and for individual s aged 3 through 18, the Pediatric Symptom Checklist-35 (PSC-35) tools are required at intake, every six months during treatment, and at discharge, as specified in DHCS MHSUDS INs 17-052 and 18-048.
- iv. The time period for providers to complete an initial assessment and subsequent assessments for SMHS are up to clinical discretion of County; however, Contractor's providers shall complete assessments

within a reasonable time and in accordance with generally accepted standards of practice.

d. ICD-10

- i. Contractor shall use the criteria set forth in the current edition of the DSM as the clinical tool to make diagnostic determinations.
- ii. Once a DSM diagnosis is determined, the Contractor shall determine the corresponding mental health diagnosis in the current edition of ICD. Contractor shall use the ICD diagnosis code(s) to submit a claim for SMHS to receive reimbursement from County.
- iii. The ICD Tabular List of Diseases and Injuries is maintained by CMS and may be updated during the term of this Agreement. Changes to the lists of ICD diagnoses do not require an amendment to this Agreement, and County may implement these changes as provided by CMS

e. Problem List

- i. Contractor will create and maintain a Problem List for each individual served under this Agreement. The problem list is a list of symptoms, conditions, diagnoses, and/or risk factors identified through assessment, psychiatric diagnostic evaluation, crisis encounters, or other types of service encounters.
- ii. Contractor shall document a problem list that adheres to industry standards utilizing at minimum current SNOMED International, Systematized Nomenclature of Medicine Clinical Terms (SNOMED CT®) U.S. Edition, September 2022 Release, and ICD-10-CM 2023.
- iii. A problem identified during a service encounter may be addressed by the service provider during that service encounter and subsequently added to the problem list.
- iv. The problem list shall include, but is not limited to, all elements specified in BHIN 22-019.
- v. County does not require the problem list to be updated within a specific timeframe or have a requirement about how frequently the problem list should be updated after a problem has initially been added. However, Contractor shall update the problem list within a reasonable time such that the problem list reflects the current issues facing the person

served, in accordance with generally accepted standards of practice and in specific circumstances specified in BHIN 22-019.

f. Treatment and Care Plans

- i. Contractor is not required to complete treatment or care plans for persons served under this Agreement, except in the circumstances specified in BHIN 22-019 and additional guidance from DHCS that may follow after execution of this Agreement.

g. Progress Notes

- i. Contractor shall create progress notes for the provision of all SMHS services provided under this Agreement.
- ii. Each progress note shall provide sufficient detail to support the service code selected for the service type as indicated by the service code description.
- iii. Progress notes shall include all elements specified in BHIN 22-019, whether the note be for an individual or a group service.
- iv. Contractor shall complete progress notes within three business days of providing a service, with the exception of notes for crisis services, which shall be completed within 24 hours.
- v. Providers shall complete a daily progress note for services that are billed on a daily basis, such as residential and day treatment services, if applicable.

h. Transition of Care Tool

- i. Contractor shall use a Transition of Care Tool for any individual whose existing services will be transferred from Contractor to an Medi-Cal Managed Care Plan (MCP) provider or when NSMHS will be added to the existing mental health treatment provided by Contractor, as specified in BHIN 22-065, in order to ensure continuity of care.
- ii. Determinations to transition care or add services from an MCP shall be made in alignment with County policies and via a person-centered, shared decision-making process.
- iii. Contractor may directly use the DHCS-provided Transition of Care Tool, found at <https://www.dhcs.ca.gov/Pages/Screening-and-Transition-of-Care-Tools-for-Medi-Cal-Mental-Health-Services.aspx>, or obtain a copy of that tool provided by the County. Contractor may

create the Transition of Care Tool in its Electronic Health Record (EHR). However, the contents of the Transition of Care Tool, including the specific wording and order of fields, shall remain identical to the DHCS provided form. The only exception to this requirement is when the tool is translated into languages other than English.

i. Telehealth

- i. Contractor may use telehealth, when it deems clinically appropriate, as a mode of delivering behavioral health services in accordance with all applicable County, state, and federal requirements, including those related to privacy/security, efficiency, and standards of care. Such services will conform to the definitions and meet the requirements included in the Medi-Cal Provider Manual: Telehealth, available in the DHCS Telehealth Resources page at:
<https://www.dhcs.ca.gov/provgovpart/Pages/TelehealthResources.aspx>.
- ii. All telehealth equipment and service locations shall ensure that person served confidentiality is maintained.
- iii. Licensed providers and staff may provide services via telephone and telehealth as long as the service is within their scope of practice.
- iv. Medical records for individuals served by Contractor under this Agreement shall include documentation of written or verbal consent for telehealth or telephone services if such services are provided by Contractor. Such consent shall be obtained at least once prior to initiating applicable health care services and consent shall include all elements as specified in BHIN 22-019.
- v. County may at any time audit Contractor's telehealth practices, and Contractor shall allow access to all materials needed to adequately monitor Contractor's adherence to telehealth standards and requirements.

III. PROTECTIONS FOR PERSONS SERVED

a. Grievances, Appeals, and Notices of Adverse Benefit Determination

- i. All grievances (as defined by 42 C.F.R. § 438.400) and complaints received by Contractor shall be immediately forwarded to the County's

DBH Plan Administration Division or other designated persons via a secure method (e.g., encrypted email or by fax) to allow ample time for the DBH Plan Administration staff to acknowledge receipt of the grievance and complaints and issue appropriate responses.

- ii. Contractor shall not discourage the filing of grievances and individuals do not need to use the term “grievance” for a complaint to be captured as an expression of dissatisfaction and, therefore, a grievance.
- iii. Aligned with MHSUDS IN 18-010E and 42 C.F.R. §438.404, the appropriate and delegated Notice of Adverse Benefit Determination (NOABD) shall be issued by Contractor within the specified timeframes using the template provided by the County.
- iv. NOABDs shall be issued to individuals anytime the Contractor has made or intends to make an adverse benefit determination that includes the reduction, suspension, or termination of a previously authorized service and/or the failure to provide services in a timely manner. The notice shall have a clear and concise explanation of the reason(s) for the decision as established by DHCS and the County. The Contractor shall inform the County immediately after issuing a NOABD.
- v. Procedures and timeframes for responding to grievances, issuing and responding to adverse benefit determinations, appeals, and state hearings shall be followed as per 42 C.F.R., Part 438, Subpart F (42 C.F.R. §§ 438.400 – 438.424).
- vi. Contractor shall provide individuals any reasonable assistance in completing forms and taking other procedural steps related to a grievance or appeal such as auxiliary aids and interpreter services.
- vii. Contractor shall maintain records of grievances and appeals and shall review the information as part of its ongoing monitoring procedures. The record shall be accurately maintained in a manner accessible to the County and available upon request to DHCS.

b. Advanced Directives

- i. Contractor shall comply with all County policies and procedures regarding Advanced Directives in compliance with the requirements of 42 C.F.R. §§ 422.128 and 438.6(i) (I), (3) and (4).

c. Continuity of Care

- i. Contractor shall follow the County's continuity of care policy that is in accordance with applicable state and federal regulations, MHSUDS IN 18-059 and any BHINs issued by DHCS for parity in mental health and substance use disorder benefits subsequent to the effective date of this Agreement (42 C.F.R. § 438.62(b)(1)-(2).)

IV. QUALITY IMPROVEMENT PROGRAM

a. Quality Improvement Activities and Participation

- i. Contractor shall implement mechanisms to assess person served/family satisfaction based on County's guidance. The Contractor shall assess individual/family satisfaction by:
 1. Surveying person served/family satisfaction with the Contractor's services at least annually.
 2. Evaluating grievances of the person served, appeals and State Hearings at least annually.
 3. Evaluating requests to change persons providing services at least annually.
 4. Informing the County and individuals of the results of persons served/family satisfaction activities.
- ii. Contractor, if applicable, shall implement mechanisms to monitor the safety and effectiveness of medication practices. This mechanism shall be under the supervision of a person licensed to prescribe or dispense prescription drugs, at least annually and as required by DBH.
- iii. Contractor shall implement mechanisms to monitor appropriate and timely intervention of occurrences that raise quality of care concerns. The Contractor shall take appropriate follow-up action when such an occurrence is identified. The results of the intervention shall be evaluated by the Contractor at least annually and shared with the County.
- iv. Contractor shall assist County, as needed, with the development and implementation of Corrective Action Plans.
- v. Contractor shall collaborate with County to create a QI Work Plan with documented annual evaluations and documented revisions as needed.

The QI Work Plan shall evaluate the impact and effectiveness of its quality assessment and performance improvement program.

- vi. Contractor shall attend and participate in the County's Quality Improvement Committee (QIC) to recommend policy decisions, review and evaluate results of QI activities, including PIPs, institute needed QI actions, and ensure follow-up of QI processes. Contractor shall ensure that there is active participation by the Contractor's practitioners and providers in the QIC.
- vii. Contractor shall participate, as required, in annual, independent external quality reviews (EQR) of the quality, timeliness, and access to the services covered under this Contract, which are conducted pursuant to Subpart E of Part 438 of the Code of Federal Regulations. (42 C.F.R. §§ 438.350(a) and 438.320)

b. Timely Access

- i. Timely access standards include:
 - 1. Contractor shall have hours of operation during which services are provided to Medi-Cal individuals that are no less than the hours of operation during which the provider offers services to non-Medi-Cal individuals. If the Contractor's provider only serves Medi-Cal beneficiaries, the provider shall provide hours of operation comparable to the hours the provider makes available for Medi-Cal services that are not covered by the Agreement or another County.
 - 2. Appointments data, including wait times for requested services, shall be recorded and tracked by Contractor, and submitted to the County on a monthly basis in a format specified by the County. Appointments' data should be submitted to the County's Planning and Quality Management Division or other designated persons.
 - 3. Urgent care appointments for services that do not require prior authorization shall be provided to individuals within 48 hours of a request. Urgent appointments for services that do require prior authorization shall be provided to persons served within 96 hours of request.

4. Non-urgent non-psychiatry mental health services, including, but not limited to Assessment, Targeted Case Management, and Individual and Group Therapy appointments (for both adult and children/youth) shall be made available to Medi-Cal individuals within 10 business days from the date the individual or a provider acting on behalf of the individual, requests an appointment for a medically necessary service. Non-urgent psychiatry appointments (for both adult and children/youth) shall be made available to Medi-Cal individuals within 15 business days from the date the person served or a provider acting on behalf of the individual, requests an appointment for a medically necessary service.
5. Applicable appointment time standards may be extended if the referring or treating provider has determined and noted in the individual's record that a longer waiting period will not have a detrimental impact on the health of the individual.
6. Periodic office visits to monitor and treat mental health conditions may be scheduled in advance consistent with professionally recognized standards of practice as determined by the treating licensed mental health provider acting within the scope of their practice.

c. Provider Application and Validation for Enrollment (PAVE)

- i. Contractor shall ensure that all of its required clinical staff, who are rendering SMHS to Medi-Cal individuals on behalf of Contractor, are registered through DHCS' Provider Application and Validation for Enrollment (PAVE) portal, pursuant to BHIN 20-071 requirements, the 21st Century Cures Act and the CMS Medicaid and Children's Health Insurance Program (CHIP) Managed Care Final Rule.
- ii. SMHS licensed individuals required to enroll via the "Ordering, Referring and Prescribing" (ORP) PAVE enrollment pathway (i.e. PAVE application package) available through the DHCS PED Pave Portal, include: Licensed Clinical Social Worker (LCSW), Licensed Marriage and Family Therapist (LMFT), Licensed Professional Clinical Counselor (LPCC), Psychologist, Licensed Educational Psychologist,

Physician (MD and DO), Physician Assistant, Registered Pharmacist/Pharmacist, Certified Pediatric/Family Nurse Practitioner, Nurse Practitioner, Occupational Therapist, and Speech-Language Pathologist. Interns, trainees, and associates are not eligible for enrollment.

d. Physician Incentive Plan

- i. If Contractor wants to institute a Physician Incentive Plan, Contractor shall submit the proposed plan to the County which will in turn submit the Plan to the State for approval, in accordance with the provisions of 42 C.F.R. § 438.6(c).

V. DATA, PRIVACY AND SECURITY REQUIREMENTS

a. Electronic Privacy and Security

- i. Contractor shall have a secure email system and send any email containing PII or PHI in a secure and encrypted manner. Contractor's email transmissions shall display a warning banner stating that data is confidential, systems activities are monitored and logged for administrative and security purposes, systems use is for authorized users only, and that users are directed to log off the system if they do not agree with these requirements.
- ii. Contractor shall institute compliant password management policies and procedures, which shall include but not be limited to procedures for creating, changing, and safeguarding passwords. Contractor shall establish guidelines for creating passwords and ensuring that passwords expire and are changed at least once every 90 days.
- iii. Any Electronic Health Records (EHRs) maintained by Contractor that contain PHI or PII for individuals served through this Agreement shall contain a warning banner regarding the PHI or PII contained within the EHR. Contractors that utilize an EHR shall maintain all parts of the clinical record that are not stored in the EHR, including but not limited to the following examples of person served signed documents: discharge plans, informing materials, and health questionnaire.

- iv. Contractor entering data into any County electronic systems shall ensure that staff are trained to enter and maintain data within this system.

VI. PROGRAM INTEGRITY

a. Credentialing and Re-credentialing of Providers

- i. Contractor shall ensure that all of their network providers delivering covered services, sign and date an attestation statement on a form provided by County, in which each provider attests to the following:
 - 1. Any limitations or inabilities that affect the provider's ability to perform any of the position's essential functions, with or without accommodation;
 - 2. A history of loss of license or felony convictions;
 - 3. A history of loss or limitation of privileges or disciplinary activity;
 - 4. A lack of present illegal drug use; and
 - 5. The application's accuracy and completeness
- ii. Contractor shall file and keep track of attestation statements, credentialing applications and credentialing status for all of their providers and shall make those available to the County upon request at any time.
- iii. Contractor is required to sign an annual attestation statement at the time of Agreement renewal in which they will attest that they will follow County's Credentialing Policy and MHSUDS IN 18-019 and ensure that all of their rendering providers are credentialed as per established guidelines.

ELECTRONIC HEALTH RECORD REQUIREMENTS AND SERVICE DATA

Contractor will provide accurate and timely input of services provided in the County's Electronic Health Record (EHR). The current EHR is a web-based application and requires a computer with a minimum of 16 GB RAM using either Edge or Chrome as the browser, and a stable high speed internet connection. Additional drivers may be needed to scan documents into the EHR. Contractor will be responsible for equipment to support the using of the EHR. Contractor may be required to utilize data entry forms, portals, or related systems for compliance with County data reporting requirements during the duration of this Agreement.

Data entry shall be the responsibility of the Contractor. The County shall monitor the number and amount of services entered into the EHR. Any and all audit exceptions resulting from the provision and billing of Medi-Cal services by the Contractor shall be the sole responsibility of the Contractor.

Contractor will utilize the County's EHR for all Behavioral Health Plan billing and reporting functions and may elect to utilize the County's EHR for all clinical documentation, at no additional cost to Contractor.

If Contractor elects to not use the County's EHR for all clinical documentation, the Contractor must ensure all necessary requirements involving electronic health information exchange between the Contractor and the County will be met.

FRESNO COUNTY BEHAVIORAL HEALTH PLAN COMPLIANCE PROGRAM CODE OF CONDUCT

All Fresno County Behavioral/Mental Health Employees, Contractors (including Contractor's Employees/Subcontractors), Volunteers and Students will:

- I. Read, acknowledge, and abide by this Code of Conduct.
- II. Be responsible for reviewing and understanding Compliance Program policies and procedures including the possible consequences for failure to comply or failure to report such non-compliance.
- III. NOT engage in any activity in violation of the County's Compliance Program, nor engage in any other conduct which violates any applicable law, regulation, rule, or guideline. Conduct yourself honestly, fairly, courteously, and with a high degree of integrity in your professional dealings related to your employment/contract with the County and avoid any conduct that could reasonably be expected to reflect adversely upon the integrity of the County and the services it provides.
- IV. Practice good faith in transactions occurring during the course of business and never use or exploit professional relationships or confidential information for personal purposes.
- V. Promptly report any activity or suspected violation of the Code of Conduct, the policies and procedures of the County, the Compliance Program, or any other applicable law, regulation, rule or guideline. All reports may be made anonymously. Fresno County prohibits retaliation against any person making a report. Any person engaging in any form of retaliation will be subject to disciplinary or other appropriate action by the County.
- VI. Comply with not only the letter of Compliance Program and behavioral health policies and procedures, but also with the spirit of those policies and procedures as well as other rules or guidelines adopted by the County. Consult with your supervisor or the Compliance Office regarding any Compliance Program standard or other applicable law, regulation, rule or guideline.
- VII. Comply with all laws governing the confidentiality and privacy of information. Protect and retain records and documents as required by County contract/standards, professional standards, governmental regulations, or organizational policies.
- VIII. Comply with all applicable laws, regulations, rules, guidelines, and County policies and procedures when providing and billing behavioral health services. Bill only for eligible services actually rendered and fully documented. Use billing codes that accurately describe the services provided. Ensure that no false, fraudulent, inaccurate, or fictitious claims for

payment or reimbursement of any kind are prepared or submitted. Ensure that claims are prepared and submitted accurately and timely and are consistent with all applicable laws, regulations, rules and guidelines. Act promptly to investigate and correct problems if errors in claims or billings are discovered.

- IX. Immediately notify your supervisor, Department Head, Administrator, or the Compliance Office if you become or may become an Ineligible/Excluded Person and therefore excluded from participation in the Federal health care programs.

HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT (HIPAA) BUSINESS ASSOCIATE AGREEMENT

I. County is a “Covered Entity,” and Contractor is a “Business Associate,” as these terms are defined by 45 CFR 160.103. In connection with providing services under the Agreement, the parties anticipate that Contractor will create and/or receive Protected Health Information (“PHI”) from or on behalf of County. The parties enter into this Business Associate Agreement (BAA) to comply with the Business Associate requirements of HIPAA, to govern the use and disclosures of PHI under this Agreement. “HIPAA Rules” shall mean the Privacy, Security, Breach Notification, and Enforcement Rules at 45 CFR Parts 160 and 164.

The parties to this Agreement shall be in strict conformance with all applicable federal and State of California laws and regulations, including, but not limited to California Welfare and Institutions Code sections 5328, 10850, and 14100.2 *et seq.*; 42 CFR 2; 42 CFR 431; California Civil Code section 56 *et seq.*; the Health Insurance Portability and Accountability Act of 1996, as amended (“HIPAA”), including, but not limited to, 45 CFR Parts 160, 45 CFR 162, and 45 CFR 164; the Health Information Technology for Economic and Clinical Health Act (“HITECH”) regarding the confidentiality and security of patient information, including, but not limited to 42 USC 17901 *et seq.*; and the Genetic Information Nondiscrimination Act (“GINA”) of 2008 regarding the confidentiality of genetic information.

Except as otherwise provided in this Agreement, Contractor, as a business associate of County, may use or disclose Protected Health Information (“PHI”) to perform functions, activities or services for or on behalf of County, as specified in this Agreement, provided that such use or disclosure shall not violate HIPAA Rules. The uses and disclosures of PHI may not be more expansive than those applicable to County, as the “Covered Entity” under the HIPAA Rules, except as authorized for management, administrative or legal responsibilities of Contractor.

II. Contractor shall protect, from unauthorized access, use, or disclosure of names and other identifying information concerning persons receiving services pursuant to this Agreement, except where permitted in order to carry out data aggregation purposes for health care operations. (45 CFR Sections 164.504 (e)(2)(i), 164.504 (3)(2)(ii)(A), and 164.504 (e)(4)(i).) This pertains to any and all persons receiving services pursuant to a County funded program. Contractor shall not use such identifying information for any purpose other than carrying out Contractor’s obligations under this Agreement.

III. Contractor shall not disclose any such identifying information to any person or entity, except as otherwise specifically permitted by this Agreement, authorized by law, or authorized by the client/patient.

IV. For purposes of the above sections, identifying information shall include, but not be limited to name, identifying number, symbol, or other identifying particular assigned to the individual, such as finger or voice print, or a photograph.

V. Contractor shall provide access, at the request of County, and in the time and manner designated by County, to PHI in a designated record set (as defined in 45 CFR Section 164.501), to an individual or to County in order to meet the requirements of 45 CFR Section 164.524 regarding access by individuals to their PHI.

Contractor shall make any amendment(s) to PHI in a designated record set at the request of County, and in the time and manner designated by County in accordance with 45 CFR Section 164.526.

Contractor shall provide to County or to an individual, in a time and manner designated by County, information collected in accordance with 45 CFR Section 164.528, to permit County to respond to a request by the individual for an accounting of disclosures of PHI in accordance with 45 CFR Section 164.528.

VI. Contractor shall report to County, in writing, any knowledge or reasonable belief that there has been unauthorized access, viewing, use, disclosure, or breach of PHI not permitted by this Agreement, and any breach of unsecured PHI of which it becomes aware, immediately and without reasonable delay and in no case later than two (2) business days of discovery. Immediate notification shall be made to County's Information Security Officer and Privacy Officer and DBH's HIPAA Representative, within two (2) business days of discovery. The notification shall include, to the extent possible, the identification of each individual whose unsecured PHI has been, or is reasonably believed to have been, accessed, acquired, used, disclosed, or breached. Contractor shall take prompt corrective action to cure any deficiencies and any action pertaining to such unauthorized disclosure required by applicable Federal and State Laws and regulations. Contractor shall investigate such breach and is responsible for all notifications required by law and regulation or deemed necessary by County and shall provide a written report of the investigation and reporting required to County's Information Security Officer and Privacy Officer and DBH's HIPAA Representative.

This written investigation and description of any reporting necessary shall be postmarked within the thirty (30) working days of the discovery of the breach to the addresses below:

County of Fresno	County of Fresno	County of Fresno
Department of Public Health	Department of Public Health	Office of Information Security
HIPAA Representative	Privacy Officer	Chief Information Security Officer
(559) 600-6439	(559) 600-6405	(559) 600-5810
P.O. Box 11867	P.O. Box 11867	333 W. Pontiac Way
Fresno, California 93775	Fresno, California 93775	Clovis CA, 93612

VII. Contractor shall make its internal practices, books, and records relating to the use and disclosure of PHI received from County, or created or received by Contractor on behalf of County, available to the United States Department of Health and Human Services upon demand.

VIII. Safeguards

Contractor shall implement administrative, physical, and technical safeguards as required by 45 CFR 164.308, 164.310, and 164.312 that reasonably and appropriately protect the confidentiality, integrity, and availability of PHI, including electronic PHI, that it creates, receives, maintains or transmits on behalf of County; and to prevent access, use or disclosure of PHI other than as provided for by this Agreement. Contractor shall develop and maintain a written information privacy and security program that includes administrative, technical and physical safeguards appropriate to the size and complexity of Contractor's operations and the nature and scope of its activities. Upon County's request, Contractor shall provide County with information concerning such safeguards.

Contractor shall implement strong access controls and other security safeguards and precautions in order to restrict logical and physical access to confidential, personal (e.g., PHI) or sensitive data to authorized users only.

IX. Mitigation of Harmful Effects

Contractor shall mitigate, to the extent practicable, any harmful effect that is known to Contractor of an unauthorized access, viewing, use, disclosure, or breach of PHI by Contractor or its subcontractors in violation of the requirements of these provisions.

X. Contractor's Subcontractors

Contractor shall ensure that any of its subcontractors, if applicable, to whom Contractor provides PHI received from or created or received by Contractor on behalf of County, agree to the same restrictions and conditions that apply to Contractor with respect to such PHI; and to incorporate, when applicable, the relevant provisions of these provisions into each subcontract or sub-award to such subcontractors.

XI. Effect of Termination

Upon termination or expiration of this Agreement for any reason, Contractor shall return or destroy all PHI received from County (or created or received by Contractor on behalf of County) that Contractor still maintains in any form, and shall retain no copies of such PHI. If return or destruction of PHI is not feasible, it shall continue to extend the protections of these provisions to such information, and limit further use of such PHI to those purposes that make the return or destruction of such PHI infeasible. This provision shall apply to PHI that is in the possession of subcontractors or agents, if applicable, of Contractor. If Contractor destroys the PHI data, a certification of date and time of destruction shall be provided to County by Contractor.

XII. Interpretation

The terms and conditions in these provisions shall be interpreted as broadly as necessary to implement and comply with HIPAA, the HIPAA regulations and applicable State laws. The parties agree that any ambiguity in the terms and conditions of these provisions shall be resolved in favor of a meaning that complies and is consistent with HIPAA and the HIPAA regulations.

XIII. Regulatory References

A reference in the terms and conditions of these provisions to a section in the HIPAA regulations means the section as in effect or as amended.

XIV. Survival

The respective rights and obligations of Contractor as stated in this Section shall survive the termination or expiration of this Agreement.

National Standards for Culturally and Linguistically Appropriate Services (CLAS) in Health and Health Care

The National CLAS Standards are intended to advance health equity, improve quality, and help eliminate health care disparities by establishing a blueprint for health and health care organizations to:

Principal Standard:

1. Provide effective, equitable, understandable, and respectful quality care and services that are responsive to diverse cultural health beliefs and practices, preferred languages, health literacy, and other communication needs.

Governance, Leadership, and Workforce:

2. Advance and sustain organizational governance and leadership that promotes CLAS and health equity through policy, practices, and allocated resources.
3. Recruit, promote, and support a culturally and linguistically diverse governance, leadership, and workforce that are responsive to the population in the service area.
4. Educate and train governance, leadership, and workforce in culturally and linguistically appropriate policies and practices on an ongoing basis.

Communication and Language Assistance:

5. Offer language assistance to individuals who have limited English proficiency and/or other communication needs, at no cost to them, to facilitate timely access to all health care and services.
6. Inform all individuals of the availability of language assistance services clearly and in their preferred language, verbally and in writing.
7. Ensure the competence of individuals providing language assistance, recognizing that the use of untrained individuals and/or minors as interpreters should be avoided.
8. Provide easy-to-understand print and multimedia materials and signage in the languages commonly used by the populations in the service area.

Engagement, Continuous Improvement, and Accountability:

9. Establish culturally and linguistically appropriate goals, policies, and management accountability, and infuse them throughout the organization's planning and operations.
10. Conduct ongoing assessments of the organization's CLAS-related activities and integrate CLAS-related measures into measurement and continuous quality improvement activities.
11. Collect and maintain accurate and reliable demographic data to monitor and evaluate the impact of CLAS on health equity and outcomes and to inform service delivery.
12. Conduct regular assessments of community health assets and needs and use the results to plan and implement services that respond to the cultural and linguistic diversity of populations in the service area.
13. Partner with the community to design, implement, and evaluate policies, practices, and services to ensure cultural and linguistic appropriateness.
14. Create conflict and grievance resolution processes that are culturally and linguistically appropriate to identify, prevent, and resolve conflicts or complaints.
15. Communicate the organization's progress in implementing and sustaining CLAS to all stakeholders, constituents, and the general public.

The Case for the Enhanced National CLAS Standards

Of all the forms of inequality, injustice in health care is the most shocking and inhumane.

— Dr. Martin Luther King, Jr.

Health equity is the attainment of the highest level of health for all people (U.S. Department of Health and Human Services [HHS] Office of Minority Health, 2011). Currently, individuals across the United States from various cultural backgrounds are unable to attain their highest level of health for several reasons, including the social determinants of health, or those conditions in which individuals are born, grow, live, work, and age (World Health Organization, 2012), such as socioeconomic status, education level, and the availability of health services (HHS Office of Disease Prevention and Health Promotion, 2010). Though health inequities are directly related to the existence of historical and current discrimination and social injustice, one of the most modifiable factors is the lack of culturally and linguistically appropriate services, broadly defined as care and services that are respectful of and responsive to the cultural and linguistic needs of all individuals.

Health inequities result in disparities that directly affect the quality of life for all individuals. Health disparities adversely affect neighborhoods, communities, and the broader society, thus making the issue not only an individual concern but also a public health concern. In the United States, it has been estimated that the combined cost of health disparities and subsequent deaths due to inadequate and/or inequitable care is \$1.24 trillion (LaVeist, Gaskin, & Richard, 2009). Culturally and linguistically appropriate services are increasingly recognized as effective in improving the quality of care and services (Beach et al., 2004; Goode, Dunne, & Bronheim, 2006). By providing a structure to implement culturally and linguistically appropriate services, the enhanced National CLAS Standards will improve an organization's ability to address health care disparities.

The enhanced National CLAS Standards align with the HHS Action Plan to Reduce Racial and Ethnic Health Disparities (HHS, 2011) and the National Stakeholder Strategy for Achieving Health Equity (HHS National Partnership for Action to End Health Disparities, 2011), which aim to promote health equity through providing clear plans and strategies to guide collaborative efforts that address racial and ethnic health disparities across the country. Similar to these initiatives, the enhanced National CLAS Standards are intended to advance health equity, improve quality, and help eliminate health care disparities by providing a blueprint for individuals and health and health care organizations to implement culturally and linguistically appropriate services. Adoption of these Standards will help advance better health and health care in the United States.

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FRESNO COUNTY DEPARTMENT OF BEHAVIORAL HEALTH FINANCIAL TERMS AND CONDITIONS

This Exhibit sets forth the financial terms and conditions, including compensation, invoicing, billing, audits, and other fiscal requirements, and is incorporated into the Specialty Mental Health Services (SMHS) Agreement between County and Contractor. County shall ensure timely and accurate compensation for services delivered and fulfill all responsibilities associated with funding sources under this Agreement.

I. Compensation

County shall compensate Contractor for services rendered under this Agreement, subject to the limitations and conditions herein. Compensation under this Agreement shall be paid only for services performed in accordance with its terms, while the Agreement is in effect, and subject to the amounts stated in this section. County employees have no authority to authorize payment beyond what is expressly provided in this Agreement.

a. Total Maximum Compensation

In no event shall total compensation payable to Contractor for all services provided under this Agreement exceed Six Million Five Hundred Fifty-Two Thousand Five Hundred Eighty and No/100 Dollars (\$6,552,580.00), during the entire term of this Agreement.

The maximum compensation may be increased only through a written amendment, contingent on the availability of sufficient funds.

Fiscal Year (FY)	SMHS Maximum Compensation	Non-Treatment Maximum Compensation	Total FY Maximum Compensation
FY 2025-26	\$0	\$1,028,564.00	\$1,028,564.00
FY 2026-27	\$352,440.00	\$1,028,564.00	\$1,381,004.00
FY 2027-28	\$352,440.00	\$1,028,564.00	\$1,381,004.00
FY 2028-29	\$352,440.00	\$1,028,564.00	\$1,381,004.00
FY 2029-30	\$352,440.00	\$1,028,564.00	\$1,381,004.00
Total			\$6,552,580.00

b. Maximum Compensation for SMHS

For each fiscal year covered by this Agreement, the maximum compensation payable to Contractor for SMHS shall be as follows:

July 1, 2026 – June 30, 2027: Three Hundred Fifty-Two Thousand Four Hundred Forty and No/100 Dollars (\$352,440.00)

July 1, 2027 – June 30, 2028: Three Hundred Fifty-Two Thousand Four Hundred Forty and No/100 Dollars (\$352,440.00)

July 1, 2028 – June 30, 2029: Three Hundred Fifty-Two Thousand Four Hundred Forty and No/100 Dollars (\$352,440.00)

July 1, 2029 – June 30, 2030: Three Hundred Fifty-Two Thousand Four Hundred Forty and No/100 Dollars (\$352,440.00)

This amount is not guaranteed and shall be paid only for approved services rendered and claims submitted and approved through the Electronic Health Record (EHR).

c. Maximum Compensation for Non-Treatment Supports

For each fiscal year covered by this Agreement, the maximum compensation payable to Contractor for non-treatment supports shall be as follows:

July 1, 2025 – June 30, 2026: One Million Twenty-Eight Thousand Five Hundred Sixty-Four and No/100 Dollars (\$1,028,564.00)

July 1, 2026 – June 30, 2027: One Million Twenty-Eight Thousand Five Hundred Sixty-Four and No/100 Dollars (\$1,028,564.00)

July 1, 2027 – June 30, 2028: One Million Twenty-Eight Thousand Five Hundred Sixty-Four and No/100 Dollars (\$1,028,564.00)

July 1, 2028 – June 30, 2029: One Million Twenty-Eight Thousand Five Hundred Sixty-Four and No/100 Dollars (\$1,028,564.00)

July 1, 2029 – June 30, 2030: One Million Twenty-Eight Thousand Five Hundred Sixty-Four and No/100 Dollars (\$1,028,564.00)

These amounts will be reimbursed based on actual costs in accordance with the approved budget in Revised Exhibit C – Attachment B, up to the FY maximum listed above.

II. Performance Incentives for SMHS Fee-For-Service

Contractor may be eligible to receive performance-based incentives intended to encourage program growth, enhance service delivery, and improve overall wellness outcomes in unserved and underserved communities. The determination of eligibility and the calculation of such incentives shall be at the discretion of County's DBH Director or designee and governed by the following conditions:

a. Eligibility

- i. Incentives shall be available only after the completion of two full fiscal years under this Agreement for Contractors providing SMHS reimbursed under County's Fee-for-Service structure.
- ii. A baseline cannot be established using partial fiscal year data; therefore, eligibility requires two consecutive complete fiscal years of performance data.
- iii. Contractors entering this Agreement after the initial contract fiscal year shall become eligible upon completion of two consecutive fiscal years under this Agreement.

b. Performance Baseline

- i. The initial performance baseline shall be established based on the Contractor's State-approved claimed dollar amount for services performed, claimed, and approved by the State in fiscal year one (1), as recorded by County.
- ii. This baseline shall be adjusted for any subsequent State rate changes to finalize the performance baseline for fiscal year two (2).

c. Incentive Calculation

- i. Upon completion of fiscal year two (2), if Contractor exceeds the established performance baseline, Contractor shall be eligible for an incentive payment equal to eight percent (8%) of the Medi-Cal reimbursements generated above the baseline amount.

d. Annual Adjustments

- i. Each subsequent fiscal year's performance baseline shall be adjusted annually to the higher of:
 1. The prior fiscal year's actual State-approved claimed amount plus any State rate increases; or
 2. The previously established performance baseline amount plus any State rate increases.
- ii. Under no circumstances shall the performance baseline decrease from one fiscal year to the next.

e. Illustrative Table

The table below provides an example of annual baseline adjustments. This table is for reference only and is not binding. Actual details will be finalized between both parties at the conclusion of fiscal year one (1).

Fiscal Year	Prior Baseline (Before Adjustment)	State Rate Adjustment	New Performance Baseline (After Adjustment)	Actual Claimed Amount	Amount Above Baseline	Performance Incentive (8%)
Year 1	N/A	N/A	N/A	\$500,000	\$0	\$0
Year 2	\$500,000	+3%	\$515,000	\$550,000	\$35,000	\$2,800
Year 3	\$550,000	+2%	\$561,000	\$520,000	\$0	\$0
Year 4	\$561,000	+2%	\$572,220	\$600,000	\$27,780	\$2,222
Year 5	\$600,000	+2%	\$612,000	\$650,000	\$38,000	\$3,040

Contractor must be in satisfactory standing with all performance outcomes and reporting requirements under this Agreement prior to receiving any performance-based incentive payment. All required reports must be submitted in full and on time. Failure to meet these requirements may result in County's DBH Director or designee, at their sole discretion, deeming Contractor ineligible for performance incentives or withhold payments until compliance is achieved.

County will calculate and provide written notification of any incentive award within ninety (90) calendar days after all State-approved claimed services for the targeted fiscal year have been received and recorded by County, or within nine (9) months following the end of the targeted fiscal year, whichever is later. Payment of any approved incentive will be made within forty-five (45) days after final approval.

Payment of performance incentives is contingent upon compliance with all applicable regulations and the availability of funds.

III. Rate Categories for Fee-For-Service

The vocational and educational services delivered using the individualized placement and support (IPS) evidence based practice provided by the Contractor under this Agreement shall be reimbursed in accordance with the rate schedule set forth in Revised Exhibit C – Attachment A, which is incorporated herein by reference and made part of this Agreement. Services shall be categorized as Clinic-Site Based, and the Contractor shall be compensated according to the applicable rate schedule specified in Revised Exhibit C – Attachment A.

a. Clinic-Site Based:

Clinic-Site programs are defined as programs that provide less than fifty percent (50%) of services in the field. For purposes of this calculation, only billable services will be considered. "In the field" refers to services that do not occur through telehealth and do not occur at designated sites where Contractor is afforded regular access. Designated sites shall be identified by Contractor and approved in writing by County's DBH Director or designee. County retains the sole discretion to classify a program as Clinic-Site Based.

For the purposes of this Agreement, Clinic-Site Based locations are defined as the following SmartCare (EHR) Locations (CMS Places of Service):

- i. Office
- ii. Telehealth Provided Other than in Persons Served Home
- iii. Telehealth Provided in Patient's Home
- iv. Any location where the mode of delivery is Video Conference, Telephone, or Written communication

IV. Invoices

County shall process and pay Contractor's invoices for services rendered under this Agreement, subject to the limitations and conditions herein. Payment under this Agreement shall be made only for invoices submitted in accordance with its terms, while the Agreement is in effect, and subject to the deadlines and requirements stated in this section. County employees have no authority to authorize payment beyond what is expressly provided in this Agreement.

a. Definition of Acceptable Invoice

Definition

An Acceptable Invoice is a complete, itemized invoice submitted in accordance with the submission requirements set forth in Section IV(b) of this Exhibit. Each invoice shall include, at a minimum:

- i. Contractor's legal name and remit-to address;
- ii. Invoice number and date;
- iii. Contract or Purchase Order (PO) number;
- iv. Service period, including start and end dates;
- v. Itemized description of services, including units, rates, and applicable codes;
- vi. Total amount due, reflecting any credits or adjustments; and
- vii. County department or cost center, if applicable.

b. Invoice Submission Deadlines

Contractor shall comply with the following requirements for invoice submission and processing:

i. Monthly Submission

1. Contractor shall use best efforts to submit monthly invoices, in arrears, by the fifteenth (15th) calendar day of each month.
2. Invoices shall be submitted in the format prescribed by County. This timeline is intended to facilitate prompt processing and does not supersede the final submission deadline specified below.

ii. Submission Method

All invoices shall be submitted electronically to the following recipients:

3. dbhinvoicereview@fresnocountyca.gov
4. dbh-invoices@fresnocountyca.gov
5. County's assigned DBH Staff Analyst

iii. Illustrative Table

The table below provides an example of FY 2026-2027 invoice deadlines.

Service Month	Target Submission	Initial Invoice Deadline	Supplemental*/ OHC Deadline
Jul 2026	Aug 15, 2026	Sep 29, 2026	Nov 28, 2026
Aug 2026	Sep 15, 2026	Oct 30, 2026	Dec 29, 2026
Sep 2026	Oct 15, 2026	Nov 29, 2026	Jan 28, 2027
Oct 2026	Nov 15, 2026	Dec 30, 2026	Feb 28, 2027
Nov 2026	Dec 15, 2026	Jan 29, 2027	Mar 30, 2027
Dec 2026	Jan 15, 2027	Mar 01, 2027	Apr 30, 2027
Jan 2027	Feb 15, 2027	Apr 01, 2027	May 31, 2027
Feb 2027	Mar 15, 2027	Apr 29, 2027	Jun 28, 2027
Mar 2027	Apr 15, 2027	May 30, 2027	Jul 29, 2027
Apr 2027	May 15, 2027	Jun 29, 2027	Aug 28, 2027
May 2027	Jun 15, 2027	Jul 30, 2027	Supplemental – Aug 29, 2027 OHC – Sep 28, 2027
June 2027	Jul 15, 2027	Aug 29, 2027	Supplemental – Aug 29, 2027 OHC – Oct 28, 2027

*Supplemental allowed if initial invoice submission is timely

c. Invoice Review and Withholding

At the discretion of County, if an invoice is found to be incorrect or is otherwise not in proper form or substance, County may withhold payment for only the portion of the invoice deemed incorrect or improper. Prior to withholding payment, County shall provide Contractor with at least five (5) calendar days' written notice. Contractor shall continue providing services for up to ninety (90) calendar days after receiving notice of the invoice issue while resolution efforts are ongoing. If the invoice remains unresolved to County's satisfaction after the ninety (90) day period, County may elect to terminate this Agreement, in accordance with the termination provisions outlined in Article 6.

If County fails to provide notice of an incorrect or improper invoice and this results in delay in reimbursement, Contractor may initiate the escalation process through County's DBH Finance Division's Invoice Review Team. This process may include escalation to the DBH Finance Division Manager and ultimately County's DBH Director or designee to ensure timely reimbursement.

If County withholds any portion of an invoice due to incorrect or improper form or substance, Contractor shall resolve the issue and communicate any delays in resolution to County's DBH Finance Division Manager within ninety (90) calendar days of receiving notice of the withholding. Failure to resolve or communicate within this timeframe may result in the withholding being deemed final and non-payable at the sole discretion of County.

Contractor shall submit all initial invoices for services rendered within a given calendar month no later than sixty (60) calendar days following the end of the month in which services are provided. Invoices submitted after this 60-day period may be rejected and not processed for payment.

If the initial invoice is submitted within the required timeframe, supplemental or revised invoices may be submitted within one hundred twenty (120) calendar days following the end of the month in which services were provided. Supplemental invoices will not be accepted if the initial invoice is not submitted timely.

All billing related to Other Health Coverage (OHC) must be submitted within one hundred twenty (120) calendar days following the month in which services were provided.

The County shall not process or pay any invoices submitted more than sixty (60) calendar days after the end of the fiscal year in which the services were performed, except for claims related to Other Health Coverage (OHC), which must be submitted within one hundred twenty (120) calendar days following the month in which services were provided.

d. Fee-For-Service Invoice Calculation

Invoices for specialty mental health services shall be calculated based on the units of time associated with each CPT or HCPCS code entered into the County billing system, multiplied by the practitioner service rates specified in Revised Exhibit C – Attachment A.

Services pending determination from Medicare, OHC, or any other third-party payers shall not be reimbursed until Explanation of Benefits (EOB) is processed and any remaining balance is transferred to Medi-Cal or other applicable coverage, in accordance with this Agreement's funding requirements.

Notwithstanding the foregoing, County may, at its sole discretion, authorize payment for services provided to individuals with OHC when such services are not fully covered by the primary payer. This discretionary payment shall only apply to the remaining balance after all applicable third-party reimbursements have been applied and upon receipt of the EOB, unless DBH expressly approves earlier payment in writing. Such approval shall be documented and remain subject to all funding requirements under this Agreement.

County payments are provisional and subject to adjustment upon completion of all cost settlement and reconciliation activities. Adjustments, including recoupments, shall be made in accordance with this Agreement. County shall provide written notice of any adjustments. Final settlement will be based on audit findings and compliance with all applicable regulations.

Revenue reporting requirements are outlined in Section VII(f) (Financial Compliance and Enforcement).

e. Cost Reimbursement Invoice Calculation

Invoices for cost reimbursement services shall be calculated based on actual expenses incurred during the applicable service month. Contractor shall submit monthly invoices in arrears, accompanied by detailed general ledgers itemizing program costs for that month. These documents shall serve as verification to ensure costs align with the approved budget in Revised Exhibit C – Attachment B.

Contractor shall maintain supporting documentation for all claimed costs and make such records available for audit by County, State, or Federal authorities upon request. Failure to submit required reports and documentation may result in County withholding payment until compliance is achieved, upon written notice.

Monthly invoices shall reflect the total amount due for allowable costs, reduced by any revenue collected from third-party payers, client-pay, or private-pay sources, and shall exclude unallowable cost such as lobbying or political contributions.

f. Corrective Action Plans

Contractor shall enter all services into the County EHR and submit invoices in accordance with the deadlines and requirements specified in this Agreement, ensuring accuracy and completeness of all information.

Failure to comply with these requirements may result in the implementation of a corrective action plan at the discretion of the County. Corrective action plans may include, but are not limited to, financial penalties or termination of this Agreement in accordance with the termination provisions outlined in Article 6.

g. Payment

County shall make payment to Contractor in arrears for services provided during the preceding month, within forty-five (45) calendar days after receipt, verification, and approval of the invoice by County.

Payments shall be made upon certification or other proof satisfactory to County that services have been performed or actual expenditures incurred in accordance with this Agreement. Any compensation not expended by Contractor pursuant to this Agreement shall automatically revert to County.

i. Incidental Expenses

Contractor shall be solely responsible for all costs and expenses not identified as reimbursable by County under this Agreement. Such costs include, but not limited to, administrative overhead, travel, and other incidental expenses.

h. Applicable Fees

Contractor shall not charge any person served or third-party payers for services provided under this Agreement unless expressly directed to do so by County at the time of referral. When directed to charge for services, Contractor shall use the uniform billing and collection guidelines prescribed by DHCS.

Contractor shall perform eligibility and financial determinations in accordance with DHCS' Uniform Method of Determining Ability to Pay (UMDAP), as outlined in BHIN 98-13 (available at dhcs.ca.gov), unless directed otherwise by County.

Contractor shall not submit claims to, or demand or collect reimbursement from, persons served or their representatives for specialty mental health or related administrative services provided under this Agreement, except to collect other health insurance coverage, share of cost, and co-payments, as permitted under California Code of Regulations, Title 9, §1810.365(c).

Under no circumstances shall Contractor bill persons served for covered services any amount greater than would be owed if the County provided the services directly. Contractor shall comply with all applicable requirements, including 42 C.F.R. § 438.106.

i. Claiming Responsibilities for SMHS

Contractor shall enter all claims data into the County's EHR using the California Mental Health Services Authority (CalMHSA) Smart Care Procedure Codes (available at <https://2023.calmhsa.org/procedure-code-definitions/>) by the fifteenth (15th) calendar day of each month for services rendered in the previous month. County's EHR system will convert these codes to Current Procedural Terminology (CPT) or Healthcare Common Procedure Coding System (HCPCS) codes, in accordance with the DHCS Billing Manual (available at <https://www.dhcs.ca.gov/services/MH/Pages/MedCCC-Library.aspx>), as amended from time to time.

All claims shall be accurate, complete, and error-free, and must include all required information. Contractor is responsible for monitoring and correcting any errors within thirty (30) calendar days from the date of service to ensure timely payment. County will monitor service volume, billing amounts, and service types entered into the EHR. Any audit exceptions resulting from Contractor' reporting shall be the sole responsibility of Contractor.

Contractor shall provide all necessary data to enable County to bill Medi-Cal and meet State and Federal reporting requirements. Data may be provided through direct EHR entry, electronic file submission compatible with County systems, or system integration. Contractor shall maximize Federal Financial Participation (FFP) by claiming all eligible Medi-Cal services and correcting denied claims for resubmission.

Contractor is responsible for billing all SMHS for persons served with OHC and/or Medicare. For individuals with OHC and/or Medicare, Contractor shall bill the carrier and obtain payment or denial, or validate non-response after ninety (90) calendar days from claim submission. Contractor must report all third-party collections monthly and submit copies of EOBs or CMS 1500 forms to: DBHAccountsReceivable@fresnocountyca.gov. EOBs shall be submitted in batches by service month, with email subject lines including Contractor Name, Program Name, and Payment or Denial status.

V. Recoupments and Audits Requirements

a. Recoupment Process

County shall recapture from Contractor the value of any services or expenditures determined to be ineligible based on County or State monitoring results. County may enter into a repayment agreement with Contractor for up to twelve (12) months, with the option to extend

to a total of twenty-four (24) months at County discretion. Repayment agreements require written approval by County. County may offset repayment amounts against future invoices or recoup all funds immediately. These remedies are not exclusive, and County may pursue other means of recovery.

Contractor shall be financially liable for all disallowances or audit exceptions identified through State audits, County utilization reviews, or other oversight processes. Disallowed amounts must be remitted within forty-five (45) calendar days or will be withheld from subsequent payments. Contractor shall not receive reimbursement for any services disallowed or denied by County or State review processes.

County will conduct periodic audits to verify clinical documentation, validate costs invoiced under cost reimbursement agreements, and ensure compliance with applicable regulations. Audits may require Contractor to reimburse County for previously paid services under circumstances including, but not limited to:

- i. Fraud, Waste, or Abuse as defined in federal regulations.
- ii. Overpayment due to errors in claiming or documentation
- iii. Other reasons specified by DHCS in the SMHS Reasons for Recoupment guidance.

Contractor shall reimburse County for all overpayments identified by any oversight entity within required timeframes. Funds owed must be paid within forty-five (45) calendar days of notification or will be offset against future payments.

b. Audit Requirements

The following requirements apply to all audits and reviews conducted under this Agreement.

Contractor is responsible for ensuring the accuracy of all claims submitted, including proper documentation, coding, and compliance with SMHS standards. Contractor shall maintain confidentiality of all records in accordance with HIPAA and applicable State and Federal laws.

Contractor shall cooperate fully with County, DHCS, or other regulatory bodies in any audit or review, including providing access to records, documents, and facilities. Contractor shall allow inspection and audit for ten (10) years following the Agreement's end date or until any audit or investigation is resolved, whichever is later, pursuant to 42 C.F.R. §§ 438.3(h) and 438.230(i)(3)(i-iii).

c. Single Audit Clause

If Contractor expends One Million Dollars (\$1,000,000.00) or more in Federal or Federal flow-through funds in any fiscal year, Contractor shall conduct an annual audit in accordance

with the Single Audit Standards as set forth in Office of Management and Budget (OMB) 2 CFR 200. The audit report and management letter shall be submitted to County within nine (9) months of the fiscal year end. The audit must include either a statement of findings or a statement that no findings were identified. If findings exist, Contractor shall provide a corrective action plan signed by an authorized representative and take prompt action to address any material non-compliance or weakness.

Failure to perform the required audit may result in County conducting the audit or contracting with a public accountant to perform the audit at Contractor's expense. Audit costs related to this Agreement are the sole responsibility of Contractor.

If Contractor's Federal expenditures do not meet the Single Audit Clause threshold, Contractor shall perform a program audit and submit to County within nine (9) months of the fiscal year end. The program audit must attest to Contractor's financial solvency and compliance with Agreement requirements.

Contractor shall make all records and accounts available for inspection by County, the State, the Controller General of the United States, the Federal Grantor Agency, or their authorized representatives at all reasonable times for a period of at least three (3) years following the final payment under this Agreement or until all pending matters are resolved, whichever is later.

d. Audit Requirements for Pass-Through Entities

If County determines that Contractor is a "subrecipient" or pass-through entity as defined in 2 C.F.R. § 200, Contractor shall comply with all applicable cost principles, administrative requirements, and audit standards, including those governing claims for payment or reimbursement.

Financial audit reports must include a separate schedule identifying all funds received from or passed through the County. This schedule shall specify the Agreement number, Agreement amount, Agreement period, and the amount expended during the fiscal year by funding source.

Contractor will provide a financial audit report including all attachments to the report and the management letter and corresponding response within six months of the end of the audit year to the County's DBH Director or designee. The County's Director or designee is responsible for providing the audit report to the County Auditor.

Contractor shall submit the financial audit report, including all attachments, the management letter, and any corresponding response to County within six (6) months of the end of the audit year. The County will forward the report to the County Auditor.

Any required corrective action plan must be submitted to County at the same time as the audit report or as soon thereafter as available. County shall monitor implementation of the corrective action plan as it relates to services provided under this Agreement.

VI. County-Owned Property Requirements

This section shall only apply to the program components and services provided under Cost Reimbursement. County and Contractor recognize that fixed assets are tangible and intangible property obtained or controlled under County for use in operational capacity and will benefit County for a period more than one (1) year.

a. Agreement Assets

Assets shall be tracked on an agreement-by-agreement basis. Unless otherwise permitted by the funding source, all assets shall fall under the "Equipment" category. Items of a sensitive nature, including those containing HIPAA Protected Health Information (PHI), must be purchased and allocated to a single Agreement. Examples of assets include, but are not limited to:

- i. Computers (desktops and laptops);
- ii. Copiers, cell phones, tablets, and other devices with any HIPAA data;
- iii. Modular furniture;
- iv. Land;
- v. Any items over \$5,000;
- vi. Items of \$500 or more with a lifespan of at least two (2) years (e.g., televisions, washers/dryers, printers, digital cameras, other equipment/furniture).

Contractor shall maintain an asset tracking system that includes, at a minimum:

- i. Asset description and unique identifier (e.g., serial number);
- ii. Acquisition date and cost;
- iii. Quantity and location or assigned user;
- iv. Source of grant funding (if applicable);
- v. The disposition date and method (surplus, transfer, destruction, loss).

b. Retention and Maintenance

All assets shall remain County property upon expiration of this Agreement. Contractor shall participate in annual inventory and ensure return of all County-owned, undepreciated assets or reimburse County for their monetary value if unable to return them. Contractor shall:

- i. Maintain equipment in good working order, normal wear and tear excepted;

- ii. Label equipment with County-assigned program number and maintain inventory list as required;

Report loss or theft immediately in writing and provide a police report for stolen items.

c. Equipment Purchase

Any equipment purchased with funds under this Agreement requires prior written approval from County. Purchases must directly relate to services under this Agreement. County may deny reimbursement for unauthorized purchases.

d. Modification of Assets

Contractor must obtain prior written approval from County for any modification or change in use of property acquired or improved with Agreement funds. If such property is sold or used for non-qualifying purposes, Contractor shall reimburse County for its current fair market value, less any portion funded by non-County sources. These requirements remain in effect for the life of the property unless relieved by State action.

VII. Additional Compliance and Reporting Requirements

Contractor acknowledges and agrees that its obligations under this Agreement are subject to all applicable local, State, and Federal laws and regulations, including but not limited to those governing Medi-Cal, HIPAA, and the False Claims Act.

a. Notification of Changes

Contractor shall provide written notice to County of any material change affecting the performance of this Agreement, including but not limited to:

- i. Organizational Changes

Changes in organizational name, Head of Service, or principal business address.

- ii. Service Location Changes

Change in any service-delivery location. Notice shall be provided at least six (6) months in advance to allow County sufficient time to comply with site certification requirements. Such notice will become part of this Agreement upon written acknowledgment by the County, provided the change of address does not conflict with any other provisions of this Agreement.

- iii. Ownership, Licensure, or Capacity Changes

Any change in ownership, organizational status, licensure, or Contractor's ability to provide the quantity or quality of the contracted services. Notice shall be provided immediately and no later than fifteen (15) calendar days following the change.

Failure to provide timely notice as required herein may result in corrective action, including withholding of payment or termination of this Agreement, in accordance with the provisions outlined in Article 6.

b. Record Maintenance and Retention

Contractor shall maintain complete, accurate, and current records to demonstrate accountability for all services and fiscal activities under this Agreement. Records include, but are not limited to:

i. Service Delivery Documentation

Monthly summary sheets, sign-in sheets, and other primary source documents supporting services provided.

ii. Fiscal Records

All financial records shall be maintained in accordance with Generally Accepted Accounting Principles (GAAP) and must account for all funds, tangible assets, revenues, and expenditures. Fiscal records shall also comply with the requirements set forth in 2 CFR Part 200, Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards.

iii. Retention Requirements

Contractor shall retain all service and financial records for a minimum of ten (10) years from the date of final payment, the final date of this Agreement, final settlement, or until all audit findings are resolved, whichever is later.

iv. Access and Compliance

Contractor shall provide County access to all records upon request and comply with all applicable local, State, and Federal laws regarding the maintenance and relinquishment of medical records.

Failure to maintain records in accordance with these requirements may result in withholding of payments or termination of this Agreement, as outlined in Article 6.

c. Financial Reports

Contractor shall submit audited financial reports to County on an annual basis. The audit shall:

i. Standards

Be conducted in accordance with GAAP and generally accepted auditing standards.

ii. Submission Timeline

The audit report, including all attachments, the management letter, and any corresponding response, must be submitted to County within six (6) months of the end of the audit year.

iii. **Corrective Action**

If findings are identified, Contractor shall provide a corrective action plan signed by an authorized representative at the time of submission or as soon thereafter as available. County shall monitor implementation of the corrective action plan as it relates to services provided under this Agreement.

Failure to submit required financial reports within the specified timeframe may result in corrective action, including withholding of payment or termination of this Agreement, in accordance with Article 6.

d. Agreement Termination

In the event this Agreement is terminated, reaches its designated term, or Contractor ceases operations, Contractor shall:

i. **Delivery of Records**

Provide or make available to County all financial and service records accumulated under this Agreement, whether completed, partially completed, or in progress, within seven (7) calendar days of the termination or end date.

ii. **Final Compensation**

Contractor shall be entitled to payment for all SMHS satisfactorily provided through and including the effective date of termination, subject to the terms and conditions of this Agreement.

This provision shall not limit or reduce any damages owed to County resulting from Contractor's breach of this Agreement.

Failure to comply with these requirements may result in withholding payment or other remedies available to the County under Article 6.

e. Restrictions and Limitations

This Agreement is subject to all restrictions, limitations, and conditions imposed by County, State, or Federal funding sources that may affect the fiscal provisions or funding for this Agreement. Key provisions include:

i. **Funding Contingency**

This Agreement is contingent upon sufficient funds being made available by County, State, or Federal sources for the term of this Agreement. If the State or Federal governments reduce financial participation in the Medi-Cal program,

County shall meet with Contractor to discuss renegotiating the services required.

ii. Fiscal Year Funding

Funding is allocated by fiscal year. Any unspent appropriation for a fiscal year does not roll over and is not available for services provided in subsequent years.

iii. Delayed Payments

In the event funding for these services is delayed by the State Controller, County may defer payments to Contractor. The deferred amount shall not exceed the amount of funding delayed by the State Controller to County. The deferral period shall not exceed the duration of the State Controller's delay plus forty-five (45) calendar days.

f. Financial Compliance and Enforcement

County maintains the right to monitor Contractor's performance under this Agreement to ensure accuracy of claims for reimbursement and compliance with all applicable laws and regulations.

Contractor shall claim and collect all other available revenues, including but not limited to Medicare, private insurance, grants, client rent/fees, and any other third-party funding sources. Contractor shall maintain accurate records of all such revenues collected and report them to County in the format and frequency specified by County. Reports shall be submitted concurrently with monthly invoices or as otherwise directed and must include sufficient detail to support reconciliation and verification of revenue sources.

No federal funds provided under this Agreement shall be used to pay the salary of an individual at a rate exceeding Level 1 of the Executive Schedule, as published by U.S. Office of Personnel Management and amended from time to time amended.

Federal Financial Participation shall not be available for any amount furnished to an excluded individual or entity, or at the direction of a physician during the period of exclusion when the person providing the service knew or should have known of the exclusion, or to an individual or entity when the County failed to suspend payments during an investigation of a credible allegation of fraud, pursuant to 42 U.S.C. section 1396b(i)(2).

Contractor shall be responsible for any disallowances resulting from inadequate documentation.

Failure by either party to enforce any provision of this Agreement shall not constitute a waiver of that provision or any other provision.

If Contractor fails to comply with any provision of this Agreement, County may, upon written notice, be relieved of its obligation to provide further compensation.

g. Compliance with Federal and State Laws

Contractor shall comply with all applicable Federal and State laws and regulations governing the provision of services and the use of funds under this Agreement, including but not limited to:

- i. The False Claims Act employee training and policy requirements set forth in 42 U.S.C. §1396a(a)(68) and any related guidance issued by the U.S. Department of Health and Human Services;
- ii. Medi-Cal program requirements;
- iii. HIPAA privacy and security standards;
- iv. Any other applicable statutes, regulations, and administrative rules.

Contractor shall maintain documentation demonstrating compliance with these requirements and make such documentation available to County upon request.

h. Restrictions on Fund Redirection

Contractor shall not redirect or transfer funds from one funded program to another funded program under this Agreement, except through a duly executed amendment approved by County.

Contractor shall not allocate or charge services provided to an eligible person under one funded program to another funded program unless the person served is also eligible for services under the second funded program.

i. Record Retention and Access

Contractor shall maintain complete, accurate, and current records to demonstrate accountability for all services and fiscal activities under this Agreement. Records shall include, but are not limited to:

- i. Service delivery documentation (e.g., monthly summary sheets, sign-in sheets, and other primary source documents);
- ii. Fiscal records maintained in accordance with Generally Accepted Accounting Principles (GAAP), accounting for all funds, tangible assets, revenues, and expenditures;
- iii. Documentation required under 2 CFR Part 200, Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards.

Retention Requirements:

Contractor shall retain all service and financial records for a minimum of ten (10) years from the date of final payment, the final date of this Agreement, final settlement, or until all audit findings are resolved, whichever is later.

Access and Compliance:

Contractor shall provide County access to all records upon request and comply with all applicable local, State, and Federal laws regarding the maintenance and relinquishment of medical records.

Failure to maintain records in accordance with these requirements may result in withholding of payments or termination of this Agreement, as outlined in Article 6.

FEE-FOR-SERVICE RATES

****Fee-for-Service rates are established by the Department of Health Care Services. Contractor acknowledges that the rates listed in the table below are all-inclusive rates and cover all program operating expenses, including but is not limited to:**

- i. Direct and indirect staff time (e.g., patient care, documentation, travel, and paid time off);
- ii. Total staff compensation (e.g., salaries, wages, benefits, bonuses, incentives);
- iii. Vehicle expenses (e.g. gas, maintenance, insurance);
- iv. Training and professional development;
- v. Assets and capital equipment;
- vi. Utilities overhead costs.

Indirect cost expenses shall be determined by the Contractor under the Fee-for-Service reimbursement structure.

Assigned Fee-For-Service Rate Category:

Clinic-Based Rate Category

Fee-For-Service Rate Table:

Clinic/Site Based (less than 50% of services are provided in the field)	
Provider Type	Provider Rate Per Hour
Licensed Physician	\$1,000.00
Physicians Assistant	\$448.49
Nurse Practitioner	\$497.27
Registered Nurse	\$406.18
Certified Nurse Specialist	\$497.27
Licensed Vocational Nurse	\$213.38
Registered Pharmacist	\$478.67
Licensed Psychiatric Technician	\$182.93
Psychologist (Licensed or Waivered)	\$402.17
LPHA (MFT LCSW LPCC)/ Intern or Waivered LPHA (MFT LCSW LPCC)	\$260.25
Occupational Therapist	\$346.43
Mental Health Rehab Specialist	\$195.80
Peer Support Specialists	\$205.59
Community Health Worker	\$200.70
Medical Assistant	\$146.68

Other Qualified Providers	\$195.80
Certified AOD Counselor	\$215.87

Flat Rate Type	Unit	Maximum Units That Can Be Billed	Rate
Interactive Complexity	15 min per unit	1 per allowed procedure per provider per person served	\$19.48
Sign Language/Oral Interpretive Services	15 min per unit	Variable	\$32.87

FY 26-27			
Provider Type	Provider Rate per Hour	Estimated Billable Service Hours	Total
Licensed Physician	\$1,000.00		\$0.00
Physicians Assistant	\$448.49		\$0.00
Nurse Practitioner	\$497.27		\$0.00
Registered Nurse	\$406.18		\$0.00
Certified Nurse Specialist	\$497.27		\$0.00
Licensed Vocational Nurse	\$213.38		\$0.00
Registered Pharmacist	\$478.67		\$0.00
Licensed Psychiatric Technician	\$182.93		\$0.00
Psychologist (Licensed or Waivered)	\$402.17		\$0.00
LPHA (MFT LCSW LPCC)/ Intern or Waivered LPHA (MFT LCSW LPCC)	\$260.25		\$0.00
Occupational Therapist	\$346.43		\$0.00
Mental Health Rehab Specialist	\$195.80		\$0.00
Other Qualified Providers	\$195.80	1800	\$352,440.00
MAXIMUM COMPENSATION			\$352,440.00

FY 27-28			
Provider Type	Provider Rate per Hour	Estimated Billable Service Hours	Total
Licensed Physician	\$1,000.00		\$0.00
Physicians Assistant	\$448.49		\$0.00
Nurse Practitioner	\$497.27		\$0.00
Registered Nurse	\$406.18		\$0.00
Certified Nurse Specialist	\$497.27		\$0.00
Licensed Vocational Nurse	\$213.38		\$0.00
Registered Pharmacist	\$478.67		\$0.00
Licensed Psychiatric Technician	\$182.93		\$0.00
Psychologist (Licensed or Waivered)	\$402.17		\$0.00
LPHA (MFT LCSW LPCC)/ Intern or Waivered LPHA (MFT LCSW LPCC)	\$260.25		\$0.00
Occupational Therapist	\$346.43		\$0.00
Mental Health Rehab Specialist	\$195.80		\$0.00
Other Qualified Providers	\$195.80	1800	\$352,440.00
MAXIMUM COMPENSATION			\$352,440.00

FY 28-29			
Provider Type	Provider Rate per Hour	Estimated Billable Service Hours	Total
Licensed Physician	\$1,000.00		\$0.00
Physicians Assistant	\$448.49		\$0.00
Nurse Practitioner	\$497.27		\$0.00
Registered Nurse	\$406.18		\$0.00
Certified Nurse Specialist	\$497.27		\$0.00
Licensed Vocational Nurse	\$213.38		\$0.00
Registered Pharmacist	\$478.67		\$0.00
Licensed Psychiatric Technician	\$182.93		\$0.00
Psychologist (Licensed or Waivered)	\$402.17		\$0.00
LPHA (MFT LCSW LPCC)/ Intern or Waivered LPHA (MFT LCSW LPCC)	\$260.25		\$0.00
Occupational Therapist	\$346.43		\$0.00
Mental Health Rehab Specialist	\$195.80		\$0.00
Other Qualified Providers	\$195.80	1800	\$352,440.00
MAXIMUM COMPENSATION			\$352,440.00

FY 29-30			
Provider Type	Provider Rate per Hour	Estimated Billable Service Hours	Total
Licensed Physician	\$1,000.00		\$0.00
Physicians Assistant	\$448.49		\$0.00
Nurse Practitioner	\$497.27		\$0.00
Registered Nurse	\$406.18		\$0.00
Certified Nurse Specialist	\$497.27		\$0.00
Licensed Vocational Nurse	\$213.38		\$0.00
Registered Pharmacist	\$478.67		\$0.00
Licensed Psychiatric Technician	\$182.93		\$0.00
Psychologist (Licensed or Waivered)	\$402.17		\$0.00
LPHA (MFT LCSW LPCC)/ Intern or Waivered LPHA (MFT LCSW LPCC)	\$260.25		\$0.00
Occupational Therapist	\$346.43		\$0.00
Mental Health Rehab Specialist	\$195.80		\$0.00
Other Qualified Providers	\$195.80	1800	\$352,440.00
MAXIMUM COMPENSATION			\$352,440.00

FRESNO VOCATIONAL EDUCATIONAL SERVICES
PACIFIC CLINICS
Fiscal Year (FY) 2025-26

PROGRAM EXPENSES

1000: DIRECT SALARIES & BENEFITS					
Direct Employee Salaries					
Acct #	Administrative Position	FTE	Admin	Program	Total
1101	Regional Executive Director	0.10	\$ 17,299		\$ 17,299
1102	Crp Dir of Comm Integ Services	0.30	\$ 34,501		\$ 34,501
1103			-		-
1104			-		-
1105			-		-
1106			-		-
1107			-		-
1108			-		-
1109			-		-
1110			-		-
1111			-		-
1112			-		-
1113			-		-
1114			-		-
1115			-		-
Direct Personnel Admin Salaries Subtotal		0.40	\$ 51,800		\$ 51,800
Acct #	Program Position	FTE	Admin	Program	Total
1116	IPS Team Leader/Supervisor	1.00		\$ 87,360	\$ 87,360
1117	Employment Specialist	3.00		\$ 168,480	\$ 168,480
1118	Educational Support Specialist	1.00		\$ 56,160	\$ 56,160
1119	Employment Peer Specialist	2.00		\$ 99,840	\$ 99,840
1120	Customer Service Specialist	0.50		\$ 21,840	\$ 21,840
1121	Program Director I	0.50		\$ 47,110	\$ 47,110
1122				-	-
1123				-	-
1124				-	-
1125				-	-
1126				-	-
1127				-	-
1128				-	-
1129				-	-
1130				-	-
1131				-	-
1132				-	-
1133				-	-
1134				-	-
Direct Personnel Program Salaries Subtotal		8.00		\$ 480,790	\$ 480,790
			Admin	Program	Total
Direct Personnel Salaries Subtotal		8.40	\$ 51,800	\$ 480,790	\$ 532,590
Direct Employee Benefits					
Acct #	Description		Admin	Program	Total
1201	Retirement		\$ -	\$ 19,232	\$ 19,232
1202	Worker's Compensation		\$ -	\$ 4,808	\$ 4,808
1203	Health Insurance		\$ -	\$ 72,118	\$ 72,118
1204	ARA Awards		\$ -	\$ 1,963	\$ 1,963
1205	Regional Retirement		\$ 2,072	\$ -	\$ 2,072
1206	Regional Worker's Comp		\$ 518	\$ -	\$ 518
1207	Regional Health Insurance		\$ 7,770	\$ -	\$ 7,770
1208	Regional ARA Awards		\$ 500	\$ -	\$ 500
Direct Employee Benefits Subtotal:			\$ 10,860	\$ 98,121	\$ 108,981
Direct Payroll Taxes & Expenses:					
Acct #	Description		Admin	Program	Total
1301	OASDI		\$ -	\$ -	\$ -
1302	FICA/MEDICARE		\$ -	\$ 36,780	\$ 36,780
1303	FUTA + SUI		\$ -	\$ 2,413	\$ 2,413
1304	Regional OASDI		\$ -	\$ -	\$ -
1305	Regional FICA/MEDICARE		\$ 3,963	\$ -	\$ 3,963
1306	Regional FUTA + SUI		\$ 696	\$ -	\$ 696
Direct Payroll Taxes & Expenses Subtotal:			\$ 4,659	\$ 39,193	\$ 43,852
DIRECT EMPLOYEE SALARIES & BENEFITS TOTAL:			Admin	Program	Total
			\$ 67,319	\$ 618,104	\$ 685,423

DIRECT EMPLOYEE SALARIES & BENEFITS PERCENTAGE:		Admin	Program
		10%	90%

2000: DIRECT CLIENT SUPPORT		
Acct #	Line Item Description	Amount
2001	Child Care	\$ -
2002	Client Housing Support	\$ -
2003	Client Transportation & Support	\$ 13,174
2004	Clothing, Food, & Hygiene	\$ 17,965
2005	Education Support	\$ -
2006	Employment Support	\$ 11,977
2007	Household Items for Clients	\$ -
2008	Medication Supports	\$ -
2009	Program Supplies - Medical	\$ -
2010	Utility Vouchers	\$ -
2011	Client Program Expense	\$ -
2012	Contractual/Consulting Services (Psychiatrist)	\$ -
2013	Other (specify)	\$ -
2014	Other (specify)	\$ -
2015	Other (specify)	\$ -
2016	Other (specify)	\$ -
DIRECT CLIENT CARE TOTAL		\$ 43,116

3000: DIRECT OPERATING EXPENSES		
Acct #	Line Item Description	Amount
3001	Telecommunications	\$ -
3002	Printing/Postage	\$ 3,500
3003	Office, Household & Program Supplies	\$ 2,900
3004	Advertising	\$ -
3005	Staff Development & Training	\$ 29,130
3006	Staff Mileage	\$ 26,000
3007	Subscriptions & Memberships	\$ -
3008	Vehicle Maintenance	\$ -
3009	General Liability Insurance	\$ -
3010	Direct Shared Allocated Regional Cost	\$ 4,799
3011	Other (specify)	\$ -
3012	Other (specify)	\$ -
DIRECT OPERATING EXPENSES TOTAL:		\$ 66,329

4000: DIRECT FACILITIES & EQUIPMENT		
Acct #	Line Item Description	Amount
4001	Occupancy (Rent, Utilities, Janitorial Svcs, Security Fees)	\$ 69,715
4002	Facility Operations and Maintenance	\$ 9,653
4003	Rent/Lease Equipment	\$ 15,360
4004	Rent/Lease Vehicles	\$ -
4005	Security	\$ -
4006	Utilities	\$ -
4007	Other (specify)	\$ -
4008	Other (specify)	\$ -
4009	Other (specify)	\$ -
4010	Other (specify)	\$ -
DIRECT FACILITIES/EQUIPMENT TOTAL:		\$ 94,728

5000: DIRECT SPECIAL EXPENSES		
Acct #	Line Item Description	Amount
5001	Consultant (Network & Data Management)	\$ -
5002	HMIS (Health Management Information System)	\$ 4,808
5003	Contractual/Consulting Services (Specify)	\$ -
5004	Translation Services	\$ -
5005	Other (specify)	\$ -
5006	Other (specify)	\$ -
5007	Other (specify)	\$ -
5008	Other (specify)	\$ -
DIRECT SPECIAL EXPENSES TOTAL:		\$ 4,808

6000: INDIRECT EXPENSES		
Acct #	Line Item Description	Amount
	Administrative Overhead	
6001	Use this line and only this line for approved indirect cost rate	\$ 134,160
	Administrative Overhead	
6002	Professional Liability Insurance	\$ -
6003	Accounting/Bookkeeping	\$ -
6004	External Audit	\$ -
6005	Insurance (Specify):	\$ -
6006	Payroll Services	\$ -
6007	Depreciation (Provider-Owned Equipment to be Used for Program Purposes)	\$ -
6008	Personnel (Indirect Salaries & Benefits)	\$ -
6009	Other (specify)	\$ -
6010	Other (specify)	\$ -
6011	Other (specify)	\$ -
6012	Other (specify)	\$ -
6013	Other (specify)	\$ -
INDIRECT EXPENSES TOTAL		\$ 134,160

INDIRECT COST RATE	15.00%
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7000: DIRECT FIXED ASSETS		
Acct #	Line Item Description	Amount
7001	Computer Equipment & Software	\$ -
7002	Copiers, Cell Phones, Tablets, Devices to Contain HIPAA Data	-
7003	Furniture & Fixtures	-
7004	Leasehold/Tenant/Building Improvements	-
7005	Other Assets over \$500 with Lifespan of 2 Years +	-
7006	Assets over \$5,000/unit (Specify)	-
7007	Other (specify)	-
7008	Other (specify)	-
FIXED ASSETS EXPENSES TOTAL		\$ -

TOTAL PROGRAM EXPENSES	\$ 1,028,564
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PROGRAM FUNDING SOURCES

8100 - SUBSTANCE USE DISORDER FUNDS		
Acct #	Line Item Description	Amount
8101	Rev Allocated By DBH	\$ -
8102	Bidder Other Revenue	\$ -
Total		\$ -

8200 - REALIGNMENT		
Acct #	Line Item Description	Amount
8201	Realignment	\$ 235,601
REALIGNMENT TOTAL		\$ 235,601

8300 - MENTAL HEALTH SERVICE ACT (MHSA)			
Acct #	Revenue	MHSA Program Name	Amount
8301	CSS - Community Services & Supports	Vocational and Educational Services	\$ 792,963
8302	PEI - Prevention & Early Intervention		-
8303	INN - Innovations		-
8304	WET - Workforce Education & Training		-
8305	CFTN - Capital Facilities & Technology		-
MHSA TOTAL			\$ 792,963

8000 - SHORT/DOYLE MEDI-CAL (FEDERAL FINANCIAL PARTICIPATION)				
Acct #	Line Item Description	Service Units	Rate	Amount
8001	Mental Health Services	0.00	-	\$ -
8002	Case Management	0.00	-	\$ -
8003	Crisis Services	0.00	-	\$ -
8004	Medication Support	0.00	-	\$ -
8005	Collateral	0.00	-	\$ -
8006	Plan Development	0.00	-	\$ -
8007	Assessment	0.00	-	\$ -
8008	Rehabilitation	0.00	-	\$ -
8009	Other (Specify)	0.00	-	\$ -
8010	Other (Specify)	0.00	-	\$ -
Estimated Specialty Mental Health Services Billing Totals:		0		\$ -
Estimated % of Clients who are Medi-Cal Beneficiaries				0%
Estimated Total Cost of Specialty Mental Health Services Provided to Medi-Cal Beneficiaries				\$ -
Federal Financial Participation (FFP) %				0%
MEDI-CAL FFP TOTAL				\$ -

8400 - OTHER REVENUE		
Acct #	Line Item Description	Amount
8401	Client Fees	\$ -
8402	Client Insurance	-
8403	Grants (Specify)	-
8404	Other (Specify)	-
8405	Other (Specify)	-
TOTAL PROGRAM REVENUES		\$ -

TOTAL PROGRAM FUNDING SOURCES:	\$ 1,028,564
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NET PROGRAM COST:	\$ -
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FRESNO VOCATIONAL EDUCATIONAL SERVICES
PACIFIC CLINICS
Fiscal Year (FY) 2025-26

PARTIAL FTE DETAIL

For all positions with FTE's split among multiple programs/contracts the below must be filled out

Position	Contract #/Name/Department/County	FTE %
Part-Time Customer Service Specialist	25-040 CENTRAL/FRESNO/ VOCATIONAL EDUCATION SERVICES	0.50
Program Director I	25-040 CENTRAL/FRESNO/ VOCATIONAL EDUCATION SERVICES	0.50
Program Director I	Hollywood 2.0 Supported Employment and Education	0.50
Crp Dir of Comm Integ Services	25-040 CENTRAL/FRESNO/ VOCATIONAL EDUCATION SERVICES	0.30
Crp Dir of Comm Integ Services	Ventura Tay Club Houses	0.35
Crp Dir of Comm Integ Services	DMH Supported Employment Individual Placement & Support Services	0.35
Regional Executive Director	25-040 CENTRAL/FRESNO/ VOCATIONAL EDUCATION SERVICES	0.10
Regional Executive Director	Fresno Bright Beginnings	0.23
Regional Executive Director	Fresno Hope	0.23
Regional Executive Director	Tulare Tay Crossroads	0.23
Regional Executive Director	Fresno ACT	0.23
Total		3.52

Position	Contract #/Name/Department/County	FTE %
Total		0.00

Position	Contract #/Name/Department/County	FTE %
Total		0.00

Position	Contract #/Name/Department/County	FTE %
Total		0.00

Position	Contract #/Name/Department/County	FTE %
Total		0.00

Position	Contract #/Name/Department/County	FTE %
Total		0.00

Position	Contract #/Name/Department/County	FTE %
Total		0.00

Position	Contract #/Name/Department/County	FTE %
Total		0.00

Position	Contract #/Name/Department/County	FTE %
Total		0.00

Position	Contract #/Name/Department/County	FTE %
Total		0.00

Position	Contract #/Name/Department/County	FTE %
Total		0.00

Position	Contract #/Name/Department/County	FTE %
Total		0.00

Position	Contract #/Name/Department/County	FTE %
Total		0.00

Position	Contract #/Name/Department/County	FTE %
Total		0.00

Position	Contract #/Name/Department/County	FTE %
Total		0.00

FRESNO VOCATIONAL EDUCATIONAL SERVICES
PACIFIC CLINICS
Fiscal Year (FY) 2025-26 Budget Narrative

PROGRAM EXPENSE				
ACCT #	LINE ITEM	AMT	DETAILED DESCRIPTION OF ITEMS BUDGETED IN EACH ACCOUNT LINE	
1000: DIRECT SALARIES & BENEFITS		685,423		
Administrative Positions		51,800		
1101	Regional Executive Director	17,299	The Regional Executive Director provides leadership, strategic direction and operational oversight for the Region. Leads the development, implementation, and expansion of the Region's services, quality of care, program operations and fiscal viability. Is responsible to lead and ensure effective clinical change processes, continuous quality improvement, and risk management throughout the Region. Serves as a source of vision and innovation for staff and customers.	
1102	Corp Dir of Comm Integ Services	34,501	The position of Corporate Director of Community Integration Services oversees a variety of departments that ensure Pacific Clinics' consumers and their family members are provided with opportunities to integrate successfully into the community and achieve their recovery goals. Specifically, the position oversees Pacific Clinics' programs/services/functions related to employment, health navigation, and benefits establishment.	
1103		-		
1104		-		
1105		-		
1106		-		
1107		-		
1108		-		
1109		-		
1110		-		
1111		-		
1112		-		
1113		-		
1114		-		
1115		-		
Program Positions		480,790		
1116	IPS Team Leader/Supervisor	87,360	The Team Supervisor coordinates and supervises case managers, housing staff, peers, Family Specialists, Behavior Specialists, Family Finders, LVNS, LPTs, Clubhouse and/or other staff as assigned by the Program Director. Coordinates cases with the *DeeparTment of Mental Health (DMH) and in some counties Behavioral Health and/or other funding sources/agencies and ensures the delivery of integrated behavioral healthcare.	
1117	Employment Specialist	168,480	Carries out the services of the Supported Employment program by assisting clients to obtain and maintain employment that is consistent with their vocational goals. Responsible for providing employment preparation and job search skills training as well as job coaching to adults with psychiatric disabilities at off-site employment locations and program facilities. Provides support for schooling and technical training for career advancement.	
1118	Educational Support Specialist	56,160	Works within the vision, mission and philosophy of the agency. Provides assistance in helping students complete their vocational and educational goals and requirements, accessing community resources, facilitating educational/vocational activities, educating clients and families on graduation requirements and supporting preparations for job and career development. Is responsible for assisting students with their study and rehabilitation skills in an effort to help them meet their education and career goals.	
1119	Employment Peer Specialist	99,840	Works within the vision, mission, and philosophy of the agency and framework of the Certified Community Behavioral Health Clinic. Under direct supervision, the Peer Partner provides peer-to-peer support and counseling drawing on shared experiences as a peer to validate the consumer's experience. Provides guidance and encouragement to consumers to take responsibility and actively participate in their own recovery. This position models competency in recovery and serves as a mentor for consumers in a clinic, community, or Wellness Center/Drop-In setting.	
1120	Customer Service Specialist	21,840	Working within the vision, mission and philosophy of the agency, the Customer Service Specialist is responsible for processing and completing internal and external referrals, acts as primary liaison between external agencies and internal agency departments and completes all required administrative paperwork and data entry for customer records. Coordinates all activities related to initial intake, level of care screening, insurance verification and payment coordination. Regularly interfaces face-to-face and by telephone with customers as well as with all agency and County electronic systems connected to client care and billing.	
1121	Program Director I	47,110	Program Director to oversee the whole program and maintain fidelity to the model which includes but not limited to conducting ongoing program supervision and technical support, continuing vocational training & education to the program after IPS Certification, Conducting Quarterly IPS Fidelity Reviews and Annual Outcomes Report, providing technical support to DOR, directly operated and contracted clinics staff on how to use and navigate IPS services. This individual will provide coverage for the whole program after hours.	
1122		-		
1123		-		

PROGRAM EXPENSE				
	ACCT #	LINE ITEM	AMT	DETAILED DESCRIPTION OF ITEMS BUDGETED IN EACH ACCOUNT LINE
	1124		-	
	1125		-	
	1126		-	
	1127		-	
	1128		-	
	1129		-	
	1130		-	
	1131		-	
	1132		-	
	1133		-	
	1134		-	
Direct Employee Benefits				
			108,981	
	1201	Retirement	19,232	Calculated at 4% of salaries
	1202	Worker's Compensation	4,808	Calculated at 1% of salaries
	1203	Health Insurance	72,118	Calculated at 15% of salaries
	1204	ARA Awards	1,963	This is a Incentive and Recognition Program to recognize the dedication within which employees perform their responsibilities to retain long-term employees. The cost is \$250 per Employee.
	1205	Regional Retirement	2,072	Regional Health Insurance; 15% of Salaries.
	1208	Regional ARA Awards	500	This is a Incentive and Recognition Program to recognize the dedication within which employees perform their responsibilities to retain long-term employees. The cost is \$250 per Employee.
Direct Payroll Taxes & Expenses:				
			43,852	
	1301	OASDI	-	
	1302	FICA/MEDICARE	36,780	FICA calculated at 6.2% of salaries, MEDICARE calculated at 1.45% of salaries
	1303	FUTA + SUI	2,413	Calculated at 3.4% of salaries
	1304	Regional OASDI	-	
	1305	Regional FICA/MEDICARE	3,963	FICA calculated at 6.2% of salaries, MEDICARE calculated at 1.45% of salaries
	1306	Regional FUTA + SUI	696	Calculated at 3.4% of salaries
2000: DIRECT CLIENT SUPPORT				
			43,116	
	2001	Child Care	-	
	2002	Client Housing Support	-	
	2003	Client Transportation & Support	13,174	Client Expenses : Transportation, Bus Passes, Lyft vouchers, mileage
	2004	Clothing, Food, & Hygiene	17,965	Client Expenses : Clothes, shoes and hygiene products
	2005	Education Support	-	
	2006	Employment Support	11,977	Client Expenses : Work supplies, internet for job search, employment support supplies
	2007	Household Items for Clients	-	
	2008	Medication Supports	-	
	2009	Program Supplies - Medical	-	
	2010	Utility Vouchers	-	
	2011	Client Program Expense	-	

PROGRAM EXPENSE				
	ACCT #	LINE ITEM	AMT	DETAILED DESCRIPTION OF ITEMS BUDGETED IN EACH ACCOUNT LINE
	2012	Contractual/Consulting Services (Psychiatrist)	-	
	2013	Other (specify)	-	
	2014	Other (specify)	-	
	2015	Other (specify)	-	
	2016	Other (specify)	-	

3000: DIRECT OPERATING EXPENSES			66,329	
	3001	Telecommunications	-	
	3002	Printing/Postage	3,500	Duplication, postage, and printing costs may include, but shall not be limited to, self-addressed envelopes, appointment cards, business cards, letterhead stationery, laminating, binding, cooperative program forms, master applications, job applications, resumes, cover letters, paper employment-related flyers, portfolio folders and pamphlets and other programmatic printed needs. These expenses will allow for program staff to communicate effectively with partners, participants and their support network and employers. Additionally, programmatic copier maintenance fees and supplies are an allowable expense.
	3003	Office, Household & Program Supplies	2,900	Consumable office supplies necessary for staff required in the provision of program services under the contract to be used during the contract period. Items to be purchased include but are not limited to binder clips, binders, calculator tape, envelopes, file folders, markers, paper clips, pencils, pens, post-it notes, printer cartridges, staples, staplers, and stationary. This line item may also include items for the safety of personnel and participants such as Personal Protective Equipment (PPE) and safety equipment necessary. May include but not limited to masks, gloves, hand sanitizers, disinfectant spray, Plexiglass barriers, first aid kits, fire extinguishers and temperature screeners.
	3004	Advertising	-	
	3005	Staff Development & Training	29,130	Includes training in the Evidence-Based Practices of Wellness and Recovery Action Plan, Motivational Interviewing, and Seeking Safety, organizational tools, team/organizational psychology, philosophy of client based services, integration of roles/team dynamics, assessment and individualized treatment planning, general services, organizing admissions and individualized treatment planning associated with the EBPs. Also includes CARF certification and other mandatory trainings such as first aid and CPR.
	3006	Staff Mileage	26,000	Mileage reimbursement is paid at the prevailing federal rate (currently \$0.70 per mile) to program service staff and program administrative staff.
	3007	Subscriptions & Memberships	-	Co-op Department of Rehabilitation contract, agencies providing vocational rehabilitation services, particularly those offering work-oriented programs, must be accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) in the primary program emphasis of the services offered, with exceptions for certain facilities.
	3008	Vehicle Maintenance	-	
	3009	General Liability Insurance	-	
	3010	Direct Shared Allocated Regional Cost	4,799	These costs have been allocated to the program based on current year overhead expenses and is limited by the program contract. This included all Shared Direct Expense including Regional Copiers, Tablets, Occupancy Pool, Training Pool, and JEDI.
	3011	Other (specify)	-	
	3012	Other (specify)	-	

4000: DIRECT FACILITIES & EQUIPMENT			94,728	
	4001	Occupancy (Rent, Utilities, Janitorial Svcs, Security Fees)	69,715	This includes building rent or depreciation, storage and file storage unit rental payments and all the costs associated with storing and retrieving of client, personnel or other files or records. Costs are allocated between programs on the basis of payroll dollars and have been estimated based on historical trends and the utilization of the Agency's existing office in Fresno.
	4002	Facility Operations and Maintenance	9,653	This includes common area maintenance on leased building charges, maintenance/building repair charges, HVAC maintenance and repair, landscaping, janitorial services, confidential paper shredding services, in-house or outside equipment repair and labor. Costs are allocated between programs on the basis of payroll dollars and have been estimated based on historical trends and the utilization of the Agency's existing office in Fresno.
	4003	Rent/Lease Equipment	15,360	Equipment/Parts/ Hosted Apps/Lic IT - Leased Laptops
	4004	Rent/Lease Vehicles	-	
	4005	Security	-	
	4006	Utilities	-	
	4007	Other (specify)	-	
	4008	Other (specify)	-	
	4009	Other (specify)	-	
	4010	Other (specify)	-	

5000: DIRECT SPECIAL EXPENSES			4,808	
	5001	Consultant (Network & Data Management)	-	
	5002	HMIS (Health Management Information System)	4,808	This also includes lease or purchase of equipment such as networking equipment, system & software user licenses and maintenance.

PROGRAM EXPENSE				
	ACCT #	LINE ITEM	AMT	DETAILED DESCRIPTION OF ITEMS BUDGETED IN EACH ACCOUNT LINE
	5003	Contractual/Consulting Services (Specify)	-	
	5004	Translation Services	-	
	5005	Other (specify)	-	
	5006	Other (specify)	-	
	5007	Other (specify)	-	
	5008	Other (specify)	-	

6000: INDIRECT EXPENSES			134,160	
	6001	Administrative Overhead	134,160	Represents the indirect costs of the Agency's general and administrative shared support services such as finance, accounting, billing, human resources, clinical administration, information technology, professional fees, HIPPA compliance and clinical record audits, risk management and program fidelity, recruiting and human resources support, MIS infrastructure & QI/UM department support and oversight as well as executive management. Costs that cannot be specifically charged to a program are allocated to programs on the basis of direct labor program costs prior to the addition of taxes and benefits. Indirect costs have been budgeted at 15% of total program expenses.
	6002	Professional Liability Insurance	-	
	6003	Accounting/Bookkeeping	-	
	6004	External Audit	-	
	6005	Insurance (Specify):	-	
	6006	Payroll Services	-	
	6007	Depreciation (Provider-Owned Equipment to be Used	-	
	6008	Personnel (Indirect Salaries & Benefits)	-	
	6009	Other (specify)	-	
	6010	Other (specify)	-	
	6011	Other (specify)	-	
	6012	Other (specify)	-	
	6013	Other (specify)	-	

7000: DIRECT FIXED ASSETS			-	
	7001	Computer Equipment & Software	-	This includes rental payments for equipment including leased copiers, postage machines, phone systems, laptops or other communication, office or facility equipment. Costs are allocated between programs on the basis of payroll dollars and have been estimated based on historical trends and the utilization of the Agency's existing office in Fresno.
	7002	Copiers, Cell Phones, Tablets, Devices to Contain HIPAA Data	-	Cell phones, Land Lines, DSL, fax charges, phone system; wireless cards for laptop computers enabling UFS to maintain a fully functional mobile work force to deliver inhome/ in the community services. Costs have been estimated based on historical trends and space usage
	7003	Furniture & Fixtures	-	
	7004	Leasehold/Tenant/Building Improvements	-	
	7005	Other Assets over \$500 with Lifespan of 2 Years +	-	
	7006	Assets over \$5,000/unit (Specify)	-	
	7007	Other (specify)	-	
	7008	Other (specify)	-	

	Acct #	Line Item	AMT	DETAILED DESCRIPTION OF ITEMS BUDGETED IN EACH ACCOUNT LINE
8000 - SHORT/DOYLE MEDI-CAL (FEDERAL FINANCIAL PARTICIPATION)				
	ACCT #	LINE ITEM		PROVIDE DETAILS OF METHODOLOGY(IES) USED IN DETERMINING MEDI-CAL SERVICE RATES AND/OR SERVICE UNITS, IF APPLICABLE AND/OR AS REQUIRED BY THE RFP
	8001	Mental Health Services		The Department of Behavioral Health to provide recovery, vocational and educational services and to promote wellness through supported employment and education in a welcoming, accessible, recovery-oriented system where people with serious mental illness and/or co-occurring disorders can achieve hope, healing, and a meaningful life within their community.
	8002	Case Management		
	8003	Crisis Services		
	8004	Medication Support		
	8005	Collateral		
	8006	Plan Development		
	8007	Assessment		
	8008	Rehabilitation		
	8009	Other (Specify)		
	8010	Other (Specify)		

TOTAL PROGRAM EXPENSE FROM BUDGET NARRATIVE: 1,028,564

PROGRAM EXPENSE			
ACCT #	LINE ITEM	AMT	DETAILED DESCRIPTION OF ITEMS BUDGETED IN EACH ACCOUNT LINE
TOTAL PROGRAM EXPENSES FROM BUDGET TEMPLATE:		1,028,564	
BUDGET CHECK:		-	

FRESNO VOCATIONAL EDUCATIONAL SERVICES
PACIFIC CLINICS
Fiscal Year (FY) 2026-27

PROGRAM EXPENSES

1000: DIRECT SALARIES & BENEFITS					
Direct Employee Salaries					
Acct #	Administrative Position	FTE	Admin	Program	Total
1101	Regional Executive Director	0.10	\$ 17,818		\$ 17,818
1102	Crp Dir of Comm Integ Services	0.30	35,536		35,536
1103			-		-
1104			-		-
1105			-		-
1106			-		-
1107			-		-
1108			-		-
1109			-		-
1110			-		-
1111			-		-
1112			-		-
1113			-		-
1114			-		-
1115			-		-
Direct Personnel Admin Salaries Subtotal		0.40	\$ 53,354		\$ 53,354
Acct #	Program Position	FTE	Admin	Program	Total
1116	IPS Team Leader/Supervisor	1.00		\$ 89,981	\$ 89,981
1117	Employment Specialist	3.00		173,534	173,534
1118	Educational Support Specialist	1.00		57,845	57,845
1119	Employment Peer Specialist	2.00		102,835	102,835
1120	Customer Service Specialist	0.50		22,495	22,495
1121	Program Director I	0.50		48,523	48,523
1122				-	-
1123				-	-
1124				-	-
1125				-	-
1126				-	-
1127				-	-
1128				-	-
1129				-	-
1130				-	-
1131				-	-
1132				-	-
1133				-	-
1134				-	-
Direct Personnel Program Salaries Subtotal		8.00		\$ 495,213	\$ 495,213
			Admin	Program	Total
Direct Personnel Salaries Subtotal		8.40	\$ 53,354	\$ 495,213	\$ 548,567
Direct Employee Benefits					
Acct #	Description		Admin	Program	Total
1201	Retirement			\$ 19,809	\$ 19,809
1202	Worker's Compensation		-	4,952	4,952
1203	Health Insurance		-	74,282	74,282
1204	ARA Awards		-	1,963	1,963
1205	Regional Retirement		2,134		
1206	Regional Worker's Comp		534		
1205	Regional Health Insurance		8,003	-	8,003
1206	Regional ARA Awards		500	-	500
Direct Employee Benefits Subtotal:			\$ 11,171	\$ 101,006	\$ 112,177
Direct Payroll Taxes & Expenses:					
Acct #	Description		Admin	Program	Total
1301	OASDI		\$ -	\$ -	\$ -
1302	FICA/MEDICARE		-	37,884	37,884
1303	SUI + FUTA		-	2,427	2,427
1304	Regional OASDI		-	-	-
1305	Regional FICA/MEDICARE		4,082	-	4,082
1306	Regional FUTA + SUI		697	-	697
Direct Payroll Taxes & Expenses Subtotal:			\$ 4,779	\$ 40,311	\$ 45,090
DIRECT EMPLOYEE SALARIES & BENEFITS TOTAL:			Admin	Program	Total
			\$ 69,304	\$ 636,530	\$ 705,834

DIRECT EMPLOYEE SALARIES & BENEFITS PERCENTAGE:	Admin	Program
	10%	90%

2000: DIRECT CLIENT SUPPORT		
Acct #	Line Item Description	Amount
2001	Child Care	\$ -
2002	Client Housing Support	-
2003	Client Transportation & Support	13,614
2004	Clothing, Food, & Hygiene	18,564
2005	Education Support	-
2006	Employment Support	12,376
2007	Household Items for Clients	-
2008	Medication Supports	-
2009	Program Supplies - Medical	-
2010	Utility Vouchers	-
2011	Other (specify)	-
2012	Other (specify)	-
2013	Other (specify)	-
2014	Other (specify)	-
2015	Other (specify)	-
2016	Other (specify)	-
DIRECT CLIENT CARE TOTAL		\$ 44,554

3000: DIRECT OPERATING EXPENSES		
Acct #	Line Item Description	Amount
3001	Telecommunications	\$ -
3002	Printing/Postage	3,500
3003	Office, Household & Program Supplies	956
3004	Advertising	-
3005	Staff Development & Training	21,445
3006	Staff Mileage	12,475
3007	Subscriptions & Memberships	520
3008	Vehicle Maintenance	-
3009	Other (specify)	-
3010	Direct Shared Allocated Regional Cost	4,978
3011	Other (specify)	-
3012	Other (specify)	-
DIRECT OPERATING EXPENSES TOTAL:		\$ 43,874

4000: DIRECT FACILITIES & EQUIPMENT		
Acct #	Line Item Description	Amount
4001	Occupancy (Rent, Utilities, Property Taxes/Local Fees)	\$ 71,806
4002	Facility Operation and Maintenance	9,943
4003	Rent/Lease Equipment	13,440
4004	Rent/Lease Vehicles	-
4005	Security	-
4006	Utilities	-
4007	Other (specify)	-
4008	Other (specify)	-
4009	Other (specify)	-
4010	Other (specify)	-
DIRECT FACILITIES/EQUIPMENT TOTAL:		\$ 95,189

5000: DIRECT SPECIAL EXPENSES		
Acct #	Line Item Description	Amount
5001	Consultant (Network & Data Management)	\$ -
5002	HMIS (Health Management Information System)	4,952
5003	Contractual/Consulting Services (Specify)	-
5004	Other (specify)	-
5005	Other (specify)	-
5006	Other (specify)	-
5007	Other (specify)	-
5008	Other (specify)	-
DIRECT SPECIAL EXPENSES TOTAL:		\$ 4,952

6000: INDIRECT EXPENSES		
Acct #	Line Item Description	Amount
	Administrative Overhead	
6001	Use this line and only this line for approved indirect cost rate	\$ 134,161
	Administrative Overhead	
6002	Professional Liability Insurance	-
6003	Accounting/Bookkeeping	-
6004	External Audit	-
6005	Insurance (Specify):	-
6006	Payroll Services	-
6007	Depreciation (Provider-Owned Equipment to be Used for Program Purposes)	-
6008	Personnel (Indirect Salaries & Benefits)	-
6009	Other (specify)	-
6010	Other (specify)	-
6011	Other (specify)	-
6012	Other (specify)	-
6013	Other (specify)	-
INDIRECT EXPENSES TOTAL		\$ 134,161

INDIRECT COST RATE	15.00%
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7000: DIRECT FIXED ASSETS		
Acct #	Line Item Description	Amount
7001	Computer Equipment & Software	\$ -
7002	Copiers, Cell Phones, Tablets, Devices to Contain HIPAA Data	-
7003	Furniture & Fixtures	-
7004	Leasehold/Tenant/Building Improvements	-
7005	Other Assets over \$500 with Lifespan of 2 Years +	-
7006	Assets over \$5,000/unit (Specify)	-
7007	Other (specify)	-
7008	Other (specify)	-
FIXED ASSETS EXPENSES TOTAL		\$ -

TOTAL PROGRAM EXPENSES	\$ 1,028,564
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PROGRAM FUNDING SOURCES

8000 - SHORT/DOYLE MEDI-CAL (FEDERAL FINANCIAL PARTICIPATION)				
Acct #	Line Item Description	Service Units	Rate	Amount
8001	Mental Health Services	0.00	-	\$ -
8002	Case Management	0.00	-	\$ -
8003	Crisis Services	0.00	-	\$ -
8004	Medication Support	0.00	-	\$ -
8005	Collateral	0.00	-	\$ -
8006	Plan Development	0.00	-	\$ -
8007	Assessment	0.00	-	\$ -
8008	Rehabilitation	0.00	-	\$ -
8009	Other (Specify)	0.00	-	\$ -
8010	Other (Specify)	0.00	-	\$ -
Estimated Specialty Mental Health Services Billing Totals:		0		\$ -
Estimated % of Clients who are Medi-Cal Beneficiaries				0%
Estimated Total Cost of Specialty Mental Health Services Provided to Medi-Cal Beneficiaries				\$ -
Federal Financial Participation (FFP) %			0%	\$ -
MEDI-CAL FFP TOTAL				\$ -

8100 - SUBSTANCE USE DISORDER FUNDS		
Acct #	Line Item Description	Amount
8101	Drug Medi-Cal	\$ -
8102	SABG	\$ -
SUBSTANCE USE DISORDER FUNDS TOTAL		\$ -

8200 - REALIGNMENT		
Acct #	Line Item Description	Amount
8201	Realignment	\$ -
REALIGNMENT TOTAL		\$ -

8300 - MENTAL HEALTH SERVICE ACT (MHSA)			
Acct #	MHSA Component	MHSA Program Name	Amount
8301	CSS - Community Services & Supports		\$ 1,028,564
8302	PEI - Prevention & Early Intervention		-
8303	INN - Innovations		-
8304	WET - Workforce Education & Training		-
8305	CFTN - Capital Facilities & Technology		-
MHSA TOTAL			\$ 1,028,564

8400 - OTHER REVENUE		
Acct #	Line Item Description	Amount
8401	Client Fees	\$ -
8402	Client Insurance	-
8403	Grants (Specify)	-
8404	Other (Specify)	-
8405	Other (Specify)	-
TOTAL PROGRAM REVENUES		\$ -

TOTAL PROGRAM ESTIMATED REVENUES:	\$ 1,028,564
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NET PROGRAM COST:	\$ -
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FRESNO VOCATIONAL EDUCATIONAL SERVICES
PACIFIC CLINICS
Fiscal Year (FY) 2026-27

PARTIAL FTE DETAIL

For all positions with FTE's split among multiple programs/contracts the below must be filled out

Position	Contract #/Name/Department/County	FTE %
Part-Time Customer Service Specialist	25-040 CENTRAL/FRESNO/ VOCATIONAL EDUCATION SERVICES	0.50
Program Director I	25-040 CENTRAL/FRESNO/ VOCATIONAL EDUCATION SERVICES	0.50
Program Director I	Hollywood 2.0 Supported Employment and Education	0.50
Crp Dir of Comm Integ Services	25-040 CENTRAL/FRESNO/ VOCATIONAL EDUCATION SERVICES	0.30
Crp Dir of Comm Integ Services	Ventura Tay Club Houses	0.35
Crp Dir of Comm Integ Services	DMH Supported Employment Individual Placement & Support Services	0.35
Regional Executive Director	25-040 CENTRAL/FRESNO/ VOCATIONAL EDUCATION SERVICES	0.10
Regional Executive Director	Fresno Bright Beginnings	0.23
Regional Executive Director	Fresno Hope	0.23
Regional Executive Director	Tulare Tay Crossroads	0.23
Regional Executive Director	Fresno ACT	0.23
Total		3.52

Position	Contract #/Name/Department/County	FTE %
Total		0.00

Position	Contract #/Name/Department/County	FTE %
Total		0.00

Position	Contract #/Name/Department/County	FTE %
Total		0.00

Position	Contract #/Name/Department/County	FTE %
Total		0.00

Position	Contract #/Name/Department/County	FTE %
Total		0.00

Position	Contract #/Name/Department/County	FTE %
Total		0.00

Position	Contract #/Name/Department/County	FTE %
Total		0.00

Position	Contract #/Name/Department/County	FTE %
Total		0.00

Position	Contract #/Name/Department/County	FTE %
Total		0.00

Position	Contract #/Name/Department/County	FTE %
Total		0.00

Position	Contract #/Name/Department/County	FTE %
Total		0.00

Position	Contract #/Name/Department/County	FTE %
Total		0.00

Position	Contract #/Name/Department/County	FTE %
Total		0.00

Position	Contract #/Name/Department/County	FTE %
Total		0.00

FRESNO VOCATIONAL EDUCATIONAL SERVICES
PACIFIC CLINICS
Fiscal Year (FY) 2026-27 Budget Narrative

PROGRAM EXPENSE				
ACCT #	LINE ITEM	AMT	DETAILED DESCRIPTION OF ITEMS BUDGETED IN EACH ACCOUNT LINE	
1000: DIRECT SALARIES & BENEFITS		705,834		
Administrative Positions		53,354		
1101	Regional Executive Director	17,818	The Regional Executive Director provides leadership, strategic direction and operational oversight for the Region. Leads the development, implementation, and expansion of the Region's services, quality of care, program operations and fiscal viability. Is responsible to lead and ensure effective clinical change processes, continuous quality improvement, and risk management throughout the Region. Serves as a source of vision and innovation for staff and customers.	
1102	Corp Dir of Comm Integ Services	35,536	The position of Corporate Director of Community Integration Services oversees a variety of departments that ensure Pacific Clinics' consumers and their family members are provided with opportunities to integrate successfully into the community and achieve their recovery goals. Specifically, the position oversees Pacific Clinics' programs/services/functions related to employment, health navigation, and benefits establishment.	
1103		-		
1104		-		
1105		-		
1106		-		
1107		-		
1108		-		
1109		-		
1110		-		
1111		-		
1112		-		
1113		-		
1114		-		
1115		-		
Program Positions		495,213		
1116	IPS Team Leader/Supervisor	89,981	The Team Supervisor coordinates and supervises case managers, housing staff, peers, Family Specialists, Behavior Specialists, Family Finders, LVNS, LPTs, Clubhouse and/or other staff as assigned by the Program Director. Coordinates cases with the *Department of Mental Health (DMH) and in some counties Behavioral Health and/or other funding sources/agencies and ensures the delivery of integrated behavioral healthcare.	
1117	Employment Specialist	173,534	Carries out the services of the Supported Employment program by assisting clients to obtain and maintain employment that is consistent with their vocational goals. Responsible for providing employment preparation and job search skills training as well as job coaching to adults with psychiatric disabilities at off-site employment locations and program facilities. Provides support for schooling and technical training for career advancement.	
1118	Educational Support Specialist	57,845	Works within the vision, mission and philosophy of the agency. Provides assistance in helping students complete their vocational and educational goals and requirements, accessing community resources, facilitating educational/vocational activities, educating clients and families on graduation requirements and supporting preparations for job and career development. Is responsible for assisting students with their study and rehabilitation skills in an effort to help them meet their education and career goals.	
1119	Employment Peer Specialist	102,835	Works within the vision, mission, and philosophy of the agency and framework of the Certified Community Behavioral Health Clinic. Under direct supervision, the Peer Partner provides peer-to-peer support and counseling drawing on shared experiences as a peer to validate the consumer's experience. Provides guidance and encouragement to consumers to take responsibility and actively participate in their own recovery. This position models competency in recovery and serves as a mentor for consumers in a clinic, community, or Wellness Center/Drop-In setting.	
1120	Customer Service Specialist	22,495	Working within the vision, mission and philosophy of the agency, the Customer Service Specialist is responsible for processing and completing internal and external referrals, acts as primary liaison between external agencies and internal agency departments and completes all required administrative paperwork and data entry for customer records. Coordinates all activities related to initial intake, level of care screening, insurance verification and payment coordination. Regularly interfaces face-to-face and by telephone with customers as well as with all agency and County electronic systems connected to client care and billing.	

PROGRAM EXPENSE				
	ACCT #	LINE ITEM	AMT	DETAILED DESCRIPTION OF ITEMS BUDGETED IN EACH ACCOUNT LINE
	1121	Program Director I	48,523	Program Director to oversee the whole program and maintain fidelity to the model which includes but not limited to conducting ongoing program supervision and technical support, continuing vocational training & education to the program after IPS Certification, Conducting Quarterly IPS Fidelity Reviews and Annual Outcomes Report, providing technical support to DOR, directly operated and contracted clinics staff on how to use and navigate IPS services. This individual will provide coverage for the whole program after hours.
	1122		-	
	1123		-	
	1124		-	
	1125		-	
	1126		-	
	1127		-	
	1128		-	
	1129		-	
	1130		-	
	1131		-	
	1132		-	
	1133		-	
	1134		-	
Direct Employee Benefits			112,177	
	1201	Retirement	19,809	Calculated at 4% of salaries
	1202	Worker's Compensation	4,952	Calculated at 1% of salaries
	1203	Health Insurance	74,282	Calculated at 15% of salaries
	1204	ARA Awards	1,963	\$250 per Employee
	1205	Regional Retirement	8,003	Regional Health Insurance; 15% of Salaries.
	1208	Regional Worker's Comp	500	\$250 per Employee
Direct Payroll Taxes & Expenses:			45,090	
	1301	OASDI	-	
	1302	FICA/MEDICARE	37,884	FICA calculated at 6.2% of salaries, MEDICARE calculated at 1.45% of salaries
	1303	SUI + FUTA	2,427	Calculated at 3.4% of salaries
	1304	Regional OASDI	-	
	1305	Regional FICA/MEDICARE	4,082	FICA calculated at 6.2% of salaries, MEDICARE calculated at 1.45% of salaries
	1306	Regional FUTA + SUI	697	Calculated at 3.4% of salaries
2000: DIRECT CLIENT SUPPORT			44,554	
	2001	Child Care	-	
	2002	Client Housing Support	-	
	2003	Client Transportation & Support	13,614	Client Expenses : Transportation _ Bus Passes, Lyft vouchers, mileage
	2004	Clothing, Food, & Hygiene	18,564	Client Expenses : Clothes, shoes and hygiene products
	2005	Education Support	-	
	2006	Employment Support	12,376	Client Expenses : Work supplies, internet for job search, employment support supplies
	2007	Household Items for Clients	-	
	2008	Medication Supports	-	
	2009	Program Supplies - Medical	-	
	2010	Utility Vouchers	-	
	2011	Other (specify)	-	
	2012	Other (specify)	-	
	2013	Other (specify)	-	
	2014	Other (specify)	-	
	2015	Other (specify)	-	
	2016	Other (specify)	-	
3000: DIRECT OPERATING EXPENSES			43,874	
	3001	Telecommunications	-	
	3002	Printing/Postage	3,500	Duplication, postage, and printing costs may include, but shall not be limited to, selfaddressed envelopes, appointment cards, business cards, letterhead stationery, laminating, binding, cooperative program forms, master applications, job applications, resumes, cover letters, paper employment-related flyers, portfolio folders and pamphlets and other programmatic printed needs. These expenses will allow for program staff to communicate effectively with partners, participants and their support network and employers. Additionally, programmatic copier maintenance fees and supplies are an allowable expense.
	3003	Office, Household & Program Supplies	956	Supports for these basic needs operational needs to conduct daily operation.
	3004	Advertising	-	

PROGRAM EXPENSE				
	ACCT #	LINE ITEM	AMT	DETAILED DESCRIPTION OF ITEMS BUDGETED IN EACH ACCOUNT LINE
	3005	Staff Development & Training	21,445	Includes training in the Evidence-Based Practices of Wellness and Recovery Action Plan, Motivational Interviewing, and Seeking Safety, organizational tools, team/organizational psychology, philosophy of client based services, integration of roles/team dynamics, assessment and individualized treatment planning, general services, organizing admissions and individualized treatment planning associated with the EBPs. Also includes CARF certification and other mandatory trainings such as first aid and CPR.
	3006	Staff Mileage	12,475	Mileage reimbursement is paid at the prevailing federal rate (currently \$0.70 per mile) to program service staff and program administrative staff.
	3007	Subscriptions & Memberships	520	Co-op Department of Rehabilitation contract, agencies providing vocational rehabilitation services, particularly those offering work-oriented programs, must be accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) in the primary program emphasis of the services offered, with exceptions for certain facilities.
	3008	Vehicle Maintenance	-	
	3009	Other (specify)	-	
	3010	Direct Shared Allocated Regional Cost	4,978	These costs have been allocated to the program based on current year overhead expenses and is limited by the program contract. This included all Shared Direct Expense including Regional Copiers, Tablets, Occupancy Pool, Training Pool, and JEDI.
	3011	Other (specify)	-	
	3012	Other (specify)	-	

4000: DIRECT FACILITIES & EQUIPMENT			95,189	
	4001	Occupancy (Rent, Utilities, Property Taxes/Local Fees)	71,806	This includes building rent or depreciation, storage and file storage unit rental payments and all the costs associated with storing and retrieving of client, personnel or other files or records. Costs are allocated between programs on the basis of payroll dollars and have been estimated based on historical trends and the utilization of the Agency's existing office in Fresno.
	4002	Facility Operation and Maintenance	9,943	This includes common area maintenance on leased building charges, maintenance/building repair charges, HVAC maintenance and repair, landscaping, janitorial services, confidential paper shredding services, in-house or outside equipment repair and labor. Costs are allocated between programs on the basis of payroll dollars and have been estimated based on historical trends and the utilization of the Agency's existing office in Fresno.
	4003	Rent/Lease Equipment	13,440	Equipment/Parts/ Hosted Apps/Lic IT - Leased Laptops
	4004	Rent/Lease Vehicles	-	
	4005	Security	-	
	4006	Utilities	-	
	4007	Other (specify)	-	
	4008	Other (specify)	-	
	4009	Other (specify)	-	
	4010	Other (specify)	-	

5000: DIRECT SPECIAL EXPENSES			4,952	
	5001	Consultant (Network & Data Management)	-	
	5002	HMIS (Health Management Information System)	4,952	This also includes lease or purchase of equipment such as networking equipment, system & software user licenses and maintenance.
	5003	Contractual/Consulting Services (Specify)	-	
	5004	Other (specify)	-	
	5005	Other (specify)	-	
	5006	Other (specify)	-	
	5007	Other (specify)	-	
	5008	Other (specify)	-	

6000: INDIRECT EXPENSES			134,161	
	6001	Administrative Overhead	134,161	Represents the indirect costs of the Agency's general and administrative shared support services such as finance, accounting, billing, human resources, clinical administration, information technology, professional fees, HIPPA compliance and clinical record audits, risk management and program fidelity, recruiting and human resources support, MIS infrastructure & QI/UM department support and oversight as well as executive management. Costs that cannot be specifically charged to a program are allocated to programs on the basis of direct labor program costs prior to the addition of taxes and benefits. Indirect costs have been budgeted at 15% of total program expenses.
	6002	Professional Liability Insurance	-	
	6003	Accounting/Bookkeeping	-	
	6004	External Audit	-	
	6005	Insurance (Specify):	-	
	6006	Payroll Services	-	
	6007	Depreciation (Provider-Owned Equipment to be Used	-	
	6008	Personnel (Indirect Salaries & Benefits)	-	
	6009	Other (specify)	-	

PROGRAM EXPENSE				
	ACCT #	LINE ITEM	AMT	DETAILED DESCRIPTION OF ITEMS BUDGETED IN EACH ACCOUNT LINE
	6010	Other (specify)	-	
	6011	Other (specify)	-	
	6012	Other (specify)	-	
	6013	Other (specify)	-	

7000: DIRECT FIXED ASSETS				
	7001	Computer Equipment & Software	-	This includes rental payments for equipment including leased copiers, postage machines, phone systems, laptops or other communication, office or facility equipment. Costs are allocated between programs on the basis of payroll dollars and have been estimated based on historical trends and the utilization of the Agency's existing office in Fresno.
	7002	Copiers, Cell Phones, Tablets, Devices to Contain HIPAA Data	-	Cell phones, Land Lines, DSL, fax charges, phone system; wireless cards for laptop computers enabling UFS to maintain a fully functional mobile work force to deliver inhome/ in the community services. Costs have been estimated based on historical trends and space usage.
	7003	Furniture & Fixtures	-	
	7004	Leasehold/Tenant/Building Improvements	-	
	7005	Other Assets over \$500 with Lifespan of 2 Years +	-	
	7006	Assets over \$5,000/unit (Specify)	-	
	7007	Other (specify)	-	
	7008	Other (specify)	-	

	Acct #	Line Item Description	AMT	DETAILED DESCRIPTION OF ITEMS BUDGETED IN EACH ACCOUNT LINE
8000 - SHORT/DOYLE MEDI-CAL (FEDERAL FINANCIAL PARTICIPATION)				
	Acct #	LINE ITEM		PROVIDE DETAILS OF METHODOLOGY(IES) USED IN DETERMINING MEDI-CAL SERVICE RATES AND/OR SERVICE UNITS, IF APPLICABLE AND/OR AS REQUIRED BY THE RFP
	8001	Mental Health Services		The Department of Behavioral Health to provide recovery, vocational and educational services and to promote wellness through supported employment and education in a welcoming, accessible, recovery-oriented system where people with serious mental illness and/or co-occurring disorders can achieve hope, healing, and a meaningful life within their community.
	8002	Case Management		
	8003	Crisis Services		
	8004	Medication Support		
	8005	Collateral		
	8006	Plan Development		
	8007	Assessment		
	8008	Rehabilitation		
	8009	Other (Specify)		
	8010	Other (Specify)		

TOTAL PROGRAM EXPENSE FROM BUDGET NARRATIVE: 1,028,564

TOTAL PROGRAM EXPENSES FROM BUDGET TEMPLATE: 1,028,564

BUDGET CHECK: -

FRESNO VOCATIONAL EDUCATIONAL SERVICES
PACIFIC CLINICS
Fiscal Year (FY) 2027-28

PROGRAM EXPENSES

1000: DIRECT SALARIES & BENEFITS					
Direct Employee Salaries					
Acct #	Administrative Position	FTE	Admin	Program	Total
1101	Regional Executive Director	0.10	\$ 18,353		\$ 18,353
1102	Crp Dir of Comm Integ Services	0.30	36,602		36,602
1103			-		-
1104			-		-
1105			-		-
1106			-		-
1107			-		-
1108			-		-
1109			-		-
1110			-		-
1111			-		-
1112			-		-
1113			-		-
1114			-		-
1115			-		-
Direct Personnel Admin Salaries Subtotal		0.40	\$ 54,955		\$ 54,955
Acct #	Program Position	FTE	Admin	Program	Total
1116	IPS Team Leader/Supervisor	1.00		\$ 92,680	\$ 92,680
1117	Employment Specialist	3.00		178,740	178,740
1118	Educational Support Specialist	1.00		59,580	59,580
1119	Employment Peer Specialist	2.00		105,920	105,920
1120	Customer Service Specialist	0.50		23,170	23,170
1121	Program Director I	0.50		49,979	49,979
1122				-	-
1123				-	-
1124				-	-
1125				-	-
1126				-	-
1127				-	-
1128				-	-
1129				-	-
1130				-	-
1131				-	-
1132				-	-
1133				-	-
1134				-	-
Direct Personnel Program Salaries Subtotal		8.00		\$ 510,069	\$ 510,069
			Admin	Program	Total
Direct Personnel Salaries Subtotal		8.40	\$ 54,955	\$ 510,069	\$ 565,024
Direct Employee Benefits					
Acct #	Description		Admin	Program	Total
1201	Retirement			\$ 20,403	\$ 20,403
1202	Worker's Compensation		-	5,101	5,101
1203	Health Insurance		-	76,511	76,511
1204	ARA Awards		-	1,962	1,962
1205	Regional Retirement		2,198	-	
1206	Regional Worker's Comp		550	-	
1205	Regional Health Insurance		8,243	-	8,243
1206	Regional ARA Awards		500	-	500
Direct Employee Benefits Subtotal:			\$ 11,491	\$ 103,977	\$ 115,468
Direct Payroll Taxes & Expenses:					
Acct #	Description		Admin	Program	Total
1301	OASDI		\$ -	\$ -	\$ -
1302	FICA/MEDICARE		-	39,020	39,020
1303	SUI + FUTA		-	2,442	2,442
1304	Regional OASDI		-	-	-
1305	Regional FICA/MEDICARE		4,204	-	4,204
1306	Regional FUTA + SUI		699	-	699
Direct Payroll Taxes & Expenses Subtotal:			\$ 4,903	\$ 41,462	\$ 46,365
DIRECT EMPLOYEE SALARIES & BENEFITS TOTAL:			Admin	Program	Total
			\$ 71,349	\$ 655,508	\$ 726,857

DIRECT EMPLOYEE SALARIES & BENEFITS PERCENTAGE:	Admin	Program
	10%	90%

2000: DIRECT CLIENT SUPPORT		
Acct #	Line Item Description	Amount
2001	Child Care	\$ -
2002	Client Housing Support	7,730
2003	Client Transportation & Support	10,541
2004	Clothing, Food, & Hygiene	-
2005	Education Support	-
2006	Employment Support	7,028
2007	Household Items for Clients	-
2008	Medication Supports	-
2009	Program Supplies - Medical	-
2010	Utility Vouchers	-
2011	Other (specify)	-
2012	Other (specify)	-
2013	Other (specify)	-
2014	Other (specify)	-
2015	Other (specify)	-
2016	Other (specify)	-
DIRECT CLIENT CARE TOTAL		\$ 25,299

3000: DIRECT OPERATING EXPENSES		
Acct #	Line Item Description	Amount
3001	Telecommunications	\$ -
3002	Printing/Postage	2,000
3003	Office, Household & Program Supplies	425
3004	Advertising	-
3005	Staff Development & Training	21,029
3006	Staff Mileage	10,369
3007	Subscriptions & Memberships	520
3008	Vehicle Maintenance	-
3009	Other (specify)	-
3010	Direct Shared Allocated Regional Cost	5,162
3011	Other (specify)	-
3012	Other (specify)	-
DIRECT OPERATING EXPENSES TOTAL:		\$ 39,505

4000: DIRECT FACILITIES & EQUIPMENT		
Acct #	Line Item Description	Amount
4001	Occupancy (Rent, Utilities, Property Taxes/Local Fees)	\$ 73,960
4002	Facility Operation and Maintenance	10,241
4003	Rent/Lease Equipment	13,440
4004	Rent/Lease Vehicles	-
4005	Security	-
4006	Utilities	-
4007	Other (specify)	-
4008	Other (specify)	-
4009	Other (specify)	-
4010	Other (specify)	-
DIRECT FACILITIES/EQUIPMENT TOTAL:		\$ 97,641

5000: DIRECT SPECIAL EXPENSES		
Acct #	Line Item Description	Amount
5001	Consultant (Network & Data Management)	\$ -
5002	HMIS (Health Management Information System)	5,101
5003	Contractual/Consulting Services (Specify)	-
5004	Translation Services	-
5005	Other (specify)	-
5006	Other (specify)	-
5007	Other (specify)	-
5008	Other (specify)	-
DIRECT SPECIAL EXPENSES TOTAL:		\$ 5,101

6000: INDIRECT EXPENSES		
Acct #	Line Item Description	Amount
	Administrative Overhead	
6001	Use this line and only this line for approved indirect cost rate	\$ 134,160
	Administrative Overhead	
6002	Professional Liability Insurance	-
6003	Accounting/Bookkeeping	-
6004	External Audit	-
6005	Insurance (Specify):	-
6006	Payroll Services	-
6007	Depreciation (Provider-Owned Equipment to be Used for Program Purposes)	-
6008	Personnel (Indirect Salaries & Benefits)	-
6009	Other (specify)	-
6010	Other (specify)	-
6011	Other (specify)	-
6012	Other (specify)	-
6013	Other (specify)	-
INDIRECT EXPENSES TOTAL		\$ 134,160

INDIRECT COST RATE	15.00%
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7000: DIRECT FIXED ASSETS		
Acct #	Line Item Description	Amount
7001	Computer Equipment & Software	\$ -
7002	Copiers, Cell Phones, Tablets, Devices to Contain HIPAA Data	-
7003	Furniture & Fixtures	-
7004	Leasehold/Tenant/Building Improvements	-
7005	Other Assets over \$500 with Lifespan of 2 Years +	-
7006	Assets over \$5,000/unit (Specify)	-
7007	Other (specify)	-
7008	Other (specify)	-
FIXED ASSETS EXPENSES TOTAL		\$ -

TOTAL PROGRAM EXPENSES	\$ 1,028,564
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PROGRAM FUNDING SOURCES

8000 - SHORT/DOYLE MEDI-CAL (FEDERAL FINANCIAL PARTICIPATION)				
Acct #	Line Item Description	Service Units	Rate	Amount
8001	Mental Health Services	0.00	-	\$ -
8002	Case Management	0.00	-	\$ -
8003	Crisis Services	0.00	-	\$ -
8004	Medication Support	0.00	-	\$ -
8005	Collateral	0.00	-	\$ -
8006	Plan Development	0.00	-	\$ -
8007	Assessment	0.00	-	\$ -
8008	Rehabilitation	0.00	-	\$ -
8009	Other (Specify)	0.00	-	\$ -
8010	Other (Specify)	0.00	-	\$ -
Estimated Specialty Mental Health Services Billing Totals:		0		\$ -
Estimated % of Clients who are Medi-Cal Beneficiaries				0%
Estimated Total Cost of Specialty Mental Health Services Provided to Medi-Cal Beneficiaries				\$ -
Federal Financial Participation (FFP) %				0%
MEDI-CAL FFP TOTAL				\$ -

8100 - SUBSTANCE USE DISORDER FUNDS		
Acct #	Line Item Description	Amount
8101	Drug Medi-Cal	\$ -
8102	SABG	\$ -
SUBSTANCE USE DISORDER FUNDS TOTAL		\$ -

8200 - REALIGNMENT		
Acct #	Line Item Description	Amount
8201	Realignment	\$ -
REALIGNMENT TOTAL		\$ -

8300 - MENTAL HEALTH SERVICE ACT (MHSA)			
Acct #	MHSA Component	MHSA Program Name	Amount
8301	CSS - Community Services & Supports	Vocational and Educational Services	\$ 1,028,564
8302	PEI - Prevention & Early Intervention		-
8303	INN - Innovations		-
8304	WET - Workforce Education & Training		-
8305	CFTN - Capital Facilities & Technology		-
MHSA TOTAL			\$ 1,028,564

8400 - OTHER REVENUE		
Acct #	Line Item Description	Amount
8401	Client Fees	\$ -
8402	Client Insurance	-
8403	Grants (Specify)	-
8404	Other (Specify)	-
8405	Other (Specify)	-
TOTAL PROGRAM REVENUES		\$ -

TOTAL PROGRAM ESTIMATED REVENUES:	\$ 1,028,564
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NET PROGRAM COST:	\$ -
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FRESNO VOCATIONAL EDUCATIONAL SERVICES
PACIFIC CLINICS
Fiscal Year (FY) 2027-28

PARTIAL FTE DETAIL

For all positions with FTE's split among multiple programs/contracts the below must be filled out

Position	Contract #/Name/Department/County	FTE %
Part-Time Customer Service Specialist	25-040 CENTRAL/FRESNO/ VOCATIONAL EDUCATION SERVICES	0.50
Program Director I	25-040 CENTRAL/FRESNO/ VOCATIONAL EDUCATION SERVICES	0.50
Program Director I	Hollywood 2.0 Supported Employment and Education	0.50
Crp Dir of Comm Integ Services	25-040 CENTRAL/FRESNO/ VOCATIONAL EDUCATION SERVICES	0.30
Crp Dir of Comm Integ Services	Ventura Tay Club Houses	0.35
Crp Dir of Comm Integ Services	DMH Supported Employment Individual Placement & Support Services	0.35
Regional Executive Director	25-040 CENTRAL/FRESNO/ VOCATIONAL EDUCATION SERVICES	0.10
Regional Executive Director	Fresno Bright Beginnings	0.23
Regional Executive Director	Fresno Hope	0.23
Regional Executive Director	Tulare Tay Crossroads	0.23
Regional Executive Director	Fresno ACT	0.23

Total

3.52

Position	Contract #/Name/Department/County	FTE %

Total

0.00

Position	Contract #/Name/Department/County	FTE %

Total

0.00

Position	Contract #/Name/Department/County	FTE %

Total

0.00

Position	Contract #/Name/Department/County	FTE %

Total

0.00

Position	Contract #/Name/Department/County	FTE %

Total

0.00

Position	Contract #/Name/Department/County	FTE %
Total		0.00

Position	Contract #/Name/Department/County	FTE %
Total		0.00

Position	Contract #/Name/Department/County	FTE %
Total		0.00

Position	Contract #/Name/Department/County	FTE %
Total		0.00

Position	Contract #/Name/Department/County	FTE %
Total		0.00

Position	Contract #/Name/Department/County	FTE %
Total		0.00

Position	Contract #/Name/Department/County	FTE %
Total		0.00

Position	Contract #/Name/Department/County	FTE %
Total		0.00

Position	Contract #/Name/Department/County	FTE %
Total		0.00

FRESNO VOCATIONAL EDUCATIONAL SERVICES
PACIFIC CLINICS
Fiscal Year (FY) 2027-28 Budget Narrative

PROGRAM EXPENSE			
ACCT #	LINE ITEM	AMT	DETAILED DESCRIPTION OF ITEMS BUDGETED IN EACH ACCOUNT LINE
1000: DIRECT SALARIES & BENEFITS		726,857	
Administrative Positions		58,301	
1101	Regional Executive Director	18,353	The Regional Executive Director provides leadership, strategic direction and operational oversight for the Region. Leads the development, implementation, and expansion of the Region's services, quality of care, program operations and fiscal viability. Is responsible to lead and ensure effective clinical change processes, continuous quality improvement, and risk management throughout the Region. Serves as a source of vision and innovation for staff and customers.
1102	Corp Dir of Comm Integ Services	36,602	The position of Corporate Director of Community Integration Services oversees a variety of departments that ensure Pacific Clinics' consumers and their family members are provided with opportunities to integrate successfully into the community and achieve their recovery goals. Specifically, the position oversees Pacific Clinics' programs/services/functions related to employment, health navigation, and benefits establishment.
1103		-	
1104		-	
1105		-	
1106		-	
1107		-	
1108		-	
1109		-	
1110		-	
1111		-	
1112		-	
1113		-	
1114		-	
1115		-	
Program Positions		510,069	
1116	IPS Team Leader/Supervisor	92,680	The Team Supervisor coordinates and supervises case managers, housing staff, peers, Family Specialists, Behavior Specialists, Family Finders, LVNS, LPTs, Clubhouse and/or other staff as assigned by the Program Director. Coordinates cases with the *Department of Mental Health (DMH) and in some counties Behavioral Health and/or other funding sources/agencies and ensures the delivery of integrated behavioral healthcare
1117	Employment Specialist	178,740	Carries out the services of the Supported Employment program by assisting clients to obtain and maintain employment that is consistent with their vocational goals. Responsible for providing employment preparation and job search skills training as well as job coaching to adults with psychiatric disabilities at off-site employment locations and program facilities. Provides support for schooling and technical training for career advancement.
1118	Educational Support Specialist	59,580	Works within the vision, mission and philosophy of the agency. Provides assistance in helping students complete their vocational and educational goals and requirements, accessing community resources, facilitating educational/vocational activities, educating clients and families on graduation requirements and supporting preparations for job and career development. Is responsible for assisting students with their study and rehabilitation skills in an effort to help them meet their education and career goals.
1119	Employment Peer Specialist	105,920	Works within the vision, mission, and philosophy of the agency and framework of the Certified Community Behavioral Health Clinic. Under direct supervision, the Peer Partner
1120	=CR Budget FY3\IC31	23,170	Working within the vision, mission and philosophy of the agency, the Customer Service Specialist is responsible for processing and completing internal and external referrals, acts as primary liaison between external agencies and internal agency departments and completes all required administrative paperwork and data entry for customer records. Coordinates all activities related to initial intake, level of care screening, insurance certification and payment coordination. Regularly interfaces face-to-face and by telephone with customers as well as with all agency and County electronic systems connected to client care and billing.
1121	Program Director I	49,979	Program Director to oversee the whole program and maintain fidelity to the model which includes but not limited to conducting ongoing program supervision and technical support, continuing vocational training & education to the program after IPS Certification, Conducting Quarterly IPS Fidelity Reviews and Annual Outcomes Report, providing technical support to DOR, directly operated and contracted clinics staff on how to use and navigate IPS services. This individual will provide coverage for the whole program after hours
1122	0	-	
1123	0	-	
1124	0	-	
1125	0	-	
1126	0	-	

PROGRAM EXPENSE				
	ACCT #	LINE ITEM	AMT	DETAILED DESCRIPTION OF ITEMS BUDGETED IN EACH ACCOUNT LINE
	1127	0	-	
	1128	0	-	
	1129	0	-	
	1130	0	-	
	1131	0	-	
	1132	0	-	
	1133	0	-	
	1134	0	-	
Direct Employee Benefits			115,468	
	1201	Retirement	20,403	Calculated at 4% of salaries
	1202	Worker's Compensation	5,101	Calculated at 1% of salaries
	1203	Health Insurance	76,511	Calculated at 15% of salaries
	1204	ARA Awards	1,962	This is a Incentive and Recognition Program to recognize the dedication within which employees perform their responsibilities to retain long-term employees. The cost is \$250 per Employee.
	1205	Regional Health Insurance	8,243	Regional Health Insurance; 15% of Salaries
	1208	Regional ARA Awards	-	This is a Incentive and Recognition Program to recognize the dedication within which employees perform their responsibilities to retain long-term employees. The cost is \$250 per Employee.
Direct Payroll Taxes & Expenses:			46,365	
	1301	OASDI	-	
	1302	FICA/MEDICARE	39,020	FICA calculated at 6.2% of salaries, MEDICARE calculated at 1.45% of salaries
	1303	FUTA + SUI	2,442	Calculated at 3.4% of salaries
	1304	Regional OASDI	-	
	1305	Regional FICA/MEDICARE	4,204	FICA calculated at 6.2% of salaries, MEDICARE calculated at 1.45% of salaries
	1306	Regional FUTA + SUI	699	Calculated at 3.4% of salaries
2000: DIRECT CLIENT SUPPORT			25,299	
	2001	Child Care	-	
	2002	Client Housing Support	-	
	2003	Client Transportation & Support	7,730	Client Expenses : Transportation _ Bus Passes, Lyft vouchers, mileage
	2004	Clothing, Food, & Hygiene	10,541	Client Expenses : Clothes, shoes and hygiene products
	2005	Education Support	-	
	2006	Employment Support	7,028	Client Expenses : Work supplies, internet for job search, employment support supplies
	2007	Household Items for Clients	-	
	2008	Medication Supports	-	
	2009	Program Supplies - Medical	-	
	2010	Utility Vouchers	-	
	2011	Other (specify)	-	
	2012	Other (specify)	-	
	2013	Other (specify)	-	
	2014	Other (specify)	-	
	2015	Other (specify)	-	
	2016	Other (specify)	-	
3000: DIRECT OPERATING EXPENSES			39,505	
	3001	Telecommunications	-	
	3002	Printing/Postage	2,000	Duplication, postage, and printing costs may include, but shall not be limited to, self-addressed envelopes, appointment cards, business cards, letterhead stationery, laminating, binding, cooperative program forms, master applications, job applications, resumes, cover letters, paper employment-related flyers, portfolio folders and pamphlets and other programmatic printed needs. These expenses will allow for program staff to communicate effectively with partners, participants and their support network and employers. Additionally, programmatic copier maintenance fees and supplies are an allowable expense
	3003	Office, Household & Program Supplies	425	Supports for these basic needs operational needs to conduct daily operation.
	3004	Advertising	-	
	3005	Staff Development & Training	21,029	Includes training in the Evidence-Based Practices of Wellness and Recovery Action Plan, Motivational Interviewing, and Seeking Safety, organizational tools, team/organizational psychology, philosophy of client based services, integration of roles/team dynamics, assessment and individualized treatment planning, general services, organizing admissions and individualized treatment planning associated with the EBPs. Also includes CARF certification and other mandatory trainings such as first aid and CPR
	3006	Staff Mileage	10,369	Mileage reimbursement is paid at the prevailing federal rate (currently \$0.70 per mile) to program service staff and program administrative staff.

PROGRAM EXPENSE				
	ACCT #	LINE ITEM	AMT	DETAILED DESCRIPTION OF ITEMS BUDGETED IN EACH ACCOUNT LINE
	3007	Subscriptions & Memberships	520	Co-op Department of Rehabilitation contract, agencies providing vocational rehabilitation services, particularly those offering work-oriented programs, must be accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) in the primary program emphasis of the services offered, with exceptions for certain facilities.
	3008	Vehicle Maintenance	-	
	3009	General Liability Insurance	-	
	3010	Direct Shared Allocated Regional Cost	5,162	These costs have been allocated to the program based on current year overhead expenses and is limited by the program contract. This included all Shared Direct Expense including Regional Copiers, Tablets, Occupancy Pool, Training Pool, and JEDI
	3011	Other (specify)	-	
	3012	Other (specify)	-	

4000: DIRECT FACILITIES & EQUIPMENT 97,641				
	4001	Occupancy (Rent, Utilities, Property Taxes/Local Fees)	73,960	This includes building rent or depreciation, storage and file storage unit rental payments and all the costs associated with storing and retrieving of client, personnel or other files or records. Costs are allocated between programs on the basis of payroll dollars and have been estimated based on historical trends and the utilization of the Agency's existing office in Fresno.
	4002	Facility Operations and Maintenance	10,241	This includes common area maintenance on leased building charges, maintenance/building repair charges, HVAC maintenance and repair, landscaping, janitorial services, confidential paper shredding services, in-house or outside equipment repair and labor. Costs are allocated between programs on the basis of payroll dollars and have been estimated based on historical trends and the utilization of the Agency's existing office in Fresno.
	4003	Rent/Lease Equipment	13,440	Equipment/Parts/ Hosted Apps/Lic IT - Leased Laptops
	4004	Security	-	
	4005	Utilities	-	
	4006	Other (specify)	-	
	4007	Other (specify)	-	
	4008	Other (specify)	-	
	4009	Other (specify)	-	
	4010	Other (specify)	-	

5000: DIRECT SPECIAL EXPENSES 5,101				
	5001	Consultant (Network & Data Management)	-	
	5002	HMIS (Health Management Information System)	5,101	This also includes lease or purchase of equipment such as networking equipment, system & software user licenses and maintenance.
	5003	Contractual/Consulting Services (Specify)	-	
	5004	Other (specify)	-	
	5005	Other (specify)	-	
	5006	Other (specify)	-	
	5007	Other (specify)	-	
	5008	Other (specify)	-	

6000: INDIRECT EXPENSES 134,160				
	6001	Use this line and only this line for approved indirect cost rate	134,160	Represents the indirect costs of the Agency's general and administrative shared support services such as finance, accounting, billing, human resources, clinical administration, information technology, professional fees, HIPPA compliance and clinical record audits, risk management and program fidelity, recruiting and human resources support, MIS infrastructure & QI/UM department support and oversight as well as executive management. Costs that cannot be specifically charged to a program are allocated to programs on the basis of direct labor program costs prior to the addition of taxes and benefits. Indirect costs have been budgeted at 15% of total program expenses.
	6002	Professional Liability Insurance	-	
	6003	Accounting/Bookkeeping	-	
	6004	External Audit	-	
	6005	Insurance (Specify):	-	
	6006	Payroll Services	-	
	6007	Depreciation (Provider-Owned Equipment to be Used	-	
	6008	Personnel (Indirect Salaries & Benefits)	-	
	6009	Other (specify)	-	
	6010	Other (specify)	-	
	6011	Other (specify)	-	
	6012	Other (specify)	-	
	6013	Other (specify)	-	

7000: DIRECT FIXED ASSETS -				
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PROGRAM EXPENSE				
	ACCT #	LINE ITEM	AMT	DETAILED DESCRIPTION OF ITEMS BUDGETED IN EACH ACCOUNT LINE
	7001	Computer Equipment & Software	-	This includes rental payments for equipment including leased copiers, postage machines, phone systems, laptops or other communication, office or facility equipment. Costs are allocated between programs on the basis of payroll dollars and have been estimated based on historical trends and the utilization of the Agency's existing office in Fresno.
	7002	Copiers, Cell Phones, Tablets, Devices to Contain HIPAA Data	-	Cell phones, Land Lines, DSL, fax charges, phone system; wireless cards for laptop computers enabling UFS to maintain a fully functional mobile work force to deliver inhome/in the community services. Costs have been estimated based on historical trends and space usage.
	7003	Furniture & Fixtures	-	
	7004	Leasehold/Tenant/Building Improvements	-	
	7005	Other Assets over \$500 with Lifespan of 2 Years +	-	
	7006	Assets over \$5,000/unit (Specify)	-	
	7007	Other (specify)	-	
	7008	Other (specify)	-	

	Acct #	Line Item Description	AMT	DETAILED DESCRIPTION OF ITEMS BUDGETED IN EACH ACCOUNT LINE
8000 - SHORT/DOYLE MEDI-CAL (FEDERAL FINANCIAL PARTICIPATION)				
	Acct #	LINE ITEM	PROVIDE DETAILS OF METHODOLOGY(IES) USED IN DETERMINING MEDI-CAL SERVICE RATES AND/OR SERVICE UNITS, IF APPLICABLE AND/OR AS REQUIRED BY THE RFP	
	8001	Mental Health Services	The Department of Behavioral Health to provide recovery, vocational and educational services and to promote wellness through supported employment and education in a welcoming, accessible, recovery-oriented system where people with serious mental illness and/or co-occurring disorders can achieve hope, healing, and a meaningful life within their community.	
	8002	Case Management		
	8003	Crisis Services		
	8004	Medication Support		
	8005	Collateral		
	8006	Plan Development		
	8007	Assessment		
	8008	Rehabilitation		
	8009	Other (Specify)		
	8010	Other (Specify)		

TOTAL PROGRAM EXPENSE FROM BUDGET NARRATIVE: 1,028,564

TOTAL PROGRAM EXPENSES FROM BUDGET TEMPLATE: 1,028,564

BUDGET CHECK: -

FRESNO VOCATIONAL EDUCATIONAL SERVICES
PACIFIC CLINICS
Fiscal Year (FY) 2028-29

PROGRAM EXPENSES

1000: DIRECT SALARIES & BENEFITS				
Direct Employee Salaries				
Acct #	Administrative Position	FTE	Admin	Program
1101	Regional Executive Director	0.10	\$ 18,903	
1102	Crp Dir of Comm Integ Services	0.30	37,700	
1103			-	
1104			-	
1105			-	
1106			-	
1107			-	
1108			-	
1109			-	
1110			-	
1111			-	
1112			-	
1113			-	
1114			-	
1115			-	
Direct Personnel Admin Salaries Subtotal		0.40	\$ 56,603	\$ 56,603
Acct #	Program Position	FTE	Admin	Program
1116	IPS Team Leader/Supervisor	1.00		\$ 95,461
1117	Employment Specialist	3.00		184,103
1118	Educational Support Specialist	1.00		61,368
1119	Employment Peer Specialist	2.00		109,098
1120	Customer Service Specialist	0.50		23,865
1121	Program Director I	0.40		41,183
1122				-
1123				-
1124				-
1125				-
1126				-
1127				-
1128				-
1129				-
1130				-
1131				-
1132				-
1133				-
1134				-
Direct Personnel Program Salaries Subtotal		7.90		\$ 515,078
				\$ 515,078
			Admin	Program
Direct Personnel Salaries Subtotal		8.30	\$ 56,603	\$ 515,078
				\$ 571,681
Direct Employee Benefits				
Acct #	Description		Admin	Program
1201	Retirement			\$ 20,603
1202	Worker's Compensation		-	5,151
1203	Health Insurance		-	77,261
1204	APA Awards		-	1,963
1205	Regional Retirement		2,264	-
1206	Regional Worker's Comp		566	-
1207	Regional Health Insurance		8,490	-
1208	Regional ARA Awards		500	-
Direct Employee Benefits Subtotal:			\$ 11,820	\$ 104,978
				\$ 116,798
Direct Payroll Taxes & Expenses:				
Acct #	Description		Admin	Program
1301	OASDI		\$ -	\$ -
1302	FICA/MEDICARE		-	39,403
1303	FUTA + SUI		-	2,447
1304	Regional OASDI		-	-
1305	Regional FICA/MEDICARE		4,330	-
1306	Regional FUTA + SUI		701	-
Direct Payroll Taxes & Expenses Subtotal:			\$ 5,031	\$ 41,850
				\$ 46,881
DIRECT EMPLOYEE SALARIES & BENEFITS TOTAL:			Admin	Program
			\$ 73,454	\$ 661,906
				\$ 735,360
DIRECT EMPLOYEE SALARIES & BENEFITS PERCENTAGE:			Admin	Program
			10%	90%

2000: DIRECT CLIENT SUPPORT		
Acct #	Line Item Description	Amount
2001	Child Care	\$ -
2002	Client Housing Support	-
2003	Client Transportation & Support	5,419
2004	Clothing, Food, & Hygiene	7,389
2005	Education Support	-
2006	Employment Support	4,926
2007	Household Items for Clients	-
2008	Medication Supports	-
2009	Program Supplies - Medical	-
2010	Utility Vouchers	-
2011	Client Program Expense	-
2012	Contractual/Consulting Services (Psychiatrist)	-
2013	Other (specify)	-
2014	Other (specify)	-
2015	Other (specify)	-
2016	Other (specify)	-
DIRECT CLIENT CARE TOTAL		\$ 17,734

3000: DIRECT OPERATING EXPENSES		
Acct #	Line Item Description	Amount
3001	Telecommunications	\$ -
3002	Printing/Postage	2,000
3003	Office, Household & Program Supplies	425
3004	Advertising	-
3005	Staff Development & Training	21,225
3006	Staff Mileage	10,235
3007	Subscriptions & Memberships	-
3008	Vehicle Maintenance	-
3009	General Liability Insurance	-
3010	Direct Shared Allocated Regional Cost	3,807
3011	Other (specify)	-
3012	Other (specify)	-
DIRECT OPERATING EXPENSES TOTAL:		\$ 37,692

4000: DIRECT FACILITIES & EQUIPMENT		
Acct #	Line Item Description	Amount
4001	Occupancy (Rent, Utilities, Property Taxes/Local Fees)	\$ 74,686
4002	Facility Operation and Maintenance	10,342
4003	Rent/Lease Equipment	13,440
4004	Rent/Lease Vehicles	-
4005	Security	-
4006	Utilities	-
4007	Other (specify)	-
4008	Other (specify)	-
4009	Other (specify)	-
4010	Other (specify)	-
DIRECT FACILITIES/EQUIPMENT TOTAL:		\$ 98,468

5000: DIRECT SPECIAL EXPENSES		
Acct #	Line Item Description	Amount
5001	Consultant (Network & Data Management)	\$ -
5002	HMIS (Health Management Information System)	5,151
5003	Contractual/Consulting Services (Specify)	-
5004	Other (specify)	-
5005	Other (specify)	-
5006	Other (specify)	-
5007	Other (specify)	-
5008	Other (specify)	-
DIRECT SPECIAL EXPENSES TOTAL:		\$ 5,151

6000: INDIRECT EXPENSES		
Acct #	Line Item Description	Amount
	Administrative Overhead	
6001	Use this line and only this line for approved indirect cost rate	\$ 134,161
	Administrative Overhead	
6002	Professional Liability Insurance	-
6003	Accounting/Bookkeeping	-
6004	External Audit	-
6005	Insurance (Specify):	-
6006	Payroll Services	-
6007	Depreciation (Provider-Owned Equipment to be Used for Program Purposes)	-
6008	Personnel (Indirect Salaries & Benefits)	-
6009	Other (specify)	-
6010	Other (specify)	-
6011	Other (specify)	-
6012	Other (specify)	-
6013	Other (specify)	-
INDIRECT EXPENSES TOTAL		\$ 134,161

INDIRECT COST RATE	15.00%
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7000: DIRECT FIXED ASSETS		
Acct #	Line Item Description	Amount
7001	Computer Equipment & Software	\$ -
7002	Copiers, Cell Phones, Tablets, Devices to Contain HIPAA Data	-
7003	Furniture & Fixtures	-
7004	Leasehold/Tenant/Building Improvements	-
7005	Other Assets over \$500 with Lifespan of 2 Years +	-
7006	Assets over \$5,000/unit (Specify)	-
7007	Other (specify)	-
7008	Other (specify)	-
FIXED ASSETS EXPENSES TOTAL		\$ -

TOTAL PROGRAM EXPENSES	\$ 1,028,564
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PROGRAM FUNDING SOURCES

8000 - SHORT/DOYLE MEDI-CAL (FEDERAL FINANCIAL PARTICIPATION)				
Acct #	Line Item Description	Service Units	Rate	Amount
8001	Mental Health Services	0.00	-	\$ -
8002	Case Management	0.00	-	\$ -
8003	Crisis Services	0.00	-	\$ -
8004	Medication Support	0.00	-	\$ -
8005	Collateral	0.00	-	\$ -
8006	Plan Development	0.00	-	\$ -
8007	Assessment	0.00	-	\$ -
8008	Rehabilitation	0.00	-	\$ -
8009	Other (Specify)	0.00	-	\$ -
8010	Other (Specify)	0.00	-	\$ -
Estimated Specialty Mental Health Services Billing Totals:		0		\$ -
Estimated % of Clients who are Medi-Cal Beneficiaries				0%
Estimated Total Cost of Specialty Mental Health Services Provided to Medi-Cal Beneficiaries				\$ -
Federal Financial Participation (FFP) %				0%
MEDI-CAL FFP TOTAL				\$ -

8100 - SUBSTANCE USE DISORDER FUNDS		
Acct #	Line Item Description	Amount
8101	Drug Medi-Cal	\$ -
8102	SABG	\$ -
SUBSTANCE USE DISORDER FUNDS TOTAL		\$ -

8200 - REALIGNMENT		
Acct #	Line Item Description	Amount
8201	Realignment	\$ -
REALIGNMENT TOTAL		\$ -

8300 - MENTAL HEALTH SERVICE ACT (MHSA)			
Acct #	MHSA Component	MHSA Program Name	Amount
8301	CSS - Community Services & Supports	Vocational and Educational Services	\$ 1,028,564
8302	PEI - Prevention & Early Intervention		-
8303	INN - Innovations		-
8304	WET - Workforce Education & Training		-
8305	CFTN - Capital Facilities & Technology		-
MHSA TOTAL			\$ 1,028,564

8000: TOTAL PROGRAM REVENUES		
Acct #	Line Item Description	Amount
8001	Revenue Allocated by DBH	-
8002	Client Fees	-
8003	Client Insurance	-
8004	Grants (Specify)	-
8005	Other (Specify)	-
8006	Other (Specify)	-
TOTAL PROGRAM REVENUES		\$ -

TOTAL PROGRAM ESTIMATED REVENUES:	\$ 1,028,564
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NET PROGRAM COST:	\$ -
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FRESNO VOCATIONAL EDUCATIONAL SERVICES
PACIFIC CLINICS
Fiscal Year (FY) 2028-29

PARTIAL FTE DETAIL

For all positions with FTE's split among multiple programs/contracts the below must be filled out

Position	Contract #/Name/Department/County	FTE %
Part-Time Customer Service Specialist	25-040 CENTRAL/FRESNO/ VOCATIONAL EDUCATION SERVICES	0.50
Program Director I	25-040 CENTRAL/FRESNO/ VOCATIONAL EDUCATION SERVICES	0.50
Program Director I	Hollywood 2.0 Supported Employment and Education	0.50
Crp Dir of Comm Integ Services	25-040 CENTRAL/FRESNO/ VOCATIONAL EDUCATION SERVICES	0.30
Crp Dir of Comm Integ Services	Ventura Tay Club Houses	0.35
Crp Dir of Comm Integ Services	DMH Supported Employment Individual Placement & Support Services	0.35
Regional Executive Director	25-040 CENTRAL/FRESNO/ VOCATIONAL EDUCATION SERVICES	0.10
Regional Executive Director	Fresno Bright Beginnings	0.23
Regional Executive Director	Fresno Hope	0.23
Regional Executive Director	Tulare Tay Crossroads	0.23
Regional Executive Director	Fresno ACT	0.23
Total		3.52

Position	Contract #/Name/Department/County	FTE %
Total		0.00

Position	Contract #/Name/Department/County	FTE %
Total		0.00

Position	Contract #/Name/Department/County	FTE %
Total		0.00

Position	Contract #/Name/Department/County	FTE %
Total		0.00

Position	Contract #/Name/Department/County	FTE %
Total		0.00

Position	Contract #/Name/Department/County	FTE %
Total		0.00

Position	Contract #/Name/Department/County	FTE %
Total		0.00

Position	Contract #/Name/Department/County	FTE %
Total		0.00

Position	Contract #/Name/Department/County	FTE %
Total		0.00

Position	Contract #/Name/Department/County	FTE %
Total		0.00

Position	Contract #/Name/Department/County	FTE %
Total		0.00

Position	Contract #/Name/Department/County	FTE %
Total		0.00

Position	Contract #/Name/Department/County	FTE %
Total		<u>0.00</u>

Position	Contract #/Name/Department/County	FTE %
Total		<u>0.00</u>

FRESNO VOCATIONAL EDUCATIONAL SERVICES
PACIFIC CLINICS
Fiscal Year (FY) 2028-29 Budget Narrative

PROGRAM EXPENSE				
ACCT #	LINE ITEM	AMT	DETAILED DESCRIPTION OF ITEMS BUDGETED IN EACH ACCOUNT LINE	
1000: DIRECT SALARIES & BENEFITS		735,360		
Administrative Positions		56,603		
1101	Regional Executive Director	18,903	The Regional Executive Director provides leadership, strategic direction and operational oversight for the Region. Leads the development, implementation, and expansion of the Region's services, quality of care, program operations and fiscal viability. Is responsible to lead and ensure effective clinical change processes, continuous quality improvement, and risk management throughout the Region. Serves as a source of vision and innovation for staff and customers.	
1102	Corp Dir of Comm Integ Services	37,700	The position of Corporate Director of Community Integration Services oversees a variety of departments that ensure Pacific Clinics' consumers and their family members are provided with opportunities to integrate successfully into the community and achieve their recovery goals. Specifically, the position oversees Pacific Clinics' programs/services/functions related to employment, health navigation, and benefits establishment.	
1103		-		
1104		-		
1105		-		
1106		-		
1107		-		
1108		-		
1109		-		
1110		-		
1111		-		
1112		-		
1113		-		
1114		-		
1115		-		
Program Positions		515,078		
1116	IPS Team Leader/Supervisor	95,461	The Team Supervisor coordinates and supervises case managers, housing staff, peers, Family Specialists, Behavior Specialists, Family Finders, LVNS, LPTs, Clubhouse and/or other staff as assigned by the Program Director. Coordinates cases with the *Department of Mental Health (DMH) and in some counties Behavioral Health and/or other funding sources/agencies and ensures the delivery of integrated behavioral healthcare.	
1117	Employment Specialist	184,103	Carries out the services of the Supported Employment program by assisting clients to obtain and maintain employment that is consistent with their vocational goals. Responsible for providing employment preparation and job search skills training as well as job coaching to adults with psychiatric disabilities at off-site employment locations and program facilities. Provides support for schooling and technical training for career advancement.	
1118	Educational Support Specialist	61,368	Works within the vision, mission and philosophy of the agency. Provides assistance in helping students complete their vocational and educational goals and requirements, accessing community resources, facilitating educational/vocational activities, educating clients and families on graduation requirements and supporting preparations for job and career development. Is responsible for assisting students with their study and rehabilitation skills in an effort to help them meet their education and career goals.	
1119	Employmentt Peer Specialist	109,098	Works within the vision, mission and philosophy of the agency. Provides assistance in helping students complete their vocational and educational goals and requirements, accessing community resources, facilitating educational/vocational activities, educating clients and families on graduation requirements and supporting preparations for job and career development. Is responsible for assisting students with their study and rehabilitation skills in an effort to help them meet their education and career goals.	
1120	Customer Service Specialist	23,865	Working within the vision, mission and philosophy of the agency, the Custome Service Specialist is responsible for processing and completing internal and external referrals, acts as primary liaison between external agencies and internal agency departments and completes all required administrative paperwork and data entry for customer records. Coordinates all activities related to initial intake, level of care screening, insurance verification and payment coordination. Regularly interfaces face-to-face and by telephone with customers as well as with all agency and County electronic systems connected to client care and billing.	
1121	Program Director I	41,183	Program Director to oversee the whole program and maintain fidelity to the model which includes but not limited to conducting ongoing program supervision and technical support, continuing vocational training & education to the program after IPS Certification, Conducting Quarterly IPS Fidelity Reviews and Annual Outcomes Report, providing technical support to DOR, directly operated and contracted clinics staff on how to use and navigate IPS services. This individual will provide coverage for the whole program after hours.	
1122		-		
1123		-		

PROGRAM EXPENSE				
	ACCT #	LINE ITEM	AMT	DETAILED DESCRIPTION OF ITEMS BUDGETED IN EACH ACCOUNT LINE
	1124		-	
	1125		-	
	1126		-	
	1127		-	
	1128		-	
	1129		-	
	1130		-	
	1131		-	
	1132		-	
	1133		-	
	1134		-	
Direct Employee Benefits			116,798	
	1201	Retirement	20,603	Calculated at 4% of salaries
	1202	Worker's Compensation	5,151	Calculated at 1% of salaries
	1203	Health Insurance	77,261	Calculated at 15% of salaries
	1204	APA Awards	1,963	This is a Incentive and Recognition Program to recognize the dedication within which employees perform their responsibilities to retain long-term employees. The cost is \$250 per Employee.
	1205	Regional Health Insurance	8,490	Regional Health Insurance; 15% of Salaries.
	1208	Regional ARA Awards	500	This is a Incentive and Recognition Program to recognize the dedication within which
Direct Payroll Taxes & Expenses:			46,881	
	1301	OASDI	-	
	1302	FICA/MEDICARE	39,403	FICA calculated at 6.2% of salaries, MEDICARE calculated at 1.45% of salaries
	1303	FUTA + SUI	2,447	Calculated at 3.4% of salaries
	1304	Regional OASDI	-	
	1305	Regional FICA/MEDICARE	4,330	FICA calculated at 6.2% of salaries, MEDICARE calculated at 1.45% of salaries
	1306	Regional FUTA + SUI	701	Calculated at 3.4% of salaries
2000: DIRECT CLIENT SUPPORT			17,734	
	2001	Child Care	-	
	2002	Client Housing Support	-	
	2003	Client Transportation & Support	5,419	Client Expenses : Transportation _ Bus Passes, Lyft vouchers, mileage
	2004	Clothing, Food, & Hygiene	7,389	Client Expenses : Clothes, shoes and hygiene products
	2005	Education Support	-	
	2006	Employment Support	4,926	Client Expenses : Work supplies, internet for job search, employment support supplies
	2007	Household Items for Clients	-	
	2008	Medication Supports	-	
	2009	Program Supplies - Medical	-	
	2010	Utility Vouchers	-	
	2011	Client Program Expense	-	
	2012	Contractual/Consulting Services (Psychiatrist)	-	
	2013	Other (specify)	-	
	2014	Other (specify)	-	
	2015	Other (specify)	-	
	2016	Other (specify)	-	
3000: DIRECT OPERATING EXPENSES			37,692	
	3001	Telecommunications	-	
	3002	Printing/Postage	2,000	Duplication, postage, and printing costs may include, but shall not be limited to, self addressed envelopes, appointment cards, business cards, letterhead stationery, laminating, binding, cooperative program forms, master applications, job applications, resumes, cover letters, paper employment-related flyers, portfolio folders and pamphlets and other programmatic printed needs. These expenses will allow for program staff to communicate effectively with partners, participants and their support network and employers. Additionally, programmatic copier maintenance fees and supplies are an allowable expense.
	3003	Office, Household & Program Supplies	425	Supports for these basic needs operational needs to conduct daily operation.
	3004	Advertising	-	
	3005	Staff Development & Training	21,225	Includes training in the Evidence-Based Practices of Wellness and Recovery Action Plan, Motivational Interviewing, and Seeking Safety, organizational tools, team/organizational psychology, philosophy of client based services, integration of roles/team dynamics, assessment and individualized treatment planning, general services, organizing admissions and individualized treatment planning associated with the EBPs. Also includes CARF certification and other mandatory trainings such as first aid and CPR.
	3006	Staff Mileage	10,235	Mileage reimbursement is paid at the prevailing federal rate (currently \$0.70 per mile) to program service staff and program administrative staff.

PROGRAM EXPENSE				
	ACCT #	LINE ITEM	AMT	DETAILED DESCRIPTION OF ITEMS BUDGETED IN EACH ACCOUNT LINE
	3007	Subscriptions & Memberships	-	Co-op Department of Rehabilitation contract, agencies providing vocational rehabilitation services, particularly those offering work-oriented programs, must be accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) in the primary program emphasis of the services offered, with exceptions for certain facilities.
	3008	Vehicle Maintenance	-	
	3009	General Liability Insurance	-	
	3010	Direct Shared Allocated Regional Cost	3,807	These costs have been allocated to the program based on current year overhead expenses and is limited by the program contract. This included all Shared Direct Expense including Regional Copiers, Tablets, Occupancy Pool, Training Pool, and JEDI.
	3011	Other (specify)	-	
	3012	Other (specify)	-	

4000: DIRECT FACILITIES & EQUIPMENT			98,468	
	4001	Occupancy (Rent, Utilities, Property Taxes/Local Fees)	74,686	This includes building rent or depreciation, storage and file storage unit rental payments and all the costs associated with storing and retrieving of client, personnel or other files or records. Costs are allocated between programs on the basis of payroll dollars and have been estimated based on historical trends and the utilization of the Agency's existing office in Fresno.
	4002	Facility Operation and Maintenance	10,342	This includes common area maintenance on leased building charges, maintenance/building repair charges, HVAC maintenance and repair, landscaping, janitorial services, confidential paper shredding services, in-house or outside equipment repair and labor. Costs are allocated between programs on the basis of payroll dollars and have been estimated based on historical trends and the utilization of the Agency's existing office in Fresno.
	4003	Rent/Lease Equipment	13,440	Equipment/Parts/ Hosted Apps/Lic IT - Leased Laptops
	4004	Security	-	
	4005	Utilities	-	
	4006	Other (specify)	-	
	4007	Other (specify)	-	
	4008	Other (specify)	-	
	4009	Other (specify)	-	
	4010	Other (specify)	-	

5000: DIRECT SPECIAL EXPENSES			5,151	
	5001	Consultant (Network & Data Management)	-	
	5002	HMIS (Health Management Information System)	5,151	This also includes lease or purchase of equipment such as networking equipment, system & software user licenses and maintenance.
	5003	Contractual/Consulting Services (Specify)	-	
	5004	Other (specify)	-	
	5005	Other (specify)	-	
	5006	Other (specify)	-	
	5007	Other (specify)	-	
	5008	Other (specify)	-	

6000: INDIRECT EXPENSES			134,161	
	6001	Administrative Overhead	134,161	Represents the indirect costs of the Agency's general and administrative shared support services such as finance, accounting, billing, human resources, clinical administration, information technology, professional fees, HIPPA compliance and clinical record audits, risk management and program fidelity, recruiting and human resources support, MIS infrastructure & QI/UM department support and oversight as well as executive management. Costs that cannot be specifically charged to a program are allocated to programs on the basis of direct labor program costs prior to the addition of taxes and benefits. Indirect costs have been budgeted at 15% of total program expenses.
	6002	Professional Liability Insurance	-	
	6003	Accounting/Bookkeeping	-	
	6004	External Audit	-	
	6005	Insurance (Specify):	-	
	6006	Payroll Services	-	
	6007	Depreciation (Provider-Owned Equipment to be Used	-	
	6008	Personnel (Indirect Salaries & Benefits)	-	
	6009	Other (specify)	-	
	6010	Other (specify)	-	
	6011	Other (specify)	-	
	6012	Other (specify)	-	
	6013	Other (specify)	-	

7000: DIRECT FIXED ASSETS			-	
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PROGRAM EXPENSE				
	ACCT #	LINE ITEM	AMT	DETAILED DESCRIPTION OF ITEMS BUDGETED IN EACH ACCOUNT LINE
	7001	Computer Equipment & Software	-	This includes rental payments for equipment including leased copiers, postage machines, phone systems, laptops or other communication, office or facility equipment. Costs are allocated between programs on the basis of payroll dollars and have been estimated based on historical trends and the utilization of the Agency's existing office in Fresno.
	7002	Copiers, Cell Phones, Tablets, Devices to Contain HIPAA Data	-	Cell phones, Land Lines, DSL, fax charges, phone system; wireless cards for laptop computers enabling UFS to maintain a fully functional mobile work force to deliver in home/in the community services. Costs have been estimated based on historical trends and space usage.
	7003	Furniture & Fixtures	-	
	7004	Leasehold/Tenant/Building Improvements	-	
	7005	Other Assets over \$500 with Lifespan of 2 Years +	-	
	7006	Assets over \$5,000/unit (Specify)	-	
	7007	Other (specify)	-	
	7008	Other (specify)	-	

	Acct #	Line Item Description	AMT	DETAILED DESCRIPTION OF ITEMS BUDGETED IN EACH ACCOUNT LINE
8000 - SHORT/DOYLE MEDI-CAL (FEDERAL FINANCIAL PARTICIPATION)				
	Acct #	LINE ITEM	PROVIDE DETAILS OF METHODOLOGY(IES) USED IN DETERMINING MEDI-CAL SERVICE RATES AND/OR SERVICE UNITS, IF APPLICABLE AND/OR AS REQUIRED BY THE RFP	
	8001	Mental Health Services	The Department of Behavioral Health to provide recovery, vocational and educational services and to promote wellness through supported employment and education in a welcoming, accessible, recovery-oriented system where people with serious mental illness and/or co-occurring disorders can achieve hope, healing, and a meaningful life within their community.	
	8002	Case Management		
	8003	Crisis Services		
	8004	Medication Support		
	8005	Collateral		
	8006	Plan Development		
	8007	Assessment		
	8008	Rehabilitation		
	8009	Other (Specify)		
	8010	Other (Specify)		

TOTAL PROGRAM EXPENSE FROM BUDGET NARRATIVE: 1,028,564

TOTAL PROGRAM EXPENSES FROM BUDGET TEMPLATE: 1,028,564

BUDGET CHECK: -

FRESNO VOCATIONAL EDUCATIONAL SERVICES
PACIFIC CLINICS
Fiscal Year (FY) 2029-30

PROGRAM EXPENSES

1000: DIRECT SALARIES & BENEFITS					
Direct Employee Salaries					
Acct #	Administrative Position	FTE	Admin	Program	Total
1101	Regional Executive Director	0.10	\$ 19,470		\$ 19,470
1102	Crp Dir of Comm Integ Services	0.30	38,831		38,831
1103			-		-
1104			-		-
1105			-		-
1106			-		-
1107			-		-
1108			-		-
1109			-		-
1110			-		-
1111			-		-
1112			-		-
1113			-		-
1114			-		-
1115			-		-
Direct Personnel Admin Salaries Subtotal		0.40	\$ 58,301		\$ 58,301
Acct #	Program Position	FTE	Admin	Program	Total
1116	IPS Team Leader/Supervisor	1.00		\$ 98,324	\$ 98,324
1117	Employment Specialist	3.00		189,626	189,626
1118	Educational Support Specialist	1.00		63,209	63,209
1119	Employment Peer Specialist	2.00		112,371	112,371
1120	Customer Service Specialist	0.50		24,581	24,581
1121	Program Director I	0.35		37,116	37,116
1122				-	-
1123				-	-
1124				-	-
1125				-	-
1126				-	-
1127				-	-
1128				-	-
1129				-	-
1130				-	-
1131				-	-
1132				-	-
1133				-	-
1134				-	-
Direct Personnel Program Salaries Subtotal		7.85		\$ 525,227	\$ 525,227
			Admin	Program	Total
Direct Personnel Salaries Subtotal		8.25	\$ 58,301	\$ 525,227	\$ 583,528
Direct Employee Benefits					
Acct #	Description		Admin	Program	Total
1201	Retirement			\$ 21,009	\$ 21,009
1202	Worker's Compensation		-	5,252	5,252
1203	Health Insurance		-	78,784	78,784
1204	ARA Awards		-	1,963	1,963
1205	Regional Retirement		2,332	-	2,332
1204	Regional Worker's Comp		583	-	583
1205	Regional Health Insurance		8,745	-	8,745
1206	Regional ARA Awards		500	-	500
Direct Employee Benefits Subtotal:			\$ 12,160	\$ 107,008	\$ 119,168
Direct Payroll Taxes & Expenses:					
Acct #	Description		Admin	Program	Total
1301	OASDI		\$ -	\$ -	\$ -
1302	FICA/MEDICARE		-	40,180	40,180
1303	FUTA + SUI		-	2,457	2,457
1304	Regional OASDI		-	-	-
1305	Regional FICA/MEDICARE		4,460	-	4,460
1306	Regional FUTA + SUI		702	-	702
Direct Payroll Taxes & Expenses Subtotal:			\$ 5,162	\$ 42,637	\$ 47,799
DIRECT EMPLOYEE SALARIES & BENEFITS TOTAL:			Admin	Program	Total
			\$ 75,623	\$ 674,872	\$ 750,495

DIRECT EMPLOYEE SALARIES & BENEFITS PERCENTAGE:	Admin	Program
	10%	90%

2000: DIRECT CLIENT SUPPORT		
Acct #	Line Item Description	Amount
2001	Child Care	\$ -
2002	Client Housing Support	-
2003	Client Transportation & Support (Mileage)	229
2004	Clothing, Food, & Hygiene	312
2005	Education Support	-
2006	Employment Support	208
2007	Household Items for Clients	-
2008	Medication Supports	-
2009	Program Supplies - Medical	-
2010	Utility Vouchers	-
2011	Client Program Expense	-
2012	Contractual/Consulting Services (Psychiatrist)	-
2013	Program Telecommunication	-
2014	Other (specify)	-
2015	Other (specify)	-
2016	Other (specify)	-
DIRECT CLIENT CARE TOTAL		\$ 749

3000: DIRECT OPERATING EXPENSES		
Acct #	Line Item Description	Amount
3001	Telecommunications	\$ -
3002	Printing/Postage	1,799
3003	Office, Household & Program Supplies	425
3004	Advertising	-
3005	Staff Development & Training	21,624
3006	Staff Mileage	10,235
3007	Subscriptions & Memberships	520
3008	Vehicle Maintenance	-
3009	General Liability Insurance	-
3010	Direct Shared Allocated Regional Cost	3,161
3011	Other (specify)	-
3012	Other (specify)	-
DIRECT OPERATING EXPENSES TOTAL:		\$ 37,764

4000: DIRECT FACILITIES & EQUIPMENT		
Acct #	Line Item Description	Amount
4001	Occupancy (Rent, Utilities, Property Taxes/Local Fees)	\$ 76,158
4002	Facility Operation and Maintenance	10,546
4003	Rent/Lease Equipment	13,440
4004	Security	-
4005	Utilities	-
4006	Other (specify)	-
4007	Other (specify)	-
4008	Other (specify)	-
4009	Other (specify)	-
4010	Other (specify)	-
DIRECT FACILITIES/EQUIPMENT TOTAL:		\$ 100,144

5000: DIRECT SPECIAL EXPENSES		
Acct #	Line Item Description	Amount
5001	Consultant (Network & Data Management)	\$ -
5002	HMIS (Health Management Information System)	5,252
5003	Contractual/Consulting Services (Specify)	-
5004	Other (specify)	-
5005	Other (specify)	-
5006	Other (specify)	-
5007	Other (specify)	-
5008	Other (specify)	-
DIRECT SPECIAL EXPENSES TOTAL:		\$ 5,252

6000: INDIRECT EXPENSES		
Acct #	Line Item Description	Amount
	Administrative Overhead	
6001	Use this line and only this line for approved indirect cost rate	\$ 134,158
	Administrative Overhead	
6002	Professional Liability Insurance	-
6003	Accounting/Bookkeeping	-
6004	External Audit	-
6005	Insurance (Specify):	-
6006	Payroll Services	-
6007	Depreciation (Provider-Owned Equipment to be Used for Program Purposes)	-
6008	Personnel (Indirect Salaries & Benefits)	-
6009	Other (specify)	-
6010	Other (specify)	-
6011	Other (specify)	-
6012	Other (specify)	-
6013	Other (specify)	-
INDIRECT EXPENSES TOTAL		\$ 134,158

INDIRECT COST RATE	15.00%
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7000: DIRECT FIXED ASSETS		
Acct #	Line Item Description	Amount
7001	Computer Equipment & Software	\$ -
7002	Copiers, Cell Phones, Tablets, Devices to Contain HIPAA Data	-
7003	Furniture & Fixtures	-
7004	Leasehold/Tenant/Building Improvements	-
7005	Other Assets over \$500 with Lifespan of 2 Years +	-
7006	Assets over \$5,000/unit (Specify)	-
7007	Other (specify)	-
7008	Other (specify)	-
FIXED ASSETS EXPENSES TOTAL		\$ -

TOTAL PROGRAM EXPENSES	\$ 1,028,564
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PROGRAM FUNDING SOURCES

8100 - SUBSTANCE USE DISORDER FUNDS		
Acct #	Line Item Description	Amount
8101	Drug Medi-Cal	\$ -
8102	SABG	\$ -
SUBSTANCE USE DISORDER FUNDS TOTAL		\$ -

8200 - REALIGNMENT		
Acct #	Line Item Description	Amount
8201	Realignment	\$ -
REALIGNMENT TOTAL		\$ -

8300 - MENTAL HEALTH SERVICE ACT (MHSA)			
Acct #	MHSA Component	MHSA Program Name	Amount
8301	CSS - Community Services & Supports	Vocational and Educational Services	\$ 1,028,564
8302	PEI - Prevention & Early Intervention		-
8303	INN - Innovations		-
8304	WET - Workforce Education & Training		-
8305	CFTN - Capital Facilities & Technology		-
MHSA TOTAL			\$ 1,028,564

8000: TOTAL PROGRAM REVENUES		
Acct #	Line Item Description	Amount
8001	Revenue Allocated by DBH	-
8002	Client Fees	-
8003	Client Insurance	-
8004	Grants (Specify)	-
8005	Other (Specify)	-
8006	Other (Specify)	-
TOTAL PROGRAM REVENUES		\$ -

TOTAL PROGRAM ESTIMATED REVENUES:	\$ 1,028,564
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NET PROGRAM COST:	\$ -
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FRESNO VOCATIONAL EDUCATIONAL SERVICES
PACIFIC CLINICS
Fiscal Year (FY) 2029-30

PARTIAL FTE DETAIL

For all positions with FTE's split among multiple programs/contracts the below must be filled out

Position	Contract #/Name/Department/County	FTE %
Part-Time Customer Service Specialist	25-040 CENTRAL/FRESNO/ VOCATIONAL EDUCATION SERVICES	0.50
Program Director I	25-040 CENTRAL/FRESNO/ VOCATIONAL EDUCATION SERVICES	0.50
Program Director I	Hollywood 2.0 Supported Employment and Education	0.50
Crp Dir of Comm Integ Services	25-040 CENTRAL/FRESNO/ VOCATIONAL EDUCATION SERVICES	0.30
Crp Dir of Comm Integ Services	Ventura Tay Club Houses	0.35
Crp Dir of Comm Integ Services	DMH Supported Employment Individual Placement & Support Services	0.35
Regional Executive Director	25-040 CENTRAL/FRESNO/ VOCATIONAL EDUCATION SERVICES	0.10
Regional Executive Director	Fresno Bright Beginnings	0.23
Regional Executive Director	Fresno Hope	0.23
Regional Executive Director	Fresno Bright Beginnings	0.23
Regional Executive Director	Fresno Hope	0.23
Total		3.52

Position	Contract #/Name/Department/County	FTE %
Total		0.00

Position	Contract #/Name/Department/County	FTE %
Total		0.00

Position	Contract #/Name/Department/County	FTE %
Total		0.00

Position	Contract #/Name/Department/County	FTE %
Total		0.00

Position	Contract #/Name/Department/County	FTE %
Total		0.00

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Total		0.00

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Position	Contract #/Name/Department/County	FTE %
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Position	Contract #/Name/Department/County	FTE %
Total		0.00

Position	Contract #/Name/Department/County	FTE %
Total		0.00

Position	Contract #/Name/Department/County	FTE %
Total		0.00

Position	Contract #/Name/Department/County	FTE %
Total		0.00

Position	Contract #/Name/Department/County	FTE %
Total		<u>0.00</u>

Position	Contract #/Name/Department/County	FTE %
Total		<u>0.00</u>

FRESNO VOCATIONAL EDUCATIONAL SERVICES
PACIFIC CLINICS
Fiscal Year (FY) 2029-30 Budget Narrative

PROGRAM EXPENSE				
ACCT #	LINE ITEM	AMT	DETAILED DESCRIPTION OF ITEMS BUDGETED IN EACH ACCOUNT LINE	
1000: DIRECT SALARIES & BENEFITS		750,495		
Administrative Positions		58,301		
1101	Regional Executive Director	19,470	The Regional Executive Director provides leadership, strategic direction and operational oversight for the Region. Leads the development, implementation, and expansion of the Region's services, quality of care, program operations and fiscal viability. Is responsible to lead and ensure effective clinical change processes, continuous quality improvement, and risk management throughout the Region. Serves as a source of vision and innovation for staff and customers.	
1102	Crp Dir of Comm Integ Services	38,831	The position of Corporate Director of Community Integration Services oversees a variety of departments that ensure Pacific Clinics' consumers and their family members are provided with opportunities to integrate successfully into the community and achieve their recovery goals. Specifically, the position oversees Pacific Clinics' programs/services/functions related to employment, health navigation, and benefits establishment.	
1103	0	-		
1104	0	-		
1105	0	-		
1106	0	-		
1107	0	-		
1108	0	-		
1109	0	-		
1110	0	-		
1111	0	-		
1112	0	-		
1113	0	-		
1114	0	-		
1115	0	-		
Program Positions		525,227		
1116	IPS Team Leader/Supervisor	98,324	The Team Supervisor coordinates and supervises case managers, housing staff, peers, Family Specialists, Behavior Specialists, Family Finders, LVNS, LPTs, Clubhouse and/or other staff as assigned by the Program Director. Coordinates cases with the *Department of Mental Health (DMH) and in some counties Behavioral Health and/or other funding sources/agencies and ensures the delivery of integrated behavioral healthcare.	
1117	Employment Specialist	189,626	Carries out the services of the Supported Employment program by assisting clients to obtain and maintain employment that is consistent with their vocational goals. Responsible for providing employment preparation and job search skills training as well as job coaching to adults with psychiatric disabilities at off-site employment locations and program facilities. Provides support for schooling and technical training for career advancement.	
1118	Educational Support Specialist	63,209	Works within the vision, mission and philosophy of the agency. Provides assistance in helping students complete their vocational and educational goals and requirements, accessing community resources, facilitating educational/vocational activities, educating clients and families on graduation requirements and supporting preparations for job and career development. Is responsible for assisting students with their study and	
1119	Employment Peer Specialist	112,371	Works within the vision, mission, and philosophy of the agency and framework of the Certified Community Behavioral Health Clinic. Under direct supervision, the Peer Partner provides peer-to-peer support and counseling drawing on shared experiences as a peer to validate the consumer's experience. Provides guidance and encouragement to consumers to take responsibility and actively participate in their own recovery. This position models competency in recovery and serves as a mentor for consumers in a clinic, community, or Wellness Center/Drop-In setting.	
1120	Customer Service Specialist	24,581	Working within the vision, mission and philosophy of the agency, the Customer Service Specialist is responsible for processing and completing internal and external referrals, acts as primary liaison between external agencies and internal agency departments and completes all required administrative paperwork and data entry for customer records. Coordinates all activities related to initial intake, level of care screening, insurance verification and payment coordination. Regularly interfaces face-to-face and by telephone with customers as well as with all agency and County electronic systems connected to client care and billing.	

PROGRAM EXPENSE				
	ACCT #	LINE ITEM	AMT	DETAILED DESCRIPTION OF ITEMS BUDGETED IN EACH ACCOUNT LINE
	1121	Program Director I	37,116	Program Director to oversee the whole program and maintain fidelity to the model which includes but not limited to conducting ongoing program supervision and technical support, continuing vocational training & education to the program after IPS Certification, Conducting Quarterly IPS Fidelity Reviews and Annual Outcomes Report, providing technical support to DOR, directly operated and contracted clinics staff on how to use and navigate IPS services. This individual will provide coverage for the whole program after hours.
	1122	0	-	
	1123	0	-	
	1124	0	-	
	1125	0	-	
	1126	0	-	
	1127	0	-	
	1128	0	-	
	1129	0	-	
	1130	0	-	
	1131	0	-	
	1132	0	-	
	1133	0	-	
	1134	0	-	
Direct Employee Benefits				
			119,168	
	1201	Retirement	21,009	Calculated at 4% of salaries
	1202	Worker's Compensation	5,252	Calculated at 1% of salaries
	1203	Health Insurance	78,784	Calculated at 15% of salaries
	1204	ARA Awards	1,963	This is a Incentive and Recognition Program to recognize the dedication within which employees perform their responsibilities to retain long-term employees. The cost is \$250 per Employee.
	1205	Regional Health Insurance	8,745	Regional Health Insurance; 15% of Salaries
	1208	Regional ARA Awards	500	This is a Incentive and Recognition Program to recognize the dedication within which employees perform their responsibilities to retain long-term employees. The cost is \$250 per Employee.
Direct Payroll Taxes & Expenses:				
			47,799	
	1301	OASDI	-	
	1302	FICA/MEDICARE	40,180	FICA calculated at 6.2% of salaries, MEDICARE calculated at 1.45% of salaries
	1303	FUTA + SUI	2,457	Calculated at 3.4% of salaries
	1304	Regional OASDI	-	
	1305	Regional FICA/MEDICARE	4,460	FICA calculated at 6.2% of salaries, MEDICARE calculated at 1.45% of salaries
	1306	Regional FUTA + SUI	702	Calculated at 3.4% of salaries
2000: DIRECT CLIENT SUPPORT				
			749	
	2001	Child Care	-	
	2002	Client Housing Support	-	
	2003	Client Transportation & Support (Mileage)	229	Client Expenses : Transportation _ Bus Passes, Lyft vouchers, mileage
	2004	Clothing, Food, & Hygiene	312	Client Expenses : Clothes, shoes and hygiene products
	2005	Education Support	-	
	2006	Employment Support	208	Client Expenses : Work supplies, internet for job search, employment support supplies
	2007	Household Items for Clients	-	
	2008	Medication Supports	-	
	2009	Program Supplies - Medical	-	
	2010	Utility Vouchers	-	
	2011	Client Program Expense	-	

PROGRAM EXPENSE				
	ACCT #	LINE ITEM	AMT	DETAILED DESCRIPTION OF ITEMS BUDGETED IN EACH ACCOUNT LINE
	2012	Contractual/Consulting Services (Psychiatrist)	-	
	2013	Program Telecommunication	-	
	2014	Other (specify)	-	
	2015	Other (specify)	-	
	2016	Other (specify)	-	

3000: DIRECT OPERATING EXPENSES			37,764	
	3001	Telecommunications	-	
	3002	Printing/Postage	1,799	Duplication, postage, and printing costs may include, but shall not be limited to, self addressed envelopes, appointment cards, business cards, letterhead stationery, laminating, binding, cooperative program forms, master applications, job applications, resumes, cover letters, paper employment-related flyers, portfolio folders and pamphlets and other programmatic printed needs. These expenses will allow for program staff to communicate effectively with partners, participants and their support network and employers. Additionally, programmatic copier maintenance fees and supplies are an allowable expense.
	3003	Office, Household & Program Supplies	425	Consumable office supplies necessary for staff required in the provision of program services under the contract to be used during the contract period. Items to be purchased include but are not limited to binder clips, binders, calculator tape, envelopes, file folders, markers, paper clips, pencils, pens, post-it notes, printer cartridges, staples, staplers, and stationary. This line item may also include items for the safety of personnel and participants such as Personal Protective Equipment (PPE) and safety equipment necessary. May include but not limited to masks, gloves, hand sanitizers, disinfectant spray, Plexiglass barriers, first aid kits, fire extinguishers and temperature screeners.
	3004	Advertising	-	
	3005	Staff Development & Training	21,624	Includes training in the Evidence-Based Practices of Wellness and Recovery Action Plan, Motivational Interviewing, and Seeking Safety, organizational tools, team/organizational psychology, philosophy of client based services, integration of roles/team dynamics, assessment and individualized treatment planning, general services, organizing admissions and individualized treatment planning associated with the EBPs. Also includes CARF certification and other mandatory trainings such as first aid and CPR.
	3006	Staff Mileage	10,235	Mileage reimbursement is paid at the prevailing federal rate (currently \$0.70 per mile) to program service staff and program administrative staff.
	3007	Subscriptions & Memberships	520	Co-op Department of Rehabilitation contract, agencies providing vocational rehabilitation services, particularly those offering work-oriented programs, must be accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) in the primary program emphasis of the services offered, with exceptions for certain facilities.
	3008	Vehicle Maintenance	-	
	3009	General Liability Insurance	-	
	3010	Direct Shared Allocated Regional Cost	3,161	These costs have been allocated to the program based on current year overhead expenses and is limited by the program contract. This included all Shared Direct Expense including Regional Copiers, Tablets, Occupancy Pool, Training Pool, and JEDI.
	3011	Other (specify)	-	
	3012	Other (specify)	-	

4000: DIRECT FACILITIES & EQUIPMENT			100,144	
	4001	Occupancy (Rent, Utilities, Property Taxes/Local Fees)	76,158	This includes building rent or depreciation, storage and file storage unit rental payments and all the costs associated with storing and retrieving of client, personnel or other files or records. Costs are allocated between programs on the basis of payroll dollars and have been estimated based on historical trends and the utilization of the Agency's existing office in Fresno.
	4002	Facility Operation and Maintenance	10,546	This includes common area maintenance on leased building charges, maintenance/building repair charges, HVAC maintenance and repair, landscaping, janitorial services, confidential paper shredding services, in-house or outside equipment repair and labor. Costs are allocated between programs on the basis of payroll dollars and have been estimated based on historical trends and the utilization of the Agency's existing office in Fresno.
	4003	Rent/Lease Equipment	13,440	Equipment/Parts/ Hosted Apps/Lic IT - Leased Laptops
	4004	Security	-	
	4005	Utilities	-	
	4006	Other (specify)	-	
	4007	Other (specify)	-	
	4008	Other (specify)	-	
	4009	Other (specify)	-	
	4010	Other (specify)	-	

PROGRAM EXPENSE				
	ACCT #	LINE ITEM	AMT	DETAILED DESCRIPTION OF ITEMS BUDGETED IN EACH ACCOUNT LINE
5000: DIRECT SPECIAL EXPENSES			5,252	
	5001	Consultant (Network & Data Management)	-	
	5002	HMIS (Health Management Information System)	5,252	This also includes lease or purchase of equipment such as networking equipment, system & software user licenses and maintenance.
	5003	Contractual/Consulting Services (Specify)	-	
	5004	Other (specify)	-	
	5005	Other (specify)	-	
	5006	Other (specify)	-	
	5007	Other (specify)	-	
	5008	Other (specify)	-	
6000: INDIRECT EXPENSES			134,158	
	6001	Administrative Overhead	134,158	Represents the indirect costs of the Agency's general and administrative shared support services such as finance, accounting, billing, human resources, clinical administration, information technology, professional fees, HIPPA compliance and clinical record audits, risk management and program fidelity, recruiting and human resources support, MIS infrastructure & QI/UM department support and oversight as well as executive management. Costs that cannot be specifically charged to a program are allocated to programs on the basis of direct labor program costs prior to the addition of taxes and benefits. Indirect costs have been budgeted at 15% of total program expenses.
	6002	Professional Liability Insurance	-	
	6003	Accounting/Bookkeeping	-	
	6004	External Audit	-	
	6005	Insurance (Specify):	-	
	6006	Payroll Services	-	
	6007	Depreciation (Provider-Owned Equipment to be Used	-	
	6008	Personnel (Indirect Salaries & Benefits)	-	
	6009	Other (specify)	-	
	6010	Other (specify)	-	
	6011	Other (specify)	-	
	6012	Other (specify)	-	
	6013	Other (specify)	-	
7000: DIRECT FIXED ASSETS			-	
	7001	Computer Equipment & Software	-	This includes rental payments for equipment including leased copiers, postage machines, phone systems, laptops or other communication, office or facility equipment. Costs are allocated between programs on the basis of payroll dollars and have been estimated based on historical trends and the utilization of the Agency's existing office in Fresno.
	7002	Copiers, Cell Phones, Tablets, Devices to Contain HIPAA Data	-	Cell phones, Land Lines, DSL, fax charges, phone system; wireless cards for laptop computers enabling UFS to maintain a fully functional mobile work force to deliver in home/in the community services. Costs have been estimated based on historical trends and space usage.
	7003	Furniture & Fixtures	-	
	7004	Leasehold/Tenant/Building Improvements	-	
	7005	Other Assets over \$500 with Lifespan of 2 Years +	-	
	7006	Assets over \$5,000/unit (Specify)	-	
	7007	Other (specify)	-	
	7008	Other (specify)	-	
8000 - SHORT/DOYLE MEDI-CAL (FEDERAL FINANCIAL PARTICIPATION)				
	Acct #	LINE ITEM	PROVIDE DETAILS OF METHODOLOGY(IES) USED IN DETERMINING MEDI-CAL SERVICE AND/OR SERVICE UNITS, IF APPLICABLE AND/OR AS REQUIRED BY THE RFP	
	8001	Mental Health Services	The Department of Behavioral Health to provide recovery, vocational and educational ser to promote wellness through supported employment and education in a welcoming, acce recovery-oriented system where people with serious mental illness and/or co-occurring c can achieve hope, healing, and a meaningful life within their community.	
	8002	Case Management		
	8003	Crisis Services		
	8004	Medication Support		
	8005	Collateral		
	8006	Plan Development		
	8007	Assessment		
	8008	Rehabilitation		
	8009	Other (Specify)		
	8010	Other (Specify)		

PROGRAM EXPENSE			
ACCT #	LINE ITEM	AMT	DETAILED DESCRIPTION OF ITEMS BUDGETED IN EACH ACCOUNT LINE

TOTAL PROGRAM EXPENSE FROM BUDGET NARRATIVE: 1,028,564