

File No. 231150

Committee Item No. 16

Board Item No. 19

# COMMITTEE/BOARD OF SUPERVISORS

## AGENDA PACKET CONTENTS LIST

Committee: Budget and Finance Committee

Date December 6, 2023

Board of Supervisors Meeting

Date December 12, 2023

### Cmte Board

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### OTHER (Use back side if additional space is needed)

- Executed Agreement 5/1/2022
- DPH Presentation 12/6/2023
- \_\_\_\_\_
- \_\_\_\_\_
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Completed by: Brent Jalipa

Date December 1, 2023

Completed by: Brent Jalipa

Date December 7, 2023

1 [Contract Amendment - Richmond Area Multi Services, Inc. - Vocational Rehabilitation  
2 Employment and Training Programs - Not to Exceed \$16,043,775]

3 **Resolution approving Amendment No. 1 to the Agreement between Richmond Area**  
4 **Multi Services, Inc. and the Department of Public Health, to provide vocational**  
5 **rehabilitation employment and training programs to increase the agreement by**  
6 **\$6,474,980 for an amount not to exceed \$16,043,775; to extend the term by one year,**  
7 **from December 31, 2023, for a total agreement term of May 1, 2022, through December**  
8 **31, 2024, and to authorize DPH to enter into modifications of the Agreement that do not**  
9 **materially increase the City’s obligations or liabilities and are necessary to effectuate**  
10 **the purposes of the Agreement or this Resolution.**

11  
12 WHEREAS, The Department of Public Health (DPH), selected Richmond Area Multi  
13 Services, Inc. through a Request for Qualifications (RFQ) process, RFQ 21-2020, issued on  
14 December 7, 2020, to provide vocational rehabilitation employment and training programs;  
15 and

16 WHEREAS, DPH entered into an original agreement on May 1, 2022, to provide these  
17 vocational rehabilitation employment and training programs for one year and eight months,  
18 with the term of May 1, 2022, through December 31, 2023, in an amount not to exceed  
19 \$9,568,795; and

20 WHEREAS, DPH wishes to amend the agreement to continue providing vocational  
21 rehabilitation employment and training programs by extending the term by one year, from  
22 December 31, 2023, through December 31, 2024, increasing the contract by \$6,474,980 to  
23 reflect annual funding for an additional year, for a total contract amount not to exceed  
24 \$16,043,775 and for a total agreement term of May 1, 2022, through December 31, 2024; and  
25



<p><b>Item 16</b> <b>File 23-1150</b></p>	<p><b>Department:</b> Department of Public Health (DPH)</p>
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**EXECUTIVE SUMMARY**

**Legislative Objectives**

- The proposed resolution would approve Amendment No. 1 to the vocational rehabilitation employment and training programs contract between the Department of Public Health (DPH) and Richmond Area Multi Services, Inc. (RAMS), extending the term by four years and six months through June 2028, increasing the not-to-exceed amount by \$31,268,440, for a total not to exceed \$40,837,235, and authorizing DPH to make further immaterial amendments to the contract.

**Key Points**

- In 2020, DPH issued a Request for Qualifications (RFQ) to select providers for vocational rehabilitation employment and training programs for people recovering from mental health and substance abuse issues. Based on the RFQ, DPH executed a contract with RAMS for a term of one year and eight months and an amount to exceed \$9,568,795.
- Under the contract, RAMS provides the following services: (1) Hire-Ability Janitorial Services; (2) Hire-Ability Clerical & Mailroom Services; (3) Informational Technology; (4) TAY Vocational Services; and (5) Employee Development. Between the five programs, DPH estimates that RAMS trained approximately 77 unduplicated clients (interns/trainees) in FY 2022-23. The contract funds approximately 64.52 full-time equivalent (FTE) positions, of which approximately 43.67 are client positions (within the programs noted above) with the remaining 21 positions operating the program.

**Fiscal Impact**

- Annual program costs are approximately \$7 million, is funded approximately 55 percent by state funds and approximately 45 percent by the City’s General Fund

**Policy Consideration**

- The TAY and Employment Development programs delivered less than 40 percent of their contracted units of service (days clients spend in the program) in FY 2022-23.

**Recommendations**

- The Board of Supervisors should request that DPH: (a) stop funding the underutilized programs, which would save approximately \$3 million over the proposed extension, approximately 40 percent of which is funded by the General Fund or (b) enter into a one-year extension for \$13.1 million not-to-exceed amount and provide an update on performance when seeking a subsequent extension of the contract.

## MANDATE STATEMENT

City Charter Section 9.118(b) states that any contract entered into by a department, board or commission that (1) has a term of more than ten years, (2) requires expenditures of \$10 million or more, or (3) requires a modification of more than \$500,000 is subject to Board of Supervisors approval.

## BACKGROUND

In December 2020, the Department of Public Health (DPH) issued a Request for Qualifications (RFQ) to select providers for vocational rehabilitation employment and training programs for people recovering from mental health and substance abuse issues. The goal of these programs is to improve the emotional well-being of DPH behavioral health clients by increasing their workforce readiness and practical skills according to the RFQ. The RFQ included seven program categories, and an evaluation panel reviewed and scored the three respondents to the RFQ.<sup>1</sup> Richmond Area Multi Services, Inc. (RAMS) was the only respondent in four categories (Employment Development, Clerical and Mailroom Services, Janitorial Services, and Informational Technology Services) and the highest scoring respondent in a fifth category (Transitional Aged Youth (TAY) Vocational Services) and was awarded a contract. In May 2022, DPH executed a contract with RAMS for a term of one year and eight months, from May 2022 through December 2023, and an amount to exceed \$9,568,795.

## DETAILS OF PROPOSED LEGISLATION

The proposed resolution would approve Amendment No. 1 to the vocational rehabilitation and training programs contract between DPH and RAMS, extending the term by four years and six months through June 2028, increasing the not-to-exceed amount by \$31,268,440, for a total not to exceed \$40,837,235, and authorizing DPH to make further immaterial amendments to the contract.

Under the contract, RAMS provides the following services:

1. Hire-Ability Janitorial Services: Provides paid supported employment and internship opportunities within the janitorial field. The janitorial services provide full janitorial services to DPH's participating Behavioral Health Services (BHS) clinics and programs.
2. Hire-Ability Clerical & Mailroom Services: Provides paid supported employment and internship opportunities in support of BHS administrative operations, including in the areas of business operations support, such as clerical, mailroom, front-desk reception, messenger, and driving positions to deliver mail, all within the behavioral health system of care, and primarily in the BHS Central Administration facility.

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<sup>1</sup> The evaluation panel included a Peer Specialist from Larkin Street, an Administrative Assistant from Caminar, a Mental Health and Substance Abuse Program Manager from DPH, a Managing Director of Workforce Development from PRC, and a Contract Administrator from the California Department of Rehabilitation.

3. Information Technology: Provides five specific training cohorts in information technology support service areas operated by BHS and DPH, as well as supported employment in information technology support positions, within the behavioral health system of care.
4. TAY Vocational Services: Provides vocational/occupational assessment, and paid internships and/or entry-level work positions to transitional aged youth (ages 15-25).
5. Employee Development: Provides vocational assessments, job skills training, paid on-site work experience, unpaid classroom and group training sessions, vocational counseling and job coaching, and classes and workshops to improve employment readiness.

Between the five programs, DPH estimates that RAMS trained approximately 77 unduplicated clients (interns/trainees) in FY 2022-23.<sup>2</sup> The contract funds approximately 64.52 full-time equivalent (FTE) positions, of which approximately 43.67 are client positions (within the programs noted above) with the remaining 21 positions operating the program.

### **Fiscal and Performance Monitoring**

#### FY 2021-22

FY 2021-22 performance monitoring indicated that the Janitorial Services, Clerical & Mailroom Services, Information Technology, and TAY Vocational Services programs met 100 percent of contracted performance objectives. Performance objectives were not consistent across the programs and sometimes did not include program completion rates and responses of surveyed program graduates regarding their readiness for additional vocational services activities and improvement in their coping skills in the workplace. According to Michelle Ruggels, DPH Business Office Director, because RAMS receives State Mental Health Services Act (MHSA) funding, they are required to report annually on each of these items in the MHSA Year-End report. Further, Director Ruggels adds that DPH and RAMS are currently in discussions to realign the annual performance objectives, so that the two sets of performance measures mirror each other, thereby ensuring that this information is available as part of the annual monitoring process.

None of the programs achieved 100 percent of contracted units of service over the period. The Janitorial Services, Clerical & Mailroom Services, and Information Technology programs each met at least 65 percent of contracted units of service, and the TAY Vocational Services program met 63 percent of contracted units of service. The monitoring report indicated that the program was short staffed in FY 2021-22. No corrective action plans were identified for these programs.

The Employee Development program was exempted from performance monitoring in FY 2021-22 because of staffing shortages that resulted in only four unduplicated clients served. The program met six percent of contracted units of service. According to Director Ruggels, the Employee Development program and TAY are both now fully staffed, and the Employee Development program has a wait list.

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<sup>2</sup> Unduplicated client (UDC) counts vary between FY 2021-22 monitoring reports and the FY 2022-23 mental health and substance abuse report. The Clerical and Mailroom Services, Information Technology, and Employee Development programs show increased participation in FY 2022-23, while the Janitorial Services and TAY Vocational Services programs show decreased participation.

FY 2022-23

Performance monitoring for FY 2022-23 is ongoing. However, DPH provided invoice data which shows unduplicated clients and units of service delivered. Based on FY 2022-23 invoices provided by DPH, service levels were still below contracted levels for the TAY and Employment Program in FY 2022-23, as shown in Exhibit 1 below. Units of service in the TAY and Employment Programs refer to the number of days clients spend in the program.

Service levels declined for the TAY program from 63 percent of contracted services met in FY 2021-22 to 22 percent of contracted services met in FY 2022-23. Ms. Ruggels advised that there were staffing issues during the pandemic for both programs, and a lack of internship locations for TAY placements that resulted in underspending in both programs. Service levels increased for the Employee Development program from six percent of contracted services met in FY 2021-22 to 40 percent of contracted services met in FY 2022-23.

**Exhibit 1: Service Levels by Program, FY 2021-22 to FY 2022-23**

Program	Contracted Clients	Unduplicated Clients		Contracted Units of Service Met (%)	
		FY 2021-22	FY 2022-23	FY 2021-22	FY 2022-23
Janitorial	n/a	20	5	92%	88%
Clerical & Mailroom	n/a	8	17	70%	72%
Information Technology	34	19	31	65%	84%
TAY	9	9	7	63%	22%
Employee Development	10	4	17	6%	40%
<b>Total</b>		<b>60</b>	<b>77</b>		

Sources: Units of service are from FY 2021-22 monitoring reports and FY 2022-23 invoices; unduplicated clients as reported by DPH

*Unduplicated Client Targets*

In the current version of the contract, the Janitorial and Clerical & Mailroom programs did not have unduplicated client targets because the majority of these programs are staffed by RAMS supported employees. The unduplicated client targets currently apply only to the number of trainees/interns projected each year. The other three programs had the following unduplicated client targets: Information Technology (34), TAY (9), and Employment Development (10). The proposed amendment removed all unduplicated client targets. According to DPH, the unduplicated client targets were removed because they are being revised to include trainees and full-time staff.

*Fiscal Monitoring*

DPH reviewed RAMS’ financial documents as part of the FY 2022-23 Citywide Fiscal and Compliance Monitoring process and identified no findings.

**FISCAL IMPACT**

The proposed Amendment No. 1 would increase the not-to-exceed amount of the contract by \$31,268,440, for a total not to exceed \$40,837,235. The estimated sources and uses of funds by

program for the proposed four-year and six-month contract extension are shown in Exhibit 2 below.

### Exhibit 2: Estimated Sources and Uses of Funds

Sources	FY 2023-24 (6 Months)	FY 2024-25	FY 2025-26	FY 2026-27	FY 2027-28	Total
State Sources	\$1,865,874	\$3,731,747	\$3,731,747	\$3,731,747	\$3,731,747	\$16,792,862
City General Fund	1,011,512	2,253,214	2,492,612	2,741,587	3,000,520	11,499,444
<i>Subtotal</i>	<i>\$2,877,385</i>	<i>\$5,984,961</i>	<i>\$6,224,359</i>	<i>\$6,473,334</i>	<i>\$6,732,267</i>	<i>\$28,292,306</i>
Contingency (12%) <sup>3</sup>	690,572	718,195	746,923	776,800	807,872	3,740,363
<b>Total Sources</b>	<b>\$3,567,957</b>	<b>\$6,703,156</b>	<b>\$6,971,282</b>	<b>\$7,250,134</b>	<b>\$7,540,139</b>	<b>\$32,032,668</b>
Uses	FY 2023-24 (6 Months)	FY 2024-25	FY 2025-26	FY 2026-27	FY 2027-28	Total
Janitorial Services	\$1,020,997	\$2,041,994	\$2,041,994	\$2,041,994	\$2,041,994	\$9,188,973
Clerical & Mailroom Services	694,929	1,389,858	1,389,858	1,389,858	1,389,858	6,254,361
Information Technology	767,124	1,534,248	1,534,248	1,534,248	1,534,248	6,904,116
TAY Vocational Services	117,419	234,838	234,838	234,838	234,838	1,056,771
Employee Development	219,031	438,061	438,061	438,061	438,061	1,971,275
Cost of Doing Business	57,886	345,962	585,360	834,335	1,093,268	2,916,811
<i>Subtotal</i>	<i>\$2,877,385</i>	<i>\$5,984,961</i>	<i>\$6,224,359</i>	<i>\$6,473,334</i>	<i>\$6,732,267</i>	<i>\$28,292,306</i>
Contingency (12%)	690,572	718,195	746,923	776,800	807,872	3,740,363
<b>Total Uses</b>	<b>\$3,567,957</b>	<b>\$6,703,156</b>	<b>\$6,971,282</b>	<b>\$7,250,134</b>	<b>\$7,540,139</b>	<b>\$32,032,668</b>
Actual Expenditures (through 2023) <sup>4</sup>						8,804,566
<b>Total Not-to-Exceed</b>						<b>\$40,837,235</b>

Source: Proposed contract amendment, DPH. Program costs are based on supplemental information provided by DPH and differ slightly for Appendix B in the proposed agreement in the legislative file.

The contract includes a 12 percent contingency to account for escalation, new programs, and/or expansions of existing programs. The not-to-exceed amount also includes a four percent annual cost of doing business payment.

The total not-to-exceed amount of the contract is funded approximately 55 percent by state funds and approximately 45 percent by the City's General Fund.

### POLICY CONSIDERATION

As discussed above, the TAY and Employment Development programs delivered less than 40 percent of their contracted units of service (days clients spend in the program) in FY 2022-23. The Board of Supervisors should request that DPH: (a) stop funding the underutilized programs, which would save approximately \$3 million over the proposed extension, approximately 40 percent of which is funded by the General Fund or (b) enter into a one-year extension for \$13.1

<sup>3</sup> The contingency shown for FY 2023-24 is for the full fiscal year.

<sup>4</sup> This amount includes actual expenditures of \$5,927,181 for the period of May 2021 through June 2023 and projected expenditures of \$2,877,385 for the period of July 2023 through December 2023.

million not-to-exceed amount and provide an update on performance when seeking a subsequent extension of the contract.

## RECOMMENDATIONS

The Board of Supervisors should request that DPH: (a) stop funding the underutilized programs, which would save approximately \$3 million over the proposed extension, approximately 40 percent of which is funded by the General Fund or (b) enter into a one-year extension for \$13.1 million not-to-exceed amount and provide an update on performance when seeking a subsequent extension of the contract.

# San Francisco Department of Public Health Division of Behavioral Health Services

## Richmond Area Multi-Services, Inc. - Vocational Rehabilitation

San Francisco Board of Supervisors Budget & Finance Committee  
December 6th, 2023

Juan Ibarra  
BHS Vocational Services Program Manager  
Office of Justice, Equity, Diversity, and Inclusion/Mental Health Services Act  
Behavioral Health Services  
San Francisco Department of Public Health



San Francisco Health Network  
Behavioral Health Services

## Under the proposed amendment, **Richmond Area Multi-Services, Inc (RAMS)** would continue to provide:

- **Hire-Ability Janitorial Services:** Employment and internship opportunities within the janitorial field for behavioral health consumers. (*Served 37 individuals in FY 22-23*)
- **Hire-Ability Clerical & Mailroom Services:** Employment and internship opportunities in business operations support (e.g., clerical, mailroom, reception, messenger and driving positions) for behavioral health consumers. (*Served 41 individuals in FY 22-23*)
- **Hire-Ability Information Technology:** Employment and internship opportunities in information technology, supporting the community behavioral health system, for behavioral health consumers. (*Served 31 individuals in FY 22-23*)
- **Transition-Age Youth (TAY) Vocational Services:** Vocational and occupational assessments and paid internships for TAY behavioral health consumers. (*Served 7 individuals in FY 22-23*)
- **Employee Development Program:** Assessments and intakes of behavioral health consumers referred by programs within the behavioral health system of care, for basic job preparation and paid work experience in a structured group setting. Assessments include consideration of behavioral health needs, in consultation with providers. (*Served 17 individuals in FY 22-23*)

Work sites include behavioral health clinics and programs.



# RAMS Vocational Rehabilitation Services

- RAMS Vocational Rehab is contracted within SFDPH Behavioral Health Services, Office of Justice, Equity, Diversity, and Inclusion/Mental Health Services Act.
- Vocational services, as a pathway to competitive, community-integrated employment, are critical to clients' well-being, independence, and recovery.
- **Referral:** Behavioral health providers can directly send their referral to Hire-Ability or to BHS Vocational Services, where a Vocational Outreach Coordinator assigns it to one of four Vocational Co-Op Partners (including Hire-Ability).
- **Next steps:** Hire-Ability closely follows participants while they complete their program, and facilitates onward referrals to additional internships, educational opportunities, or the Department of Rehabilitation.
- In FY 22-23, these programs served 133 clients in total.
- **Outcomes:** In FY22-23, each of these programs met all performance objectives, which measure program completion or transfer to other employment or education; improvement in workplace coping skills; increased vocational readiness & motivation; and employment referrals.



# Proposed Resolution

- DPH requests approval of the proposed Amendment.



# Thank You



San Francisco Health Network  
Behavioral Health Services

**City and County of San Francisco  
Office of Contract Administration  
Purchasing Division**

**First Amendment**

THIS AMENDMENT (this “Amendment”) is made as of **November 1, 2023**, in San Francisco, California, by and between **Richmond Area Multi Services, Inc.** (“Contractor”), and the City and County of San Francisco, a municipal corporation (“City”), acting by and through its Director of the Office of Contract Administration.

**Recitals**

WHEREAS, City and Contractor have entered into the Agreement (as defined below); and

WHEREAS, City and Contractor desire to modify the Agreement on the terms and conditions set forth herein to extend the performance period, increase the contract amount, and update standard contractual clauses; and

WHEREAS, the Agreement was competitively procured as required by San Francisco Administrative Code Chapter 21.1 through Request for Qualifications (“RFQ”), RFQ 21-2020, dated December 7, 2020 and this modification is consistent therewith; and

WHEREAS, approval for the original Agreement was obtained on May 18, 2021 from the Civil Service Commission under PSC number 41068-14/15 in the amount of \$58,650,000 for the period commencing November 1, 2015 and ending December 31, 2027; and

WHEREAS, approval for this Amendment was obtained on \_\_\_\_\_ from the Civil Service Commission under PSC number 41068-14/15 in the amount of \$68,640,469 for the period commencing November 1, 2015 and ending on June 30, 2028; and

WHEREAS, the City’s Board of Supervisors approved this Agreement by Resolution number \_\_\_\_\_ on \_\_\_\_\_.

NOW, THEREFORE, Contractor and the City agree as follows:

**Article 1 Definitions**

The following definitions shall apply to this Amendment:

1.1 **Agreement.** The term “Agreement” shall mean the Agreement dated May 1, 2022 between Contractor and City.

1.2 **Other Terms.** Terms used and not defined in this Amendment shall have the meanings assigned to such terms in the Agreement.

**Article 2 Modifications of Scope to the Agreement**

The Agreement is hereby modified as follows:

2.1 **Term of the Agreement.** Section 2.1 Term of the Agreement of the Agreement currently reads as follows:

2.1 The term of this Agreement shall commence on May 1, 2022 and expire on December 31, 2023, unless earlier terminated as otherwise provided herein.

**Such section is hereby amended in its entirety to read as follows:**

2.1 The term of this Agreement shall commence on May 1, 2022 and expire on June 30, 2028, unless earlier terminated as otherwise provided herein.

2.2 Calculation of Charges. Section 3.3.1 Calculation of Charges of the Agreement currently reads as follows:

3.3.1 **Calculation of Charges.** Contractor shall provide an invoice to the City on a monthly basis for goods delivered and/or Services completed in the immediate month, unless a different schedule is set out in Appendix B, "Calculation of Charges." Compensation shall be made for goods and/or Services identified in the invoice that the City, in his or her sole discretion, concludes has been satisfactorily performed. In no event shall the amount of this Agreement exceed **Nine Million Five Hundred Sixty-Eight Thousand Seven Hundred Ninety-Five Dollars (\$9,568,795)**. The breakdown of charges associated with this Agreement appears in Appendix B, "Calculation of Charges." A portion of payment may be withheld until conclusion of the Agreement if agreed to by both Parties as retainage, described in Appendix B. In no event shall City be liable for interest or late charges for any late payments. City will not honor minimum service order charges for any services covered by this Agreement.

**Such section is hereby amended in its entirety to read as follows:**

3.3.1 **Calculation of Charges.** Contractor shall provide an invoice to the City on a monthly basis for goods delivered and/or Services completed in the immediate preceding month, unless a different schedule is set out in Appendix B, "Calculation of Charges." Compensation shall be made for goods and/or Services identified in the invoice that the City, in his or her sole discretion, concludes has been satisfactorily performed. In no event shall the amount of this Agreement exceed **Forty Million Eight Hundred Thirty Seven Thousand Two Hundred Thirty Five Dollars (\$40,837,235)**. The breakdown of charges associated with this Agreement appears in Appendix B, "Calculation of Charges." A portion of payment may be withheld until conclusion of the Agreement if agreed to by both Parties as retainage, described in Appendix B. In no event shall City be liable for interest or late charges for any late payments. City will not honor minimum service order charges for any services covered by this Agreement.

2.3 **Appendices A, A-1, A-2, A-3, A-4, and A-5.** Appendices A, A-1, A-2, A-3, A-4, and A-5 are hereby replaced in its entirety by Appendices A, A-1, A-2, A-3, A-4, and A-5 attached to this Amendment and fully incorporated within the Agreement.

2.4 **Appendices B, B-1, B-2, B-3, B-4, and B-5.** Appendices B, B-1, B-2, B-3, B-4, and B-5 are hereby added to this Amendment and fully incorporated within the Agreement.

2.5 **Appendix D.** Appendix D is hereby replaced in its entirety by Appendix D Dated DAA 7-2021 DPH, attached to this Amendment and incorporated within the Agreement.

2.6 **Appendix E.** Appendix E is hereby replaced in its entirety by Appendix E Dated: OCPA & CAT v8/3/2022 and Attestation forms 06-07-2017, attached to this Amendment and incorporated within the Agreement.

2.7 **Appendix F.** Appendix F is hereby replaced in its entirety by Appendix F Dated: November 1, 2023, attached to this Amendment and incorporated within the Agreement.

### Article 3 Updates of Standard Terms to the Agreement

The Agreement is hereby modified as follows:

3.1 **Contractor Vaccination Policy.** *The following section is hereby deleted in its entirety and removed from the Agreement:*

#### 4.2.2 Contractor Vaccination Policy.

(a) Contractor acknowledges that it has read the requirements of the 38th Supplement to Mayoral Proclamation Declaring the Existence of a Local Emergency (“Emergency Declaration”), dated February 25, 2020, and the Contractor Vaccination Policy for City Contractors issued by the City Administrator (“Contractor Vaccination Policy”), as those documents may be amended from time to time. A copy of the Contractor Vaccination Policy can be found at: <https://sf.gov/confirm-vaccine-status-your-employees-and-subcontractors>.

(b) A Contract subject to the Emergency Declaration is an agreement between the City and any other entity or individual and any subcontract under such agreement, where Covered Employees of the Contractor or Subcontractor work in-person with City employees in connection with the work or services performed under the agreement at a City owned, leased, or controlled facility. Such agreements include, but are not limited to, professional services contracts, general services contracts, public works contracts, and grants. Contract includes such agreements currently in place or entered into during the term of the Emergency Declaration. Contract does not include an agreement with a state or federal governmental entity or agreements that do not involve the City paying or receiving funds.

(c) In accordance with the Contractor Vaccination Policy, Contractor agrees that:

(i) Where applicable, Contractor shall ensure it complies with the requirements of the Contractor Vaccination Policy pertaining to Covered Employees, as they are defined under the Emergency Declaration and the Contractor Vaccination Policy, and insure such Covered Employees are either fully vaccinated for COVID-19 or obtain from Contractor an exemption based on medical or religious grounds; and

(ii) If Contractor grants Covered Employees an exemption based on medical or religious grounds, Contractor will promptly notify City by completing and submitting the Covered Employees Granted Exemptions Form (“Exemptions Form”), which can be found at <https://sf.gov/confirm-vaccine-status-your-employees-and-subcontractors> (navigate to “Exemptions” to download the form).

(d) The City reserves the right to impose a more stringent COVID-19 vaccination policy for the San Francisco Department of Public Health, acting in its sole discretion.

3.2 **California Attorney General’s Registry of Charitable Trusts.** *The following section is hereby added and incorporated in Article 11 of the Agreement:*

11.15 **California Attorney General’s Registry of Charitable Trusts.** If a Contractor is a non-profit entity, the Contractor represents that it is in good standing with the California Attorney General’s Registry of Charitable Trusts and will remain in good standing during the term of this Agreement. Contractor shall immediately notify City of any change in its eligibility to perform under the Agreement. Upon City request, Contractor shall provide documentation demonstrating its compliance with applicable legal requirements. If Contractor will use any subcontractors to perform the Agreement, Contractor is responsible for ensuring they are also in compliance with the California Attorney General’s Registry of Charitable Trusts at the time of contract execution and for the duration of the agreement. Any failure by Contractor or any subcontractors to remain in good standing with applicable requirements shall be a material breach of this Agreement.

3.3 **Applicable Law.** *The following section is hereby added and incorporated in Article 11 of the Agreement:*

11.16 **Applicable Law.** This Agreement will be governed by, construed, and enforced in accordance with the laws of the State of California and City’s Charter. Any legal suit, action, or proceeding arising out of or relating to this Agreement shall be instituted in the Superior Court for the City and County of San Francisco, and each party agrees to the exclusive jurisdiction of such court in any such suit, action, or proceeding (excluding bankruptcy matters). The parties irrevocably and unconditionally waive any objection to the laying of venue of any suit, action, or proceeding in such court and irrevocably waive and agree not to plead or claim that any suit, action, or proceeding brought in San Francisco Superior Court relating to this Agreement has been brought in an inconvenient forum. The Parties also unconditionally and irrevocably waive any right to remove any such suit, action, or proceeding to Federal Court.

3.4 **Business Associate Agreement.** *The following is hereby added to Article 13 of the Agreement, replacing the previous Section 13.3 in its entirety:*

13.3 **Business Associate Agreement.** The parties acknowledge that City is a Covered Entity as defined in the Health Insurance Portability and Accountability Act of 1996 (“HIPAA”) and is required to comply with the HIPAA Privacy Rule governing the access, use, disclosure, transmission, and storage of protected health information (PHI) and the Security Rule under the Health Information Technology for Economic and Clinical Health Act, Public Law 111-005 (“the HITECH Act”).

**The parties acknowledge that CONTRACTOR will:**

- 1.  **Do at least one** or more of the following:
  - A. Create, receive, maintain, or transmit PHI for or on behalf of CITY/SFDPH (including storage of PHI, digital or hard copy, even if Contractor does not view the PHI or only does so on a random or infrequent basis); or
  - B. Receive PHI, or access to PHI, from CITY/SFDPH or another Business Associate of City, as part of providing a service to or for CITY/SFDPH, including legal, actuarial, accounting, consulting, data aggregation, management, administrative, accreditation, or financial; or
  - C. Transmit PHI data for CITY/SFDPH and require access on a regular basis to such PHI. (Such as health information exchanges (HIEs), e-prescribing gateways, or electronic health record vendors)

**FOR PURPOSES OF THIS AGREEMENT, CONTRACTOR IS A BUSINESS ASSOCIATE OF CITY/SFDPH, AS DEFINED UNDER HIPAA. CONTRACTOR MUST COMPLY WITH AND COMPLETE THE FOLLOWING ATTACHED DOCUMENTS, INCORPORATED TO THIS AGREEMENT AS THOUGH FULLY SET FORTH HEREIN:**

- a. **Appendix E** SFDPH Business Associate Agreement (BAA) (v8/3/2022)
  - 1. SFDPH Attestation 1 PRIVACY (06-07-2017)
  - 2. SFDPH Attestation 2 DATA SECURITY (06-07-2017)

- 2.  **NOT do any of the activities listed above in subsection 1;**

Contractor is not a Business Associate of CITY/SFDPH. Appendix E and attestations are not required for the purposes of this Agreement.

**Article 4 Effective Date**

Each of the modifications set forth in Articles 2 and 3 shall be effective on and after the date of this Amendment.

**Article 5      Legal Effect**

Except as expressly modified by this Amendment, all of the terms and conditions of the Agreement shall remain unchanged and in full force and effect.

IN WITNESS WHEREOF, Contractor and City have executed this Amendment as of the date first referenced above.

CITY

Recommended by:

\_\_\_\_\_  
Grant Colfax, MD  
Director of Health  
Department of Public Health

CONTRACTOR

Richmond Area Multi Services, Inc.

DocuSigned by:  
*Angela Tang* 10/24/2023 | 11:48 AM PDT  
6F19A81D004F44B

\_\_\_\_\_  
Angela Tang, LCSW  
President & CEO

City Supplier number: 0000012195

Approved as to Form:

David Chiu  
City Attorney

By: \_\_\_\_\_  
Deputy City Attorney

Approved:

Sailaja Kurella  
Director of the Office of Contract  
Administration, and Purchaser

By: \_\_\_\_\_

**Appendix A**  
**Scope of Services – DPH Behavioral Health Services**

**1. Terms**

A. Contract Administrator:

In performing the Services hereunder, Contractor shall report to **Denise Williams**, Program Manager, Contract Administrator for the City, or his / her designee.

B. Reports:

Contractor shall submit written reports as requested by the City. The format for the content of such reports shall be determined by the City. The timely submission of all reports is a necessary and material term and condition of this Agreement. All reports, including any copies, shall be submitted on recycled paper and printed on double-sided pages to the maximum extent possible.

C. Evaluation:

Contractor shall participate as requested with the City, State and/or Federal government in evaluative studies designed to show the effectiveness of Contractor's Services. Contractor agrees to meet the requirements of and participate in the evaluation program and management information systems of the City. The City agrees that any final written reports generated through the evaluation program shall be made available to Contractor within thirty (30) working days. Contractor may submit a written response within thirty working days of receipt of any evaluation report and such response will become part of the official report.

D. Possession of Licenses/Permits:

Contractor warrants the possession of all licenses and/or permits required by the laws and regulations of the United States, the State of California, and the City to provide the Services. Failure to maintain these licenses and permits shall constitute a material breach of this Agreement.

E. Adequate Resources:

Contractor agrees that it has secured or shall secure at its own expense all persons, employees and equipment required to perform the Services required under this Agreement, and that all such Services shall be performed by Contractor, or under Contractor's supervision, by persons authorized by law to perform such Services.

F. Admission Policy:

Admission policies for the Services shall be in writing and available to the public. Except to the extent that the Services are to be rendered to a specific population as described in the programs listed in Section 2 of Appendix A, such policies must include a provision that clients are accepted for care without discrimination on the basis of race, color, creed, religion, sex, age, national origin, ancestry, sexual orientation, gender identification, disability, or AIDS/HIV status.

G. San Francisco Residents Only:

Only San Francisco residents shall be treated under the terms of this Agreement. Exceptions must have the written approval of the Contract Administrator.

H. Grievance Procedure:

Contractor agrees to establish and maintain a written Client Grievance Procedure which shall include the following elements as well as others that may be appropriate to the Services: (1) the name or title of the person or persons authorized to make a determination regarding the grievance; (2) the opportunity for the aggrieved party to discuss the grievance with those who will be making the determination; and (3) the right of a client dissatisfied with the decision to ask for a review and recommendation from the community advisory board or planning council that has purview over the aggrieved service. Contractor shall provide a copy of this procedure, and any amendments thereto, to each client and to the Director of Public Health or his/her designated agent (hereinafter referred to as "DIRECTOR"). Those clients who do not receive direct Services will be provided a copy of this procedure upon request.

I. Infection Control, Health and Safety:

(1) Contractor must have a Bloodborne Pathogen (BBP) Exposure Control plan as defined in the California Code of Regulations, Title 8, Section 5193, Bloodborne Pathogens (<http://www.dir.ca.gov/title8/5193.html>), and demonstrate compliance with all requirements including, but not limited to, exposure determination, training, immunization, use of personal protective equipment and safe needle devices, maintenance of a sharps injury log, post-exposure medical evaluations, and recordkeeping.

(2) Contractor must demonstrate personnel policies/procedures for protection of staff and clients from other communicable diseases prevalent in the population served. Such policies and procedures shall include, but not be limited to, work practices, personal protective equipment, staff/client Tuberculosis (TB) surveillance, training, etc.

(3) Contractor must demonstrate personnel policies/procedures for Tuberculosis (TB) exposure control consistent with the Centers for Disease Control and Prevention (CDC) recommendations for health care facilities and based on the Francis J. Curry National Tuberculosis Center: Template for Clinic Settings, as appropriate.

(4) Contractor is responsible for site conditions, equipment, health and safety of their employees, and all other persons who work or visit the job site.

(5) Contractor shall assume liability for any and all work-related injuries/illnesses including infectious exposures such as BBP and TB and demonstrate appropriate policies and procedures for reporting such events and providing appropriate post-exposure medical management as required by State workers' compensation laws and regulations.

(6) Contractor shall comply with all applicable Cal-OSHA standards including maintenance of the OSHA 300 Log of Work-Related Injuries and Illnesses.

(7) Contractor assumes responsibility for procuring all medical equipment and supplies for use by their staff, including safe needle devices, and provides and documents all appropriate training.

(8) Contractor shall demonstrate compliance with all state and local regulations with regard to handling and disposing of medical waste.

J. Aerosol Transmissible Disease Program, Health and Safety:

(1) Contractor must have an Aerosol Transmissible Disease (ATD) Program as defined in the California Code of Regulations, Title 8, Section 5199, Aerosol Transmissible Diseases (<http://www.dir.ca.gov/Title8/5199.html>), and demonstrate compliance with all requirements including, but not limited to, exposure determination, screening procedures, source control measures, use of personal protective equipment, referral procedures, training, immunization, post-exposure medical evaluations/follow-up, and recordkeeping.

(2) Contractor shall assume liability for any and all work-related injuries/illnesses including infectious exposures such as Aerosol Transmissible Disease and demonstrate appropriate policies and procedures for reporting such events and providing appropriate post-exposure medical management as required by State workers' compensation laws and regulations.

(3) Contractor shall comply with all applicable Cal-OSHA standards including maintenance of the OSHA 300 Log of Work-Related Injuries and Illnesses.

(4) Contractor assumes responsibility for procuring all medical equipment and supplies for use by their staff, including Personnel Protective Equipment such as respirators, and provides and documents all appropriate training.

K. Acknowledgment of Funding:

Contractor agrees to acknowledge the San Francisco Department of Public Health in any printed material or public announcement describing the San Francisco Department of Public Health-funded Services. Such documents or announcements shall contain a credit substantially as follows: "This program/service/activity/research project was funded through the Department of Public Health, City and County of San Francisco."

L. Client Fees and Third-Party Revenue:

(1) Fees required by Federal, state or City laws or regulations to be billed to the client, client's family, Medicare or insurance company, shall be determined in accordance with the client's ability to pay and in conformance with all applicable laws. Such fees shall approximate actual cost. No additional fees may be charged to the client or the client's family for the Services. Inability to pay shall not be the basis for denial of any Services provided under this Agreement.

(2) Contractor agrees that revenues or fees received by Contractor related to Services performed and materials developed or distributed with funding under this Agreement shall be used to increase the gross program funding such that a greater number of persons may receive Services. Accordingly, these revenues and fees shall not be deducted by Contractor from its billing to the City, but will be settled during the provider's settlement process.

M. DPH Behavioral Health Services (BHS) Electronic Health Records (EHR) System

Treatment Service Providers use the BHS Electronic Health Records System and follow data reporting procedures set forth by SFDPH Information Technology (IT), BHS Quality Management and BHS Program Administration.

N. Patients' Rights:

All applicable Patients' Rights laws and procedures shall be implemented.

O. Under-Utilization Reports:

For any quarter that CONTRACTOR maintains less than ninety percent (90%) of the total agreed upon units of service for any mode of service hereunder, CONTRACTOR shall immediately notify the Contract Administrator in writing and shall specify the number of underutilized units of service.

P. Quality Improvement:

CONTRACTOR agrees to develop and implement a Quality Improvement Plan based on internal standards established by CONTRACTOR applicable to the SERVICES as follows:

- 1) Staff evaluations completed on an annual basis.

- 2) Personnel policies and procedures in place, reviewed and updated annually.
- 3) Board Review of Quality Improvement Plan.

Q. Working Trial Balance with Year-End Cost Report

If CONTRACTOR is a Non-Hospital Provider as defined in the State of California Department of Mental Health Cost Reporting Data Collection Manual, it agrees to submit a working trial balance with the year-end cost report.

R. Harm Reduction

The program has a written internal Harm Reduction Policy that includes the guiding principles per Resolution # 10-00 810611 of the San Francisco Department of Public Health Commission.

S. Compliance with Behavioral Health Services Policies and Procedures

In the provision of SERVICES under BHS contracts, CONTRACTOR shall follow all applicable policies and procedures established for contractors by BHS, as applicable, and shall keep itself duly informed of such policies. Lack of knowledge of such policies and procedures shall not be an allowable reason for noncompliance.

T. Fire Clearance

Space owned, leased or operated by San Francisco Department of Public Health providers, including satellite sites, and used by CLIENTS or STAFF shall meet local fire codes. Providers shall undergo of fire safety inspections at least every three (3) years and documentation of fire safety, or corrections of any deficiencies, shall be made available to reviewers upon request.”

U. Clinics to Remain Open:

Outpatient clinics are part of the San Francisco Department of Public Health Community Behavioral Health Services (CBHS) Mental Health Services public safety net; as such, these clinics are to remain open to referrals from the CBHS Behavioral Health Access Center (BHAC) to individuals requesting services from the clinic directly, and to individuals being referred from institutional care. Clinics serving children, including comprehensive clinics, shall remain open to referrals from the 3632 unit and the Foster Care unit. Remaining open shall be in force for the duration of this Agreement. Payment for SERVICES provided under this Agreement may be withheld if an outpatient clinic does not remain open.

Remaining open shall include offering individuals being referred or requesting SERVICES appointments within 24-48 hours (1-2 working days) for the purpose of assessment and disposition/treatment planning, and for arranging appropriate dispositions.

In the event that the CONTRACTOR, following completion of an assessment, determines that it cannot provide treatment to a client meeting medical necessity criteria, CONTRACTOR shall be responsible for the client until CONTRACTOR is able to secure appropriate services for the client.

CONTRACTOR acknowledges its understanding that failure to provide SERVICES in full as specified in Appendix A of this Agreement may result in immediate or future disallowance of payment for such SERVICES, in full or in part, and may also result in CONTRACTOR'S default or in termination of this Agreement.

V. Compliance with Grant Award Notices:

Contractor recognizes that funding for this Agreement may be provided to the City through federal, State or private grant funds. Contractor agrees to comply with the provisions of the City's agreements with said funding sources, which agreements are incorporated by reference as though fully set forth.

Contractor agrees that funds received by Contractor from a source other than the City to defray any portion of the reimbursable costs allowable under this Agreement shall be reported to the City and deducted by Contractor from its billings to the City to ensure that no portion of the City's reimbursement to Contractor is duplicated.

**2. Description of Services**

Contractor agrees to perform the following Services:

All written Deliverables, including any copies, shall be submitted on recycled paper and printed on double-sided pages to the maximum extent possible.

The detailed description of services is listed below and are attached hereto:

Appendix A-1 – Hire - Ability Janitorial Services

Appendix A-2 – Hire - Ability Clerical & Mailroom Services

Appendix A-3 – Information Technology

Appendix A-4 – TAY Vocational Services

Appendix A-5 – Employee Development

**3. Services Provided by Attorneys.** Any services to be provided by a law firm or attorney to the City must be reviewed and approved in writing in advance by the City Attorney. No invoices for services provided by law firms or attorneys, including, without limitation, as subcontractors of Contractor, will be paid unless the provider received advance written approval from the City Attorney.

<b>Contractor Name:</b> Richmond Area Multi-Services, Inc.	<b>Appendix A-1</b>
<b>Program Name:</b> Janitorial Services	<b>Funding Term:</b> 07/01/2023 – 06/30/2024
	<b>Funding Source:</b> MH Adult State 1991 MH Realignment, MH Adult County GF

**1. Identifiers:**

Program Name: Hire-Ability Janitorial Services  
Program Address: 1234 Indiana Street  
City, State, ZIP: San Francisco, CA 94107  
Telephone/FAX: (415) 282-9675 (415) 920-6877  
Website Address: www.ramsinc.org / www.hire-ability.org

Contractor Address (if different from above): RAMS Administration, 4355 Geary Blvd.  
City, State, ZIP: San Francisco, CA 94118  
Person Completing this Narrative: Angela Tang  
Telephone: (415) 800-0699  
Email Address: angelatang@ramsinc.org  
Program Code(s) (if applicable): N/A

**2. Nature of Document:**

Original     Contract Amendment     Revision to Program Budget (RPB)

**3. Goal Statement:**

To provide employment and internship opportunities within the janitorial field for qualified and work ready San Francisco residents. Work sites include various BHS clinics and programs.

**4. Priority Population:**

All ethnicities and populations within San Francisco are welcomed and will be served with focused expertise to meet the unique needs of the target population which are SF residents aged 18 and over with a primary mental health diagnosis who are receiving mental health services. Outreach will be made to underserved populations and those interested in the janitorial industry.

**5. Modality(s)/Intervention(s):**

See BHS Appendix B, CRDC pages.

**6. Methodology:**

A. Outreach, recruitment, promotion, and advertisement as necessary.

RAMS' responsibility and commitment to mental health care quality and education extends beyond its own walls to reach people of all ages and backgrounds in its community through outreach and serving them in their own environments. This philosophy of care has always been central to the agency's approach. RAMS is uniquely well-positioned and has the expertise to outreach, engage, and retain diverse consumers, underrepresented constituents, and community organizations with regards to vocational services & resources and raising awareness about mental health and physical well-being. As an established community services provider, RAMS comes into contact with significant numbers of consumers & families, annually serving about 17,000 adults, children, youth & families at over 130 sites, citywide.

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Specifically, for Hire-Ability Janitorial Services, the program promotes open janitorial positions within the system of care by outreach and recruitment activities through linkages with BHS community agencies, Department of Rehabilitation (DOR), Co-Operative partners within the BHS Vocational Services system, and to other employment linkages that directly outreach to consumers within BHS. Priority recruitment for employment also includes participants who have completed the Hire-Ability Vocational Services 4-month long Occupational Skills Training Certificate program in janitorial, funded by Department of Rehabilitation which prepares graduates for competitive employment within the janitorial field. Outreach and recruitment for this program includes community outreach presentations at BHS (and contract) clinics, participating in group presentations with the DOR/BHS vocational co-op, and announcements (emails, flyers) through the DOR/BHS vocational co-op partners. Hire-Ability also holds an open house orientation once per month to introduce services to potential applicants. Graduates of this program are provided employment services assistance, working directly with employment consultants to prepare for competitive employment through a variety of activities such as interview preparation, resume development, and job development and coaching assistance. The employment services program follows the *Individual Placement & Support* Model, which is strengths- and evidenced-based supported employment model that has been successful for individuals with chronic mental health issues. Graduates of this program and applicants that meet qualifications for janitorial positions are provided opportunities and assistance to apply and interview for open positions.

B. Admission, enrollment and/or intake criteria and process where applicable.

*Employment:*

The employment portion of Hire-Ability Janitorial Services works in conjunction with the Janitorial Services internship program, Department of Rehabilitation, BHS clinics, and Employment Services partners and linkages to refer qualified participants to open employment positions within this program. The process is equivalent to other competitive employment positions within RAMS which include screening of applicants which may result in face-to-face interviews and potential employment offers.

*Internship:*

The internship portion of Hire-Ability Janitorial Services accommodates referrals from BHS and other community agencies within the System of Care. All requests for services are directed to the Intake Coordinator, who then provides the individual with the necessary information to apply to the program. The program has an application process by which interested individuals are to submit their completed application packet within the indicated deadline. Application packets include basic demographic information (name, contact information), reference contact information, referral form, and resume. Individuals who qualify under the initial screening (a coordinated effort of review by staff including the Vocational Case Manager, Janitorial Manager, and the Training Manager and/or Associate Director of Vocational Services) are invited for an interview. These initial assessments are aimed to determine program eligibility, vocational readiness/interest, suitability of program services, strengths & existing resources, level of functioning & needs in consultation with behavioral health services provider, primary care connection, substance use/abuse, and other services (e.g., residential). If an individual is not accepted into the program based on suitability for these program services, the Associate Director of Vocational Services makes a referral to one of Hire-Ability Programs or to another service provider.

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- C. Service delivery model, including treatment modalities, phases of treatment, hours of operation, length of stay, locations of service delivery, frequency and duration of service, strategies for service delivery, wrap-around services, residential bed capacity, etc. Include any linkages/coordination with other agencies.

Hire-Ability program hours are Monday to Friday (9:00 a.m. – 5:00 p.m.); however, on-the-job hours may vary, depending on the job site’s needs.

*Employment:*

Janitorial Services employment program provides on-the-job training and supervision to employees within this program. RAMS Management also coordinates coverage for vacancies or absences. Employees are provided with a robust and comprehensive job retention support system with close coordination of supervision and support between the RAMS Janitorial Manager, Administrative Manager, Associate Director, and BHS site managers. All employees receive an initial orientation by RAMS human resources department upon hire. The employee is then oriented to their individual position through on-site supervision and time limited job coaching for employees receiving employment services. Employees participate in regular, interactive individual and group supervision meetings. In addition, there are regular quarterly trainings in various areas such as health and safety, ergonomics, blood borne pathogen, and other pertinent trainings such as communication and professionalism, boundaries, and other pertinent work-related trainings as well as RAMS sponsored health and wellness retreats. Site specific trainings usually take place monthly or as needed. Employees may also access and/or be linked to the Employee Assistance Program (EAP) to assist with a variety of life building resources.

To gather information and feedback on janitorial services, RAMS continuously engages BHS site managers in various methods such as in-person meetings and telephone calls, at least quarterly. The Hire-Ability Janitorial Services fosters a work environment that promotes healthy behaviors, a sense of hope and belonging, responsibility and strengthens roles of consumers through employment and professional development activities.

*Internship:*

The Janitorial Services internship program design includes providing culturally competent, consumer-driven, strengths-based workforce development activities and vocational services including but not limited to vocational assessments, job skills training, on-site work experience, vocational counseling, and job coaching. The program improves, maintains, or restores personal independence and functioning, consistent with requirements for learning and development, which provides services to a distinct group of beneficiaries.

The internship duration is six months with each intern receiving 10-20 hours per week of paid, on-the-job training with work hours varying, depending on the position, and the individual’s availability & support needs. Internship components include general office cleaning; floor & carpet care; and restroom cleaning. Each intern is assigned a Vocational Rehabilitation Case Manager, and our Program Assistant provides job coaching as needed; the intern also works with the Janitorial Manager and/or Site Supervisor for orientation to the tasks. The Vocational Rehabilitation Case Manager conducts vocational assessments, facilitates vocational orientation & exploration, performs vocational counseling (case management & linkages), supports and identifies strengths & areas of employment interest, and provides job counseling & guidance. The Program Assistant and Janitorial Manager and/or Site Supervisor provides job training and coaching, coordinate training and support needs with

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the Vocational Rehabilitation Case Manager and BHS site manager, and provide feedback and vocational support to the intern.

At the start of services and at regular intervals, a vocational assessment is completed with each intern. The vocational assessment is a comprehensive process that systematically utilizes an interview to assist the intern in the identification of goals leading towards vocational development. These areas, as they relate to employment, include work needs (e.g. reasonable accommodations), identifying community supports (therapists/case managers, support groups, family & friends), cultural and/or language issues, work-related issues (concentration, stress, retention of instruction, safety habits, work behavior), psychiatric functioning (behavioral health condition), appearance & grooming, and external factors (financial concerns, living arrangement, medical care). A written report is developed summarizing the assessment, findings & recommendations, which informs the vocational plan and structure for job skills training.

During the vocational services planning, the Vocational Rehabilitation Case Manager and intern discuss how strengths can be utilized to make changes on their current conditions, to promote & sustain healthy mental health, and obtain and retain employment. The Vocational Rehabilitation Case Manager also gathers relevant information from the intern and other service providers and/or family members, as it relates to employment. An integrated vocational plan for goals is formally developed within the first month of participation and on a quarterly basis thereafter, with ongoing monitoring of progress at each meeting/vocational activity, and formally reviewed at the third month. The assessment/evaluation and plan development include the intern's input through self-evaluation sections as well as the Vocational Rehabilitation Case Manager's appraisal and feedback from the Program Assistant and BHS site manager. RAMS engages BHS site managers in various methods including in-person meetings and telephone calls, at least quarterly. The comprehensive vocational plan also considers the intern's environment and entire support structure as well as specific employment goals, and considers collateral information (e.g., behavioral health treatment plan incorporates vocational goals). Staff are also trained to identify signs of psychiatric relapse and, through collaboration with the intern's therapist, implements the appropriate interventions. Together, the Vocational Rehabilitation Case Manager and intern set goals and identify strategies that are attainable & measureable. RAMS also facilitates linkages for support services (e.g. transportation, child care).

Vocational training and skills building is provided through various capacities. The Janitorial Manager and/or Site Supervisor serves as the primary trainer. The Program Assistant provides additional assistance as needed and in coordination with the Vocational Rehabilitation Case Manager maintains written evaluations and progress reports on interns' skills and vocational goals. These include, but are not limited to, productivity, work quality, attendance, punctuality, dress & grooming, communication with others, and work endurance. As the primary trainer, the Program Assistant is thoroughly familiar with the intern's daily progress and can provide consistent feedback and support. The Vocational Rehabilitation Case Manager meets with the intern at the internship site weekly and obtains feedback from the Program Assistant and BHS site manager to provide consistent feedback and support to the intern.

RAMS is committed to client involvement and community input in all elements of program operations, including planning, implementation, and evaluation. This process ensures quality programming, increases effectiveness, and ensures cultural competency. The best informant for the culturally relevant curriculum and program development is the target population, themselves.

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Throughout the internship period, the Vocational Rehabilitation Case Manager meets individually with the intern to discuss progress and solicit feedback regarding their experience, and at the end of the internship period interns are given anonymous written satisfaction surveys regarding the intake & admission process, internship structure & activities, support services, and professional development. A focus group is also conducted to solicit similar feedback regarding the structure of the program, recruitment process, accessibility, and effectiveness. All feedback is compiled and reviewed (by Hire-Ability management and RAMS executive management), informs the program design (development & adjustments, implementation), and is incorporated, as appropriate.

RAMS recruits and employs staff with relevant educational & employment history and cultural competence for the target population we work with through thorough interviews and reference checks. The process of on-going education and training to ensure staff are providing the standard of services required by RAMS are generally through regular attendance of staff meetings, individual supervisor-supervisee meetings, monthly internal/external trainings, annual cultural competency trainings, and other activities that are program specific. RAMS maintains a philosophy as well as a policy regarding creating a welcoming environment to all, which in turn is displayed through positive and healthy attitudes among staff. Measurement of how effective staff is in providing a high level of service is through client satisfaction surveys, client advisory councils, and feedback from other providers.

RAMS continuously engages with various systems to increase the program trainees' knowledge and networking possibilities regarding jobs/internships, further educational opportunities, etc. Such systems that Hire-Ability specifically works with includes, but is not limited to: BHS and BHS clinics (as these are the primary internship host sites); engaging in the Job Developers Huddle – One Stop Western Addition; Potrero /Dogpatch Merchants Association and ongoing relationship/ collaboration with California State Department of Rehabilitation (for which Hire-Ability maintains a separate contract); and involvement in the BHS Co-Operative group (streamlined referral system amongst RAMS Hire-Ability, Caminar, State Department of Rehabilitation, Citywide Forensic Collaborative). Furthermore, the Vocational Rehabilitation Case Manager provides support and coaching into the workforce and connects participants to additional resources (e.g., Department of Rehabilitation, RAMS Hire-Ability Employment Services, educational/training resources, housing).

- D. Discharge Planning and exit criteria and process, i.e., a step-down to less intensive treatment programs, the criteria of a successful program completion, aftercare, transition to another provider, etc.

*Employment:*

For consumers who are employees within this program, employment is at-will and on-going based on employee performance. If an employee resigns or is terminated for any reason, RAMS will take every effort, if applicable, to engage in a process of linkage to Employee Assistance or other helpful resources to ensure the employee is able transition appropriately from their position at RAMS.

*Internship:*

Janitorial Services interns successfully complete the program when: (1) 85% attendance rate, and (2) Vocational Development Plan goals are achieved. Upon discharge, interns will have more competitive skills for today's job market, and referral can be to competitive employment, volunteer internships, additional training, education, college enrollment, or salaried employment. In this pursuit, the Vocational Rehabilitation Case Manager may assist with linkage assistance to job placement

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programs, employment counseling and guidance, and coordination with other support services to ensure effective transition, as part of post internship case management support. As HireAbility offers a full spectrum of vocational services, interns may transition into the Employment Services Program, which is funded through a contract/agreement with the California State Department of Rehabilitation. This program provides a higher level of individualized job preparation using classroom and individual meetings, job development, individualized plans & job placement, and follow-along services to consumers. Hire-Ability also maintains a cooperative agreement with California Department of Rehabilitation (since 1998) to connect employers with trained individuals; thus, supporting job placements for program participants with employment.

- E. Program staffing (which staff will be involved in what aspects of the service development and delivery). Indicate if any staff position is not funded by DPH.

See CBHS Appendix B.

## 7. Objectives and Measurements:

All applicable objectives, and descriptions of how objectives will be measured, are contained in the BHS document entitled MHSA Performance Objectives FY 2023 – 2024.

## 8. Continuous Quality Improvement:

- A. Achievement of contract performance objectives and productivity.

RAMS continuously monitors progress towards contract performance objectives and has established information dissemination and reporting mechanisms to support achievement. All direct service providers are informed about objectives and the required documentation related to the activities and service outcomes. With regards to management monitoring, the Program Director reports progress/status towards each contract objective in the monthly report to executive management (including Director of Community & Workforce Empowerment). If the projected progress has not been achieved for the given month, the Program Director identifies barriers and develops a plan of action. The data reported in the monthly report is collected on an on-going basis, with its methodology depending on the type of information. The Program Director and Associate Director work directly with human resources to address employee performance needs as well as work collaboratively with BHS operations team to coordinate workflow and operational duties related to our janitorial services employees. Hire-Ability management team and BHS operations teams meet monthly.

In addition, the Program Director monitors vocational service progress (engagement after intake, level of accomplishing vocational goals/objectives), service discharge reasons, and service utilization review. RAMS also conducts various random chart reviews to review adherence to objectives as well as treatment documentation requirements.

- B. Quality of documentation, including a description of the frequency and scope of internal chart audits.

The Program Director and other members of the Hire-Ability management team meet regularly with staff for supervision meetings. Documentation of meetings, trainings, performance evaluations is

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noted and, as appropriate, may be filed directly in the employees personnel file with human resources. Feedback through surveys from service sites are also analyzed and evaluated and reported to RAMS executive leadership. Information from the outcomes is used for program improvement purposes.

RAMS utilizes various mechanisms to review documentation quality. Chart reviews are conducted by supervisors; based on their review, determinations/recommendations are provided relating to frequency and modality/type of services, and the match to client's progress & vocational/clinical needs. Feedback is provided to direct staff members. Furthermore, supervisors monitor the service documentation of their supervisees; staff meets weekly with their supervisors to review caseload with regard to service strategies, vocational plans & progress, documentation, productivity, etc. Within the first 30 days of admission and after every re-assessment period thereafter, the client's chart is reviewed by the Vocational Rehabilitation Case Manager, Training Manager or Associate Director / Program Director, to monitor quality & timeliness. Feedback is provided directly to staff as well as general summaries at staff meetings.

In addition to the program's documentation review, the RAMS quality improvement staff formally conducts a review of randomly selected charts to monitor adherence to documentation standards and protocols. Feedback is provided directly to staff as well as general summaries at staff meetings.

#### C. Cultural competency of staff and services.

RAMS philosophy of care reflects values that recovery & rehabilitation are more likely to occur where the mental health systems, services, and providers have and utilize knowledge and skills that are culturally competent and compatible with the backgrounds of consumers and their families and communities, at large. The agency upholds the Culturally and Linguistically Appropriate Services (CLAS) standards. The following is how RAMS monitors, enhances, and improves service quality:

- Ongoing professional development and enhancement of cultural competency practices are facilitated through a regular training schedule, which includes in-service trainings on various aspects of cultural competency/humility and service delivery (including holistic & complementary health practices, wellness, and recovery principles). Trainings are from field experts on various topics. Professional development is further supported by individual supervision (mostly weekly); supervisors and their supervisees' caseload with regard to service strategies, vocational plans & progress, documentation, etc. Furthermore, RAMS holds an agency-wide cultural competency training. Training topics are identified through various methods, primarily from direct service staff suggestions and pertinent community issues.
- Ongoing review of vocational services indicators is conducted by the Program Director (and reported to executive management) on monthly basis; data collection and analysis of service engagement (referral source; engagement after intake; number of admissions; service discharge reasons; and service utilization review)
- Client's preferred language for services is noted at intake; during the case assignment process, the Program Director matches client with counselor by taking into consideration language, culture, and provider expertise. RAMS also maintains policies on Client Language Access to Services; Client Nondiscrimination and Equal Access; and Welcoming and Access.

<b>Contractor Name:</b> Richmond Area Multi-Services, Inc.	<b>Appendix A-1</b>
<b>Program Name:</b> Janitorial Services	<b>Funding Term:</b> 07/01/2023 – 06/30/2024
	<b>Funding Source:</b> MH Adult State 1991 MH Realignment, MH Adult County GF

- At least annually, aggregated demographic data of clientele and staff/providers is collected and analyzed by management to continuously monitor and identify any enhancements needed
- Development of objectives based on cultural competency principles; progress on objectives is reported by Program Director to executive management in monthly report. If the projected progress has not been achieved for the given month, the Program Director identifies barriers and develops a plan of action.
- Strengthening and empowering the roles of consumers and their families by soliciting feedback on service delivery and identifying areas for improvement (see Section D. Satisfaction with services);
- RAMS maintains policies and procedures to recruit, retain, and promote at all levels a diverse staff and leadership (including Board of Directors) that reflect the multi-cultural, multi-lingual diversity of the community. Other retention strategies include soliciting staff feedback on agency/programmatic improvements (service delivery, staffing resources); this is continuously solicited by the Program Director and, at least annually, executive leadership meets with each program to solicit feedback for this purpose. Human Resources also conduct exit interviews with departing staff. All information is gathered, and management explores implementation, if deemed appropriate; this also informs the agency's strategic plan.
- To ensure accountability at all levels, the RAMS CEO meets with the RAMS Board of Directors on a regular basis (approximately monthly) and provides an update on agency and programs' activities and matters.

D. Satisfaction with services.

*Employment:*

RAMS disseminates an employee satisfaction survey. RAMS further solicits feedback from other stakeholders including contracted service sites, business customers, and funders through satisfaction surveys as well as face to face meetings. Results of the survey are shared at staff meetings, reviewed by the RAMS Quality Improvement, and reported to executive management. All satisfaction survey methods and feedback results are compiled and reported to executive management along with assessment of suggestion implementation.

*Internship:*

For the Janitorial Service internship program, RAMS adheres to the BHS satisfaction survey protocols which may include dissemination annually or biannually. In addition, Hire-Ability administers its program-developed client satisfaction surveys at case closure or upon request of the client. Furthermore, client feedback is obtained during post-program evaluations, client focus groups, client advisory council meetings, individual meetings between direct service staff and clients, and through a confidential telephone hotline. Results of the survey methods are shared at staff meetings, reviewed by the RAMS Quality Improvement, and reported to executive management. All satisfaction survey methods and feedback results are also compiled and reported to executive management along with assessment of suggestion implementation.

E. Timely completion and use of outcome data, including CANS and/or ANSA data or CalOMS.

<b>Contractor Name:</b> Richmond Area Multi-Services, Inc.	<b>Appendix A-1</b>
<b>Program Name:</b> Janitorial Services	<b>Funding Term:</b> 07/01/2023 – 06/30/2024
	<b>Funding Source:</b> MH Adult State 1991 MH Realignment, MH Adult County GF

Not Applicable.

**9. Required Language:**

N/A

<b>Contractor Name:</b> Richmond Area Multi-Services, Inc.	<b>Appendix A-2</b>
<b>Program Name:</b> Hire-Ability Clerical & Mailroom Services	<b>Funding Term:</b> 07/01/23 – 06/30/2024
	<b>Funding Source:</b> MH Adult State 1991 MH Realignment, MH Adult County GF

**1. Identifiers:**

Program Name: Hire-Ability Clerical & Mailroom Services  
Program Address: 1234 Indiana Street  
City, State, ZIP: San Francisco, CA 94107  
Telephone: (415) 282-9675  
Fax: (415) 920-6877

Website Address: [www.ramsinc.org](http://www.ramsinc.org) / [www.hire-ability.org](http://www.hire-ability.org)

Contractor Address: RAMS Administration, 4355 Geary Blvd.  
City, State, ZIP: San Francisco, CA 94118  
Person Completing this Narrative: Angela Tang  
Telephone: (415) 800-0699  
Fax: (415) 751-7336  
Email Address: [angelatang@ramsinc.org](mailto:angelatang@ramsinc.org)

Program Code(s): N/A

**2. Nature of Document:**

Original       Contract Amendment       Request for Program Budget (RPB)

**3. Goal Statement:**

To provide employment and internship opportunities in the areas of business operations support – such as clerical, mailroom, reception, messenger and driving positions – for qualified and work ready San Francisco residents.

**4. Priority Population:**

All ethnicities and populations within San Francisco are welcomed and will be served with focused expertise to meet the unique needs of the target population which are SF residents aged 18 and over with a primary mental health diagnosis who are currently receiving mental health services. Particular outreach will be extended to underserved populations and those interested in an administrative field. Whenever it is assessed that this program cannot adequately meet the service needs of a particular client, staff will make a client referral that better meets the services needs of the client, either internally or to a co-service provider in San Francisco.

**5. Modality(s)/Intervention(s):**

See BHS Appendix B, CRDC pages.

**6. Methodology:**

A. Outreach, recruitment, promotion, and advertisement as necessary.

RAMS' responsibility and commitment to mental health care quality and education extends beyond its own walls to reach people of all ages and backgrounds in its community through outreach and serving them in their own environments. This philosophy of care has always been central to the

<b>Contractor Name:</b> Richmond Area Multi-Services, Inc.	<b>Appendix A-2</b>
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agency’s approach. RAMS is uniquely well-positioned and has the expertise to outreach, engage, and retain diverse consumers, underrepresented constituents, and community organizations with regards to vocational services & resources and raising awareness about mental health and physical well-being. As an established community services provider, RAMS meets significant numbers of consumers & families, annually serving approximately 17,000 adults, children, youth & families at over 130 sites, citywide.

Specifically, for Hire-Ability Clerical & Mailroom Services, the program promotes open positions within the system of care by outreach and recruitment activities through linkages with BHS community agencies, Department of Rehabilitation (DOR), Co-Operative partners within the BHS Vocational Services system, and to other employment linkages that directly outreach to consumers within BHS. Targeted recruitment for employment also includes participants who have completed the Clerical & Mailroom Services internship in clerical/administrative support positions. Graduates of this program and applicants that meet qualifications for positions (DOR, Co-Op partners) are provided opportunities and assistance to apply and interview for open positions.

B. Admission, enrollment and/or intake criteria and process where applicable.

*Employment:*

The employment portion of Hire-Ability Clerical & Mailroom Services works in conjunction with the Clerical & Mailroom Services internship program, and referrals for employment opportunities are through RAMS Employment Services Program, BHS clinics, Department of Rehabilitation, and our Co-Operative contract partners. Positions are competitive in nature and follows RAMS protocol for internal job announcements, recruitment, and hiring.

*Internship:*

The internship portion of Hire-Ability Clerical & Mailroom Services accommodates referrals from BHS and other community agencies within the System of Care. All requests for services are directed to the Intake Coordinator, who then provides the individual with the necessary information to apply to the program. The program has an application process by which interested individuals are to submit their completed application packet within the indicated deadline. Application packets include basic demographic information (name, contact information), reference contact information, referral form, and resume. Individuals who qualify under the initial screening (a coordinated effort of review by staff including the Vocational Rehabilitation Case Manager, Program Assistant, Associate Director of Vocational Services, and internship site manager) are invited for an interview with the Vocational Case Manager, Program Assistant, and Associate Director of Vocational Services. These initial assessments are aimed to determine program eligibility, vocational readiness/interest, suitability of program services, strengths & existing resources, level of functioning & needs in consultation with behavioral health services provider, primary care connection, substance use/abuse, and other services (e.g., residential). A secondary assessment interview is held with the internship site to determine appropriate match for the site needs. If an individual is not accepted into the program based on suitability for these program services, the Associate Director of Vocational Services makes a referral to one of Hire-Ability Programs or to another service provider.

C. Service delivery model, including treatment modalities, phases of treatment, hours of operation, length of stay, locations of service delivery, frequency and duration of service, strategies for service delivery, wrap-around services, residential bed capacity, etc. Include any linkages/coordination with other agencies.

<b>Contractor Name:</b> Richmond Area Multi-Services, Inc.	<b>Appendix A-2</b>
<b>Program Name:</b> Hire-Ability Clerical & Mailroom Services	<b>Funding Term:</b> 07/01/23 – 06/30/2024
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Hire-Ability program hours are Monday to Friday (9:00 am – 5:00 pm); however, on-the-job hours may vary, depending on the job site's needs.

*Employment:*

Clerical & Mailroom Services employment program provides on-site training and supervision to employees within this program. RAMS management also coordinates coverage for vacancies or absences. Employees are provided with a robust and comprehensive job retention support system with close coordination of supervision and support between the RAMS Vocational Rehabilitation Manager, Associate Director, and with BHS site managers. All employees receive an initial orientation by RAMS human resources department upon hire. The employee is then oriented to their individual position through on-site supervision and time limited job coaching for employees receiving employment services. Regular group and individual supervision meetings are an integral part of the Clerical & Mailroom Services program, continuous engagement as well as professional development activities are provided in a structured manner. Monthly staff meetings as well as quarterly trainings address critical areas needed for successful and meaningful employment which can include topics such as professional communication and boundaries, ergonomics at the workplace, handling stress on the job and work life balance, as well as RAMS sponsored health and wellness retreats. Employees may also access and/or be linked to the Employee Assistance Program (EAP) to assist with a variety of life building resources.

To gather information and feedback on Clerical & Mailroom Services, RAMS continuously engages BHS site managers in various methods such as in-person meetings and telephone calls, at least quarterly. The Hire-Ability Clerical & Mailroom Services fosters a work environment that promotes healthy behaviors, a sense of hope and belonging, responsibility and strengthens roles of consumers through employment and professional development activities.

*Internship:*

Clerical & Mailroom Services internship program design includes providing culturally competent, consumer-driven, strengths-based workforce development activities and vocational services including but not limited to vocational assessments, job skills training, on-site work experience, vocational counseling, and job coaching. The program improves, maintains, or restores personal independence and functioning, consistent with requirements for learning and development, which provides services to a distinct group of beneficiaries.

The internship duration is nine months with each intern receiving 10-20 hours per week of paid, on-the-job training with work hours varying, depending on the individual's availability and support needs. Internship components include general office support; customer service; mailroom & mail distribution; reception functions (answering phones, greeting, and assisting visitors); filing, copying/faxing; and light data entry (depending on internship site). Each intern is assigned a Vocational Rehabilitation Case Manager, and our Program Assistant provides job coaching as needed. The Vocational Rehabilitation Case Manager conducts vocational assessments, facilitates vocational orientation & exploration, performs vocational counseling (case management & linkages), supports, and identifies strengths & areas of employment interest, and provides job counseling & guidance. The Program Assistant provides job training and coaching, coordinates training and support needs with the Vocational Case Manager and BHS site manager and provides feedback and vocational support to the intern.

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<b>Program Name:</b> Hire-Ability Clerical & Mailroom Services	<b>Funding Term:</b> 07/01/23 – 06/30/2024
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At the start of services and at regular intervals, a vocational assessment is completed with each intern. The vocational assessment is a comprehensive process that systematically utilizes an interview to assist the intern in the identification of goals leading towards vocational development. These areas, as they relate to employment, include work needs (e.g., reasonable accommodations), identifying community supports (therapists/case managers, support groups, family & friends), cultural and/or language issues, work-related issues (concentration, stress, retention of instruction, safety habits, work behavior), psychiatric functioning (behavioral health condition), appearance & grooming, and external factors (financial concerns, living arrangement, medical care). A written report is developed summarizing the assessment, findings & recommendations, which informs the vocational plan and structure for job skills training.

During the vocational services planning, the Vocational Rehabilitation Case Manager and intern discuss how strengths can be utilized to make changes on their current conditions, to promote & sustain healthy mental health, and obtain and retain employment. The Vocational Rehabilitation Case Manager also gathers relevant information from the intern and other service providers and/or family members, as it relates to employment. An integrated vocational plan for goals is formally developed within the first two months of participation and on a quarterly basis thereafter, with ongoing monitoring of progress at each meeting/vocational activity and is formally reviewed at the third month. The assessment/evaluation and plan development include the intern's input through self-evaluation sections as well as the Vocational Rehabilitation Case Manager's appraisal and feedback from the Program Assistant and BHS site manager. RAMS engages BHS site managers in various methods including in-person meetings and telephone calls, at least quarterly. The comprehensive vocational plan also considers the intern's environment and entire support structure as well as specific employment goals, and considers collateral information (e.g., behavioral health treatment plan incorporates vocational goals). Staff are also trained to identify signs of psychiatric relapse and, through collaboration with the intern's therapist, implements the appropriate interventions. Together, the Vocational Rehabilitation Case Manager and intern set goals and identify strategies that are attainable & measurable. RAMS also facilitates linkages for support services (e.g., transportation, childcare).

Vocational training and skills building is provided through various capacities. The Program Assistant serves as the primary trainer and in coordination with the Vocational Rehabilitation Case Manager maintains written evaluations and progress reports on interns' skills and vocational goals. These include, but are not limited to, productivity, work quality, attendance, punctuality, dress & grooming, communication with others, and work endurance. As the primary trainer, the Program Assistant is thoroughly familiar with the intern's daily progress and can provide consistent feedback and support. The Vocational Rehabilitation Case Manager meets with the intern at the internship site weekly and obtains feedback from the Program Assistant and BHS site manager to provide consistent feedback and support to the intern.

RAMS is committed to client involvement and community input in all elements of program operations, including planning, implementation, and evaluation. This process ensures quality programming, increases effectiveness, and ensures cultural competency. The best informant for the culturally relevant curriculum and program development is the target population, themselves. Throughout the internship period, the Vocational Rehabilitation Case Manager meets individually with the intern to discuss progress and solicit feedback regarding their experience, and at the end of the internship period interns are given anonymous written satisfaction surveys regarding the intake & admission process, internship structure & activities, support services, and professional development.

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<b>Program Name:</b> Hire-Ability Clerical & Mailroom Services	<b>Funding Term:</b> 07/01/23 – 06/30/2024
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A focus group is also conducted to solicit similar feedback regarding the structure of the program, recruitment process, accessibility, and effectiveness. All feedback is compiled and reviewed (by Hire-Ability management and RAMS executive management), informs the program design (development & adjustments, implementation), and is incorporated, as appropriate.

RAMS recruits and employs staff with relevant educational & employment history and cultural competence for the target population we work with through thorough interviews and reference checks. The process of on-going education and training to ensure staff are providing the standard of services required by RAMS are generally through regular attendance of staff meetings, individual supervisor- supervisee meetings, monthly internal/external trainings, cultural competency trainings, and other activities that are program specific. RAMS maintains a philosophy as well as a policy regarding creating a welcoming environment to all, which in turn is displayed through positive and healthy attitudes among staff. Measurement of how effective staff is in providing a high level of service is through client satisfaction surveys, client advisory councils, and feedback from other providers.

RAMS continuously engages with various systems to increase the program trainees' knowledge and networking possibilities regarding jobs/internships, further educational opportunities, etc. Such systems that Hire-Ability specifically works with includes, but is not limited to: BHS and BHS clinics (as these are the primary internship host sites); engaging in Job Developers Huddle – One Stop Western Addition; Potrero/Dogpatch Merchants Association and ongoing relationship/collaboration with California State Department of Rehabilitation (for which Hire-Ability maintains a separate contract); and involvement in the BHS Co-Operative group (streamlined referral system amongst RAMS Hire-Ability, Caminar, State Department of Rehabilitation, Citywide Forensic Collaborative). Furthermore, the Vocational Rehabilitation Case Manager provides support and coaching into the workforce and connects participants to additional resources (e.g. Department of Rehabilitation, RAMS Hire-Ability Employment Services, educational/training resources, housing).

- D. Discharge Planning and exit criteria and process, i.e., a step-down to less intensive treatment programs, the criteria of a successful program completion, aftercare, transition to another provider, etc.

As the Clerical & Mailroom Services employment program operates to train, support, and retain employment for consumer-filled positions in Clerical & Mailroom Services, there is not any exit criteria. If an employee resigns or is terminated for any reason, RAMS will take every effort, if applicable, to engage in a process of linkage to Employee Assistance or other helpful resources to ensure the employee is able transition appropriately from their position at RAMS.

Clerical & Mailroom Services interns successfully complete the program when: (1) 85% attendance rate, and (2) Vocational Development Plan goals are achieved. Upon discharge, interns will have more competitive skills for today's job market, and referral can be to competitive employment, volunteer internships, additional training, education, college enrollment, or salaried employment. In this pursuit, the Vocational Rehabilitation Case Manager may assist with linkage assistance to job placement programs, employment counseling and guidance, and coordination with other support services to ensure effective transition, as part of post internship case management support. As Hire-Ability offers a full spectrum of vocational services, interns may transition into the Employment Services Program, which is funded through a contract/agreement with the California State Department of Rehabilitation. This program provides a higher level of individualized job preparation

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using classroom and individual meetings, job development, individualized plans & job placement, and follow-along services to consumers. Hire-Ability also maintains a cooperative agreement with California Department of Rehabilitation (since 1998) to connect employers with trained individuals; thus, supporting job placements for program participants with employment. Interns may also enter other vocational trainings available through the system of care.

- E. Program staffing (which staff will be involved in what aspects of the service development and delivery). Indicate if any staff position is not funded by DPH.

See CBHS Appendix B.

## 7. Objectives and Measurements:

All objectives, and descriptions of how objectives will be measured, are contained in the BHS document entitled MHSA Performance Objectives FY 2023 - 2024.

## 8. Continuous Quality Improvement:

- A. Achievement of contract performance objectives and productivity.

RAMS continuously monitors progress towards contract performance objectives and has established information dissemination and reporting mechanisms to support achievement. All direct service providers are informed about objectives and the required documentation related to the activities and service outcomes. With regards to management monitoring, the Program Director reports progress/status towards each contract objective in the monthly report to executive management (including Director of Community & Workforce Empowerment). If the projected progress has not been achieved for the given month, the Program Director identifies barriers and develops a plan of action. The data reported in the monthly report is collected on an on-going basis, with its methodology depending on the type of information. The Program Director and Associate Director work directly with human resources to address employee performance needs as well as work collaboratively with BHS operations team to coordinate workflow and operational duties related to our Clerical & Mailroom Services employees. Hire-Ability management team and BHS operations teams meet monthly.

In addition, the Program Director monitors vocational service progress (engagement after intake, level of accomplishing vocational goals/objectives), service discharge reasons, and service utilization review. RAMS also conducts various random chart reviews to review adherence to objectives as well as treatment documentation requirements.

- B. Quality of documentation, including a description of the frequency and scope of internal chart audits.

The Program Director and other members of the Hire-Ability management team meet regularly with staff for supervision meetings. Documentation of meetings, trainings, performance evaluations is noted and, as appropriate, may be filed directly in the employees personnel file with human resources. Feedback through surveys from service sites are also analyzed and evaluated and reported to RAMS executive leadership. Information from the outcomes is used for program improvement purposes.

<b>Contractor Name:</b> Richmond Area Multi-Services, Inc.	<b>Appendix A-2</b>
<b>Program Name:</b> Hire-Ability Clerical & Mailroom Services	<b>Funding Term:</b> 07/01/23 – 06/30/2024
	<b>Funding Source:</b> MH Adult State 1991 MH Realignment, MH Adult County GF

RAMS utilizes various mechanisms to review documentation quality. Chart reviews are conducted by supervisors; based on their review, determinations/recommendations are provided relating to frequency and modality/type of services, and the match to client's progress & vocational/clinical needs. Feedback is provided to direct staff members. Furthermore, supervisors monitor the service documentation of their supervisees; staff meets weekly with their supervisors to review caseload with regard to service strategies, vocational plans & progress, documentation, productivity, etc. Within the first 30 days of admission and after every re-assessment period thereafter, the client's chart is reviewed by the Vocational Rehabilitation Case Manager or Associate Director/Program Director, to monitor quality & timeliness. Feedback is provided directly to staff as well as general summaries at staff meetings.

In addition to the program's documentation review, the RAMS Quality Improvement formally conducts a review of randomly selected charts to monitor adherence to documentation standards and protocols. Feedback is provided directly to staff as well as general summaries at staff meetings.

#### C. Cultural competency of staff and services.

RAMS philosophy of care reflects values that recovery & rehabilitation are more likely to occur where the mental health systems, services, and providers have and utilize knowledge and skills that are culturally competent and compatible with the backgrounds of consumers and their families and communities, at large. The agency upholds the Culturally and Linguistically Appropriate Services (CLAS) standards. The following is how RAMS monitors, enhances, and improves service quality:

- Ongoing professional development and enhancement of cultural competency practices are facilitated through a regular training schedule, which includes in-service trainings on various aspects of cultural competency/humility and service delivery (including holistic & complementary health practices, wellness, and recovery principles). Trainings are from field experts on various topics. Professional development is further supported by individual supervision (mostly weekly), supervisors and their supervisees' caseload with regard to service strategies, vocational plans & progress, documentation, etc. Furthermore, RAMS holds an agency-wide cultural competency training. Training topics are identified through various methods, primarily from direct service staff suggestions and pertinent community issues.
- Ongoing review of vocational services indicators is conducted by the Program Director (and reported to executive management) on monthly basis; data collection and analysis of service engagement (referral source; engagement after intake; number of admissions; service discharge reasons; and service utilization review)
- Client's preferred language for services is noted at intake; during the case assignment process, the Program Director matches client with counselor by taking into consideration language, culture, and provider expertise. RAMS also maintains policies on Client Language Access to Services; Client Nondiscrimination and Equal Access; and Welcoming and Access.
- At least annually, aggregated demographic data of clientele and staff/providers is collected and analyzed by management to continuously monitor and identify any enhancements needed.
- Development of objectives based on cultural competency principles; as applicable, progress towards objectives is reported by Program Director to executive management in monthly report. If the projected progress has not been achieved for the given month, the Program Director identifies barriers and develops a plan of action. Strengthening and empowering the roles of

<b>Contractor Name:</b> Richmond Area Multi-Services, Inc.	<b>Appendix A-2</b>
<b>Program Name:</b> Hire-Ability Clerical & Mailroom Services	<b>Funding Term:</b> 07/01/23 – 06/30/2024
	<b>Funding Source:</b> MH Adult State 1991 MH Realignment, MH Adult County GF

consumers and their families by soliciting feedback on service delivery and identifying areas for improvement (see Section D. Satisfaction with services).

- RAMS maintains policies and procedures to recruit, retain, and promote at all levels a diverse staff and leadership (including Board of Directors) that reflect the multi-cultural, multi-lingual diversity of the community. Other retention strategies include soliciting staff feedback on agency/programmatic improvements (service delivery, staffing resources); this is continuously solicited by the Program Director and, at least annually, executive leadership meets with each program to solicit feedback for this purpose. Human Resources also conduct exit interviews with departing staff. All information is gathered, and management explores implementation, if deemed appropriate; this also informs the agency's strategic plan.
- To ensure accountability at all levels, the RAMS CEO meets with the RAMS Board of Directors on a regular basis (approximately monthly) and provides an update on agency and programs' activities and matters.

D. Satisfaction with services.

*Employment:*

RAMS disseminates an employee satisfaction survey. RAMS further solicits feedback from other stakeholders including contracted service sites, business customers, and funders through satisfaction surveys as well as face to face meetings. Results of the survey are shared at staff meetings, reviewed by the RAMS Quality Improvement, and reported to executive management. All satisfaction survey methods and feedback results are compiled and reported to executive management along with assessment of suggestion implementation.

*Internship:*

For the internship program, RAMS adheres to the BHS satisfaction survey protocols which may include dissemination annually or biannually. In addition, Hire-Ability administers its program-developed client satisfaction surveys at case closure or upon request of the client. Furthermore, client feedback is obtained during post-program evaluations, client focus groups, client advisory council meetings, individual meetings between direct service staff and clients, and through a confidential telephone hotline. Results of the survey methods are shared at staff meetings, reviewed by the RAMS Quality Improvement, and reported to executive management. All satisfaction survey methods and feedback results are also compiled and reported to executive management along with assessment of suggestion implementation.

E. Timely completion and use of outcome data, including CANS and/or ANSA data.

Not Applicable.

**9. Required Language:**

N/A

**Contractor:** Richmond Area Multi-Services, Inc.

**Appendix A-3**

**Program Name:** Information Technology

**Funding Term:** 07/01/23 – 06/30/2024

**Funding Source:** MH Adult State 1991 MH Realignment,  
MH Adult County GF

**1. Identifiers:**

Program Name: Information Technology  
Program Address: 1234 Indiana Street  
City, State, Zip Code: San Francisco, CA 94107  
Telephone/Fax: (415) 282-9675 / (415) 920-6877  
Website Address: www.ramsinc.org / www.hire-ability.org

Contractor Address: RAMS Administration, 4355 Geary Blvd.  
City, State, ZIP: San Francisco, CA 94118  
Person Completing this Narrative: Angela Tang  
Telephone: (415) 800-0699  
Email Address: angelatang@ramsinc.org

Program Code(s) (if applicable): Not Applicable

**2. Nature of Document (check one)**

Original     Contract Amendment     Request for Program Budget (RPB)

**3. Goal Statement**

To (1) provide high quality designated IT support services to BHS (Avatar Helpdesk; Desktop; Advanced Avatar Helpdesk; Advanced Desktop; Consumer Portal) and (2) engage San Francisco resident consumers for improved emotional/physical well-being and quality of life, positive engagement in the community, increase self-sufficiency, and obtain & retain competitive employment.

**4. Target Population**

All ethnicities and populations within San Francisco are welcomed and will be served with focused expertise to meet the unique needs of the target population which are SF residents aged 18 and over with a primary mental health diagnosis who are currently receiving mental health services. Particular outreach is to consumers who have interest in computer technical support services but minimal work skills and/or work exposure and may benefit from a structured vocational training program. Where a particular program is not the best fit, staff will make an appropriate referral, either internally or to a co-service provider in San Francisco.

**5. Modality(ies)/Interventions**

This fiscal year represents the operations of i-Ability components:

- (a) Avatar Helpdesk (entry)
- (b) Desktop (entry)
- (c) Advanced Avatar Helpdesk

**Contractor:** Richmond Area Multi-Services, Inc.**Appendix A-3****Program Name:** Information Technology**Funding Term:** 07/01/23 – 06/30/2024**Funding Source:** MH Adult State 1991 MH Realignment,  
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- (d) Advanced Desktop
- (e) Consumer Portal Help Desk
- (f) MyChart Help Desk

Workforce Development (MHSA Modality)

- For the Avatar Helpdesk (entry), a full fiscal year includes two cohorts with each cohort enrolling about seven trainees after the two-week visitation period
- For the Desktop Training (entry), a full fiscal year includes two cohorts with each cohort enrolling about five trainees after the two-week visitation period
- For the Advanced Avatar Helpdesk Training, a full fiscal year includes two cohorts with each enrolling about four trainees after the two-week visitation period
- For the Advanced Desktop, a full fiscal year includes two cohorts with about two trainees
- For Avatar Helpdesk, Desktop, and Advanced Avatar Helpdesk components, a full cohort's training duration is nine months
- Trainees/interns engage in workforce development activities (classroom and on-the-job training) intended to develop a diverse and competent workforce; outreach to under-represented communities; provide career exploration opportunities or to develop work readiness skills; or increase the number of consumers and family members in the healthcare information technology workforce.
- Each Avatar Helpdesk, Desktop & Advanced Avatar Helpdesk trainee/intern receives at least 7-16 hours/week of paid, on-the-job workforce development training; work hours vary, according to the individual's availability & support needs.
- There are additional activity hours for program planning, providing individualized and/or group trainee support (Vocational Rehabilitation Counselor and/or IT Trainer), preparing & reviewing/adjusting training materials (per Avatar system updates), etc.

The Consumer Portal provides clients of SFDPH-BHS access to selected portions of their clinical record. This help desk specifically supports end users of the Consumer Portal and provides outreach at clinics and other contractors to BHS, in an effort to increase the usage of the consumer portal by BHS consumers. The Consumer Portal Staff took over the Stoltenberg Contract (effective 4/24/2023), by managing the MyChart Help Desk for SFDPH.

The MyChart Help Desk will become the training component for the Vocational Information Technology training component to replace the Avatar Help Desk (entry and advanced levels) training once Avatar is replaced by EPIC. During Q1, Q2 and Q3 of FY 23-24, curriculum will be developed, with detailed documentation, to be launched in Q4 of FY 23-24. Workforce Development guidelines will be developed based on needs.

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## 6. Methodology

1. Outreach, recruitment, promotion, and advertisement as necessary.

RAMS' responsibility and commitment to mental health care quality and education extends beyond our own walls to reach people of all ages and backgrounds in our community through outreach and serving them in their own environments. This philosophy of care has always been central to the agency's approach. RAMS is uniquely well-positioned and has the expertise to outreach, engage, and retain diverse consumers, underrepresented constituents, and community organizations with regards to Hire-Ability services & resources and raising awareness about mental health and physical well-being. As an established community services provider, RAMS comes into contact with significant numbers of consumers & families with each year serving approximately 17,000 adults, children, youth & families at over 130 sites, citywide. Hire-Ability's primary referral sources are SFDPH outpatient behavioral health services; as such, the program's staff regularly performs outreach activities and coordinates within RAMS programs and other agencies' management.

Hire-Ability also operates Employee Development which primarily includes Production & Fulfillment Services, a workshop setting and on-the-job training in the fulfillment services industry with paid work experience. HireAbility is also a partnering program with the State Department of Rehabilitation to provide Employment Services (employment preparation, placement and retention services) to individuals with mental illnesses. Outreach and promotion is routinely conducted to these groups. The program also performs monthly outreach activities independently as well as in coordination with the BHS Vocational Coordinator, to various SFDPH BHS providers (e.g. outpatient clinics & residential facilities within the system-of-care). Outreach is also conducted at system of care provider meetings, Avatar bulletins, BHS Vocational Summit, etc.

2. Admission, enrollment and/or intake criteria and process where applicable.

The program has an application process by which interested individuals are to submit their completed application packet within the indicated deadline. Application packets are distributed to the community, along with informational flyers about the program curriculum and content. Application packets include basic demographic information (name, address, and contact information), reference contact information, and a personal statement. Program orientations/Information Sessions are also held, prior to application deadlines and serve as an opportunity for interested individuals and/or community organizations to obtain assistance with application completion and/or inquire more about the program. All completed applications are reviewed by an admission review committee, with all applicants receiving notification about the decision/outcome. Interviews may also be scheduled, as part of the admission review process. Once the cohort begins, there is a more detailed orientation to the program such as completion/graduation guidelines, discussion of expectations (by trainees and program), etc.

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- C. Service delivery model, including treatment modalities, phases of treatment, hours of operation, length of stay, locations of service delivery, frequency and duration of service, strategies for service delivery, wrap-around services, residential bed capacity, etc. Include any linkages/coordination with other agencies.

The i-Ability, Vocational IT program has the following components:

- 1) Avatar Helpdesk, a single point of contact for end users of the -BHS electronic health record system (“Avatar”) to receive support. The initial unpaid classroom training varies from 2-4 weeks in which after, trainees engage in paid, on-the-job training where they gain skills regarding troubleshooting basic user issues, engaging & interacting with end users (customer service), logging & triaging more complicated issues, healthcare confidentiality policies & practices, etc. Each cohort cycle is nine months; cohorts overlap to maintain continuity of helpdesk support.
- 2) Desktop, a single point of contact for end users of BHS computers/hardware to receive support and maintenance within BHS computing environment. The initial unpaid classroom training varies from 2-4 weeks in which after, trainees engage in paid, on-the-job training where trainees gain skills regarding hardware repair and support (break-fix), technical troubleshooting, healthcare confidentiality policies & practices, etc. Each cohort cycle is nine months.
- 3) Advanced Avatar Helpdesk, a single point of contact for end users of the BHS electronic health record system (“Avatar”) to receive support. Additionally, interns will provide additional support to the Avatar Super User Community. The initial unpaid classroom training varies from 2-4 weeks in which after, trainees engage in paid, on-the-job training where interns increase their skills regarding troubleshooting basic and super user issues, engaging & interacting with end users (customer service), logging & triaging more complicated issues, healthcare confidentiality policies & practices, etc. The interns will assist with mentoring the Helpdesk trainees by shadowing frontline activities and providing structured peer support as facilitated by the trainer of the program. Each cohort cycle is nine months; cohorts overlap to maintain continuity of helpdesk support.
- 4) Advanced Desktop, a single point of contact for end users of BHS computers/hardware to receive support and maintenance within BHS computing environment. Trainees engage in paid, on-the-job training to gain advanced skills regarding hardware repair and support (break-fix), technical troubleshooting, healthcare confidentiality policies & practices, etc. Each cohort cycle is nine months.
- 5) MyChart Helpdesk is EPIC's patient portal. MyChart is a secure means for patients to access parts of their health records through a web browser and cell-phone apps. Staff resolve end user issues. Once launched as our training program, trainees will engage in paid, on-the-job training where trainees gain skills regarding troubleshooting basic user issues, engaging & interacting with end users (customer service), logging & triaging issues that are more complicated, healthcare confidentiality policies & practices, etc. Each cohort cycle will be nine months.

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Program operation hours are Monday to Friday (8:00 am – 5:00 pm). Classroom and on-the-job training is primarily provided on-site at BHS (1380 Howard Street, SF, CA 94103) and/or RAMS Hire-Ability Vocational Services (94107).

The program design includes providing culturally competent, consumer-driven, strengths-based vocational services including but not limited to: vocational assessments, job skills training, on-site work experience, vocational counseling & job coaching, and classes/workshops aimed at skills development and building strengths towards employment readiness. The program improves, maintains, or restores personal independence and functioning, consistent with requirements for learning and development, which provides services to a distinct group of beneficiaries.

The IT Trainers (Avatar Helpdesk, Desktop/Advanced Desktop, Advanced Avatar Helpdesk) are the primary staff persons responsible for classroom and on-the-job training, providing direct support and supervision (individual, group) to trainees/interns. The classroom training is primarily provided during the first two to four weeks of the cohort; thereafter, training and support is provided on a regular, ongoing basis (weekly). The IT Trainers may also serve as additional frontline coverage; the IT Manager, along with the Director of Vocational Services/Program Director, provides as needed coverage and oversees quality control & management for the i-Ability program. Furthermore, all trainees/interns are assigned a Vocational Rehabilitation Counselor. The Counselor conducts a comprehensive vocational assessment (job readiness/interest, skills development, other work-related issues), vocational counseling (case management & linkages), supports and identifies strengths & areas of employment interest, job searches, and placement assistance, as well as job coaching, counseling & guidance.

Within the first three months of participation, an integrated vocational plan with specific goals is collaboratively (counselor, trainers, and trainees/interns) and formally developed. There is ongoing monitoring of progress (by trainers and counselor), in relation to the goals; the vocational plan is formally reviewed at the third month of participation. Areas of vocational assessment include, but are not limited to: productivity, work quality, attendance, punctuality, dress & grooming, communication with others, group participation, and work endurance. The comprehensive vocational plan considers the client's environment and entire support structure and takes into account collateral information (e.g. behavioral health plan of care incorporates vocational goals). The plan development and reassessment periods include trainee input through self-evaluation sections as well as the counselor's appraisal. RAMS also facilitates linkages for support services (e.g. childcare, transportation), as needed.

i-Ability also offers structured training/groups (e.g. vocational counseling, training, psycho-education) as a core component of services to clients. Facilitated by the IT Trainers and/or Vocational Rehabilitation Counselors, the trainings/groups provide positive peer support, focus on interpersonal relationships, support network for specific challenges, and can assist individuals to learn about themselves and relate better with other people. Trainings/groups can be jointly run with collaborative partners (e.g. behavioral health counselors, BHS), taking place at RAMS

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and/or the vendor (BHS, if possible) or partner's site, depending on feedback and offered at various days and times.

i-Ability provides staffing of the Consumer Portal Help Desk and the MyChart Help Desk. The Consumer Portal provides clients of SFDPH-BHS access to selected portions of their clinical records. This help desk specifically supports end users of the Consumer Portal. The MyChart Help Desk is a secure means for clients to access parts of their health records through a web browser and cell-phone apps. The two Help Desks staff one supervisor and frontline staff, all of which are employee positions.

D. Describe your program's exit criteria and process, e.g. successful completion.

Trainees successfully complete the program when: (1) 85% attendance rate, (2) Vocational Development Plan goals are achieved, and score of 75% or higher on the certificated exams is accomplished or early completion/discharge of the program (at least three months after program start due to gaining employment related to participating in the program). Upon successful completion/discharge, referral can be to competitive employment, volunteer internships, education, college enrollment, or salaried employment including higher wage and skilled jobs in industries which are experiencing shortages such as the healthcare field. In this pursuit, the Vocational Rehabilitation Counselor may assist with job search & placement assistance and provide job coaching, counseling, and guidance. i-Ability is a program of RAMS Hire-Ability Vocational Services which offers a full spectrum of vocational services; as such, trainee graduates may also transition into the Employment Services, which is funded through a contract/agreement with the California State Department of Rehabilitation. This program provides a higher level of individualized job preparation using classroom and individual meetings, job development, individualized plans & job placement, and follow-along services to consumers. Hire-Ability also maintains a cooperative agreement with California Department of Rehabilitation (since 1998) to connect employers with trained individuals; thus, supporting job placements for program participants with employment.

E. Program staffing (which staff will be involved in what aspects of the service development and delivery). Indicate if any staff position is not funded by DPH.

See BHS Appendix B.

F. Mental Health Services Act Programs

a. One of the primary MHSA tenets is consumer participation/engagement. Programs must identify how participants and/or families are engaged in the development, implementation and/or evaluation of programs. This can include peer-employees, advisory committees, etc.

RAMS is committed to consumer involvement and community input in all elements of program operations, including planning, implementation, and evaluation. This process ensures quality programming, increases effectiveness, and ensure culturally competency. The best informant for

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the culturally relevant curriculum & program development is the target population, themselves. Potential applicants/trainees and interested organizations are invited to the program Orientations/Open Houses as well as contact the i-Ability Vocational IT Manager directly. As the cohort is in operation, the IT Trainer regularly meets (approximately weekly) with trainees to solicit feedback; the i-Ability Manager and Vocational Rehabilitation Counselor also regularly solicit feedback from trainees. Furthermore, at the end of each cohort, trainees are given anonymous written program evaluations and satisfaction surveys regarding curriculum, course structure & activities, support services, and professional development. A post-cohort focus group is also conducted to solicit similar feedback regarding the curriculum of the program, recruitment process, accessibility, and effectiveness. All feedback is compiled and reviewed (by Hire-Ability management and RAMS executive management), informs the program design (development & adjustments, implementation), and is incorporated, as appropriate.

During the cohort on-the-job training, all trainees are paid. Furthermore, i-Ability Vocational IT maintains an advisory committee that is multi-disciplinary and reflects the diversity of the community. Membership includes consumer representation, BHS, and RAMS with involvement from program participants (graduates). This committee schedules to meet quarterly and evaluates program components while advising on its further development and implementation.

- b. MHS Vision: Providers have the attitudes, knowledge and skills needed to understand, communicate with and effectively serve people across cultures.

RAMS recruits and employs staff with relevant educational, employment history and cultural competence for the target population we work with through thorough interviews and reference checks. Furthermore, RAMS believes in the principles of Wellness and Recovery in which promotes the engagement of peers through various activities which include employment of peers at all levels of positions. The process of on-going education and training to ensure staff are providing the standard of services required by RAMS are generally through regular attendance of staff meetings, individual supervisor supervisee meetings, monthly internal/external trainings, cultural competency trainings, and other activities that are program specific. RAMS maintains a philosophy as well as a policy regarding creating a welcoming environment to all, which in turn is displayed through positive and healthy attitudes among staff. Measurement of how effective staff is in providing a high level of service is through client satisfaction surveys, client advisory councils, and feedback from other providers.

- c. MHS Vision: Collaboration with different systems increases opportunities for jobs, education, housing, etc.

RAMS continuously engages with various systems to increase the program trainees' knowledge and networking possibilities regarding jobs/internships, further educational opportunities, etc. Such systems that HireAbility specifically works with includes, but is not limited to: BHS (as the program is primarily providing classroom and on-the-job training, on-site at BHS' location using the BHS system); engaging in the San Francisco's Mayor's Committee on Disabilities (monthly meeting that involves various systems serving/providing vocational services); Job

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Developers Huddle-One Stop Western Addition, Potrero /Dogpatch Merchants Association and ongoing relationship/collaboration with California State Department of Rehabilitation (for which HireAbility maintains a separate contract); and involvement in the CBHS Co-Operative group (streamlined referral system amongst RAMS HireAbility, Caminar, State Department of Rehabilitation, Citywide Forensic Collaborative). Furthermore, the i-Ability Vocational Rehabilitation Counselor provides support & coaching into the workforce and connects participants to additional resources (e.g. Department of Rehabilitation, RAMS Hire-Ability Employment Services, educational/training resources, housing).

## 7. Objectives and Measurements

All applicable objectives, and descriptions of how objectives will be measured, are contained in the BHS document entitled MHSA Performance Objectives FY 2023 – 2024.

## 8. Continuous Quality Improvement

### 1. Achievement of contract performance objectives and productivity

RAMS monitors contract performance objectives through several methods such as daily data analysis and monthly review of consumer individual vocational goals/objectives, regular weekly meetings between the program participant and Vocational Rehabilitation Counselor and/or trainer, regular individual supervision between supervisors and supervisee's to discuss consumer caseload with regard to intervention strategies, vocational plans & progress, documentation, productivity and overall contract objectives. Other significant activities to ensure achievement of contract performance objectives include regular weekly program staff meetings and program management meetings where issues related to overcoming any barriers to achieving performance objectives are discussed.

Monthly reports from each program coordinator to the program director and in turn to the Deputy Chief of RAMS address the ongoing progress and/or barriers towards contract objectives. Corrective action activities are documented which includes the identification of the issue, plan of action and steps and timelines for completion of the plan. RAMS Quality Improvement which represents a small group of RAMS supervisors, supervisees, consumers and executive leadership staff meet quarterly, is designed to advise on program quality assurance and improvement activities.

RAMS continuously monitors progress towards contract performance objectives and has established information dissemination and reporting mechanisms to support achievement. All staff are informed about objectives and the required documentation related to the activities and program outcomes; majority of program objectives are measured by participant scores, program evaluations, and/or post-program surveys. With regards to management monitoring, the Program Director reports progress/ status towards each contract objective to executive management (Director of Community & Workforce Empowerment) in a written monthly report. If the projected progress has not been achieved for the month, the Program Director identifies barriers and

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develops a plan of action. In addition, the Program Director monitors programming/service progress (level of engagement by participants, level of accomplishing program goals/objectives), program exit reasons, and service/resource utilization. RAMS also conducts various random file/chart reviews to review adherence to objectives as well as service documentation requirements.

2. Quality of documentation, including a description of the frequency and scope of internal chart audits

The program utilizes various mechanisms to review documentation quality. Chart review by supervisors, at the very minimal, is reviewed after the 10-day visitation period and, if enrollment continues, a minimum of every 30 days thereafter and within a week of case closure. Active charts are reviewed quarterly after the vocational re-assessments and plans are conducted. Based on their review, determinations/recommendations are provided relating to service authorizations including frequency and modality/type of services, and the match to client's progress & vocational/clinical needs; feedback is provided to direct staff members. Furthermore, clinical supervisors monitor the service documentation of their supervisees; staffs meet weekly with their supervisors to review caseload with regard to service strategies, vocational plans & progress, documentation, productivity, etc. On a quarterly basis, the Program Director or Manager/Coordinator conducts a review of randomly selected charts (up to 10 charts, program-wide) to monitor quality & timeliness and provide feedback directly to staff as well as general summaries at staff meetings. The selection is such that each individual provider is reviewed at least annually.

In addition to the program's documentation review, the agency's Quality Improvement conducts a review of randomly selected charts to monitor adherence to documentation standards and protocols.

3. Cultural competency of staff and services

RAMS philosophy of care reflect values that recovery & rehabilitation are more likely to occur where the mental health systems, services, and providers have and utilize knowledge and skills that are culturally competent and compatible with the backgrounds of consumers and their families and communities, at large. The agency upholds the Culturally and Linguistically Appropriate Services (CLAS) standards. The following is how RAMS monitors, enhances, and improves service quality:

- Ongoing professional development and enhancement of cultural competency practices are facilitated through a regular training schedule, which includes in-service trainings on various aspects of cultural competency/humility and service delivery (including holistic & complementary health practices, wellness and recovery principles). Trainings are from field experts on various topics. Professional development is further supported by individual supervision (mostly weekly); supervisors and their supervisees' caseload with regard to service strategies, vocational plans & progress, documentation, etc. Furthermore, RAMS holds an agency-wide cultural competency training. Training topics

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are identified through various methods, primarily from direct service staff suggestions and pertinent community issues.

- Ongoing review of vocational services indicators is conducted by the Program Director (and reported to executive management) on monthly basis; data collection and analysis of service engagement (referral source; engagement after intake; number of admissions; service discharge reasons; and service utilization review)
- Client's preferred language for services is noted at intake; during the case assignment process, the Program Director matches client with counselor by taking into consideration language, culture, and provider expertise. RAMS also maintains policies on Client Language Access to Services; Client Nondiscrimination and Equal Access; and Welcoming and Access.
- At least annually, aggregated demographic data of clientele and staff/providers is collected and analyzed by management in order to continuously monitor and identify any enhancements needed
- Development of objectives based on cultural competency principles; progress on objectives are reported by Program Director to executive management in monthly report. If the projected progress has not been achieved for the given month, the Program Director identifies barriers and develops a plan of action.
- Strengthening and empowering the roles of consumers and their families by soliciting feedback on service delivery and identifying areas for improvement (see Section D. Client Satisfaction);
- RAMS maintains policies and procedures to recruit, retain, and promote at all levels a diverse staff and leadership (including Board of Directors) that reflect the multi-cultural, multi-lingual diversity of the community. Other retention strategies include soliciting staff feedback on agency/programmatic improvements (service delivery, staffing resources); this is continuously solicited by the Program Director and, at least annually, executive leadership meets with each program to solicit feedback for this purpose. Human Resources also conduct exit interviews with departing staff. All information is gathered and management explores implementation, if deemed appropriate; this also informs the agency's strategic plan.
- To ensure accountability at all levels, the RAMS CEO meets with the RAMS Board of Directors on a regular basis (approximately monthly) and provides an update on agency and programs' activities and matters.

#### 4. Satisfaction of services

RAMS adheres to the BHS satisfaction survey protocols which include dissemination annually or biannually. In addition, the Hire-Ability administered its program-developed client satisfaction surveys at case closure or upon request of the client. Furthermore, client feedback is obtained during post-program evaluations, quarterly client advisory council meetings, daily community meetings at the vocational services program, individual meetings between direct service staff and clients, and through a confidential telephone hotline. Results of the survey methods are shared at staff meetings, reviewed by the RAMS Quality Improvement, and reported to executive

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management. Furthermore, the program facilitates focus groups with clients. All satisfaction survey methods and feedback results are also compiled and reported to executive management along with assessment of suggestion implementation. Clients may also attend RAMS Board of Directors meetings to share their experiences and provide feedback.

5. Timely completion and use of outcome data  
N/A

**9. Required Language**  
N/A

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	<b>Funding Source (non-BHS only):</b> MH Adult State 1991 MH Realignment, MH Adult County GF

**1. Identifiers:**

Program Name: TAY Vocational Services  
 Program Address: 1234 Indiana Street  
 City, State, ZIP: San Francisco, CA 94107  
 Telephone/FAX: Tel: (415) 282-9675 Fax: (415) 920-6877  
 Website Address: www.ramsinc.org

Contractor Address: RAMS Administration, 4355 Geary Blvd.  
 City, State, ZIP: San Francisco, CA 94118  
 Person Completing this Narrative: Angela Tang  
 Telephone: (415) 800-0699  
 Fax: (415) 751-7336  
 Email Address: angelatang@ramsinc.org  
 Program Code(s) (if applicable): Not Applicable

**2. Nature of Document:**

Original  Contract Amendment  Request for Program Budget (RPB)

**3. Goal Statement:**

To provide vocational/occupational assessment, time-limited paid internships to provide healthy activities, provide entry-level work exploration and experience, and support San Francisco Transitional Aged Youth (ages 15 – 25) residents of care achieve resiliency and maximize recovery.

**4. Target Population:**

All ethnicities and populations within San Francisco are welcomed and will be served with focused expertise to meet the unique needs of the target population which are SF residents aged 15 – 25 years with a primary mental health diagnosis who are currently receiving mental health services. Outreach will be made to underserved populations and those who are involved in multiple systems including behavioral health, juvenile justice, human services, and the educational system. Particular outreach will be made to all BHS Adult Providers, CYF SOC Providers, organizations that serve transitional aged youth which may include Larkin Street, Huckleberry House, SFUSD Wellness Center, etc. RAMS makes every effort to serve all San Franciscans in need. Where a particular program is not the best fit, staff will make an appropriate referral, either internally or to a co-service provider in San Francisco.

**5. Modality(s)/Intervention(s)**

See BHS Appendix B, CRDC pages.

**6. Methodology:**

The Hire-Ability TAY Vocational Services Program contains four main components:

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- Assessment – Vocational/occupational and interest assessment. The program will provide a developmentally appropriate interactive assessment to engage youth in full participation.
- Case Management – The program will provide ongoing case management, including linkage and referral when needed, to support participants in minimizing barriers and maximizing participation and recovery.
- Group Training – Three-month initial group training which may include soft skills, fieldtrip to potential internship sites, inspirational and career related speakers, group cohesion and learning, etc., and ongoing group learning activities throughout the program year for each cohort.
- Internship/Work Experience – Each participant will be placed at an internship site that best fits his/her interest, ability, availability, and experience, for about six months. Site may be within RAMS and in the community. Internship may range from 4-20 hours/week depending on site availability, participant’s school and other schedule, and program design.

All participants will be paid at the Minimum Compensation Ordinance (MCO)/stipend during program duration.

This is a 9-month program with an additional 2-month retention follow-up, which rolls over to the following fiscal year. There are two cohorts staggered to allow smaller cohorts as well as the ability to serve more youth, and flexibility for youth to start at two different time spans.

A mid- and end-program survey will be administered. The mid-program survey is an opportunity to provide more timely feedback to be considered for program improvement.

## 7. Objectives and Measurements:

### A. Standardized Objectives

Any applicable objectives, and descriptions of how objectives will be measured, are contained in the BHS document entitled MHSA Performance Objectives FY 2023 - 2024.

## 8. Continuous Quality Improvement:

### A. Achievement of contract performance objectives and productivity.

RAMS continuously monitors progress towards contract performance objectives and has established information dissemination and reporting mechanisms to support achievement. All staff are informed about objectives and the required documentation related to the activities and program outcomes; majority of program objectives are measured by participant scores, program evaluations, and/or post-program surveys. With regards to management monitoring, the Program Director reports progress/status towards each contract objective to executive management (Director of Community & Workforce Empowerment) in a written monthly report. If the projected progress has not been achieved for the month, the Program Director identifies barriers and develops a plan of action. In addition, the Program Director monitors programming/service progress (level of engagement by participants, level of accomplishing program goals/objectives),

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program exit reasons, and service/resource utilization. RAMS also conducts various random file/chart reviews to review adherence to objectives as well as service documentation requirements.

B. Quality of documentation, including a description of the frequency and scope of internal chart audits.

The program director and other members of the Hire-Ability Vocational Services management team meet regular with staff for supervision meetings. Documentation of meetings, trainings, performance evaluations is noted and, as appropriate, may be filed directly in the employees personnel file with human resources. Feedback through surveys is also analyzed and evaluated and reported to RAMS executive leadership. Information from the outcomes is used for program improvement purposes.

RAMS utilizes various mechanisms to review documentation quality. Chart reviews are conducted by supervisors; based on their review, determinations/recommendations are provided relating to frequency and modality/type of services, and the match to client's progress & vocational/clinical needs. Feedback is provided to direct staff members. Furthermore, supervisors monitor the service documentation of their supervisees; staff meets weekly with their supervisors to review caseload about service strategies, vocational plans & progress, documentation, productivity, etc. Charts are reviewed at regular intervals, to monitor quality & timeliness. Feedback is provided directly to staff as well as general summaries at staff meetings.

In addition to the program's documentation review, the RAMS Quality Improvement formally conducts a review of randomly selected charts to monitor adherence to documentation standards and protocols. Feedback is provided directly to staff as well as general summaries at staff meetings.

C. Cultural competency of staff and services.

RAMS philosophy of care reflects values that recovery & rehabilitation are more likely to occur where the mental health systems, services, and providers have and utilize knowledge and skills that are culturally competent and compatible with the backgrounds of consumers and their families and communities, at large. The agency upholds the Culturally and Linguistically Appropriate Services (CLAS) standards. The following is how RAMS monitors, enhances, and improves service quality:

- Ongoing professional development and enhancement of cultural competency practices are facilitated through a regular training schedule, which includes in-service trainings on various aspects of cultural competency/humility and service delivery (including holistic & complementary health practices, wellness, and recovery principles). Trainings are from field experts on various topics. Professional development is further supported by individual supervision (mostly weekly); supervisors and their supervisees' caseload with regard to service strategies, vocational plans & progress, documentation, etc. Furthermore, RAMS holds an agency-wide cultural competency training. Training topics

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are identified through various methods, primarily from direct service staff suggestions and pertinent community issues.

- Ongoing review of vocational services indicators is conducted by the Program Director (and reported to executive management) on monthly basis; data collection and analysis of service engagement (referral source; engagement after intake; number of admissions; service discharge reasons; and service utilization review)
- Client's preferred language for services is noted at intake; during the case assignment process, the Program Director matches client with counselor by taking into consideration language, culture, and provider expertise. RAMS also maintains policies on Client Language Access to Services; Client Nondiscrimination and Equal Access; and Welcoming and Access.
- At least annually, aggregated demographic data of clientele and staff/providers is collected and analyzed by management to continuously monitor and identify any enhancements needed
- Development of objectives based on cultural competency principles; as applicable, progress on objectives is reported by Program Director to executive management in monthly report. If the projected progress has not been achieved for the given month, the Program Director identifies barriers and develops a plan of action.
- Strengthening and empowering the roles of consumers and their families by soliciting feedback on service delivery and identifying areas for improvement (see Section D. Satisfaction with services);
- RAMS maintains policies and procedures to recruit, retain, and promote at all levels a diverse staff and leadership (including Board of Directors) that reflect the multi-cultural, multi-lingual diversity of the community. Other retention strategies include soliciting staff feedback on agency/programmatic improvements (service delivery, staffing resources); this is continuously solicited by the Program Director and, at least annually, executive leadership meets with each program to solicit feedback for this purpose. Human Resources also conduct exit interviews with departing staff. All information is gathered, and management explores implementation, if deemed appropriate; this also informs the agency's strategic plan.
- To ensure accountability at all levels, the RAMS CEO meets with the RAMS Board of Directors on a regular basis (approximately monthly) and provides an update on agency and programs' activities and matters.

#### D. Satisfaction with services.

RAMS adheres to the BHS satisfaction survey protocols which include dissemination annually or biannually, as applicable. In addition, the Hire-Ability administered its program-developed client satisfaction surveys. Furthermore, client feedback is obtained during post-program evaluations, client advisory council meetings, community meetings at the vocational services program, individual meetings between direct service staff and clients, and through a confidential telephone hotline. Results of the survey methods are shared at staff meetings, reviewed by the RAMS Quality Improvement, and reported to executive management. Furthermore, the program facilitates focus groups with clients. All satisfaction survey methods and feedback results are also compiled and reported to executive management along with assessment of suggestion

**Program Name:** TAY Vocational Services**funding Term:** 07/01/23 – 06/30/24**Funding Source (non-BHS only):** MH Adult State  
1991 MH Realignment, MH Adult County GF

implementation. Clients may also attend RAMS Board of Directors meetings to share their experiences and provide feedback.

- E. Timely completion and use of outcome data, including CANS and/or ANSA data.  
N/A

**9. Required Language:** N/A

<b>Contractor Name:</b> Richmond Area Multi-Services, Inc.	<b>Appendix A-5</b>
<b>Program Name:</b> Employee Development	<b>Funding Term:</b> 07/01/2023 – 06/30/2024
	<b>Funding Source:</b> MH Adult State 1991 MH Realignment, MH Adult County GF

**1. Identifiers:**

Program Name: Employee Development  
Program Address: 1234 Indiana Street  
City, State, ZIP: San Francisco, CA 94107  
Telephone/FAX: 415-282-9675/415-920-6877  
Website Address: www.ramsinc.org / www.hire-ability.org  
Contractor Address (if different from above): 4355 Geary Blvd.  
City, State, ZIP: San Francisco, CA 94118

Person Completing this Narrative: Angela Tang  
Telephone: 415-800-0699  
Email Address: angelatang@ramsinc.org  
Program Code(s) (if applicable): 3894 (38B62)

**2. Nature of Document:**

Original       Contract Amendment       Revision to Program Budgets (RPB)

**3. Goal Statement:**

To improve emotional/physical well-being and quality of life of adults, promote positive community engagement and increased self-sufficiency, and to help adults obtain & retain employment.

**4. Target Population:**

All ethnicities and populations within San Francisco are welcomed and will be served with focused expertise to meet the unique needs of the target population which are SF residents aged 18 and over with a primary mental health diagnosis who are currently receiving mental health services. Particular outreach is to consumers who have interest and/or work exposure, and may benefit from a structured vocational training program

**5. Modality(s)/Intervention(s)**

See Appendix B CRDC

**6. Methodology:**

Indirect Services (programs that do not provide direct client services): Describe how the program will deliver the purchased services.

<b>Contractor Name:</b> Richmond Area Multi-Services, Inc.	<b>Appendix A-5</b>
<b>Program Name:</b> Employee Development	<b>Funding Term:</b> 07/01/2023 – 06/30/2024
	<b>Funding Source:</b> MH Adult State 1991 MH Realignment, MH Adult County GF

A. Outreach, recruitment, promotion, and advertisement as necessary.

RAMS' responsibility and commitment to mental health care quality and education extends beyond its own walls to reach people of all ages and backgrounds in its community through outreach and serving them in their own environments. This philosophy of care has always been central to the agency's approach. RAMS is uniquely well-positioned and has the expertise to outreach, engage, and retain diverse consumers, underrepresented constituents, and community organizations with regards to vocational services & resources and raising awareness about mental health and physical well-being. As an established community services provider, RAMS comes into contact with significant numbers of consumers & families, annually approximately 17,000 adults, children, youth & families at over 130 sites, citywide.

B. Admission, enrollment and/or intake criteria and process where applicable.

RAMS accommodates referrals from the BHS and other community agencies within the System of Care. All requests for services are directed to the Intake Coordinator, who schedules and conducts integrated assessments/intakes and processes the documentation, thus supporting streamlined coordination; staff (including Employee Development Coordinator/Manager and Director of Vocational Services/Program Director) works closely with the referring party. The initial assessments are aimed to determine program eligibility, vocational readiness/interest, suitability of program services, strengths & existing resources, level of functioning & needs in consultation with behavioral health services provider, primary care connection, substance use/abuse, and other services (e.g. residential). The Intake Coordinator makes a referral to one of Hire-Ability programs, including Employee Development. As RAMS have unique expertise in providing services to the APIA-speaking communities, Hire-Ability can provide services in Cantonese, Mandarin, Toisanese, and Tagalog. Upon referral to Employee Development, clients may "visit" and participate in the program, on a trial basis, for the first two weeks where they will participate in paid work site experience as well as unpaid classroom training. This supports overall retention and program completion goals, as consumers are fully aware of the program structure and expectations.

C. Service delivery model, including treatment modalities, phases of treatment, hours of operation, length of stay, locations of service delivery, frequency and duration of service, strategies for service delivery, wrap-around services, residential bed capacity, etc. Include any linkages/coordination with other agencies.

Hire-Ability Vocational Services program hours are Monday to Friday (9:00 a.m. – 5:00 p.m.). The program design includes providing culturally competent, consumer-driven, strengths-based vocational services including but not limited to: vocational assessments, job skills training, paid on-site work experience as well as unpaid classroom and group training sessions, vocational counseling & job coaching, and classes/workshops aimed at building strengths towards employment readiness. The program improves, maintains, or restores personal independence and functioning, consistent with requirements for learning and development, which provides services to a distinct group of beneficiaries. Employee Development's main component is *Production & Fulfillment Services*, a workshop setting and on-the-job training in the fulfillment services

<b>Contractor Name:</b> Richmond Area Multi-Services, Inc.	<b>Appendix A-5</b>
<b>Program Name:</b> Employee Development	<b>Funding Term:</b> 07/01/2023 – 06/30/2024
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industry (packaging, assembling, labeling, sorting, mailing) with paid work experience. Services are primarily provided on-site and/or in least restrictive environment in the field including: clients' employment site, community center, home, etc. Hire-Ability features a structured program in which clients participate at least three days a week (Monday to Friday) from 9:30 a.m. to 12:30 p.m.

Each consumer is assigned a Vocational Rehabilitation Counselor/Trainer who conducts a vocational assessment, facilitates vocational orientation & exploration, performs vocational counseling (case management & linkages), supports and identifies strengths & areas of employment interest, and also provides job training, job search and placement assistance, and job coaching, counseling & guidance. Having a single provider for these services streamlines and enhances care coordination. The vocational assessment is a comprehensive process that systematically utilizes an interview to assist the consumer in the identification of goals leading towards vocational development. These areas, as they relate to employment, include: work needs (e.g. reasonable accommodations), identifying community supports (therapists/case managers, support groups, family & friends), collateral information (therapists/case managers), cultural and/or language issues, work-related issues (concentration, stress, retention of instruction, safety habits, work behavior), psychiatric functioning (behavioral health condition), appearance & grooming, and external factors (financial concerns, living arrangement, medical care). A written report is developed summarizing the assessment, findings & recommendations, which informs the vocational plan and structure for job skills training.

During the vocational services planning, the counselor and consumer discuss how strengths can be utilized to make changes of their current conditions, to promote & sustain healthy mental health, and obtain & retain employment. The counselor also gathers relevant information from the client and other service providers and/or family members, as it relates to employment. An integrated vocational plan for goals is formally developed within the first month of participation, with ongoing monitoring of progress at each meeting/vocational activity, and formally reviewed at the third month. This comprehensive plan considers the client's environment and entire support structure as well as specific employment goals, and takes into account collateral information (e.g. behavioral health treatment plan incorporates vocational goals). Staff are also trained to identify signs of psychiatric relapse and, through collaboration with the client's therapist, implements the appropriate interventions. Together, the counselor & client set goals and identify strategies that are attainable & measurable. The plan includes consumer's input through self-evaluation & rating as well as the counselor's appraisal. RAMS also facilitates linkages for support services (e.g. transportation, child care).

Vocational training and skills building is provided through various capacities. The Vocational Rehabilitation Counselors serve as the primary trainers and maintain written evaluations & progress reports on client skills and vocational goals. These include, but are not limited to, productivity, work quality, attendance, punctuality, dress & grooming, communication with others, group participation, and work endurance. As the primary trainer, Counselors are thoroughly familiar with each individual's daily progress and can provide consistent feedback and support. Training is offered in specific industries, further supporting consumer choice & empowerment and likelihood of transferable skills for gaining competitive employment.

<b>Contractor Name:</b> Richmond Area Multi-Services, Inc.	<b>Appendix A-5</b>
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For all Employee Development Program participants, RAMS Hire-Ability offers structured groups (i.e. vocational counseling, training, psycho-education) as a core component of services to clients. Facilitated by Vocational Rehabilitation Counselor, the groups provide positive peer support and pressure, focus on interpersonal relationships, a support network for specific problems or challenges, and can assist individuals to learn about themselves and relate better with other people. Groups can be jointly run with collaborative partners (e.g. behavioral health counselors), taking place at RAMS and/or the partner's site, depending on client feedback & indicated preference, and offered at various hours of the day throughout the week.

- D. Discharge Planning and exit criteria and process, i.e., a step-down to less intensive treatment programs, the criteria of a successful program completion, aftercare, transition to another provider, etc.

Clients successfully complete the program when: (1) 85% attendance rate, and (2) Vocational Development Plan goals are achieved. Upon discharge, referral can be to competitive employment, volunteer internships, education, college enrollment, or salaried employment including higher wage and skilled jobs in industries which are experiencing shortages such as the healthcare field. In this pursuit, the Vocational Rehabilitation Counselor may assist with job search & placement assistance and provide job coaching, counseling, and guidance. As Hire-Ability offers a full spectrum of vocational services, consumers may transition into Employment Services, which is funded through a contract/agreement with the California State Department of Rehabilitation. This program provides a higher level of individualized job preparation using classroom and individual meetings, job development, individualized plans & job placement, and follow-along services to consumers. Hire-Ability also maintains a cooperative agreement with California Department of Rehabilitation (since 1998) to connect employers with trained individuals; thus, supporting job placements for program participants with employment. Consumers may also enter the RAMS Peer Specialist Mental Health Certificate Program (funded by SFDPH-BHS-MHSA), which offers entry and advanced level courses in peer counseling as well as a monthly training series.

E. Program staffing.

Program Director and/or Administrative/Operations Manager – oversee the operations, contracts of the program, oversee operations of shelter workshop, supervise Vocational Rehabilitation Counselors, and support clients in problem solving and other issues

Vocational Rehabilitation Counselor – supervise clients in shelter workshop and other real work situations, help problem solving skills, teach other vocational skills, provide case management and linkage services as needed and appropriate, which may include case conferencing with other service providers (therapist, benefit counselor, etc.)

Administrative Assistant/Office Manager – provide administrative support to the program

<b>Contractor Name:</b> Richmond Area Multi-Services, Inc.	<b>Appendix A-5</b>
<b>Program Name:</b> Employee Development	<b>Funding Term:</b> 07/01/2023 – 06/30/2024
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## 7. Objectives and Measurements:

All applicable objectives, and descriptions of how objectives will be measured, are contained in the BHS document entitled MHSA Performance Objectives FY 2023 - 2024.

## 8. Continuous Quality Improvement:

### A. Achievement of contract performance objectives and productivity

RAMS continuously monitors progress towards contract performance objectives and has established information dissemination and reporting mechanisms to support achievement. All direct service providers are informed about objectives and the required documentation related to the activities and service outcomes. With regards to management monitoring, the Program Director reports progress/status towards each contract objective in the monthly report to executive management (including Director of Community & Workforce Empowerment). If the projected progress has not been achieved for the given month, the Program Director identifies barriers and develops a plan of action. The data reported in the monthly report is on-goingly collected, with its methodology depending on the type of information; for instance, the RAMS Information Technology/Billing Information Systems (IT/BIS) department extracts data from the Avatar system to develop a report on units of service per program code/reporting unit. In addition, the Program Director monitors vocational service progress (level of engagement after intake, level of accomplishing vocational goals/objectives), service discharge reasons, and service utilization review. RAMS also conducts various random chart reviews to review adherence to objectives as well as treatment documentation requirements.

### B. Quality of documentation, including frequency and scope of chart audits.

The program utilizes various mechanisms to review documentation quality. Chart review by supervisors, at the very minimum, is reviewed during the first 30 days of a case opening, every 30 days thereafter, and within a week of case closure. Based on their review, determinations/recommendations are provided relating to service authorizations including frequency and modality/type of services, and the match to client's progress & vocational/clinical needs; feedback is provided to direct staff members. Furthermore, clinical supervisors monitor the service documentation of their supervisees; staff meet weekly with their supervisors to review caseload with regard to service strategies, vocational plans & progress, documentation, productivity, etc. On a quarterly basis, the Program Director or Manager/Coordinator conducts a review of randomly selected charts (up to 10 charts, program-wide) to monitor quality & timeliness and provide feedback directly to staff as well as general summaries at staff meetings. The selection is such that each individual provider is reviewed at least annually.

In addition to the program's documentation review, the RAMS quality improvement staff formally conducts a review of randomly selected charts to monitor adherence to documentation standards and protocols. Feedback is provided directly to staff as well as general summaries at staff meetings.

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### C. Cultural competency of staff and services

RAMS philosophy of care reflect values that recovery & rehabilitation are more likely to occur where the mental health systems, services, and providers have and utilize knowledge and skills that are culturally competent and compatible with the backgrounds of consumers and their families and communities, at large. The agency upholds the Culturally and Linguistically Appropriate Services (CLAS) standards. The following is how RAMS monitors, enhances, and improves service quality:

- Ongoing professional development and enhancement of cultural competency practices are facilitated through a regular training schedule, which includes in-service trainings on various aspects of cultural competency/humility and service delivery (including holistic & complementary health practices, wellness and recovery principles). Trainings are from field experts on various topics. Professional development is further supported by individual supervision (mostly weekly); supervisors and their supervisees' caseload with regard to service strategies, vocational plans & progress, documentation, etc. Furthermore, RAMS annually holds an agency-wide cultural competency training. Training topics are identified through various methods, primarily from direct service staff suggestions and pertinent community issues.
- Ongoing review of vocational services indicators is conducted by the Program Director (and reported to executive management) on monthly basis; data collection and analysis of service engagement (referral source; engagement after intake; number of admissions; service discharge reasons; and service utilization review)
- Client's preferred language for services is noted at intake; during the case assignment process, the Program Director matches client with counselor by taking into consideration language, culture, and provider expertise. RAMS also maintains policies on Client Language Access to Services; Client Nondiscrimination and Equal Access; and Welcoming and Access.
- At least annually, aggregated demographic data of clientele and staff/providers is collected and analyzed by management in order to continuously monitor and identify any enhancements needed.
- Development of annual objectives based on cultural competency principles; as applicable, progress on objectives is reported by Program Director to executive management in monthly report. If the projected progress has not been achieved for the given month, the Program Director identifies barriers and develops a plan of action.
- Strengthening and empowering the roles of consumers and their families by soliciting feedback on service delivery and identifying areas for improvement (see Section D. Client Satisfaction).
- RAMS maintains policies and procedures to recruit, retain, and promote at all levels a diverse staff and leadership (including Board of Directors) that reflect the multi-cultural,

<b>Contractor Name:</b> Richmond Area Multi-Services, Inc.	<b>Appendix A-5</b>
<b>Program Name:</b> Employee Development	<b>Funding Term:</b> 07/01/2023 – 06/30/2024
	<b>Funding Source:</b> MH Adult State 1991 MH Realignment, MH Adult County GF

multi-lingual diversity of the community. Other retention strategies include soliciting staff feedback on agency/programmatic improvements (service delivery, staffing resources); this is continuously solicited by the Program Director and, at least annually, the CEO meets with each program to solicit feedback for this purpose. The agency periodically disseminates staff climate and/or satisfaction surveys and Human Resources conducts exit interviews with departing staff. All information is gathered and management explores implementation, if deemed appropriate; this also informs the agency's strategic plan.

- To ensure accountability at all levels, the RAMS CEO meets with the RAMS Board of Directors on a regular basis (approximately monthly) and provides an update on agency and programs' activities and matters.

#### D. Satisfaction with services

RAMS adheres to the BHS satisfaction survey protocols which include dissemination annually or biannually. In addition, the Hire-Ability administered its program-developed client satisfaction surveys at case closure or upon request of the client. Furthermore, client feedback is obtained during post- program evaluations, quarterly client advisory council meetings, daily community meetings at the vocational services program, individual meetings between direct service staff and clients, and through a confidential telephone hotline. Results of the survey methods are shared at staff meetings, and reported to executive management. Furthermore, the program facilitates focus groups with clients. All satisfaction survey methods and feedback results are also compiled and reported to executive management along with assessment of suggestion implementation. On an annual to bi-annual basis, clients attend RAMS Board of Directors meetings to share their experiences and provide feedback.

#### E. Timely completion and use of outcome data, including CANS and/or ANSA

ANSA data is not applicable for this contract; however, as described in previous CQI sections, RAMS continuously utilizes available data to inform service delivery to support positive outcomes.

### 9. Required Language:

N/A

## **Appendix B Calculation of Charges**

### **1. Method of Payment**

A. For the purposes of this Section, “General Fund” shall mean all those funds, which are not Work Order or Grant funds. “General Fund Appendices” shall mean all those appendices, which include General Fund monies. Compensation for all SERVICES provided by CONTRACTOR shall be paid in the following manner

(1) For contracted services reimbursable by Fee for Service (Monthly Reimbursement by Certified Units at Budgeted Unit Rates)

CONTRACTOR shall submit monthly invoices in the format attached, Appendix F, and in a form acceptable to the Contract Administrator, by the fifteenth (15<sup>th</sup>) calendar day of each month, based upon the number of units of service that were delivered in the preceding month. All deliverables associated with the SERVICES defined in Appendix A times the unit rate as shown in the appendices cited in this paragraph shall be reported on the invoice(s) each month. All charges incurred under this Agreement shall be due and payable only after SERVICES have been rendered and in no case in advance of such SERVICES.

(2) For contracted services reimbursable by Cost Reimbursement (Monthly Reimbursement for Actual Expenditures within Budget):

CONTRACTOR shall submit monthly invoices in the format attached, Appendix F, and in a form acceptable to the Contract Administrator, by the fifteenth (15<sup>th</sup>) calendar day of each month for reimbursement of the actual costs for SERVICES of the preceding month. All costs associated with the SERVICES shall be reported on the invoice each month. All costs incurred under this Agreement shall be due and payable only after SERVICES have been rendered and in no case in advance of such SERVICES.

B. Final Closing Invoice

(1) For contracted services reimbursable by Fee for Service Reimbursement:

A final closing invoice, clearly marked “FINAL,” shall be submitted no later than forty-five (45) calendar days following the closing date of each fiscal year of the Agreement, and shall include only those SERVICES rendered during the referenced period of performance. If SERVICES are not invoiced during this period, all unexpended funding set aside for this Agreement will revert to CITY. CITY’S final reimbursement to the CONTRACTOR at the close of the Agreement period shall be adjusted to conform to actual units certified multiplied by the unit rates identified in Appendix B attached hereto, and shall not exceed the total amount authorized and certified for this Agreement.

(2) For contracted services reimbursable by Cost Reimbursement:

A final closing invoice clearly marked “FINAL,” shall be submitted no later than forty-five (45) calendar days following the closing date of each fiscal year of the Agreement, and shall include only those costs incurred during the referenced period of performance. If costs are not invoiced during this period, all unexpended funding set aside for this Agreement will revert to CITY.

C. All amounts paid by CITY to CONTRACTOR shall be subject to audit by CITY.

D. Upon the effective date of this Agreement, and contingent upon prior approval by the CITY'S Department of Public Health of an invoice or claim submitted by Contractor, and of each year's revised Appendix A (Description of Services) and each year's revised Appendix B (Program Budget and Cost Reporting Data Collection Form), and within each fiscal year, the CITY agrees to make an initial payment to CONTRACTOR not to exceed twenty-five per cent (25%) of the General Fund and Mental Health Service Act (Prop 63) portions of the CONTRACTOR'S allocation for the applicable fiscal year.

CONTRACTOR agrees that within that fiscal year, this initial payment shall be recovered by the CITY through a reduction to monthly payments to CONTRACTOR during the period of October 1 through March 31 of the applicable fiscal year, unless and until CONTRACTOR chooses to return to the CITY all or part of the initial payment for that fiscal year. The amount of the initial payment recovered each month shall be calculated by dividing the total initial payment for the fiscal year by the total number of months for recovery. Any termination of this Agreement, whether for cause or for convenience, will result in the total outstanding amount of the initial payment for that fiscal year being due and payable to the CITY within thirty (30) calendar days following written notice of termination from the CITY.

**2. Program Budgets and Final Invoice**

A. Program Budgets are listed below and are attached hereto:

Appendix B-1 – Hire - Ability Janitorial Services

Appendix B-2 – Hire - Ability Clerical & Mailroom Services

Appendix B-3 –Information Technology

Appendix B-4 – TAY Vocational Services

Appendix B-5 – Employee Development

B. CONTRACTOR understands that, of this maximum dollar obligation listed in section 3.3.1 of this Agreement, **\$3,740,363** is included as a contingency amount and is neither to be used in Program Budgets attached to this Appendix, or available to Contractor without a modification to this Agreement as specified in Section 3.7 Contract Amendments; Budgeting Revisions. Contractor further understands that no payment of any portion of this contingency amount will be made unless and until such modification or budget revision has been fully approved and executed in accordance with applicable City and Department of Public Health laws, regulations and policies/procedures and certification as to the availability of funds by Controller. Contractor agrees to fully comply with these laws, regulations, and policies/procedures.

C. For each fiscal year of the term of this Agreement, CONTRACTOR shall submit for approval of the CITY's Department of Public Health a revised Appendix A, Description of Services, and a revised Appendix B, Program Budget and Cost Reporting Data Collection form, based on the CITY's allocation of funding for SERVICES for the appropriate fiscal year. CONTRACTOR shall create these Appendices in compliance with the instructions of the Department of Public Health. These Appendices shall apply only to the fiscal year for which they were created. These Appendices shall become part of this Agreement only upon approval by the CITY.

D. The amount for each fiscal year, to be used in Appendix B, Budget and available to CONTRACTOR for that fiscal year shall conform with the Appendix A, Description of Services, and

Appendix B, Program Budget and Cost Reporting Data Collection form, as approved by the CITY's Department of Public Health based on the CITY's allocation of funding for SERVICES for that fiscal year.

CONTRACTOR understands that the CITY may need to adjust funding sources and funding allocations and agrees that these needed adjustments will be executed in accordance with Section 3.7 of this Agreement. In event that such funding source or funding allocation is terminated or reduced, this Agreement shall be terminated or proportionately reduced accordingly. In no event will CONTRACTOR be entitled to compensation in excess of these amounts for these periods without there first being a modification of the Agreement or a revision to Appendix B, Budget, as provided for in Section 3.7 section of this Agreement.

(1). Estimated Funding Allocations

<b>Contract Term</b>	<b>Estimated Funding Allocation</b>
May 1, 2022 to June 30, 2022	\$733,056
July 1, 2022 to June 30, 2023	\$5,194,125
July 1, 2023 to December 31, 2023	\$2,877,385
Jan 1, 2024 – June 30, 2024	\$2,877,385
July 1, 2024 to June 30, 2025	\$5,984,961
July 1, 2025 to June 30, 2026	\$6,224,359
July 1, 2026 to June 30, 2027	\$6,473,334
July 1, 2027 to June 30, 2028	6,732,267
<b>Subtotal</b>	<b>\$37,096,872</b>
Contingency @ 12% (July 1, 2023 to June 30, 2028)	\$3,740,363
<b>Total Revised Not-to-Exceed Amount</b>	<b>\$40,837,235</b>

**3. Services of Attorneys**

No invoices for Services provided by law firms or attorneys, including, without limitation, as subcontractors of Contractor, will be paid unless the provider received advance written approval from the City Attorney.

**4. State or Federal Medi-Cal Revenues**

A. CONTRACTOR understands and agrees that should the CITY'S maximum dollar obligation under this Agreement include State or Federal Medi-Cal revenues, CONTRACTOR shall expend such revenues in the provision of SERVICES to Medi-Cal eligible clients in accordance with CITY, State, and Federal Medi-Cal regulations. Should CONTRACTOR fail to expend budgeted Medi-Cal revenues herein, the CITY'S maximum dollar obligation to CONTRACTOR shall be proportionally reduced in the amount of such unexpended revenues. In no event shall State/Federal Medi-Cal revenues be used for clients who do not qualify for Medi-Cal reimbursement.

B. CONTRACTOR further understands and agrees that any State or Federal Medi-Cal funding in this Agreement subject to authorized Federal Financial Participation (FFP) is an estimate, and actual amounts will be determined based on actual services and actual costs, subject to the total compensation amount shown in this Agreement.”

## **5. Reports and Services**

No costs or charges shall be incurred under this Agreement nor shall any payments become due to CONTRACTOR until reports, SERVICES, or both, required under this Agreement are received from CONTRACTOR and approved by the DIRECTOR as being in accordance with this Agreement. CITY may withhold payment to CONTRACTOR in any instance in which CONTRACTOR has failed or refused to satisfy any material obligation provided for under this Agreement.

**Appendix B - DPH 1: Department of Public Health Contract Budget Summary**

DHCS Legal Entity Number 00343					Appendix B, Page 1	
Legal Entity Name/Contractor Name Richmond Area Multi-Services, Inc.					Fiscal Year 2023-2024	
Contract ID Number 1000024553					Funding Notification Date 08/01/24	
Appendix Number	B-1	B-2	B-3	B-4	B-5	
Provider Number	3894	3894	3894	3894	3894	
Program Name	Janitorial Services	Clerical & Mailroom Services	Information Technology	TAY Vocational Services	Employee Development Program	
Program Code	N/A	N/A	N/A	N/A	38B62	
Funding Term	07/01/23-06/30/24	07/01/23-06/30/24	07/01/23-06/30/24	07/01/23-06/30/24	07/01/23-06/30/24	
<b>FUNDING USES</b>						<b>TOTAL</b>
Salaries	\$ 1,240,871	\$ 898,859	\$ 995,790	\$ 99,733	\$ 279,579	\$ 3,514,832
Employee Benefits	\$ 434,305	\$ 287,635	\$ 298,438	\$ 30,758	\$ 100,649	\$ 1,151,785
<b>Subtotal Salaries &amp; Employee Benefits</b>	<b>\$ 1,675,176</b>	<b>\$ 1,186,494</b>	<b>\$ 1,294,228</b>	<b>\$ 130,491</b>	<b>\$ 380,228</b>	<b>\$ 4,666,617</b>
Operating Expenses	\$ 168,782	\$ 71,047	\$ 51,646	\$ 75,503	\$ 14,489	\$ 381,467
Capital Expenses						\$ -
<b>Subtotal Direct Expenses</b>	<b>\$ 1,843,958</b>	<b>\$ 1,257,541</b>	<b>\$ 1,345,874</b>	<b>\$ 205,994</b>	<b>\$ 394,717</b>	<b>\$ 5,048,084</b>
Indirect Expenses	\$ 258,152	\$ 176,055	\$ 188,374	\$ 28,844	\$ 55,261	\$ 706,686
Indirect %	14.0%	14.0%	14.0%	14.0%	14.0%	14.0%
<b>TOTAL FUNDING USES</b>	<b>\$ 2,102,110</b>	<b>\$ 1,433,596</b>	<b>\$ 1,534,248</b>	<b>\$ 234,838</b>	<b>\$ 449,978</b>	<b>\$ 5,754,770</b>
				Employee Benefits Rate		31.9%
<b>BHS MENTAL HEALTH FUNDING SOURCES</b>						
MH Adult County General Fund	\$ 1,140,914	\$ 763,952			\$ 92,666	\$ 1,997,532
MH CYF County General Fund	\$ 7,169	\$ 10,322				\$ 17,491
MH Adult State 1991 MH Realignment	\$ 121,669	\$ 344,570			\$ 49,778	\$ 516,017
MH CYF State 1991 Realignment	\$ 3,653	\$ 10,347				\$ 14,000
MH CYF Wellness Center	\$ 8,000					\$ 8,000
MH MHSA (Adult)	\$ 820,705	\$ 304,405			\$ 307,534	\$ 1,432,644
MH MHSA (IT)			\$ 1,534,248			\$ 1,534,248
MH MHSA (TAY)				\$ 234,838		\$ 234,838
						\$ -
<b>TOTAL BHS MENTAL HEALTH FUNDING SOURCES</b>	<b>\$ 2,102,110</b>	<b>\$ 1,433,596</b>	<b>\$ 1,534,248</b>	<b>\$ 234,838</b>	<b>\$ 449,978</b>	<b>\$ 5,754,770</b>
<b>BHS SUD FUNDING SOURCES</b>						
						\$ -
						\$ -
<b>TOTAL BHS SUD FUNDING SOURCES</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
<b>OTHER DPH FUNDING SOURCES</b>						
	0	\$ -				\$ -
						\$ -
						\$ -
<b>TOTAL OTHER DPH FUNDING SOURCES</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
<b>TOTAL DPH FUNDING SOURCES</b>	<b>\$ 2,102,110</b>	<b>\$ 1,433,596</b>	<b>\$ 1,534,248</b>	<b>\$ 234,838</b>	<b>\$ 449,978</b>	<b>\$ 5,754,770</b>
<b>NON-DPH FUNDING SOURCES</b>						
						\$ -
						\$ -
<b>TOTAL NON-DPH FUNDING SOURCES</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
<b>TOTAL FUNDING SOURCES (DPH AND NON-DPH)</b>	<b>\$ 2,102,110</b>	<b>\$ 1,433,596</b>	<b>\$ 1,534,248</b>	<b>\$ 234,838</b>	<b>\$ 449,978</b>	<b>\$ 5,754,770</b>
<b>Prepared By</b> Eduard Agajanian 408-394-8778						

**Appendix B - DPH 2: Department of Public Health Cost Reporting/Data Collection (GRDC)**

DHCS Legal Entity Number 00343		Appendix Number B-1	
Provider Name <u>Richmond Area Multi-Services, Inc.</u>		Page Number P 2	
Provider Number 3894		Fiscal Year 2023-2024	
Contract ID Number 1000024553		Funding Notification Date 08/01/24	
Program Name	Janitorial Services		
Program Code	N/A	N/A	
Mode/SFC (MH) or Modality (SUD)	10/30-39	10/30-39	
Service Description	DS-Vocational	DS-Vocational	
Funding Term (mm/dd/yy-mm/dd/yy)	07/01/23-06/30/24	07/01/23-06/30/24	
<b>FUNDING USES</b>			<b>TOTAL</b>
Salaries & Employee Benefits	\$ 1,021,187	\$ 653,989	\$ 1,675,176
Operating Expenses	\$ 102,889	\$ 65,893	\$ 168,782
Capital Expenses			\$ -
<b>Subtotal Direct Expenses</b>	<b>\$ 1,124,076</b>	<b>\$ 719,882</b>	<b>\$ 1,843,958</b>
Indirect Expenses	\$ 157,329	\$ 100,823	\$ 258,152
Indirect %	14.0%	14.0%	14.0%
<b>TOTAL FUNDING USES</b>	<b>\$ 1,281,405</b>	<b>\$ 820,705</b>	<b>\$ 2,102,110</b>
<b>BHS MENTAL HEALTH FUNDING SOURCES</b>	<b>Dept-Auth-Proj-Activity</b>		
MH Adult County General Fund	251984-10000-10001792-0001	\$ 1,140,914	\$ 1,140,914
MH CYF County General Fund	251962-10000-10001670-0001	\$ 7,169	\$ 7,169
MH Adult State 1991 MH Realignment	251984-10000-10001792-0001	\$ 121,669	\$ 121,669
MH CYF State 1991 Realignment	251962-10000-10001670-0001	\$ 3,653	\$ 3,653
MH CYF Wellness Center	251962-10000-10001795-0001	\$ 8,000	\$ 8,000
MH MHA (Adult)	251984-17156-10031199-0087	\$ 820,705	\$ 820,705
This row left blank for funding sources not in drop-down list			
<b>TOTAL BHS MENTAL HEALTH FUNDING SOURCES</b>		<b>\$ 1,281,405</b>	<b>\$ 820,705</b>
<b>BHS SUD FUNDING SOURCES</b>	<b>Dept-Auth-Proj-Activity</b>		
			\$ -
			\$ -
			\$ -
This row left blank for funding sources not in drop-down list			
<b>TOTAL BHS SUD FUNDING SOURCES</b>		<b>\$ -</b>	<b>\$ -</b>
<b>OTHER DPH FUNDING SOURCES</b>	<b>Dept-Auth-Proj-Activity</b>		
			\$ -
This row left blank for funding sources not in drop-down list			
<b>TOTAL OTHER DPH FUNDING SOURCES</b>		<b>\$ -</b>	<b>\$ -</b>
<b>TOTAL DPH FUNDING SOURCES</b>		<b>\$ 1,281,405</b>	<b>\$ 820,705</b>
<b>NON-DPH FUNDING SOURCES</b>			
This row left blank for funding sources not in drop-down list			
<b>TOTAL NON-DPH FUNDING SOURCES</b>		<b>\$ -</b>	<b>\$ -</b>
<b>TOTAL FUNDING SOURCES (DPH AND NON-DPH)</b>		<b>1,281,405</b>	<b>820,705</b>
<b>BHS UNITS OF SERVICE AND UNIT COST</b>			
Number of Beds Purchased			
SUD Only - Number of Outpatient Group Counseling Sessions			
SUD Only - Licensed Capacity for Narcotic Treatment Programs			
Payment Method	Cost Reimbursement (CR)	Cost Reimbursement (CR)	
DPH Units of Service/Hours to Bill (LOF)	2,416	1,547	
Unit Type	Client Full Day	Client Full Day	
Cost Per Unit - DPH Rate (DPH FUNDING SOURCES Only)	\$ 530.38	\$ 530.51	
Cost Per Unit - Contract Rate (DPH & Non-DPH FUNDING SOURCES)	\$ 530.38	\$ 530.51	
Published Rate (Medi-Cal Providers Only)			<b>Total UDC</b>
Unduplicated Clients (UDC)	n/a	n/a	n/a

**Appendix B - DPH 3: Salaries & Employee Benefits Detail**

Contract ID Number 1000024553  
 Program Name Janitorial Services  
 Program Code N/A

Appendix Number B-1  
 Page Number P 3  
 Fiscal Year 2023-2024  
 Funding Notification Date 08/01/24

Funding Term	TOTAL		General Fund (251984-10000-10001792-0001; 251962-10000-10001670-0001; 251962-10000-10001795-0001)		MH MSA (Adult) (251984-17156-10031199-0087)		Dept-Auth-Proj-Activity		Dept-Auth-Proj-Activity	
	FTE	Salaries	FTE	Salaries	FTE	Salaries	FTE	Salaries	FTE	Salaries
07/01/23-06/30/24										
07/01/23-06/30/24										
(mm/dd/yy-mm/dd/yy):										
(mm/dd/yy-mm/dd/yy):										
(mm/dd/yy-mm/dd/yy):										
Program Director	0.300	\$ 46,568	0.183	\$ 28,388	0.117	\$ 18,180				
Associate Director	0.330	\$ 38,140	0.201	\$ 23,250	0.129	\$ 14,890				
Environmental Services Manager	1.000	\$ 91,928	0.610	\$ 56,039	0.390	\$ 35,889				
Training Manager	0.300	\$ 27,810	0.183	\$ 16,953	0.117	\$ 10,857				
Administrative Manager	0.200	\$ 18,540	0.122	\$ 11,302	0.078	\$ 7,238				
Janitorial Business Services Manager	1.000	\$ 96,425	0.610	\$ 58,781	0.390	\$ 37,644				
Vocational Case Manager	0.200	\$ 15,347	0.122	\$ 9,356	0.078	\$ 5,991				
Site Supervisor	3.640	\$ 213,704	2.219	\$ 130,274	1.421	\$ 83,430				
Program Assistant	0.500	\$ 35,329	0.305	\$ 21,537	0.195	\$ 13,792				
Janitorial Specialist	0.530	\$ 31,662	0.323	\$ 19,301	0.207	\$ 12,361				
Janitor	8.000	\$ 383,160	4.877	\$ 233,574	3.123	\$ 149,586				
Interns	6.130	\$ 242,258	3.737	\$ 147,680	2.393	\$ 94,578				
<b>Totals:</b>	22.13	\$ 1,240,871	13.49	\$ 756,435	8.64	\$ 484,436	0.00	\$ -	0.00	\$ -
<b>Employee Benefits:</b>	35.00%	\$ 434,305	35.00%	\$ 264,752	35.00%	\$ 169,553	0.00%		0.00%	
<b>TOTAL SALARIES &amp; BENEFITS</b>		<b>\$ 1,675,176</b>		<b>\$ 1,021,187</b>		<b>\$ 653,989</b>		<b>\$ -</b>		<b>\$ -</b>



Appendix B - DPH 4: Operating Expenses Detail

Contract ID Number 1000024553  
 Program Name Janitorial Services  
 Program Code N/A

Appendix Number B-1  
 Page Number P 5  
 Fiscal Year 2023-2024  
 Funding Notification Date 08/01/24

Expense Categories & Line Items	TOTAL	General Fund (251984-10000-10001792-0001; 251962-10000-10001670-0001; 251962-10000-10001795-0001)			MH MSA (Adult) (251984-17156-10031199-0087)	Dept-Auth-Proj-Activity	Dept-Auth-Proj-Activity
		Funding Term	07/01/23-06/30/24	07/01/23-06/30/24			
					(mm/dd/yy-mm/dd/yy)	(mm/dd/yy-mm/dd/yy)	
Rent	\$ -	\$ -	\$ -	\$ -			
Utilities (telephone, electricity, water, gas)	\$ 1,560	\$ 951	\$ 609				
Building Repair/Maintenance	\$ 780	\$ 475	\$ 305				
<b>Occupancy Total:</b>	<b>\$ 2,340</b>	<b>\$ 1,426</b>	<b>\$ 914</b>	<b>\$ -</b>	<b>\$ -</b>		
Office Supplies	\$ 3,600	\$ 2,195	\$ 1,405				
Photocopying	\$ -	\$ -	\$ -				
Program Janitorial Supplies	\$ 130,292	\$ 79,426	\$ 50,866				
Computer Hardware/Software	\$ -	\$ -	\$ -				
<b>Materials &amp; Supplies Total:</b>	<b>\$ 133,892</b>	<b>\$ 81,621</b>	<b>\$ 52,271</b>	<b>\$ -</b>	<b>\$ -</b>		
Training/Staff Development	\$ 2,000	\$ 1,219	\$ 781				
Insurance	\$ 13,500	\$ 8,230	\$ 5,270				
Membership Fee	\$ 300	\$ 183	\$ 117				
Licenses Fee	\$ 250	\$ 152	\$ 98				
Software Subscription	\$ -	\$ -	\$ -				
Equipment Lease & Maintenance	\$ -	\$ -	\$ -				
<b>General Operating Total:</b>	<b>\$ 16,050</b>	<b>\$ 9,784</b>	<b>\$ 6,266</b>	<b>\$ -</b>	<b>\$ -</b>		
Local Travel	\$ 3,000	\$ 1,829	\$ 1,171				
Out-of-Town Travel	\$ -	\$ -	\$ -				
Field Expenses	\$ -	\$ -	\$ -				
<b>Staff Travel Total:</b>	<b>\$ 3,000</b>	<b>\$ 1,829</b>	<b>\$ 1,171</b>	<b>\$ -</b>	<b>\$ -</b>		
Consultant/Subcontractor (Provide Consultant/Subcontracting Agency Name, Service Detail w/Dates, Hourly Rate and Amounts)							
	\$ -	\$ -	\$ -				
<b>Consultant/Subcontractor Total:</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>		
Other (provide detail):							
Recruitment	\$ 1,500	\$ 914	\$ 586				
Client Related Expenses	\$ 12,000	\$ 7,315	\$ 4,685				
<b>Other Total:</b>	<b>\$ 13,500</b>	<b>\$ 8,229</b>	<b>\$ 5,271</b>	<b>\$ -</b>	<b>\$ -</b>		
<b>TOTAL OPERATING EXPENSE</b>	<b>\$ 168,782</b>	<b>\$ 102,889</b>	<b>\$ 65,893</b>	<b>\$ -</b>	<b>\$ -</b>		

**Appendix B - DPH 2: Department of Public Health Cost Reporting/Data Collection (CRDC)**

DHCS Legal Entity Number 00343		Appendix Number B-2	
Provider Name Richmond Area Multi-Services, Inc.		Page Number P 6	
Provider Number 3894		Fiscal Year 2023-2024	
Contract ID Number 1000024553		Funding Notification Date 08/01/24	
Program Name	Clerical & Mailroom Services		
Program Code	N/A	N/A	
Mode/SFC (MH) or Modality (SUD)	10/30-39	10/30-39	
Service Description	DS-Vocational	DS-Vocational	
Funding Term (mm/dd/yy-mm/dd/yy):	07/01/23-06/30/24	07/01/23-06/30/24	
<b>FUNDING USES</b>	<b>TOTAL</b>		
Salaries & Employee Benefits	\$ 934,600	\$ 251,894	\$ 1,186,494
Operating Expenses	\$ 55,962	\$ 15,085	\$ 71,047
Capital Expenses			\$ -
<b>Subtotal Direct Expenses</b>	<b>\$ 990,562</b>	<b>\$ 266,979</b>	<b>\$ - \$ 1,257,541</b>
Indirect Expenses	\$ 138,629	\$ 37,426	\$ 176,055
Indirect %	14.0%	14.0%	0.0% 14.0%
<b>TOTAL FUNDING USES</b>	<b>\$ 1,129,191</b>	<b>\$ 304,405</b>	<b>\$ - \$ 1,433,596</b>
<b>BHS MENTAL HEALTH FUNDING SOURCES</b>	<b>Dept-Auth-Proj-Activity</b>		
MH Adult County General Fund	251984-10000-10001792-0001	\$ 763,952	\$ 763,952
MH CYF County General Fund	251962-10000-10001670-0001	\$ 10,322	\$ 10,322
MH Adult State 1991 MH Realignment	251984-10000-10001792-0001	\$ 344,570	\$ 344,570
MH CYF State 1991 Realignment	251962-10000-10001670-0001	\$ 10,347	\$ 10,347
MH MHSA (Adult)	251984-17156-10031199-0087	\$ 304,405	\$ 304,405
This row left blank for funding sources not in drop-down list			
<b>TOTAL BHS MENTAL HEALTH FUNDING SOURCES</b>		<b>\$ 1,129,191</b>	<b>\$ 304,405 \$ - \$ 1,433,596</b>
<b>BHS SUD FUNDING SOURCES</b>	<b>Dept-Auth-Proj-Activity</b>		
This row left blank for funding sources not in drop-down list			
<b>TOTAL BHS SUD FUNDING SOURCES</b>		<b>\$ - \$ - \$ - \$ -</b>	
<b>OTHER DPH FUNDING SOURCES</b>	<b>Dept-Auth-Proj-Activity</b>		
This row left blank for funding sources not in drop-down list			
<b>TOTAL OTHER DPH FUNDING SOURCES</b>		<b>\$ - \$ - \$ - \$ -</b>	
<b>TOTAL DPH FUNDING SOURCES</b>		<b>\$ 1,129,191 \$ 304,405 \$ - \$ 1,433,596</b>	
<b>NON-DPH FUNDING SOURCES</b>			
This row left blank for funding sources not in drop-down list			
<b>TOTAL NON-DPH FUNDING SOURCES</b>		<b>\$ - \$ - \$ - \$ -</b>	
<b>TOTAL FUNDING SOURCES (DPH AND NON-DPH)</b>		<b>1,129,191 304,405 - 1,433,596</b>	
<b>BHS UNITS OF SERVICE AND UNIT COST</b>			
Number of Beds Purchased			
SUD Only - Number of Outpatient Group Counseling Sessions			
SUD Only - Licensed Capacity for Narcotic Treatment Programs			
Payment Method	Cost Reimbursement (CR)	Cost Reimbursement (CR)	
DPH Units of Service/Hours to Bill (LOF)	2,653	715	
Unit Type	Client Full Day	Client Full Day	0
Cost Per Unit - DPH Rate (DPH FUNDING SOURCES Only)	\$ 425.63	\$ 425.74	\$ -
Cost Per Unit - Contract Rate (DPH & Non-DPH FUNDING SOURCES)	\$ 425.63	\$ 425.74	\$ -
Published Rate (Medi-Cal Providers Only)			<b>Total UDC</b>
Unduplicated Clients (UDC)	n/a	n/a	n/a

**Appendix B - DPH 3: Salaries & Employee Benefits Detail**

Contract ID Number 1000024553  
 Program Name Clerical & Mailroom Services  
 Program Code N/A

Appendix Number B-2  
 Page Number P 7  
 Fiscal Year 2023-2024  
 Funding Notification Date 08/01/24

Funding Term	TOTAL		General Fund (251984-10000-10001792-0001; 251962-10000-10001670-0001)		MH MSA (Adult) (251984-17156-10031199-0087)		Dept-Auth-Proj-Activity		Dept-Auth-Proj-Activity	
	FTE	Salaries	FTE	Salaries	FTE	Salaries	FTE	Salaries	FTE	Salaries
07/01/23-06/30/24										
07/01/23-06/30/24										
07/01/23-06/30/24										
(mm/dd/yy-mm/dd/yy):										
(mm/dd/yy-mm/dd/yy):										
Divisional Director	0.180	\$ 27,941	0.142	\$ 22,009	0.038	\$ 5,932				
Associate Director	0.180	\$ 20,804	0.142	\$ 16,387	0.038	\$ 4,417				
Training Manager	0.700	\$ 64,890	0.551	\$ 51,114	0.149	\$ 13,776				
VR Case Manager	0.800	\$ 61,388	0.630	\$ 48,355	0.170	\$ 13,033				
Interns	5.500	\$ 217,343	4.332	\$ 171,201	1.168	\$ 46,142				
Messenger/Driver	1.850	\$ 87,875	1.457	\$ 69,219	0.393	\$ 18,656				
Project Team Leader	1.000	\$ 62,109	0.788	\$ 48,923	0.212	\$ 13,186				
Administrative Assistant/Receptionist	5.140	\$ 266,509	4.049	\$ 209,929	1.091	\$ 56,580				
VRS Program Manager (Mynor)	1.000	\$ 90,000	0.788	\$ 70,893	0.212	\$ 19,107				
<b>Totals:</b>	16.35	\$ 898,859	12.88	\$ 708,030	3.47	\$ 190,829	0.00	\$ -	0.00	\$ -
<b>Employee Benefits:</b>	32.00%	\$ 287,635	32.00%	\$ 226,570	32.00%	\$ 61,065	0.00%		0.00%	
<b>TOTAL SALARIES &amp; BENEFITS</b>		<b>\$ 1,186,494</b>		<b>\$ 934,600</b>		<b>\$ 251,894</b>		<b>\$ -</b>		<b>\$ -</b>



**Appendix B - DPH 4: Operating Expenses Detail**

Contract ID Number 1000024553  
 Program Name Clerical & Mailroom Services  
 Program Code N/A

Appendix Number B-2  
 Page Number P 9  
 Fiscal Year 2023-2024  
 Funding Notification Date 08/01/24

Expense Categories & Line Items	TOTAL	General Fund (251984-10000-10001792-0001; 251962-10000-10001670-0001)	MH MSA (Adult) (251984-17156-10031199-0087)	Dept-Auth-Proj-Activity	Dept-Auth-Proj-Activity
<b>Funding Term</b>	07/01/23-06/30/24	07/01/23-06/30/24	07/01/23-06/30/24	(mm/dd/yy-mm/dd/yy)	(mm/dd/yy-mm/dd/yy)
Rent	\$ 12,000	\$ 9,452	\$ 2,548		
Utilities (telephone, electricity, water, gas)	\$ 15,020	\$ 11,831	\$ 3,189		
Building Repair/Maintenance	\$ 3,000	\$ 2,363	\$ 637		
<b>Occupancy Total:</b>	<b>\$ 30,020</b>	<b>\$ 23,646</b>	<b>\$ 6,374</b>	<b>\$ -</b>	<b>\$ -</b>
Office Supplies	\$ 2,100	\$ 1,654	\$ 446		
Mailing Expenses	\$ 120	\$ 95	\$ 25		
Photocopying	\$ -	\$ -	\$ -		
Program Supplies	\$ 600	\$ 473	\$ 127		
Computer Hardware/Software	\$ 1,000	\$ 788	\$ 212		
<b>Materials &amp; Supplies Total:</b>	<b>\$ 3,820</b>	<b>\$ 3,010</b>	<b>\$ 810</b>	<b>\$ -</b>	<b>\$ -</b>
Training/Staff Development	\$ 2,000	\$ 1,575	\$ 425		
Insurance	\$ 13,536	\$ 10,662	\$ 2,874		
Software Subscription	\$ 1,200	\$ 945	\$ 255		
License Fee	\$ 750	\$ 591	\$ 159		
Vehicle Lease & Maintenance	\$ 4,200	\$ 3,308	\$ 892		
Equipment Lease & Maintenance	\$ 3,000	\$ 2,363	\$ 637		
<b>General Operating Total:</b>	<b>\$ 24,686</b>	<b>\$ 19,444</b>	<b>\$ 5,242</b>	<b>\$ -</b>	<b>\$ -</b>
Local Travel	\$ 5,490	\$ 4,324	\$ 1,166		
Out-of-Town Travel	\$ -	\$ -	\$ -		
Field Expenses	\$ -	\$ -	\$ -		
<b>Staff Travel Total:</b>	<b>\$ 5,490</b>	<b>\$ 4,324</b>	<b>\$ 1,166</b>	<b>\$ -</b>	<b>\$ -</b>
Consultant/Subcontractor (Provide Consultant/Subcontracting Agency Name, Service Detail w/Dates, Hourly Rate and Amounts)					
	\$ -	\$ -	\$ -		
<b>Consultant/Subcontractor Total:</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
Other (provide detail):					
Recruitment	\$ 1,200	\$ 945	\$ 255		
Client Related Expenses	\$ 5,831	\$ 4,593	\$ 1,238		
<b>Other Total:</b>	<b>\$ 7,031</b>	<b>\$ 5,538</b>	<b>\$ 1,493</b>	<b>\$ -</b>	<b>\$ -</b>
<b>TOTAL OPERATING EXPENSE</b>	<b>\$ 71,047</b>	<b>\$ 55,962</b>	<b>\$ 15,085</b>	<b>\$ -</b>	<b>\$ -</b>

Note: Expense Categories (i.e., Occupancy, Materials & Supplies, etc.) may NOT be changed. However, default Expense Line Items may be edited or deleted as necessary to reflect the contractor's ledger accounts.

**Appendix B - DPH 2: Department of Public Health Cost Reporting/Data Collection (CRDC)**

DHCS Legal Entity Number 00343		Appendix Number B-3		
Provider Name Richmond Area Multi-Services, Inc.		Page Number P 10		
Provider Number 3894		Fiscal Year 2023-2024		
Contract ID Number 1000024553		Funding Notification Date 08/01/24		
Program Name	Information Technology			
Program Code	N/A	N/A	N/A	
Mode/SFC (MH) or Modality (SUD)	10/30-39	10/30-39	10/30-39	
Service Description	DS-Vocational Helpdesk	DS-Vocational Desktop	DS-Vocational Consumer Portal	
Funding Term (mm/dd/yy-mm/dd/yy):	07/01/23-06/30/24	07/01/23-06/30/24	07/01/23-06/30/24	
<b>FUNDING USES</b>				<b>TOTAL</b>
Salaries & Employee Benefits	\$ 781,630	\$ 244,114	\$ 268,484	\$ 1,294,228
Operating Expenses	\$ 31,191	\$ 9,743	\$ 10,712	\$ 51,646
Capital Expenses				\$ -
<b>Subtotal Direct Expenses</b>	<b>\$ 812,821</b>	<b>\$ 253,857</b>	<b>\$ 279,196</b>	<b>\$ 1,345,874</b>
Indirect Expenses	\$ 113,766	\$ 35,531	\$ 39,077	\$ 188,374
Indirect %	14.0%	14.0%	14.0%	14.0%
<b>TOTAL FUNDING USES</b>	<b>\$ 926,587</b>	<b>\$ 289,388</b>	<b>\$ 318,273</b>	<b>\$ 1,534,248</b>
<b>BHS MENTAL HEALTH FUNDING SOURCES</b>	<b>Dept-Auth-Proj-Activity</b>	0.615600	0.176600	0.207800
MH MHSA (IT)	251984-17156-10031199-0093	\$ 926,587	\$ 289,388	\$ 318,273
				\$ -
This row left blank for funding sources not in drop-down list				
<b>TOTAL BHS MENTAL HEALTH FUNDING SOURCES</b>	<b>\$ 926,587</b>	<b>\$ 289,388</b>	<b>\$ 318,273</b>	<b>\$ 1,534,248</b>
<b>BHS SUD FUNDING SOURCES</b>	<b>Dept-Auth-Proj-Activity</b>			
				\$ -
				\$ -
				\$ -
This row left blank for funding sources not in drop-down list				
<b>TOTAL BHS SUD FUNDING SOURCES</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
<b>OTHER DPH FUNDING SOURCES</b>	<b>Dept-Auth-Proj-Activity</b>			
				\$ -
This row left blank for funding sources not in drop-down list				
<b>TOTAL OTHER DPH FUNDING SOURCES</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
<b>TOTAL DPH FUNDING SOURCES</b>	<b>\$ 926,587</b>	<b>\$ 289,388</b>	<b>\$ 318,273</b>	<b>\$ 1,534,248</b>
<b>NON-DPH FUNDING SOURCES</b>				
				\$ -
This row left blank for funding sources not in drop-down list				
<b>TOTAL NON-DPH FUNDING SOURCES</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
<b>TOTAL FUNDING SOURCES (DPH AND NON-DPH)</b>	<b>926,587</b>	<b>289,388</b>	<b>318,273</b>	<b>1,534,248</b>
<b>BHS UNITS OF SERVICE AND UNIT COST</b>				
	Number of Beds Purchased			
	SUD Only - Number of Outpatient Group Counseling Sessions			
	SUD Only - Licensed Capacity for Narcotic Treatment Programs			
Payment Method	Cost Reimbursement (CR)	Cost Reimbursement (CR)	Cost Reimbursement (CR)	
DPH Units of Service/Hours to Bill (LOF)	1139	223	245	
Unit Type	Client Full Day	Client Full Day	Client Full Day	
Cost Per Unit - DPH Rate (DPH FUNDING SOURCES Only)	\$ 813.51	\$ 1,297.70	\$ 1,299.07	
Cost Per Unit - Contract Rate (DPH & Non-DPH FUNDING SOURCES)	\$ 813.51	\$ 1,297.70	\$ 1,299.07	
Published Rate (Medi-Cal Providers Only)				<b>Total UDC</b>
Unduplicated Clients (UDC)	n/a	n/a	n/a	n/a

**Appendix B - DPH 3: Salaries & Employee Benefits Detail**

Contract ID Number 1000024553  
 Program Name Information Technology  
 Program Code N/A

Appendix Number B-3  
 Page Number P 11  
 Fiscal Year 2023-2024  
 Funding Notification Date 08/01/24

Position Title	TOTAL		Helpdesk MH MHA (IT) (251984- 17156-10031199- 0093)		Desktop MH MHA (IT) (251984- 17156-10031199- 0093)		Consumer Portal MH MHA (IT) (251984-17156- 10031199-0093)		Dept-Auth-Proj- Activity	
	FTE	Salaries	FTE	Salaries	FTE	Salaries	FTE	Salaries	FTE	Salaries
<b>Funding Term</b>	07/01/23-06/30/24		07/01/23-06/30/24		g Term mm/dd/yy-mm		mm/dd/yy-mm/dd/yy)		(mm/dd/yy-mm/dd/yy):	
Divisional Director	0.050	\$ 7,761	0.031	\$ 4,778	0.009	\$ 1,371	0.01	\$ 1,612		
Associate Director	0.050	\$ 5,779	0.031	\$ 3,557	0.009	\$ 1,021	0.01	\$ 1,201		
Program Manager	1.000	\$ 100,500	0.616	\$ 61,868	0.177	\$ 17,748	0.21	\$ 20,884		
IT Trainer	3.000	\$ 218,618	2.000	\$ 145,745	1.000	\$ 72,873				
Application/Desktop Support/Admin Assistant	5.000	\$ 290,975	5.000	\$ 290,975						
Consumer Portal IT Supervisor	1.000	\$ 77,250					1.00	\$ 77,250		
Consumer Portal IT Technician	1.750	\$ 105,627					1.75	\$ 105,627		
VR Counselor	1.000	\$ 70,720	0.777	\$ 54,949	0.223	\$ 15,771				
Interns	3.000	\$ 118,560	1.000	\$ 39,520	2.000	\$ 79,040				
<b>Totals:</b>	15.85	\$ 995,790	9.46	\$ 601,393	3.42	\$ 187,823	2.98	\$ 206,574	0.00	\$ -
<b>Employee Benefits:</b>	30%	\$ 298,438	30%	\$ 180,237	30%	\$ 56,291	30%	\$ 61,910	0.00%	
<b>TOTAL SALARIES &amp; BENEFITS</b>		<b>\$ 1,294,228</b>		<b>\$ 781,630</b>		<b>\$ 244,114</b>		<b>\$ 268,484</b>		<b>\$ -</b>



Appendix B - DPH 4: Operating Expenses Detail

Contract ID Number 1000024553  
 Program Name Information Technology  
 Program Code N/A

Appendix Number B-3  
 Page Number P 13  
 Fiscal Year 2023-2024  
 Funding Notification Date 08/01/24

Expense Categories & Line Items	TOTAL	Helpdesk MH MHA (IT) (251984-17156-10031199-0093)	Desktop MH MHA (IT) (251984-17156-10031199-0093)	Consumer Portal MH MHA (IT) (251984-17156-10031199-0093)	Dept-Auth-Proj-Activity
<b>Funding Term</b>	07/01/23-06/30/24	07/01/23-06/30/24	07/01/23-06/30/24	(mm/dd/yy-mm/dd/yy)	(mm/dd/yy-mm/dd/yy)
Rent	\$ 9,347	\$ 5,645	\$ 1,763	\$ 1,939	
Utilities (telephone, electricity, water, gas)	\$ 9,060	\$ 5,472	\$ 1,709	\$ 1,879	
Building Repair/Maintenance	\$ 1,800	\$ 1,087	\$ 340	\$ 373	
<b>Occupancy Total:</b>	<b>\$ 20,207</b>	<b>\$ 12,204</b>	<b>\$ 3,812</b>	<b>\$ 4,191</b>	<b>\$ -</b>
Office Supplies	\$ 3,120	\$ 1,884	\$ 588	\$ 648	
Mailing Expenses	\$ 120	\$ 72	\$ 23	\$ 25	
Photocopying	\$ -	\$ -	\$ -	\$ -	
Program Supplies	\$ -	\$ -	\$ -	\$ -	
Computer Hardware/Software	\$ 1,500	\$ 906	\$ 283	\$ 311	
<b>Materials &amp; Supplies Total:</b>	<b>\$ 4,740</b>	<b>\$ 2,862</b>	<b>\$ 894</b>	<b>\$ 984</b>	<b>\$ -</b>
Training/Staff Development	\$ 2,500	\$ 1,510	\$ 472	\$ 518	
Insurance	\$ 11,496	\$ 6,943	\$ 2,168	\$ 2,385	
Software Subscription	\$ 2,400	\$ 1,449	\$ 453	\$ 498	
License Fee	\$ -	\$ -	\$ -	\$ -	
Vehicle Lease & Maintenance	\$ -	\$ -	\$ -	\$ -	
Equipment Lease & Maintenance	\$ -	\$ -	\$ -	\$ -	
<b>General Operating Total:</b>	<b>\$ 16,396</b>	<b>\$ 9,902</b>	<b>\$ 3,093</b>	<b>\$ 3,401</b>	<b>\$ -</b>
Local Travel	\$ 1,800	\$ 1,087	\$ 340	\$ 373	
Out-of-Town Travel	\$ -	\$ -	\$ -	\$ -	
Field Expenses	\$ -	\$ -	\$ -	\$ -	
<b>Staff Travel Total:</b>	<b>\$ 1,800</b>	<b>\$ 1,087</b>	<b>\$ 340</b>	<b>\$ 373</b>	<b>\$ -</b>
Consultant/Subcontractor (Provide Consultant/Subcontracting Agency Name, Service Detail w/Dates, Hourly Rate and Amounts)					
	\$ -	\$ -	\$ -	\$ -	
<b>Consultant/Subcontractor Total:</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
Other (provide detail):					
Recruitment	\$ 1,945	\$ 1,175	\$ 367	\$ 403	
Client Related Expenses	\$ 6,558	\$ 3,961	\$ 1,237	\$ 1,360	
<b>Other Total:</b>	<b>\$ 8,503</b>	<b>\$ 5,136</b>	<b>\$ 1,604</b>	<b>\$ 1,763</b>	<b>\$ -</b>
<b>TOTAL OPERATING EXPENSE</b>	<b>\$ 51,646</b>	<b>\$ 31,191</b>	<b>\$ 9,743</b>	<b>\$ 10,712</b>	<b>\$ -</b>

Note: Expense Categories (i.e., Occupancy, Materials & Supplies, etc.) may NOT be changed. However, default Expense Line Items may be edited or deleted as necessary to reflect the contractor's ledger accounts.

**Appendix B - DPH 2: Department of Public Health Cost Reporting/Data Collection (CRDC)**

DHCS Legal Entity Number 00343		Appendix Number B-4		
Provider Name Richmond Area Multi-Services, Inc.		Page Number P 14		
Provider Number 3894		Fiscal Year 2023-2024		
Contract ID Number 1000024553		Funding Notification Date 08/01/24		
Program Name	TAY Vocational Services			
Program Code	N/A			
Mode/SFC (MH) or Modality (SUD)	10/30-39			
Service Description	DS-Vocational			
Funding Term (mm/dd/yy-mm/dd/yy):	07/01/23-06/30/24			
<b>FUNDING USES</b>				<b>TOTAL</b>
Salaries & Employee Benefits	\$ 130,491			\$ 130,491
Operating Expenses	\$ 75,503			\$ 75,503
Capital Expenses				\$ -
<b>Subtotal Direct Expenses</b>	<b>\$ 205,994</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 205,994</b>
Indirect Expenses	\$ 28,844			\$ 28,844
Indirect %	14.0%	0.0%	0.0%	14.0%
<b>TOTAL FUNDING USES</b>	<b>\$ 234,838</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 234,838</b>
<b>BHS MENTAL HEALTH FUNDING SOURCES</b>	<b>Dept-Auth-Proj-Activity</b>			
MH MHSA (TAY)	251984-17156-10031199-0086	\$ 234,838		\$ 234,838
This row left blank for funding sources not in drop-down list				\$ -
<b>TOTAL BHS MENTAL HEALTH FUNDING SOURCES</b>		<b>\$ 234,838</b>	<b>\$ -</b>	<b>\$ 234,838</b>
<b>BHS SUD FUNDING SOURCES</b>	<b>Dept-Auth-Proj-Activity</b>			
				\$ -
				\$ -
This row left blank for funding sources not in drop-down list				\$ -
<b>TOTAL BHS SUD FUNDING SOURCES</b>		<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
<b>OTHER DPH FUNDING SOURCES</b>	<b>Dept-Auth-Proj-Activity</b>			
				\$ -
This row left blank for funding sources not in drop-down list				\$ -
<b>TOTAL OTHER DPH FUNDING SOURCES</b>		<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
<b>TOTAL DPH FUNDING SOURCES</b>		<b>\$ 234,838</b>	<b>\$ -</b>	<b>\$ 234,838</b>
<b>NON-DPH FUNDING SOURCES</b>				
				\$ -
This row left blank for funding sources not in drop-down list				\$ -
<b>TOTAL NON-DPH FUNDING SOURCES</b>		<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
<b>TOTAL FUNDING SOURCES (DPH AND NON-DPH)</b>		<b>234,838</b>	<b>-</b>	<b>234,838</b>
<b>BHS UNITS OF SERVICE AND UNIT COST</b>				
Number of Beds Purchased				
SUD Only - Number of Outpatient Group Counseling Sessions				
SUD Only - Licensed Capacity for Narcotic Treatment Programs				
Payment Method	Cost Reimbursement (CR)	Cost Reimbursement (CR)	Cost Reimbursement (CR)	
DPH Units of Service/Hours to Bill (LOF)	390			
Unit Type	Client Full Day	0	0	
Cost Per Unit - DPH Rate (DPH FUNDING SOURCES Only)	\$ 602.15	\$ -	\$ -	
Cost Per Unit - Contract Rate (DPH & Non-DPH FUNDING SOURCES)	\$ 602.15	\$ -	\$ -	
Published Rate (Medi-Cal Providers Only)				<b>Total UDC</b>
Unduplicated Clients (UDC)	n/a	n/a	n/a	n/a

**Appendix B - DPH 3: Salaries & Employee Benefits Detail**

Contract ID Number 1000024553  
 Program Name TAY Vocational Services  
 Program Code N/A

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2023-2024  
08/01/24

	TOTAL		MH MESA TAY (251984-17156-10031199-0086)		Dept-Auth-Proj-Activity	
Funding Term	07/01/23-06/30/24		07/01/23-06/30/24		(mm/dd/yy-mm/dd/yy):	
Position Title	FTE	Salaries	FTE	Salaries	FTE	Salaries
Divisional Director	0.060	\$ 9,314	0.060	\$ 9,314		
Associate Director	0.030	\$ 3,467	0.030	\$ 3,467		
Program Manager	0.200	\$ 21,640	0.200	\$ 21,640		
Program Coordinator	0.500	\$ 38,789	0.500	\$ 38,789		
Program Assistant	0.500	\$ 26,523	0.500	\$ 26,523		
<b>Totals:</b>	1.290	\$ 99,733	1.290	\$ 99,733	0.00	\$ -
<b>Employee Benefits:</b>	31%	\$ 30,758	31%	\$ 30,758	0%	
<b>TOTAL SALARIES &amp; BENEFITS</b>		<b>\$ 130,491</b>		<b>\$ 130,491</b>		<b>\$ -</b>



**Appendix B - DPH 4: Operating Expenses Detail**

Contract ID Number 100024553  
 Program Name TAY Vocational Services  
 Program Code N/A

Appendix Number B-4  
 Page Number P 17  
 Fiscal Year 2023-2024  
 Funding Notification Date 08/01/24

Expense Categories & Line Items	TOTAL	MH MSA TAY (251984-17156- 10031199-0086)	Dept-Auth-Proj- Activity
<b>Funding Term</b>	07/01/23-06/30/24	07/01/23-06/30/24	(mm/dd/yy-mm/dd/yy):
Rent	\$ 6,000	\$ 6,000	
Utilities (telephone, electricity, water, gas)	\$ 6,360	\$ 6,360	
Building Repair/Maintenance	\$ 1,200	\$ 1,200	
<b>Occupancy Total:</b>	<b>\$ 13,560</b>	<b>\$ 13,560</b>	<b>\$ -</b>
Office Supplies	\$ 1,250	\$ 1,250	
Photocopying	\$ -		
Program Supplies	\$ 3,590	\$ 3,590	
	\$ -		
<b>Materials &amp; Supplies Total:</b>	<b>\$ 4,840</b>	<b>\$ 4,840</b>	<b>\$ -</b>
Training/Staff Development	\$ 3,500	\$ 3,500	
Insurance	\$ 1,397	\$ 1,397	
Professional License	\$ -		
Permits	\$ -		
Software Subscription	\$ 1,000	\$ 1,000	
Equipment Lease & Maintenance	\$ 360	\$ 360	
<b>General Operating Total:</b>	<b>\$ 6,257</b>	<b>\$ 6,257</b>	<b>\$ -</b>
Local Travel	\$ -		
Out-of-Town Travel	\$ -		
Field Expenses	\$ -		
<b>Staff Travel Total:</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
Consultant/Subcontractor (Provide	\$ -	\$ -	
	\$ -	\$ -	
<b>Consultant/Subcontractor Total:</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
Other (provide detail):	\$ -	\$ -	
Recruitment (Job Postings, etc.)	\$ 750	\$ 750	
Client Stipends (internship to provide entry-level work exploration and experience. Calculated at the rate of \$19.00 for approximately 26 hrs/mos for 7 clients: \$19.00/hr x 26 hrs/mos x 12 mos x 7 clients = \$41,496)	\$ 41,496	\$ 41,496	
Client Related Expenses	\$ 8,600	\$ 8,600	
<b>Other Total:</b>	<b>\$ 50,846</b>	<b>\$ 50,846</b>	<b>\$ -</b>
	\$ -		
<b>TOTAL OPERATING EXPENSE</b>	<b>\$ 75,503</b>	<b>\$ 75,503</b>	<b>\$ -</b>

**Appendix B - DPH 2: Department of Public Health Cost Reporting/Data Collection (CRDC)**

DHCS Legal Entity Number 00343		Appendix Number B-5		
Provider Name Richmond Area Multi-Services, Inc.		Page Number P 18		
Provider Number 3894		Fiscal Year 2023-2024		
Contract ID Number 1000024553		Funding Notification Date 08/01/24		
Program Name Employee Development Program				
Program Code 38B62		38B62		
Mode/SFC (MH) or Modality (SUD) 10/30-39		10/30-39		
Service Description DS-Vocational		DS-Vocational		
Funding Term (mm/dd/yy-mm/dd/yy): 07/01/23-06/30/24		1/0/1900		
<b>FUNDING USES</b>				<b>TOTAL</b>
Salaries & Employee Benefits	\$ 120,363	\$ 259,865		\$ 380,228
Operating Expenses	\$ 4,587	\$ 9,902		\$ 14,489
Capital Expenses				\$ -
<b>Subtotal Direct Expenses</b>	<b>\$ 124,950</b>	<b>\$ 269,767</b>	<b>\$ -</b>	<b>\$ 394,717</b>
Indirect Expenses	\$ 17,494	\$ 37,767		\$ 55,261
Indirect %	14.0%	14.0%	0.0%	14.0%
<b>TOTAL FUNDING USES</b>	<b>\$ 142,444</b>	<b>\$ 307,534</b>	<b>\$ -</b>	<b>\$ 449,978</b>
<b>BHS MENTAL HEALTH FUNDING SOURCES</b>	<b>Dept-Auth-Proj-Activity</b>	0.316558	0.683442	
MH Adult State 1991 MH Realignment	251984-10000-10001792-0001	49,778		\$ 49,778
MH Adult County General Fund	251984-10000-10001792-0001	92,666		\$ 92,666
MH MSA (Adult)	251984-17156-10031199-0087		307,534	\$ 307,534
This row left blank for funding sources not in drop-down list				\$ -
<b>TOTAL BHS MENTAL HEALTH FUNDING SOURCES</b>	<b>\$ 142,444</b>	<b>\$ 307,534</b>	<b>\$ -</b>	<b>\$ 449,978</b>
<b>BHS SUD FUNDING SOURCES</b>	<b>Dept-Auth-Proj-Activity</b>			
				\$ -
				\$ -
				\$ -
This row left blank for funding sources not in drop-down list				\$ -
<b>TOTAL BHS SUD FUNDING SOURCES</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
<b>OTHER DPH FUNDING SOURCES</b>	<b>Dept-Auth-Proj-Activity</b>			
				\$ -
				\$ -
This row left blank for funding sources not in drop-down list				\$ -
<b>TOTAL OTHER DPH FUNDING SOURCES</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
<b>TOTAL DPH FUNDING SOURCES</b>	<b>\$ 142,444</b>	<b>\$ 307,534</b>	<b>\$ -</b>	<b>\$ 449,978</b>
<b>NON-DPH FUNDING SOURCES</b>				
				\$ -
This row left blank for funding sources not in drop-down list				\$ -
<b>TOTAL NON-DPH FUNDING SOURCES</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
<b>TOTAL FUNDING SOURCES (DPH AND NON-DPH)</b>	<b>142,444</b>	<b>307,534</b>	<b>-</b>	<b>449,978</b>
<b>BHS UNITS OF SERVICE AND UNIT COST</b>				
Number of Beds Purchased				
SUD Only - Number of Outpatient Group Counseling Sessions				
SUD Only - Licensed Capacity for Narcotic Treatment Programs				
Payment Method	Cost Reimbursement (CR)	Cost Reimbursement (CR)	Cost Reimbursement (CR)	
DPH Units of Service/Hours to Bill (LOF)	788	1700		
Unit Type	Client Full Day	Client Full Day		
Cost Per Unit - DPH Rate (DPH FUNDING SOURCES Only)	\$ 180.77	\$ 180.90	\$ -	
Cost Per Unit - Contract Rate (DPH & Non-DPH FUNDING SOURCES)	\$ 180.77	\$ 180.90	\$ -	
Published Rate (Medi-Cal Providers Only)				<b>Total UDC</b>
Unduplicated Clients (UDC)	n/a	n/a	n/a	n/a

**Appendix B - DPH 3: Salaries & Employee Benefits Detail**

Contract ID Number 1000024553  
 Program Name Employee Development Program  
 Program Code 38B62

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 2023-2024  
 08/01/24

	TOTAL		General Fund (251984-10000-10001792-0001)		MH MSA (Adult) (251984-17156-10031199-0087)		Dept-Auth-Proj-Activity	
Funding Term	07/01/23-06/30/24		07/01/23-06/30/24		07/01/23-06/30/24		(mm/dd/yy-mm/dd/yy):	
Position Title	FTE	Salaries	FTE	Salaries	FTE	Salaries	FTE	Salaries
Divisional Director	0.125	\$ 19,403	0.040	\$ 6,142	0.085	\$ 13,261		
Associate Director	0.125	\$ 14,447	0.040	\$ 4,573	0.085	\$ 9,874		
Administrative Manager	0.200	\$ 18,540	0.063	\$ 5,869	0.137	\$ 12,671		
Vocational Rehabilitation Counselor	1.000	\$ 70,349	0.317	\$ 22,270	0.683	\$ 48,079		
Program Assistant	0.500	\$ 23,567	0.158	\$ 7,460	0.342	\$ 16,107		
Program Assistant	0.060	\$ 2,828	0.019	\$ 895	0.041	\$ 1,933		
Interns	3.280	\$ 130,445	1.038	\$ 41,293	2.242	\$ 89,152		
<b>Totals:</b>	<b>5.290</b>	<b>\$ 279,579</b>	<b>1.675</b>	<b>\$ 88,502</b>	<b>3.615</b>	<b>\$ 191,077</b>		
<b>Employee Benefits:</b>	36.00%	\$ 100,649	36.00%	\$ 31,861	36.00%	\$ 68,788	0.00%	
<b>TOTAL SALARIES &amp; BENEFITS</b>		<b>\$ 380,228</b>		<b>\$ 120,363</b>		<b>\$ 259,865</b>		<b>\$ -</b>



## Appendix B - DPH 4: Operating Expenses Detail

Contract ID Number 1000024553  
 Program Name Employee Development Program  
 Program Code 38B62

Appendix Number B-5  
 Page Number P 21  
 Fiscal Year 2023-2024  
 Funding Notification Date 08/01/24

Expense Categories & Line Items	TOTAL	General Fund (251984-10000- 10001792-0001)	MH MSA (Adult) (251984-17156- 10031199-0087)
<b>Funding Term</b>	07/01/23-06/30/24	07/01/23-06/30/24	(mm/dd/yy-mm/dd/yy):
Rent	\$ 2,160	\$ 684	\$ 1,476.00
Utilities (telephone, electricity, water, gas)	\$ 1,572	\$ 498	\$ 1,074.00
Building Repair/Maintenance	\$ 360	\$ 114	\$ 246.00
<b>Occupancy Total:</b>	<b>\$ 4,092</b>	<b>\$ 1,296</b>	<b>\$ 2,796.00</b>
Office Supplies	\$ 2,280	\$ 722	\$ 1,558.00
Photocopying	\$ 75	\$ 24	\$ 51.00
IT Supplies	\$ 500	\$ 158	\$ 342.00
Equipment Lease & Maintenance	\$ 840	\$ 266	\$ 574.00
<b>Materials &amp; Supplies Total:</b>	<b>\$ 3,695</b>	<b>\$ 1,170</b>	<b>\$ 2,525.00</b>
Training/Staff Development	\$ 2,000	\$ 633	\$ 1,367.00
Insurance	\$ 2,252	\$ 713	\$ 1,539.00
Professional License	\$ -	\$ -	\$ -
Permits	\$ -	\$ -	\$ -
Software Subscription	\$ 750	\$ 237	\$ 513.00
Equipment Lease & Maintenance	\$ -	\$ -	\$ -
<b>General Operating Total:</b>	<b>\$ 5,002</b>	<b>\$ 1,583</b>	<b>\$ 3,419.00</b>
Local Travel	\$ 250	\$ 79	\$ 171.00
Out-of-Town Travel	\$ -	\$ -	\$ -
Field Expenses	\$ -	\$ -	\$ -
<b>Staff Travel Total:</b>	<b>\$ 250</b>	<b>\$ 79</b>	<b>\$ 171.00</b>
Consultant/Subcontractor (Provide			
	\$ -	\$ -	\$ -
<b>Consultant/Subcontractor Total:</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
Other (provide detail):			
Recruitment (Job Postings, etc.)	\$ -	\$ -	\$ -
Client Related Expenses	\$ 1,450	\$ 459	\$ 991.00
<b>Other Total:</b>	<b>\$ 1,450</b>	<b>\$ 459</b>	<b>\$ 991.00</b>
	\$ -		
<b>TOTAL OPERATING EXPENSE</b>	<b>\$ 14,489</b>	<b>\$ 4,587</b>	<b>\$ 9,902.00</b>

**Appendix B - DPH 6: Contract-Wide Indirect Detail**Contractor Name Richmond Area Multi-Services, Inc.Page Number P 22Contract ID Number 1000024553Fiscal Year 2023-2024Funding Notification Date 08/01/24**1. SALARIES & EMPLOYEE BENEFITS**

Position Title	FTE	Amount
Chief Executive Officer	0.148	\$ 36,396
Chief Financial Officer	0.148	\$ 33,225
Deputy Chief	0.148	\$ 27,542
COO / Dir. Of Ops	0.119	\$ 21,182
Director of Community & Workforce Empowerment	0.148	\$ 25,567
Director of Community & Government Affairs	0.148	\$ 23,717
Director of Human Resources	0.148	\$ 24,581
Director of Training	0.260	\$ 37,608
Accounting Staff	0.595	\$ 56,400
HR Staff	0.743	\$ 66,570
Communication Manager	0.074	\$ 10,328
Grants Manager	0.111	\$ 10,047
QI Manager	0.238	\$ 28,309
IT Manager/Support	0.357	\$ 35,892
Executive/Admin Assistant	0.148	\$ 14,500
Janitor/Lead Facilities Tech	0.074	\$ 6,304

Subtotal: 3.61 \$ 458,168

Employee Benefits: 25.0% \$ 114,542

**Total Salaries and Employee Benefits:** \$ 572,710**2. OPERATING COSTS**

Expenses (Use expense account name in the ledger.)	Amount
Mortgage Interest	\$ 5,030
Depreciation	\$ 6,362
Rental	\$ 802
Utilities	\$ 2,952
Building Repair/Maintenance	\$ 2,719
Office Supplies	\$ 16,356
Training/Staff Development	\$ 1,560
Insurance	\$ 19,413
Equipment Rental	\$ 1,871
Local Travel	\$ 802
Audit Fees	\$ 8,913
Payroll Fees	\$ 27,290
Recruitment	\$ 9,953
Meetings and Conferences	\$ 8,617
Professional Fees	\$ 19,553
Bank Fees	\$ 1,783
<b>Total Operating Costs</b>	<b>\$ 133,976</b>

**Total Indirect Costs** \$ **706,686**

## **APPENDIX D**

### **Data Access Agreement**

#### **Article 1 Access**

##### **1.1 Revision to Scope of Access (RSA):**

Any added access may be granted by the City to Agency and each Agency Data User through a Revision to Scope of Access in writing and executed by both parties. Any Revision to Scope of Access shall be considered a part of and incorporated into this Agreement, governed by all its terms, by reference.

##### **1.2 Primary and Alternate Agency Site Administrator.**

Before System(s) access is granted, Agency must appoint a primary and alternate Agency Site Administrator responsible for System(s) access tasks, including but not limited to the following:

1.2.1 Completing and obtaining City approval of the Account Provisioning Request documents and/or Data Set Request documents;

1.2.2 Communicating with the SFDPH IT Service Desk;

1.2.3 Providing Agency Data User(s) details to the City;

1.2.4 Ensuring that Agency Data User(s) complete required SFDPH trainings annually;

1.2.5 Ensuring that Agency Data User(s) understand and execute SFDPH's data access confidentiality agreement; and

1.2.6 Provisioning and deprovisioning Agency Data Users as detailed herein. To start the process, the Agency Site Administrator must contact the SFDPH IT Service Desk at 628-206-7378, [dph.helpdesk@sfdph.org](mailto:dph.helpdesk@sfdph.org).

##### **1.3 SFDPH IT Service Desk.**

For new provisioning requests, only Agency Site Administrators are authorized to contact the SFDPH IT Service Desk. The City reserves the right to decline any call placed by other than the Agency Site Administrator. Individual Agency Data Users are not authorized to contact the SFDPH IT Service Desk.

##### **1.4 Deprovisioning Schedule.**

Agency, through the Agency Site Administrator, has sole responsibility to deprovision Agency Data Users from the System(s) as appropriate on an ongoing basis. Agency must immediately deprovision an Agency Data User upon any event ending that Data User's need to access the System(s), including job duty change and/or termination. Agency remains liable for the conduct of Agency Data Users until deprovisioned. When deprovisioning employees via the SFDPH IT Service Desk, Agency must maintain evidence that the SFDPH IT Service Desk was notified.

##### **1.5 Active Directory.**

Agency Data Users will need an SFDPH Active Directory account in order to access each System(s). These Active Directory Accounts will be created as part of the provisioning process.

##### **1.6 Role Based Access.**

Each Agency Data User's access to the System(s) will be role-based and access is limited to that necessary for treatment, payment, and health care operations. The City will assign Agency Data User roles upon provisioning and reserves the right to deny, revoke, limit, or modify Agency Data User's access acting in its sole discretion.

**1.7 Training Requirements.**

Before System(s) access is granted, and annually thereafter, each Agency Data User must complete SFDPH compliance, privacy, and security training. Agency must maintain written records evidencing such annual training for each Agency Data User and provide copies upon request to the City. For questions about how to complete SFDPH's compliance, privacy, and security training, contact Compliance.Privacy@sfdph.org, (855) 729-6040.

Before Agency Data User first access to System(s), system-specific training must be completed. For training information, Agency Site Administrator may contact the SFDPH IT Service Desk,

**1.8 Agency Data User Confidentiality Agreement.**

Before System(s) access is granted, as part of SFDPH's compliance, privacy, and security training, each Agency Data User must complete SFDPH's individual user confidentiality, data security and electronic signature agreement form. The agreement must be renewed annually.

**1.9 Corrective Action.**

Agency shall take corrective action, including but not limited to termination and/or suspension of any System(s) access by any Agency Data User who acts in violation of this Agreement and/or applicable regulatory requirements.

**1.10 User ID and Password.**

Each Agency Data User will be assigned or create a User ID and password. Agency and each Agency Data User shall protect the confidentiality of User IDs and passwords and shall not divulge them to any other person(s). Agency is responsible for the security of the User IDs and passwords issued to or created by Agency Data Users and is liable for any misuse.

**1.11 Notification of Compromised Password.**

In the event that a password assigned to or created by an Agency Data User is compromised or disclosed to a person other than the Agency Data User, Agency shall upon learning of the compromised password immediately notify the City, at Compliance.Privacy@sfdph.org, (855) 729-6040. Agency is liable for any such misuse. Agency's failure to monitor each Agency Data User's ID and/or password use shall provide grounds for the City to terminate and/or limit Agency's System(s) access.

**1.12 Multi Factor Authentication.**

Agency and each Agency Data User must use multi-factor authentication as directed by the City to access the System(s).

**1.13 Qualified Personnel.**

Agency shall allow only qualified personnel under Agency's direct supervision to act as Agency Data Users with access to the System(s).

**1.14 Workstation/Laptop encryption.**

All workstations and laptops that process and/or store City Data must be encrypted using a current industry standard algorithm. The encryption solution must be full disk unless approved by the SFDPH Information Security Office.

**1.15 Server Security.**

Servers containing unencrypted City Data must have sufficient administrative, physical, and technical controls in place to protect that data, based upon a risk assessment/system security review.

**1.16 Removable media devices.**

All electronic files that contain City Data must be encrypted using a current industry standard algorithm when stored on any removable media or portable device (i.e. USB thumb drives, CD/DVD, smart devices tapes etc.).

**1.17 Antivirus software.**

All workstations, laptops and other systems that process and/or store City Data must install and actively use a comprehensive anti-virus software solution with automatic updates scheduled at least daily.

**1.18 Patch Management.**

All workstations, laptops and other systems that process and/or store City Data must have operating system and application security patches applied, with system reboot if necessary. There must be a documented patch management process that determines installation timeframe based on risk assessment and vendor recommendations.

**1.19 System Timeout.**

The system must provide an automatic timeout, requiring reauthentication of the user session after no more than 20 minutes of inactivity.

**1.20 Warning Banners.**

All systems containing City Data must display a warning banner each time a user attempts access, stating that data is confidential, systems are logged, and system use is for business purposes only. User must be directed to log off the system if they do not agree with these requirements.

**1.21 Transmission encryption.**

All data transmissions of City Data outside the Agency's secure internal network must be encrypted using a current industry standard algorithm. Encryption can be end to end at the network level, or the data files containing City Data can be encrypted. This requirement pertains to any type of City Data in motion such as website access, file transfer, and e-mail.

**1.22 No Faxing/Mailing.**

City Data may not be faxed or mailed.

**1.23 Intrusion Detection.**

All systems involved in accessing, holding, transporting, and protecting City Data that are accessible via the Internet must be protected by a comprehensive intrusion detection and prevention solution.

of the City.

**1.24 Security of PHI.**

Agency is solely responsible for maintaining data security policies and procedures, consistent with those of the City that will adequately safeguard the City Data and the System. Upon request, Agency will provide such security policies and procedures to the City. The City may examine annually, or in response to a security or privacy incident, Agency's facilities, computers, privacy and security policies and procedures and related records as may be necessary to be assured that Agency is in compliance with the terms of this Agreement, and as applicable HIPAA, the HITECH Act, and other federal and state privacy and security laws and regulations. Such examination will occur at a mutually acceptable time agreed upon by the parties but no later than ten (10) business days of Agency's receipt of the request.

#### **1.25 Data Security and City Data**

Agency shall provide security for its networks and all internet connections consistent with industry best practices, and will promptly install all patches, fixes, upgrades, updates and new versions of any security software it employs. For information disclosed in electronic form, Agency agrees that appropriate safeguards include electronic barriers (e.g., "firewalls", Transport Layer Security (TLS), Secure Socket Layer [SSL] encryption, or most current industry standard encryption, intrusion prevention/detection or similar barriers).

#### **1.26 Data Privacy and Information Security Program.**

Without limiting Agency's obligation of confidentiality as further described herein, Agency shall be responsible for establishing and maintaining a data privacy and information security program, including physical, technical, administrative, and organizational safeguards, that is designed to: (i) ensure the security and confidentiality of the City Data; (ii) protect against any anticipated threats or hazards to the security or integrity of the City Data; (iii) protect against unauthorized disclosure, access to, or use of the City Data; (iv) ensure the proper disposal of City Data; and, (v) ensure that all of Agency's employees, agents, and subcontractors, if any, comply with all of the foregoing. In no case shall the safeguards of Agency's data privacy and information security program be less stringent than the safeguards and standards recommended by the National Institute of Standards and Technology (NIST) Cybersecurity Framework and the Health Information Technology for Economic and Clinical Health Act (HITECH).

#### **1.27 Disaster Recovery.**

Agency must establish a documented plan to protect the security of electronic City Data in the event of an emergency. Emergency means any circumstance or situation that causes normal computer operations to become unavailable for use in performing the work required under this agreement for more than 24 hours.

#### **1.28 Supervision of Data.**

City Data in paper form shall not be left unattended at any time, unless it is locked in a file cabinet, file room, desk or office. Unattended means that information is not being observed by an Agency Data User authorized to access the information. City Data in paper form shall not be left unattended at any time in vehicles or planes and shall not be checked in baggage on commercial airplanes.

#### **1.29 As Is Access.**

The City provides Agency and each Agency Data User with System(s) access on an "as is" basis with no guarantee as to uptime, accessibility, or usefulness. To the fullest extent permissible by applicable law, the City disclaims all warranties, express or implied, including, without limitation, implied warranties of merchantability, fitness for a particular purpose, title and non-infringement.

**1.30 No Technical or Administrative Support.**

Except as provided herein, the City will provide no technical or administrative support to Agency or Agency Data Users for System(s) access.

**1.31 City Audit of Agency and Agency Data Users.**

The City acting in its sole discretion may audit Agency and Agency Data Users at any time. If an audit reveals an irregularity or security issue, the City may take corrective action including but not limited to termination of such Agency's and/or Agency Data User's access to the System(s) permanently or until the City determines that all irregularities have been satisfactorily cured. Agency and each Agency Data User understands that the City may create and review an audit trail for each Agency Data User, including but not limited to, noting each Agency Data User's ID(s), the patient information accessed, and/or the date accessed. Agency and each Agency Data User understands that any inappropriate access or use of patient information, as determined by the City, may result in the temporary and/or permanent termination of Agency's or such Agency Data User's access to the System(s). Agency remains liable for all inappropriate System(s) access, misuse and/or breach of patient information, whether in electronic or hard-copy form.

**1.32 Minimum Necessary.**

Agency and each Agency Data User shall safeguard the confidentiality of all City Data that is viewed or obtained through the System(s) at all times. Agency and each Agency Data User shall access patient information in the System(s) only to the minimum extent necessary for its assigned duties and shall only disclose such information to persons authorized to receive it, as minimally necessary for treatment, payment and health care operations.

**1.33 No Re-Disclosure or Reporting.**

Agency may not in any way re-disclose SFDPH Data or otherwise prepare reports, summaries, or any other material (in electronic or hard-copy format) regarding or containing City Data for transmission to any other requesting individuals, agencies, or organizations without prior written City approval and where such re-disclosure is otherwise permitted or required by law.

**1.34 Health Information Exchange.**

If Agency is qualified to enroll in a health information exchange, the City encourages Agency to do so in order to facilitate the secure exchange of data between Agency's electronic health record system (EHR) and the City's Epic EHR.

**1.35 Subcontracting.**

Agency may not subcontract any portion of Data Access Agreement, except upon prior written approval of City. If the City approves a subcontract, Agency remains fully responsible for its subcontractor(s) throughout the term and/or after expiration of this Agreement. All Subcontracts must incorporate the terms of this Data Access Agreement. To the extent that any subcontractor would have access to a System, each such subcontractor's access must be limited and subject to the same governing terms to the same extent as Agency's access. In addition, each contract between Agency and that subcontractor must, except as the City otherwise agrees, include a Business Associate Agreement requiring such subcontractor to comply with all regulatory requirements regarding third-party access, and include a provision obligating that subcontractor to (1) defend, indemnify, and hold the City harmless in the event of a data

breach in the same manner in which Agency would be so obligated, (2) provide cyber and technology errors and omissions insurance with limits identified in Article 5, and (3) ensure that such data has been destroyed, returned, and/or protected as provided by HIPAA at the expiration of the subcontract term.

## **Article 2 Indemnity**

### **2.1 Medical Malpractice Indemnification.**

Agency recognizes that the System(s) is a sophisticated tool for use only by trained personnel, and it is not a substitute for competent human intervention and discretionary thinking. Therefore, if providing patient treatment, Agency agrees that it will:

- (a) Read information displayed or transmitted by the System accurately and completely;
- (b) Ensure that Agency Data Users are trained on the use of the System;
- (c) Be responsible for decisions made based on the use of the System;
- (d) Verify the accuracy of all information accessed through the System using applicable standards of good medical practice to no less a degree than if Agency were using paper records;
- (e) Report to the City as soon as reasonably practicable all data errors and suspected problems related to the System that Agency knows or should know could adversely affect patient care;
- (f) Follow industry standard business continuity policies and procedures that will permit Agency to provide patient care in the event of a disaster or the System unavailability;
- (g) Use the System only in accordance with applicable standards of good medical practice.

Agency agrees to indemnify, hold harmless and defend City from any claim by or on behalf of any patient, or by or on behalf of any other third party or person claiming damage by virtue of a familial or financial relationship with such a patient, regardless of the cause, if such claim in any way arises out of or relates to patient care or outcomes based on Agency's or an Agency Data User's System access.

## **Article 3 Proprietary Rights and Data Breach**

### **3.1 Ownership of City Data.**

The Parties agree that as between them, all rights, including all intellectual property rights in and to the City Data and any derivative works of the City Data shall remain the exclusive property of the City.

### **3.2 Data Breach; Loss of City Data.**

The Agency shall notify City immediately by telephone call plus email upon the discovery of a breach (as herein). For purposes of this Section, breaches and security incidents shall be treated as discovered by Agency as of the first day on which such breach or security incident is known to the Agency, or, by exercising reasonable diligence would have been known to the Agency. Agency shall be deemed to have knowledge of a breach if such breach is known, or by exercising reasonable diligence would have been known, to any person, other than the person committing the breach, who is an employee or agent of the Agency.

Agency shall take:

- i. prompt corrective action to mitigate any risks or damages involved with the breach or security incident and to protect the operating environment; and

- ii. any action pertaining to a breach required by applicable federal and state laws.

**3.2.1 Investigation of Breach and Security Incidents:** The Agency shall immediately investigate such breach or security incident. As soon as the information is known and shall inform the City of:

- i. what data elements were involved, and the extent of the data disclosure or access involved in the breach, including, specifically, the number of individuals whose personal information was breached; and
- ii. a description of the unauthorized persons known or reasonably believed to have improperly used the City Data and/or a description of the unauthorized persons known or reasonably believed to have improperly accessed or acquired the City Data, or to whom it is known or reasonably believed to have had the City Data improperly disclosed to them; and
- iii. a description of where the City Data is believed to have been improperly used or disclosed; and
- iv. a description of the probable and proximate causes of the breach or security incident; and
- v. whether any federal or state laws requiring individual notifications of breaches have been triggered.

**3.2.2 Written Report:** Agency shall provide a written report of the investigation to the City as soon as practicable after the discovery of the breach or security incident. The report shall include, but not be limited to, the information specified above, as well as a complete, detailed corrective action plan, including information on measures that were taken to halt and/or contain the breach or security incident, and measures to be taken to prevent the recurrence or further disclosure of data regarding such breach or security incident.

**3.2.3 Notification to Individuals:** If notification to individuals whose information was breached is required under state or federal law, and regardless of whether Agency is considered only a custodian and/or non-owner of the City Data, Agency shall, at its sole expense, and at the sole election of City, either:

- i. make notification to the individuals affected by the breach (including substitute notification), pursuant to the content and timeliness provisions of such applicable state or federal breach notice laws. Agency shall inform the City of the time, manner and content of any such notifications, prior to the transmission of such notifications to the individuals; or
- ii. cooperate with and assist City in its notification (including substitute notification) to the individuals affected by the breach.

**3.2.4 Sample Notification to Individuals:** If notification to individuals is required, and regardless of whether Agency is considered only a custodian and/or non-owner of the City Data, Agency shall, at its sole expense, and at the sole election of City, either:

- i. electronically submit a single sample copy of the security breach notification as required to the state or federal entity and inform the City of the time, manner and content of any such submissions, prior to the transmission of such submissions to the Attorney General; or
- ii. cooperate with and assist City in its submission of a sample copy of the notification to the Attorney General.

### 3.3 **Media Communications**

City shall conduct all media communications related to such Data Breach, unless in its sole discretion, City directs Agency to do so.

**Attachment 1 to Appendix D  
System Specific Requirements**

**I. For Access to SFDPH Epic through Care Link the following terms shall apply:**

**A. SFDPH Care Link Requirements:**

**1. Connectivity.**

- a) Agency must obtain and maintain connectivity and network configuration and required hardware and equipment in accordance with specifications provided by Epic and must update the configuration of all first and third-party software as required. Technical equipment and software specifications for accessing SFDPH Care Link will change over time. Current required browser, system and connection requirements can be found on the Target Platform Roadmap and Target Platform Notes sections of the Epic Galaxy website [galaxy.epic.com](http://galaxy.epic.com). Agency is responsible for all associated costs. Agency shall ensure that Agency Data Users access the System only through equipment owned or leased and maintained by Agency.

**2. Compliance with Epic Terms and Conditions.**

- a) Agency will at all times access and use the System strictly in accordance with the Epic Terms and Conditions. The following Epic Care Link Terms and Conditions are embedded within the SFDPH Care Link application, and each Data User will need to agree to them electronically upon first sign-in before accessing SFDPH Care Link:

**3. Epic-Provided Terms and Conditions**

- a) Some short, basic rules apply to you when you use your EpicCare Link account. Please read them carefully. The Epic customer providing you access to EpicCare Link may require you to accept additional terms, but these are the rules that apply between you and Epic.
- b) Epic is providing you access to EpicCare Link, so that you can do useful things with data from an Epic customer's system. This includes using the information accessed through your account to help facilitate care to patients shared with an Epic customer, tracking your referral data, or otherwise using your account to further your business interests in connection with data from an Epic customer's system. However, you are not permitted to use your access to EpicCare Link to help you or another organization develop software that is similar to EpicCare Link. Additionally, you agree not to share your account information with anyone outside of your organization.

**II. For Access to SFDPH Epic through Epic Hyperspace and Epic Hyperdrive the following terms shall apply:**

**A. SFDPH Epic Hyperspace and Epic Hyperdrive:**

**1. Connectivity.**

- a) Agency must obtain and maintain connectivity and network configuration and required hardware and equipment in accordance with specifications provided by Epic and SFDPH and must update the configuration of all first and third-party software as required. Technical equipment and software specifications for accessing SFDPH Epic Hyperspace will change over time. Epic Hyperdrive is a web-based platform that will replace Epic Hyperspace in the future. You may request a copy of current required browser, system and connection requirements from the SFDPH IT team. Agency is responsible for all

associated costs. Agency shall ensure that Agency Data Users access the System only through equipment owned or leased and maintained by Agency.

2. Application For Access and Compliance with Epic Terms and Conditions.

- a) Prior to entering into agreement with SFDPH to access SFDPH Epic Hyperspace or Epic Hyperdrive, Agency must first complete an Application For Access with Epic Systems Corporation of Verona, WI. The Application For Access is found at: <https://userweb.epic.com/Forms/AccessApplication>. Epic Systems Corporation must notify SFDPH, in writing, of Agency's permissions to access SFDPH Epic Hyperspace or Epic Hyperdrive prior to completing this agreement. Agency will at all times access and use the system strictly in accordance with the Epic Terms and Conditions.

**III. For Access to SFDPH myAvatar through WebConnect and VDI the following terms shall apply:**

A. SFDPH myAvatar via WebConnect and VDI:

1. Connectivity.

- a. Agency must obtain and maintain connectivity and network configuration and required hardware and equipment in accordance with specifications provided by SFDPH and must update the configuration of all first and third-party software as required. Technical equipment and software specifications for accessing SFDPH myAvatar will change over time. You may request a copy of current required browser, system and connection requirements from the SFDPH IT team. Agency is responsible for all associated costs. Agency shall ensure that Agency Data Users access the System only through equipment owned or leased and maintained by Agency.

2. Information Technology (IT) Support.

- a. Agency must have qualified and professional IT support who will participate in quarterly CBO Technical Workgroups.

3. Access Control.

- a. Access to the BHS Electronic Health Record is granted based on clinical and business requirements in accordance with the Behavioral Health Services EHR Access Control Policy (6.00-06). The Access Control Policy is found at: <https://www.sfdph.org/dph/files/CBHSPolProcMnl/6.00-06.pdf>
- b. Each user is unique and agrees not to share accounts or passwords.
- c. Applicants must complete the myAvatar Account Request Form found at [https://www.sfdph.org/dph/files/CBHSdocs/BHISdocs/UserDoc/Avatar\\_Account\\_Request\\_Form.pdf](https://www.sfdph.org/dph/files/CBHSdocs/BHISdocs/UserDoc/Avatar_Account_Request_Form.pdf)
- d. Applicants must complete the credentialling process in accordance with the DHCS MHSUDS Information Notice #18-019.
- e. Applicants must complete myAvatar Training.
- f. Level of access is based on "Need to Know", job duties and responsibilities.

**Attachment 2 to Appendix D**

**Protected Information Destruction Order  
Purge Certification - Contract ID # 1000024553**

In accordance with section 3.c (Effect of Termination) of the Business Associate Agreement, attached as Appendix E to the Agreement between the City and Contractor dated May 1, 2022 (“Agreement”), the City hereby directs Contractor to destroy all Protected Information that Contractor and its agents and subcontractors (collectively “Contractor”) still maintain in any form. Contractor may retain no copies of destroyed Protected Information.” Destruction must be in accordance with the guidance of the Secretary of the U.S. Department of Health and Human Services (“Secretary”) regarding proper destruction of PHI.

**Electronic Data:** Per the Secretary’s guidance, the City will accept destruction of electronic Protected Information in accordance with the standards enumerated in the NIST SP 800-88, Guidelines for Data Sanitization (“NIST”).

**Hard-Copy Data:** Per the Secretary’s guidance, the City will accept destruction of Protected Information contained in paper records by shredding, burning, pulping, or pulverizing the records so that the Protected Information is rendered unreadable, indecipherable, and otherwise cannot be reconstructed.

\*\*\*\*\*

Contractor hereby certifies that Contractor has destroyed all Protected Information as directed by the City in accordance with the guidance of the Secretary of the U.S. Department of Health and Human Services (“Secretary”) regarding proper destruction of PHI.

**So Certified**

\_\_\_\_\_  
Signature

Title:  
\_\_\_\_\_

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

## APPENDIX E



San Francisco Department of Public Health  
Business Associate Agreement

This Business Associate Agreement (“BAA”) supplements and is made a part of the contract by and between the City and County of San Francisco, the Covered Entity (“CE”), and Contractor, the Business Associate (“BA”) (the “Agreement”). To the extent that the terms of the Agreement are inconsistent with the terms of this BAA, the terms of this BAA shall control.

**RECITALS**

A. CE, by and through the San Francisco Department of Public Health (“SFDPH”), wishes to disclose certain information to BA pursuant to the terms of the Agreement, some of which may constitute Protected Health Information (“PHI”) (defined below).

B. For purposes of the Agreement, CE requires Contractor, even if Contractor is also a covered entity under HIPAA, to comply with the terms and conditions of this BAA as a BA of CE.

C. CE and BA intend to protect the privacy and provide for the security of PHI disclosed to BA pursuant to the Agreement in compliance with the Health Insurance Portability and Accountability Act of 1996, Public Law 104-191 (“HIPAA”), the Health Information Technology for Economic and Clinical Health Act, Public Law 111-005 (“the HITECH Act”), and regulations promulgated there under by the U.S. Department of Health and Human Services (the “HIPAA Regulations”) and other applicable laws, including, but not limited to, California Civil Code §§ 56, et seq., California Health and Safety Code § 1280.15, California Civil Code §§ 1798, et seq., California Welfare & Institutions Code §§5328, et seq., and the regulations promulgated there under (the “California Regulations”).

D. As part of the HIPAA Regulations, the Privacy Rule and the Security Rule (defined below) require CE to enter into a contract containing specific requirements with BA prior to the disclosure of PHI, as set forth in, but not limited to, Title 45, Sections 164.314(a), 164.502(a) and (e) and 164.504(e) of the Code of Federal Regulations (“C.F.R.”) and contained in this BAA.

E. BA enters into agreements with CE that require the CE to disclose certain identifiable health information to BA. The parties desire to enter into this BAA to permit BA to have access to such information and comply with the BA requirements of HIPAA, the HITECH Act, and the corresponding Regulations.

In consideration of the mutual promises below and the exchange of information pursuant to this BAA, the parties agree as follows:

**1. Definitions.**

a. **Breach** means the unauthorized acquisition, access, use, or disclosure of PHI that compromises the security or privacy of such information, except where an unauthorized person to whom such information is disclosed would not reasonably have been able to retain such information, and shall have the meaning given to such term under the HITECH Act and HIPAA Regulations [42 U.S.C. Section 17921 and 45 C.F.R. Section 164.402], as well as California Civil Code Sections 1798.29 and 1798.82.

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San Francisco Department of Public Health  
Business Associate Agreement

**b. Breach Notification Rule** shall mean the HIPAA Regulation that is codified at 45 C.F.R. Parts 160 and 164, Subparts A and D.

**c. Business Associate** is a person or entity that performs certain functions or activities that involve the use or disclosure of protected health information received from a covered entity, but other than in the capacity of a member of the workforce of such covered entity or arrangement, and shall have the meaning given to such term under the Privacy Rule, the Security Rule, and the HITECH Act, including, but not limited to, 42 U.S.C. Section 17938 and 45 C.F.R. Section 160.103.

**d. Covered Entity** means a health plan, a health care clearinghouse, or a health care provider who transmits any information in electronic form in connection with a transaction covered under HIPAA Regulations, and shall have the meaning given to such term under the Privacy Rule and the Security Rule, including, but not limited to, 45 C.F.R. Section 160.103.

**e. Data Aggregation** means the combining of Protected Information by the BA with the Protected Information received by the BA in its capacity as a BA of another CE, to permit data analyses that relate to the health care operations of the respective covered entities, and shall have the meaning given to such term under the Privacy Rule, including, but not limited to, 45 C.F.R. Section 164.501.

**f. Designated Record Set** means a group of records maintained by or for a CE, and shall have the meaning given to such term under the Privacy Rule, including, but not limited to, 45 C.F.R. Section 164.501.

**g. Electronic Protected Health Information** means Protected Health Information that is maintained in or transmitted by electronic media and shall have the meaning given to such term under HIPAA and the HIPAA Regulations, including, but not limited to, 45 C.F.R. Section 160.103. For the purposes of this BAA, Electronic PHI includes all computerized data, as defined in California Civil Code Sections 1798.29 and 1798.82.

**h. Electronic Health Record** means an electronic record of health-related information on an individual that is created, gathered, managed, and consulted by authorized health care clinicians and staff, and shall have the meaning given to such term under the HITECH Act, including, but not limited to, 42 U.S.C. Section 17921.

**i. Health Care Operations** shall have the meaning given to such term under the Privacy Rule, including, but not limited to, 45 C.F.R. Section 164.501.

**j. Privacy Rule** shall mean the HIPAA Regulation that is codified at 45 C.F.R. Parts 160 and 164, Subparts A and E.

**k. Protected Health Information or PHI** means any information, including electronic PHI, whether oral or recorded in any form or medium: (i) that relates to the past, present or future physical or mental condition of an individual; the provision of health care to an individual; or the past, present or future payment for the provision of health care to an individual; and (ii) that identifies the individual or

## APPENDIX E



San Francisco Department of Public Health  
Business Associate Agreement

with respect to which there is a reasonable basis to believe the information can be used to identify the individual, and shall have the meaning given to such term under the Privacy Rule, including, but not limited to, 45 C.F.R. Sections 160.103 and 164.501. For the purposes of this BAA, PHI includes all medical information and health insurance information as defined in California Civil Code Sections 56.05 and 1798.82.

**l. Protected Information** shall mean PHI provided by CE to BA or created, maintained, received or transmitted by BA on CE's behalf.

**m. Security Incident** means the attempted or successful unauthorized access, use, disclosure, modification, or destruction of information or interference with system operations in an information system, and shall have the meaning given to such term under the Security Rule, including, but not limited to, 45 C.F.R. Section 164.304.

**n. Security Rule** shall mean the HIPAA Regulation that is codified at 45 C.F.R. Parts 160 and 164, Subparts A and C.

**o. Unsecured PHI** means PHI that is not secured by a technology standard that renders PHI unusable, unreadable, or indecipherable to unauthorized individuals and is developed or endorsed by a standards developing organization that is accredited by the American National Standards Institute, and shall have the meaning given to such term under the HITECH Act and any guidance issued pursuant to such Act including, but not limited to, 42 U.S.C. Section 17932(h) and 45 C.F.R. Section 164.402.

## 2. Obligations of Business Associate.

**a. Attestations.** Except when CE's data privacy officer exempts BA in writing, the BA shall complete the following forms, attached and incorporated by reference as though fully set forth herein, SFDPH Attestations for Privacy (Attachment 1) and Data Security (Attachment 2) within sixty (60) calendar days from the execution of the Agreement. If CE makes substantial changes to any of these forms during the term of the Agreement, the BA will be required to complete CE's updated forms within sixty (60) calendar days from the date that CE provides BA with written notice of such changes. BA shall retain such records for a period of seven years after the Agreement terminates and shall make all such records available to CE within 15 calendar days of a written request by CE.

**b. User Training.** The BA shall provide, and shall ensure that BA subcontractors, provide, training on PHI privacy and security, including HIPAA and HITECH and its regulations, to each employee or agent that will access, use or disclose Protected Information, upon hire and/or prior to accessing, using or disclosing Protected Information for the first time, and at least annually thereafter during the term of the Agreement. BA shall maintain, and shall ensure that BA subcontractors maintain, records indicating the name of each employee or agent and date on which the PHI privacy and security trainings were completed. BA shall retain, and ensure that BA subcontractors retain, such records for a period of seven years after the Agreement terminates and shall make all such records available to CE within 15 calendar days of a written request by CE.

## APPENDIX E



San Francisco Department of Public Health  
Business Associate Agreement

**c. Permitted Uses.** BA may use, access, and/or disclose Protected Information only for the purpose of performing BA's obligations for, or on behalf of, the City and as permitted or required under the Agreement and BAA, or as required by law. Further, BA shall not use Protected Information in any manner that would constitute a violation of the Privacy Rule or the HITECH Act if so used by CE. However, BA may use Protected Information as necessary (i) for the proper management and administration of BA; (ii) to carry out the legal responsibilities of BA; (iii) as required by law; or (iv) for Data Aggregation purposes relating to the Health Care Operations of CE [45 C.F.R. Sections 164.502, 164.504(e)(2), and 164.504(e)(4)(i)].

**d. Permitted Disclosures.** BA shall disclose Protected Information only for the purpose of performing BA's obligations for, or on behalf of, the City and as permitted or required under the Agreement and BAA, or as required by law. BA shall not disclose Protected Information in any manner that would constitute a violation of the Privacy Rule or the HITECH Act if so disclosed by CE. However, BA may disclose Protected Information as necessary (i) for the proper management and administration of BA; (ii) to carry out the legal responsibilities of BA; (iii) as required by law; or (iv) for Data Aggregation purposes relating to the Health Care Operations of CE. If BA discloses Protected Information to a third party, BA must obtain, prior to making any such disclosure, (i) reasonable written assurances from such third party that such Protected Information will be held confidential as provided pursuant to this BAA and used or disclosed only as required by law or for the purposes for which it was disclosed to such third party, and (ii) a written agreement from such third party to immediately notify BA of any breaches, security incidents, or unauthorized uses or disclosures of the Protected Information in accordance with paragraph 2 (n) of this BAA, to the extent it has obtained knowledge of such occurrences [42 U.S.C. Section 17932; 45 C.F.R. Section 164.504(e)]. BA may disclose PHI to a BA that is a subcontractor and may allow the subcontractor to create, receive, maintain, or transmit Protected Information on its behalf, if the BA obtains satisfactory assurances, in accordance with 45 C.F.R. Section 164.504(e)(1), that the subcontractor will appropriately safeguard the information [45 C.F.R. Section 164.502(e)(1)(ii)].

**e. Prohibited Uses and Disclosures.** BA shall not use or disclose Protected Information other than as permitted or required by the Agreement and BAA, or as required by law. BA shall not use or disclose Protected Information for fundraising or marketing purposes. BA shall not disclose Protected Information to a health plan for payment or health care operations purposes if the patient has requested this special restriction, and has paid out of pocket in full for the health care item or service to which the Protected Information solely relates [42 U.S.C. Section 17935(a) and 45 C.F.R. Section 164.522(a)(1)(vi)]. BA shall not directly or indirectly receive remuneration in exchange for Protected Information, except with the prior written consent of CE and as permitted by the HITECH Act, 42 U.S.C. Section 17935(d)(2), and the HIPAA regulations, 45 C.F.R. Section 164.502(a)(5)(ii); however, this prohibition shall not affect payment by CE to BA for services provided pursuant to the Agreement.

**f. Appropriate Safeguards.** BA shall take the appropriate security measures to protect the confidentiality, integrity and availability of PHI that it creates, receives, maintains, or transmits on behalf of the CE, and shall prevent any use or disclosure of PHI other than as permitted by the Agreement or this

## APPENDIX E



San Francisco Department of Public Health  
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BAA, including, but not limited to, administrative, physical and technical safeguards in accordance with the Security Rule, including, but not limited to, 45 C.F.R. Sections 164.306, 164.308, 164.310, 164.312, 164.314 164.316, and 164.504(e)(2)(ii)(B). BA shall comply with the policies and procedures and documentation requirements of the Security Rule, including, but not limited to, 45 C.F.R. Section 164.316, and 42 U.S.C. Section 17931. BA is responsible for any civil penalties assessed due to an audit or investigation of BA, in accordance with 42 U.S.C. Section 17934(c).

**g. Business Associate's Subcontractors and Agents.** BA shall ensure that any agents and subcontractors that create, receive, maintain or transmit Protected Information on behalf of BA, agree in writing to the same restrictions and conditions that apply to BA with respect to such PHI and implement the safeguards required by paragraph 2.f. above with respect to Electronic PHI [45 C.F.R. Section 164.504(e)(2) through (e)(5); 45 C.F.R. Section 164.308(b)]. BA shall mitigate the effects of any such violation.

**h. Accounting of Disclosures.** Within ten (10) calendar days of a request by CE for an accounting of disclosures of Protected Information or upon any disclosure of Protected Information for which CE is required to account to an individual, BA and its agents and subcontractors shall make available to CE the information required to provide an accounting of disclosures to enable CE to fulfill its obligations under the Privacy Rule, including, but not limited to, 45 C.F.R. Section 164.528, and the HITECH Act, including but not limited to 42 U.S.C. Section 17935 (c), as determined by CE. BA agrees to implement a process that allows for an accounting to be collected and maintained by BA and its agents and subcontractors for at least seven (7) years prior to the request. However, accounting of disclosures from an Electronic Health Record for treatment, payment or health care operations purposes are required to be collected and maintained for only three (3) years prior to the request, and only to the extent that BA maintains an Electronic Health Record. At a minimum, the information collected and maintained shall include: (i) the date of disclosure; (ii) the name of the entity or person who received Protected Information and, if known, the address of the entity or person; (iii) a brief description of Protected Information disclosed; and (iv) a brief statement of purpose of the disclosure that reasonably informs the individual of the basis for the disclosure, or a copy of the individual's authorization, or a copy of the written request for disclosure [45 C.F.R. 164.528(b)(2)]. If an individual or an individual's representative submits a request for an accounting directly to BA or its agents or subcontractors, BA shall forward the request to CE in writing within five (5) calendar days.

**i. Access to Protected Information.** BA shall make Protected Information maintained by BA or its agents or subcontractors in Designated Record Sets available to CE for inspection and copying within (5) days of request by CE to enable CE to fulfill its obligations under state law [Health and Safety Code Section 123110] and the Privacy Rule, including, but not limited to, 45 C.F.R. Section 164.524 [45 C.F.R. Section 164.504(e)(2)(ii)(E)]. If BA maintains Protected Information in electronic format, BA shall provide such information in electronic format as necessary to enable CE to fulfill its obligations under the HITECH Act and HIPAA Regulations, including, but not limited to, 42 U.S.C. Section 17935(e) and 45 C.F.R. 164.524.

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**j. Amendment of Protected Information.** Within ten (10) days of a request by CE for an amendment of Protected Information or a record about an individual contained in a Designated Record Set, BA and its agents and subcontractors shall make such Protected Information available to CE for amendment and incorporate any such amendment or other documentation to enable CE to fulfill its obligations under the Privacy Rule, including, but not limited to, 45 C.F.R Section 164.526. If an individual requests an amendment of Protected Information directly from BA or its agents or subcontractors, BA must notify CE in writing within five (5) days of the request and of any approval or denial of amendment of Protected Information maintained by BA or its agents or subcontractors [45 C.F.R. Section 164.504(e)(2)(ii)(F)].

**k. Governmental Access to Records.** BA shall make its internal practices, books and records relating to the use and disclosure of Protected Information available to CE and to the Secretary of the U.S. Department of Health and Human Services (the “Secretary”) for purposes of determining BA’s compliance with HIPAA [45 C.F.R. Section 164.504(e)(2)(ii)(I)]. BA shall provide CE a copy of any Protected Information and other documents and records that BA provides to the Secretary concurrently with providing such Protected Information to the Secretary.

**l. Minimum Necessary.** BA, its agents and subcontractors shall request, use and disclose only the minimum amount of Protected Information necessary to accomplish the intended purpose of such use, disclosure, or request. [42 U.S.C. Section 17935(b); 45 C.F.R. Section 164.514(d)]. BA understands and agrees that the definition of “minimum necessary” is in flux and shall keep itself informed of guidance issued by the Secretary with respect to what constitutes “minimum necessary” to accomplish the intended purpose in accordance with HIPAA and HIPAA Regulations.

**m. Data Ownership.** BA acknowledges that BA has no ownership rights with respect to the Protected Information.

**n. Notification of Breach.** BA shall notify CE within 5 calendar days of any breach of Protected Information; any use or disclosure of Protected Information not permitted by the BAA; any Security Incident (except as otherwise provided below) related to Protected Information, and any use or disclosure of data in violation of any applicable federal or state laws by BA or its agents or subcontractors. The notification shall include, to the extent possible, the identification of each individual whose unsecured Protected Information has been, or is reasonably believed by the BA to have been, accessed, acquired, used, or disclosed, as well as any other available information that CE is required to include in notification to the individual, the media, the Secretary, and any other entity under the Breach Notification Rule and any other applicable state or federal laws, including, but not limited, to 45 C.F.R. Section 164.404 through 45 C.F.R. Section 164.408, at the time of the notification required by this paragraph or promptly thereafter as information becomes available. BA shall take (i) prompt corrective action to cure any deficiencies and (ii) any action pertaining to unauthorized uses or disclosures required by applicable federal and state laws. [42 U.S.C. Section 17921; 42 U.S.C. Section 17932; 45 C.F.R. 164.410; 45 C.F.R. Section 164.504(e)(2)(ii)(C); 45 C.F.R. Section 164.308(b)]

## APPENDIX E



San Francisco Department of Public Health  
Business Associate Agreement

**o. Breach Pattern or Practice by Business Associate's Subcontractors and Agents.**

Pursuant to 42 U.S.C. Section 17934(b) and 45 C.F.R. Section 164.504(e)(1)(iii), if the BA knows of a pattern of activity or practice of a subcontractor or agent that constitutes a material breach or violation of the subcontractor or agent's obligations under the Contract or this BAA, the BA must take reasonable steps to cure the breach or end the violation. If the steps are unsuccessful, the BA must terminate the contractual arrangement with its subcontractor or agent, if feasible. BA shall provide written notice to CE of any pattern of activity or practice of a subcontractor or agent that BA believes constitutes a material breach or violation of the subcontractor or agent's obligations under the Contract or this BAA within five (5) calendar days of discovery and shall meet with CE to discuss and attempt to resolve the problem as one of the reasonable steps to cure the breach or end the violation.

**3. Termination.**

**a. Material Breach.** A breach by BA of any provision of this BAA, as determined by CE, shall constitute a material breach of the Agreement and this BAA and shall provide grounds for immediate termination of the Agreement and this BAA, any provision in the AGREEMENT to the contrary notwithstanding. [45 C.F.R. Section 164.504(e)(2)(iii).]

**b. Judicial or Administrative Proceedings.** CE may terminate the Agreement and this BAA, effective immediately, if (i) BA is named as defendant in a criminal proceeding for a violation of HIPAA, the HITECH Act, the HIPAA Regulations or other security or privacy laws or (ii) a finding or stipulation that the BA has violated any standard or requirement of HIPAA, the HITECH Act, the HIPAA Regulations or other security or privacy laws is made in any administrative or civil proceeding in which the party has been joined.

**c. Effect of Termination.** Upon termination of the Agreement and this BAA for any reason, BA shall, at the option of CE, return or destroy all Protected Information that BA and its agents and subcontractors still maintain in any form, and shall retain no copies of such Protected Information. If return or destruction is not feasible, as determined by CE, BA shall continue to extend the protections and satisfy the obligations of Section 2 of this BAA to such information, and limit further use and disclosure of such PHI to those purposes that make the return or destruction of the information infeasible [45 C.F.R. Section 164.504(e)(2)(ii)(J)]. If CE elects destruction of the PHI, BA shall certify in writing to CE that such PHI has been destroyed in accordance with the Secretary's guidance regarding proper destruction of PHI. Per the Secretary's guidance, the City will accept destruction of electronic PHI in accordance with the standards enumerated in the NIST SP 800-88, Guidelines for Media Sanitization. The City will accept destruction of PHI contained in paper records by shredding, burning, pulping, or pulverizing the records so that the PHI is rendered unreadable, indecipherable, and otherwise cannot be reconstructed.

**d. Civil and Criminal Penalties.** BA understands and agrees that it is subject to civil or criminal penalties applicable to BA for unauthorized use, access or disclosure or Protected Information in accordance with the HIPAA Regulations and the HITECH Act including, but not limited to, 42 U.S.C. 17934 (c).

## APPENDIX E



San Francisco Department of Public Health  
Business Associate Agreement

**e. Disclaimer.** CE makes no warranty or representation that compliance by BA with this BAA, HIPAA, the HITECH Act, or the HIPAA Regulations or corresponding California law provisions will be adequate or satisfactory for BA's own purposes. BA is solely responsible for all decisions made by BA regarding the safeguarding of PHI.

**4. Amendment to Comply with Law.**

The parties acknowledge that state and federal laws relating to data security and privacy are rapidly evolving and that amendment of the Agreement or this BAA may be required to provide for procedures to ensure compliance with such developments. The parties specifically agree to take such action as is necessary to implement the standards and requirements of HIPAA, the HITECH Act, the HIPAA regulations and other applicable state or federal laws relating to the security or confidentiality of PHI. The parties understand and agree that CE must receive satisfactory written assurance from BA that BA will adequately safeguard all Protected Information. Upon the request of either party, the other party agrees to promptly enter into negotiations concerning the terms of an amendment to this BAA embodying written assurances consistent with the updated standards and requirements of HIPAA, the HITECH Act, the HIPAA regulations or other applicable state or federal laws. CE may terminate the Agreement upon thirty (30) days written notice in the event (i) BA does not promptly enter into negotiations to amend the Agreement or this BAA when requested by CE pursuant to this section or (ii) BA does not enter into an amendment to the Agreement or this BAA providing assurances regarding the safeguarding of PHI that CE, in its sole discretion, deems sufficient to satisfy the standards and requirements of applicable laws.

**5. Reimbursement for Fines or Penalties.**

In the event that CE pays a fine to a state or federal regulatory agency, and/or is assessed civil penalties or damages through private rights of action, based on an impermissible access, use or disclosure of PHI by BA or its subcontractors or agents, then BA shall reimburse CE in the amount of such fine or penalties or damages within thirty (30) calendar days from City's written notice to BA of such fines, penalties or damages.

Attachment 1 – SFDPH Privacy Attestation, version 06-07-2017

Attachment 2 – SFDPH Data Security Attestation, version 06-07-2017

Office of Compliance and Privacy Affairs  
San Francisco Department of Public Health  
101 Grove Street, Room 330, San Francisco, CA 94102  
Email: [compliance.privacy@sfdph.org](mailto:compliance.privacy@sfdph.org)  
Hotline (Toll-Free): 1-855-729-6040

Contractor Name:		Contractor City Vendor ID	
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## PRIVACY ATTESTATION

**INSTRUCTIONS:** Contractors and Partners who receive or have access to health or medical information or electronic health record systems maintained by SFPDH must complete this form. Retain completed Attestations in your files for a period of 7 years. Be prepared to submit completed attestations, along with evidence related to the following items, if requested to do so by SFPDH.

**Exceptions:** If you believe that a requirement is Not Applicable to you, see instructions below in Section IV on how to request clarification or obtain an exception.

### I. All Contractors.

DOES YOUR ORGANIZATION...						Yes	No*	
A	Have formal Privacy Policies that comply with the Health Insurance Portability and Accountability Act (HIPAA)?						<input type="checkbox"/>	<input type="checkbox"/>
B	Have a Privacy Officer or other individual designated as the person in charge of investigating privacy breaches or related incidents?						<input type="checkbox"/>	<input type="checkbox"/>
	If yes:	Name & Title:		Phone #		Email:		
C	Require health information Privacy Training upon hire and annually thereafter for all employees who have access to health information? [Retain documentation of trainings for a period of 7 years.] [SFPDH privacy training materials are available for use; contact OCPA at 1-855-729-6040.]						<input type="checkbox"/>	<input type="checkbox"/>
D	Have proof that employees have signed a form upon hire and annually thereafter, with their name and the date, acknowledging that they have received health information privacy training? [Retain documentation of acknowledgement of trainings for a period of 7 years.]						<input type="checkbox"/>	<input type="checkbox"/>
E	Have (or will have if/when applicable) Business Associate Agreements with subcontractors who create, receive, maintain, transmit, or access SFPDH's health information?						<input type="checkbox"/>	<input type="checkbox"/>
F	Assure that staff who create, or transfer health information (via laptop, USB/thumb-drive, handheld), have prior supervisory authorization to do so <b>AND</b> that health information is <b>only transferred or created on encrypted devices approved by SFPDH Information Security staff?</b>						<input type="checkbox"/>	<input type="checkbox"/>

### II. Contractors who serve patients/clients and have access to SFPDH PHI, must also complete this section.

If Applicable: DOES YOUR ORGANIZATION...						Yes	No*	
G	Have (or will have if/when applicable) evidence that SFPDH Service Desk (628-206-SERV) was notified to de-provision employees who have access to SFPDH health information record systems within 2 business days for regular terminations and within 24 hours for terminations due to cause?						<input type="checkbox"/>	<input type="checkbox"/>
H	Have evidence in each patient's / client's chart or electronic file that a <a href="#">Privacy Notice</a> that meets HIPAA regulations was provided in the patient's / client's preferred language? (English, Cantonese, Vietnamese, Tagalog, Spanish, Russian forms may be required and are available from SFPDH.)						<input type="checkbox"/>	<input type="checkbox"/>
I	Visibly post the Summary of the Notice of Privacy Practices in all six languages in common patient areas of your treatment facility?						<input type="checkbox"/>	<input type="checkbox"/>
J	Document each disclosure of a patient's/client's health information for purposes <u>other than</u> treatment, payment, or operations?						<input type="checkbox"/>	<input type="checkbox"/>
K	When required by law, have proof that signed authorization for disclosure forms (that meet the requirements of the HIPAA Privacy Rule) are obtained PRIOR to releasing a patient's/client's health information?						<input type="checkbox"/>	<input type="checkbox"/>

**III. ATTEST:** Under penalty of perjury, I hereby attest that to the best of my knowledge the information herein is true and correct and that I have authority to sign on behalf of and bind Contractor listed above.

ATTESTED by Privacy Officer or designated person	Name: (print)		Signature		Date	
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**IV. \*EXCEPTIONS:** If you have answered "NO" to any question or believe a question is Not Applicable, please contact OCPA at 1-855-729-6040 or [compliance.privacy@sfdph.org](mailto:compliance.privacy@sfdph.org) for a consultation. All "No" or "N/A" answers must be reviewed and approved by OCPA below.

EXCEPTION(S) APPROVED by OCPA	Name (print)		Signature		Date	
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Contractor Name:		Contractor City Vendor ID	
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### DATA SECURITY ATTESTATION

**INSTRUCTIONS:** Contractors and Partners who receive or have access to health or medical information or electronic health record systems maintained by SFDPH must complete this form. Retain completed Attestations in your files for a period of 7 years. Be prepared to submit completed attestations, along with evidence related to the following items, if requested to do so by SFDPH.

**Exceptions:** If you believe that a requirement is Not Applicable to you, see instructions in Section III below on how to request clarification or obtain an exception.

#### I. All Contractors.

DOES YOUR ORGANIZATION...		Yes	No*
A	Conduct assessments/audits of your data security safeguards to demonstrate and document compliance with your security policies and the requirements of HIPAA/HITECH at least every two years? [Retain documentation for a period of 7 years]		
B	Use findings from the assessments/audits to identify and mitigate known risks into documented remediation plans?		
	Date of last Data Security Risk Assessment/Audit:		
	Name of firm or person(s) who performed the Assessment/Audit and/or authored the final report:		
C	Have a formal Data Security Awareness Program?		
D	Have formal Data Security Policies and Procedures to detect, contain, and correct security violations that comply with the Health Insurance Portability and Accountability Act (HIPAA) and the Health Information Technology for Economic and Clinical Health Act (HITECH)?		
E	Have a Data Security Officer or other individual designated as the person in charge of ensuring the security of confidential information?		
	If yes: Name & Title: Phone # Email:		
F	Require Data Security Training upon hire and annually thereafter for all employees who have access to health information? [Retain documentation of trainings for a period of 7 years.] [SFDPH data security training materials are available for use; contact OCPA at 1-855-729-6040.]		
G	Have proof that employees have signed a form upon hire and annually, or regularly, thereafter, with their name and the date, acknowledging that they have received data security training? [Retain documentation of acknowledgement of trainings for a period of 7 years.]		
H	Have (or will have if/when applicable) Business Associate Agreements with subcontractors who create, receive, maintain, transmit, or access SFDPH's health information?		
I	Have (or will have if/when applicable) a diagram of how SFDPH data flows between your organization and subcontractors or vendors (including named users, access methods, on-premise data hosts, processing systems, etc.)?		

**II. ATTEST:** Under penalty of perjury, I hereby attest that to the best of my knowledge the information herein is true and correct and that I have authority to sign on behalf of and bind Contractor listed above.

ATTESTED by Data Security Officer or designated person	Name: (print)		Signature		Date	
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**III. \*EXCEPTIONS:** If you have answered "NO" to any question or believe a question is Not Applicable, please contact OCPA at **1-855-729-6040** or [compliance.privacy@sfdph.org](mailto:compliance.privacy@sfdph.org) for a consultation. All "No" or "N/A" answers must be reviewed and approved by OCPA below.

EXCEPTION(S) APPROVED by OCPA	Name (print)		Signature		Date	
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## **Appendix F**

### **Invoice**

Contractor shall submit invoices according to the procedures established by the Department of Public Health.

The Invoice Analyst for the City shall email the Contractor the appropriate invoice template to use.

Failure to use the provided invoice template by the City may result in delayed payments.

**City and County of San Francisco  
Office of Contract Administration  
Purchasing Division  
City Hall, Room 430  
1 Dr. Carlton B. Goodlett Place  
San Francisco, California 94102-4685**

**Agreement between the City and County of San Francisco and**

**Richmond Area Multi Services, Inc.**

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This Agreement is made this 1<sup>st</sup> day of May 2022, in the City and County of San Francisco (“City”), State of California, by and between **Richmond Area Multi Services, Inc. 4355 Geary Blvd. San Francisco, CA 94118**, a non-profit entity, (“Contractor”) and City.

### **Recitals**

WHEREAS, the Department of Public Health, Community Behavioral Health Services (CBHS) wishes to secure vocational assessment, training, job coaching, and supportive employment services; and

WHEREAS, Contractor represents and warrants that it is qualified to perform the Services required by City as set forth under this Agreement; and

WHEREAS, this Agreement was competitively procured as required by San Francisco Administrative Code Chapter 21.1 through Request for Proposals (“RFP”) and Request for Qualifications (“RFQ”), RFQ 21-2020, dated December 7, 2020; in which City selected Contractor as the highest qualified scorer pursuant to the RFP and RFQ; and

WHEREAS, there is no Local Business Entity (“LBE”) subcontracting participation requirement for this Agreement; and

WHEREAS, Contractor represents and warrants that it is qualified to perform the Services required by City as set forth under this Agreement; and

WHEREAS, approval for this Agreement was obtained when the Civil Service Commission approved Contract numbers 41068 – 14/15 on May 18, 2021; and

Now, THEREFORE, the parties agree as follows:

### **Article 1 Definitions**

The following definitions apply to this Agreement:

1.1 **“Agreement”** means this contract document, including all attached appendices, and all applicable City Ordinances and Mandatory City Requirements specifically incorporated into this Agreement by reference as provided herein.

1.2 **“City” or “the City”** means the City and County of San Francisco, a municipal corporation, acting by and through both its Director of the Office of Contract Administration or the Director’s designated agent, hereinafter referred to as “Purchasing” and Department of Public Health.”

1.3 **“City Data”** means that data as described in Article 13 of this Agreement which includes, without limitation, all data collected, used, maintained, processed, stored, or generated by or on behalf of the City in connection with this Agreement. City Data includes, without limitation, Confidential Information.

1.4 **“CMD”** means the Contract Monitoring Division of the City.

1.5 **“Confidential Information”** means confidential City information including, but not limited to, personally-identifiable information (“PII”), protected health information (“PHI”), or individual financial information (collectively, “Proprietary or Confidential Information”) that is subject to local, state or federal laws restricting the use and disclosure of such information, including, but not limited to, Article 1, Section 1 of the California Constitution; the California Information Practices Act (Civil Code § 1798 et seq.); the California Confidentiality of Medical Information Act (Civil Code § 56 et seq.); the federal Gramm-Leach-Bliley Act (15 U.S.C. §§ 6801(b) and 6805(b)(2)); the privacy and information security aspects of the Administrative Simplification provisions of the federal Health Insurance Portability and Accountability Act (45 CFR Part 160 and Subparts A, C, and E of part 164); and San Francisco Administrative Code Chapter 12M (Chapter 12M).

1.6 **“Contractor” or “Consultant”** means Richmond Area Multi Services, Inc. 4355 Geary Blvd. San Francisco, CA 94118.

1.7 **“Deliverables”** means Contractor’s work product resulting from the Services provided by Contractor to City during the course of Contractor’s performance of the Agreement, including without limitation, the work product described in the “Scope of Services” attached as Appendix A.

1.8 **“Mandatory City Requirements”** means those City laws set forth in the San Francisco Municipal Code, including the duly authorized rules, regulations, and guidelines implementing such laws that impose specific duties and obligations upon Contractor.

1.9 **“Party” and “Parties”** means the City and Contractor either collectively or individually.

1.10 **“Services”** means the work performed by Contractor under this Agreement as specifically described in the “Scope of Services” attached as Appendix A, including all services, labor, supervision, materials, equipment, actions and other requirements to be performed and furnished by Contractor under this Agreement.

## **Article 2 Term of the Agreement**

2.1 **Term.** The term of this Agreement shall commence on May 1, 2022 and expire on December 31, 2023, unless earlier terminated as otherwise provided herein.

## **Article 3 Financial Matters**

3.1 **Certification of Funds; Budget and Fiscal Provisions; Termination in the Event of Non-Appropriation.** This Agreement is subject to the budget and fiscal provisions of the City’s Charter. Charges will accrue only after prior written authorization certified by the Controller, and the amount of City’s obligation hereunder shall not at any time exceed the amount certified for the purpose and period stated in such advance authorization. This Agreement will terminate without penalty, liability or expense of any kind to City at the end of any fiscal year if funds are not appropriated for the next succeeding fiscal year. If funds are appropriated for a portion of the fiscal year, this Agreement will terminate, without penalty, liability or expense of any kind at the end of the term for which funds are appropriated. City has no obligation to make appropriations for this Agreement in lieu of appropriations for new or other agreements. City budget decisions are subject to the discretion of the Mayor and the Board of Supervisors. Contractor’s assumption of risk of possible non-appropriation is part of the consideration for this Agreement.

THIS SECTION CONTROLS AGAINST ANY AND ALL OTHER PROVISIONS OF THIS AGREEMENT.

3.2 **Guaranteed Maximum Costs.** The City’s payment obligation to Contractor cannot at any time exceed the amount certified by City’s Controller for the purpose and period stated in such certification. Absent an authorized Emergency per the City Charter or applicable Code, no City representative is authorized to offer or promise, nor is the City required to honor, any offered or promised payments to Contractor under this Agreement in excess of the certified maximum amount without the Controller having first certified the additional promised amount and the Parties having modified this Agreement as provided in Section 11.5, “Modification of this Agreement.”

### **3.3 Compensation.**

3.3.1 **Calculation of Charges.** Contractor shall provide an invoice to the City on a monthly basis for goods delivered and/or Services completed in the immediate month, unless a different schedule is set out in Appendix B, “Calculation of Charges.” Compensation shall be made for goods and/or Services identified in the invoice that the City, in his or her sole discretion, concludes has been satisfactorily performed. In no event shall the amount of this Agreement exceed **Night Million Five Hundred Sixty-Eight Thousand Seven Hundred Ninety-Five Dollars (\$9,568,795)**. The breakdown of

charges associated with this Agreement appears in Appendix B, "Calculation of Charges." A portion of payment may be withheld until conclusion of the Agreement if agreed to by both Parties as retainage, described in Appendix B. In no event shall City be liable for interest or late charges for any late payments. City will not honor minimum service order charges for any services covered by this Agreement.

**3.3.2 Payment Limited to Satisfactory Services and Delivery of Goods.** Contractor is not entitled to any payments from City until City approves the goods and/or Services delivered pursuant to this Agreement. Payments to Contractor by City shall not excuse Contractor from its obligation to replace unsatisfactory delivery of goods and/or Services even if the unsatisfactory character may not have been apparent or detected at the time such payment was made. Goods and/or Services delivered pursuant to this Agreement that do not conform to the requirements of this Agreement may be rejected by City and in such case must be replaced by Contractor without delay at no cost to the City.

**3.3.3 Withhold Payments.** If Contractor fails to provide goods and/or Services in accordance with Contractor's obligations under this Agreement, the City may withhold any and all payments due Contractor until such failure to perform is cured, and Contractor shall not stop work as a result of City's withholding of payments as provided herein.

**3.3.4 Invoice Format.** Invoices furnished by Contractor under this Agreement must be in a form acceptable to the Controller and City and include a unique invoice number and a specific invoice date. Payment shall be made by City as specified in Section 3.3.7, or in such alternate manner as the Parties have mutually agreed upon in writing. All invoices must show the PeopleSoft Purchase Order ID Number, PeopleSoft Supplier Name and ID, Item numbers (if applicable), complete description of goods delivered or Services performed, sales/use tax (if applicable), contract payment terms and contract price. Invoices that do not include all required information or contain inaccurate information will not be processed for payment.

**3.3.5 Reserved.** (LBE Payment and Utilization Tracking System).

**3.3.6 Getting paid by the City for Goods and/or Services.**

(a) The City and County of San Francisco utilizes the Paymode-X<sup>®</sup> service offered by Bank of America Merrill Lynch to pay City contractors. Contractor must sign up to receive electronic payments to be paid under this Agreement. To sign up for electronic payments, visit [http://portal.paymode.com/city\\_countyofsanfrancisco](http://portal.paymode.com/city_countyofsanfrancisco).

(b) At the option of the City, Contractor may be required to submit invoices directly in the City's financial and procurement system (PeopleSoft) via eSettlement. Refer to <https://sfcitypartner.sfgov.org/pages/training.aspx> for more information on eSettlement. For access to PeopleSoft eSettlement, submit a request through [sfemployeeportalsupport@sfgov.org](mailto:sfemployeeportalsupport@sfgov.org).

**3.3.7 Grant Funded Contracts.**

(a) **Disallowance.** If Contractor requests or receives payment from City for Services, reimbursement for which is later disallowed by the State of California or United States Government, Contractor shall promptly refund the disallowed amount to City upon City's request. At its option, City may offset the amount disallowed from any payment due or to become due to Contractor under this Agreement or any other agreement between Contractor and City.

**3.3.8 Payment Terms. Payment Due Date:** Unless City notifies the Contractor that a dispute exists, Payment shall be made within 30 calendar days, measured from (1) the delivery of goods and/or the rendering of services or (2) the date of receipt of the invoice, whichever is later. Payment is deemed to be made on the date on which City has issued a check to Contractor or, if Contractor has agreed to electronic payment, the date on which City has posted electronic payment to Contractor.

### 3.4 Audit and Inspection of Records.

3.4.1 Contractor agrees to maintain and make available to the City, during regular business hours, accurate books and accounting records relating to its Services. Contractor will permit City to audit, examine and make excerpts and transcripts from such books and records, and to make audits of all invoices, materials, payrolls, records or personnel and other data related to all other matters covered by this Agreement, whether funded in whole or in part under this Agreement. Contractor shall maintain such data and records in an accessible location and condition for a period of not fewer than five years, unless required for a longer duration due to Federal, State, or local requirements of which the City will notify contractor in writing, after final payment under this Agreement or until after final audit has been resolved, whichever is later. The State of California or any Federal agency having an interest in the subject matter of this Agreement shall have the same rights as conferred upon City by this Section. Contractor shall include the same audit and inspection rights and record retention requirements in all subcontracts.

Contractor shall annually have its books of accounts audited by a Certified Public Accountant and a copy of said audit report and the associated management letter(s) shall be transmitted to the Director of Public Health or his /her designee within one hundred eighty (180) calendar days following Contractor's fiscal year end date. If Contractor expends \$750,000 or more in Federal funding per year, from any and all Federal awards, said audit shall be conducted in accordance with 2 CFR Part 200 Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards. Said requirements can be found at the following website address: [https://www.ecfr.gov/cgi-bin/text-idx?tpl=/ecfrbrowse/Title02/2cfr200\\_main\\_02.tpl](https://www.ecfr.gov/cgi-bin/text-idx?tpl=/ecfrbrowse/Title02/2cfr200_main_02.tpl).

3.4.2 If Contractor expends less than \$750,000 a year in Federal awards, Contractor is exempt from the single audit requirements for that year, but records must be available for review or audit by appropriate officials of the Federal Agency, pass-through entity and General Accounting Office. Contractor agrees to reimburse the City any cost adjustments necessitated by this audit report. Any audit report which addresses all or part of the period covered by this Agreement shall treat the service components identified in the detailed descriptions attached to Appendix A and referred to in the Program Budgets of Appendix B as discrete program entities of the Contractor.

3.4.3 The Director of Public Health or his / her designee may approve a waiver of the audit requirement in Section 3.4.1 above, if the contractual Services are of a consulting or personal services nature, these Services are paid for through fee for service terms which limit the City's risk with such contracts, and it is determined that the work associated with the audit would produce undue burdens or costs and would provide minimal benefits. A written request for a waiver must be submitted to the DIRECTOR ninety (90) calendar days before the end of the Agreement term or Contractor's fiscal year, whichever comes first.

3.4.4 Any financial adjustments necessitated by this audit report shall be made by Contractor to the City. If Contractor is under contract to the City, the adjustment may be made in the next subsequent billing by Contractor to the City, or may be made by another written schedule determined solely by the City. In the event Contractor is not under contract to the City, written arrangements shall be made for audit adjustments.

**3.5 Submitting False Claims.** The full text of San Francisco Administrative Code Chapter 21, Section 21.35, including the enforcement and penalty provisions, is incorporated into this Agreement. Pursuant to San Francisco Administrative Code §21.35, any contractor or subcontractor who submits a false

claim shall be liable to the City for the statutory penalties set forth in that section. A contractor or subcontractor will be deemed to have submitted a false claim to the City if the contractor or subcontractor: (a) knowingly presents or causes to be presented to an officer or employee of the City a false claim or request for payment or approval; (b) knowingly makes, uses, or causes to be made or used a false record or statement to get a false claim paid or approved by the City; (c) conspires to defraud the City by getting a false claim allowed or paid by the City; (d) knowingly makes, uses, or causes to be made or used a false record or statement to conceal, avoid, or decrease an obligation to pay or transmit money or property to the City; or (e) is a beneficiary of an inadvertent submission of a false claim to the City, subsequently discovers the falsity of the claim, and fails to disclose the false claim to the City within a reasonable time after discovery of the false claim.

### 3.6 **Reserved. (Payment of Prevailing Wages)**

### 3.7 **Contract Amendments; Budgeting Revisions.**

3.7.1 **Formal Contract Amendment:** Contractor shall not be entitled to an increase in the Compensation or an extension of the Term unless the Parties agree to a Formal Amendment in accordance with the San Francisco Administrative Code and Section 11.5 (Modifications of this Agreement).

3.7.2 **City Revisions to Program Budgets:** The City shall have authority, without the execution of a Formal Amendment, to purchase additional Services and/or make changes to the work in accordance with the terms of this Agreement (including such terms that require Contractor's agreement), not involving an increase in the Compensation or the Term by use of a written City Revision to Program Budget.

3.7.3 **City Program Scope Reduction.** In order to preserve the Agreement and enable Contractor to continue to perform work albeit potentially on a reduced basis, the City shall have authority during the Term of the Agreement, without the execution of a Formal Amendment, to reduce scope, temporarily suspend the Agreement work, and/or convert the Term to month-to-month (Program Scope Reduction), by use of a written Revision to Program Budgets, executed by the Director of Health, or his or her designee, and Contractor. Contractor understands and agrees that the City's right to effect a Program Scope Reduction is intended to serve a public purpose and to protect the public fisc and is not intended to cause harm to or penalize Contractor. Contractor provides City with a full and final release of all claims arising from a Program Scope Reduction. Contractor further agrees that it will not sue the City for damages arising directly or indirectly from a City Program Scope Reduction

## **Article 4 Services and Resources**

4.1 **Services Contractor Agrees to Perform.** Contractor agrees to perform the Services stated in Appendix A, "Scope of Services." Officers and employees of the City are not authorized to request, and the City is not required to reimburse the Contractor for, Services beyond the Scope of Services listed in Appendix A, unless Appendix A is modified as provided in Section 11.5, "Modification of this Agreement."

### 4.2 **Personnel**

4.2.1 **Qualified Personnel.** Contractor shall utilize only competent personnel under the supervision of, and in the employment of, Contractor (or Contractor's authorized subcontractors) to perform the Services. Contractor will comply with City's reasonable requests regarding assignment and/or removal of personnel, but all personnel, including those assigned at City's request, must be supervised by Contractor. Contractor shall commit adequate resources to allow timely completion within the project schedule specified in this Agreement.

#### 4.2.2 **Contractor Vaccination Policy.**

(a) Contractor acknowledges that it has read the requirements of the 38th Supplement to Mayoral Proclamation Declaring the Existence of a Local Emergency (“Emergency Declaration”), dated February 25, 2020, and the Contractor Vaccination Policy for City Contractors issued by the City Administrator (“Contractor Vaccination Policy”), as those documents may be amended from time to time. A copy of the Contractor Vaccination Policy can be found at: <https://sf.gov/confirm-vaccine-status-your-employees-and-subcontractors>.

(b) A Contract subject to the Emergency Declaration is an agreement between the City and any other entity or individual and any subcontract under such agreement, where Covered Employees of the Contractor or Subcontractor work in-person with City employees in connection with the work or services performed under the agreement at a City owned, leased, or controlled facility. Such agreements include, but are not limited to, professional services contracts, general services contracts, public works contracts, and grants. Contract includes such agreements currently in place or entered into during the term of the Emergency Declaration. Contract does not include an agreement with a state or federal governmental entity or agreements that do not involve the City paying or receiving funds.

(c) In accordance with the Contractor Vaccination Policy, Contractor agrees that:

(i) Where applicable, Contractor shall ensure it complies with the requirements of the Contractor Vaccination Policy pertaining to Covered Employees, as they are defined under the Emergency Declaration and the Contractor Vaccination Policy, and insure such Covered Employees are either fully vaccinated for COVID-19 or obtain from Contractor an exemption based on medical or religious grounds; and

(ii) If Contractor grants Covered Employees an exemption based on medical or religious grounds, Contractor will promptly notify City by completing and submitting the Covered Employees Granted Exemptions Form (“Exemptions Form”), which can be found at <https://sf.gov/confirm-vaccine-status-your-employees-and-subcontractors> (navigate to “Exemptions” to download the form).

(d) The City reserves the right to impose a more stringent COVID-19 vaccination policy for the San Francisco Department of Public Health, acting in its sole discretion.

### 4.3 Subcontracting

4.3.1 Contractor may subcontract portions of the Services only upon prior written approval of City. Contractor is responsible for its subcontractors throughout the course of the work required to perform the Services. All Subcontracts must incorporate the terms of Article 10 "Additional Requirements Incorporated by Reference" of this Agreement, unless inapplicable. Neither Party shall, on the basis of this Agreement, contract on behalf of, or in the name of, the other Party. Any agreement made in violation of this provision shall be null and void.

4.3.2 Contractor will not employ subcontractors.

### 4.4 Independent Contractor; Payment of Employment Taxes and Other Expenses.

4.4.1 **Independent Contractor.** For the purposes of this Section 4.4, “Contractor” shall be deemed to include not only Contractor, but also any agent or employee of Contractor. Contractor acknowledges and agrees that at all times, Contractor or any agent or employee of Contractor shall be deemed at all times to be an independent contractor and is wholly responsible for the manner in which it performs the services and work requested by City under this Agreement. Contractor, its agents, and employees will not represent or hold themselves out to be employees of the City at any time. Contractor or any agent or employee of Contractor shall not have employee status with City, nor be entitled to

participate in any plans, arrangements, or distributions by City pertaining to or in connection with any retirement, health or other benefits that City may offer its employees. Contractor or any agent or employee of Contractor is liable for the acts and omissions of itself, its employees and its agents. Contractor shall be responsible for all obligations and payments, whether imposed by federal, state or local law, including, but not limited to, FICA, income tax withholdings, unemployment compensation, insurance, and other similar responsibilities related to Contractor's performing services and work, or any agent or employee of Contractor providing same. Nothing in this Agreement shall be construed as creating an employment or agency relationship between City and Contractor or any agent or employee of Contractor. Any terms in this Agreement referring to direction from City shall be construed as providing for direction as to policy and the result of Contractor's work only, and not as to the means by which such a result is obtained. City does not retain the right to control the means or the method by which Contractor performs work under this Agreement. Contractor agrees to maintain and make available to City, upon request and during regular business hours, accurate books and accounting records demonstrating Contractor's compliance with this Section. Should City determine that Contractor, or any agent or employee of Contractor, is not performing in accordance with the requirements of this Agreement, City shall provide Contractor with written notice of such failure. Within five (5) business days of Contractor's receipt of such notice, and in accordance with Contractor policy and procedure, Contractor shall remedy the deficiency. Notwithstanding, if City believes that an action of Contractor, or any agent or employee of Contractor, warrants immediate remedial action by Contractor, City shall contact Contractor and provide Contractor in writing with the reason for requesting such immediate action.

**4.4.2 Payment of Employment Taxes and Other Expenses.** Should City, in its discretion, or a relevant taxing authority such as the Internal Revenue Service or the State Employment Development Division, or both, determine that Contractor is an employee for purposes of collection of any employment taxes, the amounts payable under this Agreement shall be reduced by amounts equal to both the employee and employer portions of the tax due (and offsetting any credits for amounts already paid by Contractor which can be applied against this liability). City shall then forward those amounts to the relevant taxing authority. Should a relevant taxing authority determine a liability for past services performed by Contractor for City, upon notification of such fact by City, Contractor shall promptly remit such amount due or arrange with City to have the amount due withheld from future payments to Contractor under this Agreement (again, offsetting any amounts already paid by Contractor which can be applied as a credit against such liability). A determination of employment status pursuant to this Section 4.4 shall be solely limited to the purposes of the particular tax in question, and for all other purposes of this Agreement, Contractor shall not be considered an employee of City. Notwithstanding the foregoing, Contractor agrees to indemnify and save harmless City and its officers, agents and employees from, and, if requested, shall defend them against any and all claims, losses, costs, damages, and expenses, including attorneys' fees, arising from this Section.

**4.5 Assignment.** The Services to be performed by Contractor are personal in character. Neither this Agreement, nor any duties or obligations hereunder, may be directly or indirectly assigned, novated, transferred, or delegated by Contractor (collectively referred to as an "Assignment") unless first approved by City by written instrument executed and approved in the same manner as this Agreement in accordance with the Administrative Code. The City's approval of any such Assignment is subject to the Contractor demonstrating to City's reasonable satisfaction that the proposed transferee is: (i) reputable and capable, financially and otherwise, of performing each of Contractor's obligations under this Agreement and any other documents to be assigned, (ii) not forbidden by applicable law from transacting business or entering into contracts with City; and (iii) subject to the jurisdiction of the courts of the State of California. A change of ownership or control of Contractor or a sale or transfer of substantially all of the assets of Contractor shall be deemed an Assignment for purposes of this Agreement. Contractor shall immediately notify City about any Assignment. Any purported Assignment made in violation of this provision shall be null and void.

4.6 **Warranty.** Contractor warrants to City that the Services will be performed with the degree of skill and care that is required by current, good and sound professional procedures and practices, and in conformance with generally accepted professional standards prevailing at the time the Services are performed so as to ensure that all Services performed are correct and appropriate for the purposes.

4.7 **Reserved. (Liquidated Damages).**

4.8 **Reserved. (Bonding Requirements).**

## **Article 5 Insurance and Indemnity**

### **5.1 Insurance.**

5.1.1 **Required Coverages.** Insurance limits are subject to Risk Management review and revision, as appropriate, as conditions warrant. Without in any way limiting Contractor's liability pursuant to the "Indemnification" section of this Agreement, Contractor must maintain in force, during the full term of the Agreement, insurance in the following amounts and coverages:

(a) Commercial General Liability Insurance with limits not less than \$1,000,000 each occurrence for Bodily Injury and Property Damage, including Contractual Liability, Personal Injury, Products and Completed Operations. Policy must include Abuse and Molestation coverage.

(b) Commercial Automobile Liability Insurance with limits not less than \$1,000,000 each occurrence, "Combined Single Limit" for Bodily Injury and Property Damage, including Owned, Non-Owned and Hired auto coverage, as applicable.

(c) Workers' Compensation Insurance, in statutory amounts, with Employers' Liability Limits not less than \$1,000,000 each accident, injury, or illness.

(d) Professional Liability Insurance, applicable to Contractor's profession, with limits not less than \$1,000,000 for each claim with respect to negligent acts, errors or omissions in connection with the Services.

(e) Blanket Fidelity Bond or Crime Policy with limits of in the amount of any Initial Payment included under this Agreement covering employee theft of money written with a per loss limit.

(f) Reserved (Technology Errors and Omissions Liability Insurance).

(g) Cyber and Privacy Insurance with limits of not less than \$3,000,000 per claim. Such insurance shall include coverage for liability arising from theft, dissemination, and/or use of confidential information, including but not limited to, bank and credit card account information or personal information, such as name, address, social security numbers, protected health information or other personally identifying information, stored or transmitted in any form.

(h) **Reserved.** (Pollution Liability Insurance).

### **5.1.2 Additional Insured Endorsements**

(a) The Commercial General Liability policy must be endorsed to name as Additional Insured the City and County of San Francisco, its Officers, Agents, and Employees.

(b) The Commercial Automobile Liability Insurance policy must be endorsed to name as Additional Insured the City and County of San Francisco, its Officers, Agents, and Employees.

(c) The Commercial Automobile Liability Insurance policy must be endorsed to include (i) Auto Pollution Additional Insured Endorsement naming as Additional Insured the City and County of San Francisco, its Officers, Agents, and Employees; and (ii) Form MCS-90 for Motor Carrier Policies of Insurance for Public Liability under Sections 29 and 30 of the Motor Carrier Act of 1980.

### 5.1.3 Waiver of Subrogation Endorsements

(a) The Workers' Compensation policy(ies) shall be endorsed with a waiver of subrogation in favor of the City for all work performed by the Contractor, its employees, agents and subcontractors.

### 5.1.4 Primary Insurance Endorsements

(a) The Commercial General Liability policy shall provide that such policies are primary insurance to any other insurance available to the Additional Insureds, with respect to any claims arising out of this Agreement, and that the insurance applies separately to each insured against whom claim is made or suit is brought.

(b) The Commercial Automobile Liability Insurance policy shall provide that such policies are primary insurance to any other insurance available to the Additional Insureds, with respect to any claims arising out of this Agreement, and that the insurance applies separately to each insured against whom claim is made or suit is brought.

(c) **Reserved.** (Pollution Liability Insurance Primary Insurance Endorsement).

### 5.1.5 Other Insurance Requirements

(a) Thirty (30) days' advance written notice shall be provided to the City of cancellation, intended non-renewal, or reduction in coverages, except for non-payment for which no less than ten (10) days' notice shall be provided to City. Notices shall be sent to the City email address: [luciana.garcia@sfdph.org](mailto:luciana.garcia@sfdph.org).

(b) Should any of the required insurance be provided under a claims-made form, Contractor shall maintain such coverage continuously throughout the term of this Agreement and, without lapse, for a period of three years beyond the expiration of this Agreement, to the effect that, should occurrences during the Agreement term give rise to claims made after expiration of the Agreement, such claims shall be covered by such claims-made policies.

(c) Should any of the required insurance be provided under a form of coverage that includes a general annual aggregate limit or provides that claims investigation or legal defense costs be included in such general annual aggregate limit, such general annual aggregate limit shall be double the occurrence or claims limits specified above.

(d) Should any required insurance lapse during the term of this Agreement, requests for payments originating after such lapse shall not be processed until the City receives satisfactory evidence of reinstated coverage as required by this Agreement, effective as of the lapse date. If insurance is not reinstated, the City may, at its sole option, terminate this Agreement effective on the date of such lapse of insurance.

(e) Before commencing any Services, Contractor shall furnish to City certificates of insurance and additional insured policy endorsements with insurers with ratings comparable to A-, VIII or higher, that are authorized to do business in the State of California, and that are satisfactory to City, in form evidencing all coverages set forth above. Approval of the insurance by City shall not relieve or decrease Contractor's liability hereunder.

(f) If Contractor will use any subcontractor(s) to provide Services, Contractor shall require the subcontractor(s) to provide all necessary insurance and to name the City and County of San Francisco, its officers, agents and employees and the Contractor as additional insureds.

## 5.2 Indemnification.

5.2.1 Contractor shall indemnify and hold harmless City and its officers, agents and employees from, and, if requested, shall defend them from and against any and all claims, demands, losses, damages, costs, expenses, and liability (legal, contractual, or otherwise) arising from or in any way connected with any: (i) injury to or death of a person, including employees of City or Contractor; (ii) loss of or damage to property; (iii) violation of local, state, or federal common law, statute or regulation, including but not limited to privacy or personally identifiable information, health information, disability and labor laws or regulations; (iv) strict liability imposed by any law or regulation; or (v) losses arising from Contractor's execution of subcontracts not in accordance with the requirements of this Agreement applicable to subcontractors; so long as such injury, violation, loss, or strict liability (as set forth in subsections (i) – (v) above) arises directly or indirectly from Contractor's performance of this Agreement, including, but not limited to, Contractor's use of facilities or equipment provided by City or others, regardless of the negligence of, and regardless of whether liability without fault is imposed or sought to be imposed on City, except to the extent that such indemnity is void or otherwise unenforceable under applicable law, and except where such loss, damage, injury, liability or claim is the result of the active negligence or willful misconduct of City and is not contributed to by any act of, or by any omission to perform some duty imposed by law or agreement on Contractor, its subcontractors, or either's agent or employee. Contractor shall also indemnify, defend and hold City harmless from all suits or claims or administrative proceedings for breaches of federal and/or state law regarding the privacy of health information, electronic records or related topics, arising directly or indirectly from Contractor's performance of this Agreement. The foregoing indemnity shall include, without limitation, reasonable fees of attorneys, consultants and experts and related costs and City's costs of investigating any claims against the City.

5.2.2 In addition to Contractor's obligation to indemnify City, Contractor specifically acknowledges and agrees that it has an immediate and independent obligation to defend City from any claim which actually or potentially falls within this indemnification provision, even if the allegations are or may be groundless, false or fraudulent, which obligation arises at the time such claim is tendered to Contractor by City and continues at all times thereafter.

5.2.3 Contractor shall indemnify and hold City harmless from all loss and liability, including attorneys' fees, court costs and all other litigation expenses for any infringement of the patent rights, copyright, trade secret or any other proprietary right or trademark, and all other intellectual property claims of any person or persons arising directly or indirectly from the receipt by City, or any of its officers or agents, of Contractor's Services.

## Article 6 Liability of the Parties

6.1 **Liability of City.** CITY'S PAYMENT OBLIGATIONS UNDER THIS AGREEMENT SHALL BE LIMITED TO THE PAYMENT OF THE COMPENSATION PROVIDED FOR IN SECTION 3.3.1, "PAYMENT," OF THIS AGREEMENT. NOTWITHSTANDING ANY OTHER PROVISION OF THIS AGREEMENT, IN NO EVENT SHALL CITY BE LIABLE, REGARDLESS OF WHETHER ANY CLAIM IS BASED ON CONTRACT OR TORT, FOR ANY SPECIAL, CONSEQUENTIAL, INDIRECT OR INCIDENTAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, LOST PROFITS, ARISING

OUT OF OR IN CONNECTION WITH THIS AGREEMENT OR THE SERVICES PERFORMED IN CONNECTION WITH THIS AGREEMENT.

6.2 **Liability for Use of Equipment.** City shall not be liable for any damage to persons or property as a result of the use, misuse or failure of any equipment used by Contractor, or any of its subcontractors, or by any of their employees, even though such equipment is furnished, rented or loaned by City.

6.3 **Liability for Incidental and Consequential Damages.** Contractor shall be responsible for incidental and consequential damages resulting in whole or in part from Contractor's acts or omissions.

## Article 7 Payment of Taxes

7.1 **Contractor to Pay All Taxes.** Except for any applicable California sales and use taxes charged by Contractor to City, Contractor shall pay all taxes, including possessory interest taxes levied upon or as a result of this Agreement, or the Services delivered pursuant hereto. Contractor shall remit to the State of California any sales or use taxes paid by City to Contractor under this Agreement. Contractor agrees to promptly provide information requested by the City to verify Contractor's compliance with any State requirements for reporting sales and use tax paid by City under this Agreement.

7.2 **Possessory Interest Taxes.** Contractor acknowledges that this Agreement may create a "possessory interest" for property tax purposes. Generally, such a possessory interest is not created unless the Agreement entitles the Contractor to possession, occupancy, or use of City property for private gain. If such a possessory interest is created, then the following shall apply:

7.2.1 Contractor, on behalf of itself and any permitted successors and assigns, recognizes and understands that Contractor, and any permitted successors and assigns, may be subject to real property tax assessments on the possessory interest.

7.2.2 Contractor, on behalf of itself and any permitted successors and assigns, recognizes and understands that the creation, extension, renewal, or assignment of this Agreement may result in a "change in ownership" for purposes of real property taxes, and therefore may result in a revaluation of any possessory interest created by this Agreement. Contractor accordingly agrees on behalf of itself and its permitted successors and assigns to report on behalf of the City to the County Assessor the information required by Revenue and Taxation Code Section 480.5, as amended from time to time, and any successor provision.

7.2.3 Contractor, on behalf of itself and any permitted successors and assigns, recognizes and understands that other events also may cause a change of ownership of the possessory interest and result in the revaluation of the possessory interest. (see, e.g., Rev. & Tax. Code Section 64, as amended from time to time). Contractor accordingly agrees on behalf of itself and its permitted successors and assigns to report any change in ownership to the County Assessor, the State Board of Equalization or other public agency as required by law.

7.2.4 Contractor further agrees to provide such other information as may be requested by the City to enable the City to comply with any reporting requirements for possessory interests that are imposed by applicable law.

7.3 **Withholding.** Contractor agrees that it is obligated to pay all amounts due to the City under the San Francisco Business and Tax Regulations Code during the term of this Agreement. Pursuant to Section 6.10-2 of the San Francisco Business and Tax Regulations Code, Contractor further acknowledges and agrees that City may withhold any payments due to Contractor under this Agreement if Contractor is delinquent in the payment of any amount required to be paid to the City under the San Francisco Business and Tax Regulations Code. Any payments withheld under this paragraph shall be made to Contractor, without interest, upon Contractor coming back into compliance with its obligations.

## Article 8 Termination and Default

### 8.1 Termination for Convenience

8.1.1 City shall have the option, in its sole discretion, to terminate this Agreement, at any time during the term hereof, for convenience and without cause. City shall exercise this option by giving Contractor written notice of termination. The notice shall specify the date on which termination shall become effective.

8.1.2 Upon receipt of the notice of termination, Contractor shall commence and perform, with diligence, all actions necessary on the part of Contractor to effect the termination of this Agreement on the date specified by City and to minimize the liability of Contractor and City to third parties as a result of termination. All such actions shall be subject to the prior approval of City. Such actions may include any or all of the following, without limitation:

(a) Halting the performance of all Services under this Agreement on the date(s) and in the manner specified by City.

(b) Terminating all existing orders and subcontracts, and not placing any further orders or subcontracts for materials, Services, equipment or other items.

(c) At City's direction, assigning to City any or all of Contractor's right, title, and interest under the orders and subcontracts terminated. Upon such assignment, City shall have the right, in its sole discretion, to settle or pay any or all claims arising out of the termination of such orders and subcontracts.

(d) Subject to City's approval, settling all outstanding liabilities and all claims arising out of the termination of orders and subcontracts.

(e) Completing performance of any Services that City designates to be completed prior to the date of termination specified by City.

(f) Taking such action as may be necessary, or as the City may direct, for the protection and preservation of any property related to this Agreement which is in the possession of Contractor and in which City has or may acquire an interest.

8.1.3 Within 30 days after the specified termination date, Contractor shall submit to City an invoice, which shall set forth each of the following as a separate line item:

(a) The reasonable cost to Contractor, without profit, for all Services prior to the specified termination date, for which Services City has not already tendered payment. Reasonable costs may include a reasonable allowance for actual overhead, not to exceed a total of 10% of Contractor's direct costs for Services. Any overhead allowance shall be separately itemized. Contractor may also recover the reasonable cost of preparing the invoice.

(b) A reasonable allowance for profit on the cost of the Services described in the immediately preceding subsection (a), provided that Contractor can establish, to the satisfaction of City, that Contractor would have made a profit had all Services under this Agreement been completed, and provided further, that the profit allowed shall in no event exceed 5% of such cost.

(c) The reasonable cost to Contractor of handling material or equipment returned to the vendor, delivered to the City or otherwise disposed of as directed by the City.

(d) A deduction for the cost of materials to be retained by Contractor, amounts realized from the sale of materials and not otherwise recovered by or credited to City, and any other appropriate credits to City against the cost of the Services or other work.

8.1.4 In no event shall City be liable for costs incurred by Contractor or any of its subcontractors after the termination date specified by City, except for those costs specifically listed in Section 8.1.3. Such non-recoverable costs include, but are not limited to, anticipated profits on the Services under this Agreement, post-termination employee salaries, post-termination administrative expenses, post-termination overhead or unabsorbed overhead, attorneys' fees or other costs relating to the prosecution of a claim or lawsuit, prejudgment interest, or any other expense which is not reasonable or authorized under Section 8.1.3.

8.1.5 In arriving at the amount due to Contractor under this Section, City may deduct: (i) all payments previously made by City for Services covered by Contractor's final invoice; (ii) any claim which City may have against Contractor in connection with this Agreement; (iii) any invoiced costs or expenses excluded pursuant to the immediately preceding subsection 8.1.4; and (iv) in instances in which, in the opinion of the City, the cost of any Service performed under this Agreement is excessively high due to costs incurred to remedy or replace defective or rejected Services, the difference between the invoiced amount and City's estimate of the reasonable cost of performing the invoiced Services in compliance with the requirements of this Agreement.

8.1.6 City's payment obligation under this Section shall survive termination of this Agreement.

## 8.2 Termination for Default; Remedies.

8.2.1 Each of the following shall constitute an immediate event of default ("Event of Default") under this Agreement:

(a) Contractor fails or refuses to perform or observe any term, covenant or condition contained in any of the following Sections of this Agreement:

3.5	Submitting False Claims.	10.10	Alcohol and Drug-Free Workplace
4.5	Assignment	10.13	Working with Minors
Article 5	Insurance and Indemnity	11.10	Compliance with Laws
Article 7	Payment of Taxes	Article 13	Data and Security

(b) Contractor fails or refuses to perform or observe any other term, covenant or condition contained in this Agreement, including any obligation imposed by ordinance or statute and incorporated by reference herein, and such default is not cured within ten days after written notice thereof from City to Contractor. If Contractor defaults a second time in the same manner as a prior default cured by Contractor, City may in its sole discretion immediately terminate the Agreement for default or grant an additional period not to exceed five days for Contractor to cure the default.

(c) Contractor (i) is generally not paying its debts as they become due; (ii) files, or consents by answer or otherwise to the filing against it of a petition for relief or reorganization or arrangement or any other petition in bankruptcy or for liquidation or to take advantage of any bankruptcy, insolvency or other debtors' relief law of any jurisdiction; (iii) makes an assignment for the benefit of its creditors; (iv) consents to the appointment of a custodian, receiver, trustee or other officer with similar powers of Contractor or of any substantial part of Contractor's property; or (v) takes action for the purpose of any of the foregoing.

(d) A court or government authority enters an order (i) appointing a custodian, receiver, trustee or other officer with similar powers with respect to Contractor or with respect to any substantial part of Contractor's property, (ii) constituting an order for relief or approving a petition for relief or reorganization or arrangement or any other petition in bankruptcy or for liquidation or to take

advantage of any bankruptcy, insolvency or other debtors' relief law of any jurisdiction or (iii) ordering the dissolution, winding-up or liquidation of Contractor.

8.2.2 On and after any Event of Default, City shall have the right to exercise its legal and equitable remedies, including, without limitation, the right to terminate this Agreement or to seek specific performance of all or any part of this Agreement. In addition, under San Francisco Administrative Code Section 21.33, City shall have the right (but no obligation) to cure (or cause to be cured) on behalf of Contractor any Event of Default; Contractor shall pay to City on demand all costs and expenses incurred by City in effecting such cure, with interest thereon from the date of incurrence at the maximum rate then permitted by law. Under San Francisco Administrative Code Section 10.27, City shall have the right to offset from any amounts due to Contractor under this Agreement or any other agreement between City and Contractor: (i) all damages, losses, costs or expenses incurred by City as a result of an Event of Default; and (ii) any liquidated damages levied upon Contractor pursuant to the terms of this Agreement; and (iii), any damages imposed by any ordinance or statute that is incorporated into this Agreement by reference, or into any other agreement with the City. This Section 8.2.2 shall survive termination of this Agreement.

8.2.3 All remedies provided for in this Agreement may be exercised individually or in combination with any other remedy available hereunder or under applicable laws, rules and regulations. The exercise of any remedy shall not preclude or in any way be deemed to waive any other remedy. Nothing in this Agreement shall constitute a waiver or limitation of any rights that City may have under applicable law.

8.2.4 Any notice of default must be sent by registered mail to the address set forth in Article 11.

8.3 **Non-Waiver of Rights.** The omission by either Party at any time to enforce any default or right reserved to it, or to require performance of any of the terms, covenants, or provisions hereof by the other Party at the time designated, shall not be a waiver of any such default or right to which the Party is entitled, nor shall it in any way affect the right of the Party to enforce such provisions thereafter.

#### 8.4 **Rights and Duties upon Termination or Expiration.**

8.4.1 This Section and the following Sections of this Agreement listed below, shall survive termination or expiration of this Agreement:

3.3.2	Payment Limited to Satisfactory Services	9.1	Ownership of Results
3.3.7(a)	Grant Funded Contracts – Disallowance	9.2	Works for Hire
3.4	Audit and Inspection of Records	11.6	Dispute Resolution Procedure
3.5	Submitting False Claims	11.7	Agreement Made in California; Venue
Article 5	Insurance and Indemnity	11.8	Construction
6.1	Liability of City	11.9	Entire Agreement
6.3	Liability for Incidental and Consequential Damages	11.10	Compliance with Laws
Article 7	Payment of Taxes	11.11	Severability
8.1.6	Payment Obligation	Article 13	Data and Security
		Appendix E	Business Associate Agreement

8.4.2 Subject to the survival of the Sections identified in Section 8.4.1, above, if this Agreement is terminated prior to expiration of the term specified in Article 2, this Agreement shall be of no further force or effect. Contractor shall transfer title to City, and deliver in the manner, at the times, and to the extent, if any, directed by City, any work in progress, completed work, supplies, equipment, and other materials produced as a part of, or acquired in connection with the performance of this Agreement, and any completed or partially completed work which, if this Agreement had been completed, would have been required to be furnished to City.

## **Article 9 Rights In Deliverables**

9.1 **Ownership of Results.** Any interest of Contractor or its subcontractors, in the Deliverables, including any drawings, plans, specifications, blueprints, studies, reports, memoranda, computation sheets, computer files and media or other documents prepared by Contractor or its subcontractors for the purposes of this Agreement, shall become the property of and will be transmitted to City. However, unless expressly prohibited elsewhere in this Agreement, Contractor may retain and use copies for reference and as documentation of its experience and capabilities.

9.2 **Works for Hire.** If, in connection with Services, Contractor or its subcontractors creates Deliverables including, without limitation, artwork, copy, posters, billboards, photographs, videotapes, audiotapes, systems designs, software, reports, diagrams, surveys, blueprints, source codes, or any other original works of authorship, whether in digital or any other format, such works of authorship shall be works for hire as defined under Title 17 of the United States Code, and all copyrights in such works shall be the property of the City. If any Deliverables created by Contractor or its subcontractor(s) under this Agreement are ever determined not to be works for hire under U.S. law, Contractor hereby assigns all Contractor's copyrights to such Deliverables to the City, agrees to provide any material and execute any documents necessary to effectuate such assignment, and agrees to include a clause in every subcontract imposing the same duties upon subcontractor(s). With City's prior written approval, Contractor and its subcontractor(s) may retain and use copies of such works for reference and as documentation of their respective experience and capabilities.

## **Article 10 Additional Requirements Incorporated by Reference**

10.1 **Laws Incorporated by Reference.** The full text of the laws listed in this Article 10, including enforcement and penalty provisions, are incorporated by reference into this Agreement. The full text of the San Francisco Municipal Code provisions incorporated by reference in this Article and elsewhere in the Agreement ("Mandatory City Requirements") are available at [http://www.amlegal.com/codes/client/san-francisco\\_ca/](http://www.amlegal.com/codes/client/san-francisco_ca/).

10.2 **Conflict of Interest.** By executing this Agreement, Contractor certifies that it does not know of any fact which constitutes a violation of Section 15.103 of the City's Charter; Article III, Chapter 2 of City's Campaign and Governmental Conduct Code; Title 9, Chapter 7 of the California Government Code (Section 87100 *et seq.*), or Title 1, Division 4, Chapter 1, Article 4 of the California Government Code (Section 1090 *et seq.*), and further agrees promptly to notify the City if it becomes aware of any such fact during the term of this Agreement.

10.3 **Prohibition on Use of Public Funds for Political Activity.** In performing the Services, Contractor shall comply with San Francisco Administrative Code Chapter 12G, which prohibits funds appropriated by the City for this Agreement from being expended to participate in, support, or attempt to influence any political campaign for a candidate or for a ballot measure. Contractor is subject to the enforcement and penalty provisions in Chapter 12G.

10.4 **Consideration of Salary History.** Contractor shall comply with San Francisco Administrative Code Chapter 12K, the Consideration of Salary History Ordinance or "Pay Parity Act." Contractor is prohibited from considering current or past salary of an applicant in determining whether to

hire the applicant or what salary to offer the applicant to the extent that such applicant is applying for employment to be performed on this Agreement or in furtherance of this Agreement, and whose application, in whole or part, will be solicited, received, processed or considered, whether or not through an interview, in the City or on City property. The ordinance also prohibits employers from (1) asking such applicants about their current or past salary or (2) disclosing a current or former employee's salary history without that employee's authorization unless the salary history is publicly available. Contractor is subject to the enforcement and penalty provisions in Chapter 12K. Information about and the text of Chapter 12K is available on the web at <https://sfgov.org/olse/consideration-salary-history>. Contractor is required to comply with all of the applicable provisions of 12K, irrespective of the listing of obligations in this Section.

## 10.5 Nondiscrimination Requirements.

**10.5.1 Nondiscrimination in Contracts.** Contractor shall comply with the provisions of Chapters 12B and 12C of the San Francisco Administrative Code. Contractor shall incorporate by reference in all subcontracts the provisions of Sections 12B.2(a), 12B.2(c)-(k), and 12C.3 of the San Francisco Administrative Code and shall require all subcontractors to comply with such provisions. Contractor is subject to the enforcement and penalty provisions in Chapters 12B and 12C.

**10.5.2 Nondiscrimination in the Provision of Employee Benefits.** San Francisco Administrative Code 12B.2. Contractor does not as of the date of this Agreement, and will not during the term of this Agreement, in any of its operations in San Francisco, on real property owned by San Francisco, or where work is being performed for the City elsewhere in the United States, discriminate in the provision of employee benefits between employees with domestic partners and employees with spouses and/or between the domestic partners and spouses of such employees, subject to the conditions set forth in San Francisco Administrative Code Section 12B.2.

## 10.6 Local Business Enterprise and Non-Discrimination in Contracting Ordinance.

Contractor shall comply with all applicable provisions of Chapter 14B ("LBE Ordinance"). Contractor is subject to the enforcement and penalty provisions in Chapter 14B.

**10.7 Minimum Compensation Ordinance.** If Administrative Code Chapter 12P applies to this contract, Contractor shall pay covered employees no less than the minimum compensation required by San Francisco Administrative Code Chapter 12P, including a minimum hourly gross compensation, compensated time off, and uncompensated time off. Contractor is subject to the enforcement and penalty provisions in Chapter 12P. Information about and the text of the Chapter 12P is available on the web at <http://sfgov.org/olse/mco>. Contractor is required to comply with all of the applicable provisions of 12P, irrespective of the listing of obligations in this Section. By signing and executing this Agreement, Contractor certifies that it complies with Chapter 12P.

**10.8 Health Care Accountability Ordinance.** If Administrative Code Chapter 12Q applies to this contract, Contractor shall comply with the requirements of Chapter 12Q. For each Covered Employee, Contractor shall provide the appropriate health benefit set forth in Section 12Q.3 of the HCAO. If Contractor chooses to offer the health plan option, such health plan shall meet the minimum standards set forth by the San Francisco Health Commission. Information about and the text of the Chapter 12Q, as well as the Health Commission's minimum standards, is available on the web at <http://sfgov.org/olse/hcao>. Contractor is subject to the enforcement and penalty provisions in Chapter 12Q. Any Subcontract entered into by Contractor shall require any Subcontractor with 20 or more employees to comply with the requirements of the HCAO and shall contain contractual obligations substantially the same as those set forth in this Section.

**10.9 First Source Hiring Program.** Contractor must comply with all of the provisions of the First Source Hiring Program, Chapter 83 of the San Francisco Administrative Code, that apply to this Agreement, and Contractor is subject to the enforcement and penalty provisions in Chapter 83.

**10.10 Alcohol and Drug-Free Workplace.** City reserves the right to deny access to, or require Contractor to remove from, City facilities personnel of any Contractor or subcontractor who City has reasonable grounds to believe has engaged in alcohol abuse or illegal drug activity which in any way impairs City's ability to maintain safe work facilities or to protect the health and well-being of City employees and the general public. City shall have the right of final approval for the entry or re-entry of any such person previously denied access to, or removed from, City facilities. Illegal drug activity means possessing, furnishing, selling, offering, purchasing, using or being under the influence of illegal drugs or other controlled substances for which the individual lacks a valid prescription. Alcohol abuse means possessing, furnishing, selling, offering, or using alcoholic beverages, or being under the influence of alcohol.

Contractor agrees in the performance of this Agreement to maintain a drug-free workplace by notifying employees that unlawful drug use is prohibited and specifying what actions will be taken against employees for violations; establishing an on-going drug-free awareness program that includes employee notification and, as appropriate, rehabilitation. Contractor can comply with this requirement by implementing a drug-free workplace program that complies with the Federal Drug-Free Workplace Act of 1988 (41 U.S.C. § 701) and California Drug-Free Workplace Act of 1990 Cal. Gov. Code, § 8350.

**10.11 Limitations on Contributions.** By executing this Agreement, Contractor acknowledges its obligations under Section 1.126 of the City's Campaign and Governmental Conduct Code, which prohibits any person who contracts with, or is seeking a contract with, any department of the City for the rendition of personal services, for the furnishing of any material, supplies or equipment, for the sale or lease of any land or building, for a grant, loan or loan guarantee, or for a development agreement, from making any campaign contribution to (i) a City elected official if the contract must be approved by that official, a board on which that official serves, or the board of a state agency on which an appointee of that official serves, (ii) a candidate for that City elective office, or (iii) a committee controlled by such elected official or a candidate for that office, at any time from the submission of a proposal for the contract until the later of either the termination of negotiations for such contract or twelve months after the date the City approves the contract. The prohibition on contributions applies to each prospective party to the contract; each member of Contractor's board of directors; Contractor's chairperson, chief executive officer, chief financial officer and chief operating officer; any person with an ownership interest of more than 10% in Contractor; any subcontractor listed in the bid or contract; and any committee that is sponsored or controlled by Contractor. Contractor certifies that it has informed each such person of the limitation on contributions imposed by Section 1.126 by the time it submitted a proposal for the contract, and has provided the names of the persons required to be informed to the City department with whom it is contracting.

**10.12 Reserved. (Slavery Era Disclosure).**

**10.13 Reserved. (Working with Minors).**

**10.14 Consideration of Criminal History in Hiring and Employment Decisions.**

10.14.1 Contractor agrees to comply fully with and be bound by all of the provisions of Chapter 12T, "City Contractor/Subcontractor Consideration of Criminal History in Hiring and Employment Decisions," of the San Francisco Administrative Code ("Chapter 12T"), including the remedies provided, and implementing regulations, as may be amended from time to time. The provisions of Chapter 12T are incorporated by reference and made a part of this Agreement as though fully set forth herein. The text of the Chapter 12T is available on the web at <http://sfgov.org/olse/fco>. Contractor is required to comply with all of the applicable provisions of 12T, irrespective of the listing of obligations in this Section. Capitalized terms used in this Section and not defined in this Agreement shall have the meanings assigned to such terms in Chapter 12T.

10.14.2 The requirements of Chapter 12T shall only apply to a Contractor's or Subcontractor's operations to the extent those operations are in furtherance of the performance of this

Agreement, shall apply only to applicants and employees who would be or are performing work in furtherance of this Agreement, and shall apply when the physical location of the employment or prospective employment of an individual is wholly or substantially within the City of San Francisco. Chapter 12T shall not apply when the application in a particular context would conflict with federal or state law or with a requirement of a government agency implementing federal or state law.

**10.15 Public Access to Nonprofit Records and Meetings.** If Contractor receives a cumulative total per year of at least \$250,000 in City funds or City-administered funds and is a non-profit organization as defined in Chapter 12L of the San Francisco Administrative Code, Contractor must comply with the City's Public Access to Nonprofit Records and Meetings requirements, as set forth in Chapter 12L of the San Francisco Administrative Code, including the remedies provided therein.

**10.16 Food Service Waste Reduction Requirements.** Contractor shall comply with the Food Service Waste Reduction Ordinance, as set forth in San Francisco Environment Code Chapter 16, including but not limited to the remedies for noncompliance provided therein.

**10.17 Distribution of Beverages and Water.**

**10.17.1 Sugar-Sweetened Beverage Prohibition.** Contractor agrees that it shall not sell, provide, or otherwise distribute Sugar-Sweetened Beverages, as defined by San Francisco Administrative Code Chapter 101, as part of its performance of this Agreement.

**10.17.2 Packaged Water Prohibition.** Contractor agrees that it shall not sell, provide, or otherwise distribute Packaged Water, as defined by San Francisco Environment Code Chapter 24, as part of its performance of this Agreement.

**10.18 Tropical Hardwood and Virgin Redwood Ban.** Pursuant to San Francisco Environment Code Section 804(b), the City urges Contractor not to import, purchase, obtain, or use for any purpose, any tropical hardwood, tropical hardwood wood product, virgin redwood or virgin redwood wood product.

**10.19 Reserved. (Preservative Treated Wood Products).**

**Article 11 General Provisions**

**11.1 Notices to the Parties.** Unless otherwise indicated in this Agreement, all written communications sent by the Parties may be by U.S. mail or e-mail, and shall be addressed as follows:

- To CITY: Office of Contract Management and Compliance  
Department of Public Health  
1380 Howard Street, 4th floor Room 419  
San Francisco, CA 94102 e-mail: ada.ling@sfdph.org
- And: Andrew Williams, Program Manager  
Contract Development & Technical Assistance  
Department of Public Health  
1380 Howard Street, 5th floor  
San Francisco, CA 94103 e-mail: Andrew.williams@sfdph.org
- To CONTRACTOR: Richmond Area Multi-Services, Inc  
4355 Geary Blvd  
San Francisco, CA 94118 e-mail: angelatang@ramsinc.org

Any notice of default must be sent by registered mail or other trackable overnight mail. Either Party may change the address to which notice is to be sent by giving written notice thereof to the other Party. If email notification is used, the sender must specify a receipt notice.

**11.2 Compliance with Americans with Disabilities Act.** Contractor shall provide the Services in a manner that complies with the Americans with Disabilities Act (ADA), including but not limited to Title II's program access requirements, and all other applicable federal, state and local disability rights legislation.

**11.3 Incorporation of Recitals.** The matters recited above are hereby incorporated into and made part of this Agreement.

**11.4 Sunshine Ordinance.** Contractor acknowledges that this Agreement and all records related to its formation, Contractor's performance of Services, and City's payment are subject to the California Public Records Act, (California Government Code §6250 et. seq.), and the San Francisco Sunshine Ordinance, (San Francisco Administrative Code Chapter 67). Such records are subject to public inspection and copying unless exempt from disclosure under federal, state or local law.

**11.5 Modification of this Agreement.** This Agreement may not be modified, nor may compliance with any of its terms be waived, except as noted in Section 11.1, "Notices to Parties," regarding change in personnel or place, and except by written instrument executed and approved in the same manner as this Agreement. Contractor shall cooperate with Department to submit to the Director of CMD any amendment, modification, supplement or change order that would result in a cumulative increase of the original amount of this Agreement by more than 20% (CMD Contract Modification Form).

**11.6 Dispute Resolution Procedure.**

**11.6.1 Negotiation; Alternative Dispute Resolution.** The Parties will attempt in good faith to resolve any dispute or controversy arising out of or relating to the performance of services under this Agreement. If the Parties are unable to resolve the dispute, then, pursuant to San Francisco Administrative Code Section 21.36, Contractor may submit to the Contracting Officer a written request for administrative review and documentation of the Contractor's claim(s). Upon such request, the Contracting Officer shall promptly issue an administrative decision in writing, stating the reasons for the action taken and informing the Contractor of its right to judicial review. If agreed by both Parties in writing, disputes may be resolved by a mutually agreed-upon alternative dispute resolution process. If the Parties do not mutually agree to an alternative dispute resolution process or such efforts do not resolve the dispute, then either Party may pursue any remedy available under California law. The status of any dispute or controversy notwithstanding, Contractor shall proceed diligently with the performance of its obligations under this Agreement in accordance with the Agreement and the written directions of the City. Neither Party will be entitled to legal fees or costs for matters resolved under this Section.

**11.6.2 Government Code Claim Requirement.** No suit for money or damages may be brought against the City until a written claim therefor has been presented to and rejected by the City in conformity with the provisions of San Francisco Administrative Code Chapter 10 and California Government Code Section 900, et seq. Nothing set forth in this Agreement shall operate to toll, waive or excuse Contractor's compliance with the California Government Code Claim requirements set forth in San Francisco Administrative Code Chapter 10 and California Government Code Section 900, et seq.

**11.6.3 Health and Human Service Contract Dispute Resolution Procedure.** The Parties shall resolve disputes that have not been resolved administratively by other departmental remedies in accordance with the Dispute Resolution Procedure set forth in Appendix G incorporated herein by this reference.

**11.7 Agreement Made in California; Venue.** The formation, interpretation and performance of this Agreement shall be governed by the laws of the State of California. Venue for all litigation relative to the formation, interpretation and performance of this Agreement shall be in San Francisco.

11.8 **Construction.** All paragraph captions are for reference only and shall not be considered in construing this Agreement.

11.9 **Entire Agreement.** This contract sets forth the entire Agreement between the Parties, and supersedes all other oral or written provisions. This Agreement may be modified only as provided in

11.10 **Compliance with Laws.** Contractor shall keep itself fully informed of the City's Charter, codes, ordinances and duly adopted rules and regulations of the City and of all state, and federal laws in any manner affecting the performance of this Agreement, and must at all times comply with such local codes, ordinances, and regulations and all applicable laws as they may be amended from time to time.

11.11 **Severability.** Should the application of any provision of this Agreement to any particular facts or circumstances be found by a court of competent jurisdiction to be invalid or unenforceable, then (i) the validity of other provisions of this Agreement shall not be affected or impaired thereby, and (ii) such provision shall be enforced to the maximum extent possible so as to effect the intent of the Parties and shall be reformed without further action by the Parties to the extent necessary to make such provision valid and enforceable.

11.12 **Cooperative Drafting.** This Agreement has been drafted through a cooperative effort of City and Contractor, and both Parties have had an opportunity to have the Agreement reviewed and revised by legal counsel. No Party shall be considered the drafter of this Agreement, and no presumption or rule that an ambiguity shall be construed against the Party drafting the clause shall apply to the interpretation or enforcement of this Agreement.

11.13 **Order of Precedence.** Contractor agrees to perform the services described below in accordance with the terms and conditions of this Agreement, implementing task orders, the RFQ 21-2020, dated December 7, 2020. RFP and Contractor's proposal are incorporated by reference as though fully set forth herein. Should there be a conflict of terms or conditions, this Agreement and any implementing task orders shall control over the RFP and the Contractor's proposal. If the Appendices to this Agreement include any standard printed terms from the Contractor, Contractor agrees that in the event of discrepancy, inconsistency, gap, ambiguity, or conflicting language between the City's terms and Contractor's printed terms attached, the City's terms shall take precedence, followed by the procurement issued by the department, Contractor's proposal, and Contractor's printed terms, respectively.

11.14 **Notification of Legal Requests.** Contractor shall immediately notify City upon receipt of any subpoenas, service of process, litigation holds, discovery requests and other legal requests ("Legal Requests") related to all data given to Contractor by City in the performance of this Agreement ("City Data" or "Data"), or which in any way might reasonably require access to City's Data, and in no event later than 24 hours after it receives the request. Contractor shall not respond to Legal Requests related to City without first notifying City other than to notify the requestor that the information sought is potentially covered under a non-disclosure agreement. Contractor shall retain and preserve City Data in accordance with the City's instruction and requests, including, without limitation, any retention schedules and/or litigation hold orders provided by the City to Contractor, independent of where the City Data is stored.

## Article 12 Department Specific Terms

12.1 **Third Party Beneficiaries.** No third parties are intended by the parties hereto to be third party beneficiaries under this Agreement, and no action to enforce the terms of this Agreement may be brought against either party by any person who is not a party hereto.

12.2 **Exclusion Lists and Employee Verification.** Upon hire and monthly thereafter, Contractor will check the exclusion lists published by the Office of the Inspector General (OIG), General

Services Administration (GSA), and the California Department of Health Care Services (DHCS) to ensure that any employee, temporary employee, volunteer, consultant, or governing body member responsible for oversight, administering or delivering state or federally-funded services who is on any of these lists is excluded from (may not work in) your program or agency. Proof of checking these lists must be retained for seven years.

### **12.3 Certification Regarding Lobbying.**

12.3.1 Contractor certifies to the best of its knowledge and belief that: No federally appropriated funds have been paid or will be paid, by or on behalf of Contractor to any persons for influencing or attempting to influence an officer or an employee of any agency, a member of Congress, an officer or employee of Congress, or an employee of a member of Congress in connection with the awarding of any federal contract, the making of any federal grant, the entering into of any federal cooperative agreement, or the extension, continuation, renewal, amendment, or modification of a federal contract, grant, loan or cooperative agreement.

12.3.2 If any funds other than federally appropriated funds have been paid or will be paid to any persons for influencing or attempting to influence an officer or employee of an agency, a member of Congress, an officer or employee of Congress, or an employee of a member of Congress in connection with this federal contract, grant, loan or cooperative agreement, Contractor shall complete and submit Standard Form -111, "Disclosure Form to Report Lobbying," in accordance with the form's instructions.

12.3.3 Contractor shall require the language of this certification be included in the award documents for all subawards at all tiers, (including subcontracts, subgrants, and contracts under grants, loans and cooperation agreements) and that all subrecipients shall certify and disclose [2021 RET Guide.pdf](#) [2021 RET Guide.pdf](#) accordingly.

12.3.4 This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Section 1352, Title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

### **12.4 Materials Review.**

Contractor agrees that all materials, including without limitation print, audio, video, and electronic materials, developed, produced, or distributed by personnel or with funding under this Agreement shall be subject to review and approval by the Contract Administrator prior to such production, development or distribution. Contractor agrees to provide such materials sufficiently in advance of any deadlines to allow for adequate review. City agrees to conduct the review in a manner which does not impose unreasonable delays on Contractor's work, which may include review by members of target communities.

### **12.5 Emergency Response.**

Contractor will develop and maintain an Agency Disaster and Emergency Response Plan containing Site Specific Emergency Response Plan(s) for each of its service sites. The Plan should include site specific plans to respond at the time of an emergency (emergency response plans) and plans to continue essential services after a disaster (continuity of operations plans). The agency-wide plan should address disaster coordination between and among service sites. Contractor will update the Agency/site(s) plan as needed and Contractor will train all employees regarding the provisions of the plan for their Agency/site(s). Contractor will attest on its annual Community Programs' Contractor Declaration of Compliance whether it has developed and maintained an Agency Disaster and Emergency Response Plan, including a site specific emergency response plan and a continuity of operations plan for each of its service sites.

Contractor is advised that Community Programs Contract Compliance Section staff will review these plans during a compliance site review. Information should be kept in an Agency/Program Administrative Binder, along with other contractual documentation requirements for easy accessibility and inspection.

In a declared emergency, Contractor's employees shall become emergency workers and participate in the emergency response of Community Programs, Department of Public Health. Contractors are required to identify and keep Community Programs staff informed as to which two staff members will serve as Contractor's prime contacts with Community Programs in the event of a declared emergency.

### **Article 13 Data and Security**

#### **13.1 Nondisclosure of Private, Proprietary or Confidential Information.**

**13.1.1 Protection of Private Information.** If this Agreement requires City to disclose "Private Information" to Contractor within the meaning of San Francisco Administrative Code Chapter 12M, Contractor and subcontractor shall use such information only in accordance with the restrictions stated in Chapter 12M and in this Agreement and only as necessary in performing the Services. Contractor is subject to the enforcement and penalty provisions in Chapter 12M.

**13.1.2 Confidential Information.** In the performance of Services, Contractor may have access to, or collect on City's behalf, City's proprietary or Confidential Information, the disclosure of which to third parties may damage City. If City discloses proprietary or Confidential Information to Contractor, or Contractor collects such information on City's behalf, such information must be held by Contractor in confidence and used only in performing the Agreement. Contractor shall exercise the same standard of care to protect such information as a reasonably prudent contractor would use to protect its own proprietary or Confidential Information.

#### **13.2 Reserved [Payment Card Industry ("PCI") Requirements]**

**13.3 Business Associate Agreement.** The parties acknowledge that City is a Covered Entity as defined in the Health Insurance Portability and Accountability Act of 1996 ("HIPAA") and is required to comply with the HIPAA Privacy Rule governing the access, use, disclosure, transmission, and storage of protected health information (PHI) and the Security Rule under the Health Information Technology for Economic and Clinical Health Act, Public Law 111-005 ("the HITECH Act").

#### **The parties acknowledge that CONTRACTOR will:**

1.  Do **at least one** or more of the following:
  - A. Create, receive, maintain, or transmit PHI for or on behalf of CITY/SFDPH (including storage of PHI, digital or hard copy, even if Contractor does not view the PHI or only does so on a random or infrequent basis); or
  - B. Receive PHI, or access to PHI, from CITY/SFDPH or another Business Associate of City, as part of providing a service to or for CITY/SFDPH, including legal, actuarial, accounting, consulting, data aggregation, management, administrative, accreditation, or financial; or
  - C. Transmit PHI data for CITY/SFDPH and require access on a regular basis to such PHI. (Such as health information exchanges (HIEs), e-prescribing gateways, or electronic health record vendors)

**FOR PURPOSES OF THIS AGREEMENT, CONTRACTOR IS A BUSINESS ASSOCIATE OF CITY/SFDPH, AS DEFINED UNDER HIPAA. CONTRACTOR MUST COMPLY WITH AND COMPLETE THE**

**FOLLOWING ATTACHED DOCUMENTS, INCORPORATED TO THIS AGREEMENT AS THOUGH FULLY SET FORTH HEREIN:**

- a. **Appendix E** SFDPH Business Associate Agreement (BAA) (04-12-2018)
  - 1. SFDPH Attestation 1 PRIVACY (06-07-2017)
  - 2. SFDPH Attestation 2 DATA SECURITY (06-07-2017)
- 2.  **NOT do any of the activities listed above in subsection 1;**

Contractor is not a Business Associate of CITY/SFDPH. Appendix E and attestations are not required for the purposes of this Agreement.

**13.4 Management of City Data and Confidential Information.**

**13.4.1 Use of City Data and Confidential Information.** Contractor agrees to hold City's Data received from, or collected on behalf of, the City, in strictest confidence. Contractor shall not use or disclose City's Data except as permitted or required by the Agreement or as otherwise authorized in writing by the City. Any work using, or sharing or storage of, City's Data outside the United States is subject to prior written authorization by the City. Access to City's Data must be strictly controlled and limited to Contractor's staff assigned to this project on a need-to-know basis only. Contractor is provided a limited non-exclusive license to use the City Data solely for performing its obligations under the Agreement and not for Contractor's own purposes or later use. Nothing herein shall be construed to confer any license or right to the City Data or Confidential Information, by implication, estoppel or otherwise, under copyright or other intellectual property rights, to any third-party. Unauthorized use of City Data by Contractor, subcontractors or other third-parties is prohibited. For purpose of this requirement, the phrase "unauthorized use" means the data mining or processing of data, stored or transmitted by the service, for commercial purposes, advertising or advertising-related purposes, or for any purpose other than security or service delivery analysis that is not explicitly authorized.

**13.4.2 Disposition of Confidential Information.** Upon request of City or termination or expiration of this Agreement, and pursuant to any document retention period required by this Agreement, Contractor shall promptly, but in no event later than thirty (30) calendar days, return all data given to or collected by Contractor on City's behalf, which includes all original media. Once Contractor has received written confirmation from City that City's Data has been successfully transferred to City, Contractor shall within ten (10) business days clear or purge all City Data from its servers, any hosted environment Contractor has used in performance of this Agreement, including its subcontractors environment(s), work stations that were used to process the data or for production of the data, and any other work files stored by Contractor in whatever medium. Contractor shall provide City with written certification that such purge occurred within five (5) business days of the purge. Secure disposal shall be accomplished by "clearing," "purging" or "physical destruction," in accordance with National Institute of Standards and Technology (NIST) Special Publication 800-88 or most current industry standard.

**13.5 Ownership of City Data.** The Parties agree that as between them, all rights, including all intellectual property rights, in and to the City Data and any derivative works of the City Data is the exclusive property of the City.

**13.6 Protected Health Information.** Contractor, all subcontractors, all agents and employees of Contractor and any subcontractor shall comply with all federal and state laws regarding the transmission, storage and protection of all private health information disclosed to Contractor by City in the performance of this Agreement. Contractor agrees that any failure of Contractor to comply with the requirements of federal and/or state and/or local privacy laws shall be a material breach of the Contract.

In the event that City pays a regulatory fine, and/or is assessed civil penalties or damages through private rights of action, based on an impermissible use or disclosure of protected health information given to Contractor or its subcontractors or agents by City, Contractor shall indemnify City for the amount of such fine or penalties or damages, including costs of notification. In such an event, in addition to any other remedies available to it under equity or law, the City may terminate the Contract.

#### **Article 14 MacBride And Signature**

14.1 **MacBride Principles - Northern Ireland.** The provisions of San Francisco Administrative Code §12F are incorporated herein by this reference and made part of this Agreement. By signing this Agreement, Contractor confirms that Contractor has read and understood that the City urges companies doing business in Northern Ireland to resolve employment inequities and to abide by the MacBride Principles, and urges San Francisco companies to do business with corporations that abide by the MacBride Principles.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement on the day first mentioned above.

**CITY**

**CONTRACTOR**

Recommended by:

**Richmond Area Multi Services, Inc.**

DocuSigned by:  
  
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 Grant Colfax, MD  
 Director of Health  
 Department of Public Health

DocuSigned by:  
  
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 Angela Tang, LCSW      Date  
 Director of Operations  
 Supplier ID: 0000012195

Approved as to Form:

David Chiu  
City Attorney

By: DocuSigned by:  
  
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 \_\_\_\_\_  
 Henry Lifton  
 Deputy City Attorney

Approved:

\_\_\_\_\_  
 Sailaja Kurella  
 Director of the Office of Contract Administration, and  
 Purchaser

By: DocuSigned by:  
  
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## **Appendices**

- A: Scope of Services
- B: Calculation of Charges
- C: Insurance Waiver
- D: Data Access and Sharing Terms
- E: HIPAA Business Associate Agreement and Attestations
- F: Invoice
- G: Dispute Resolution

## Appendix A Scope of Services – DPH Behavioral Health Services

### 1. Terms

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>A. Contract Administrator</li> <li>B. Reports</li> <li>C. Evaluation</li> <li>D. Possession of Licenses/Permits</li> <li>E. Adequate Resources</li> <li>F. Admission Policy</li> <li>G. San Francisco Residents Only</li> <li>H. Grievance Procedure</li> <li>I. Infection Control, Health and Safety</li> <li>J. Aerosol Transmissible Disease Program, Health and Safety</li> <li>K. Acknowledgement of Funding</li> <li>L. Client Fees and Third Party Revenue</li> <li>M. DPH Behavioral Health (BHS) Electronic Health Records (EHR) System</li> </ul> | <ul style="list-style-type: none"> <li>N. Patients' Rights</li> <li>O. Under-Utilization Reports</li> <li>P. Quality Improvement</li> <li>Q. Working Trial Balance with Year-End Cost Report</li> <li>R. Harm Reduction</li> <li>S. Compliance with Behavioral Health Services Policies and Procedures</li> <li>T. Fire Clearance</li> <li>U. Clinics to Remain Open</li> <li>V. Compliance with Grant Award Notices</li> </ul> |
|--|---|

- 2. Description of Services
- 3. Services Provided by Attorneys

### 1. Terms

#### A. Contract Administrator:

In performing the Services hereunder, Contractor shall report to **Andrew Williams**, Contract Administrator for the City, or his / her designee.

#### B. Reports:

Contractor shall submit written reports as requested by the City. The format for the content of such reports shall be determined by the City. The timely submission of all reports is a necessary and material term and condition of this Agreement. All reports, including any copies, shall be submitted on recycled paper and printed on double-sided pages to the maximum extent possible.

#### C. Evaluation:

Contractor shall participate as requested with the City, State and/or Federal government in evaluative studies designed to show the effectiveness of Contractor's Services. Contractor agrees to meet the requirements of and participate in the evaluation program and management information systems of the City. The City agrees that any final written reports generated through the evaluation program shall be made available to Contractor within thirty (30) working days. Contractor may submit a written response within thirty working days of receipt of any evaluation report and such response will become part of the official report.

#### D. Possession of Licenses/Permits:

Contractor warrants the possession of all licenses and/or permits required by the laws and regulations of the United States, the State of California, and the City to provide the Services. Failure to maintain these licenses and permits shall constitute a material breach of this Agreement.

#### E. Adequate Resources:

Contractor agrees that it has secured or shall secure at its own expense all persons, employees and equipment required to perform the Services required under this Agreement, and that all such Services shall be performed by Contractor, or under Contractor's supervision, by persons authorized by law to perform such Services.

F. Admission Policy:

Admission policies for the Services shall be in writing and available to the public. Except to the extent that the Services are to be rendered to a specific population as described in the programs listed in Section 2 of Appendix A, such policies must include a provision that clients are accepted for care without discrimination on the basis of race, color, creed, religion, sex, age, national origin, ancestry, sexual orientation, gender identification, disability, or AIDS/HIV status.

G. San Francisco Residents Only:

Only San Francisco residents shall be treated under the terms of this Agreement. Exceptions must have the written approval of the Contract Administrator.

H. Grievance Procedure:

Contractor agrees to establish and maintain a written Client Grievance Procedure which shall include the following elements as well as others that may be appropriate to the Services: (1) the name or title of the person or persons authorized to make a determination regarding the grievance; (2) the opportunity for the aggrieved party to discuss the grievance with those who will be making the determination; and (3) the right of a client dissatisfied with the decision to ask for a review and recommendation from the community advisory board or planning council that has purview over the aggrieved service. Contractor shall provide a copy of this procedure, and any amendments thereto, to each client and to the Director of Public Health or his/her designated agent (hereinafter referred to as "DIRECTOR"). Those clients who do not receive direct Services will be provided a copy of this procedure upon request.

I. Infection Control, Health and Safety:

(1) Contractor must have a Bloodborne Pathogen (BBP) Exposure Control plan as defined in the California Code of Regulations, Title 8, Section 5193, Bloodborne Pathogens (<http://www.dir.ca.gov/title8/5193.html>), and demonstrate compliance with all requirements including, but not limited to, exposure determination, training, immunization, use of personal protective equipment and safe needle devices, maintenance of a sharps injury log, post-exposure medical evaluations, and recordkeeping.

(2) Contractor must demonstrate personnel policies/procedures for protection of staff and clients from other communicable diseases prevalent in the population served. Such policies and procedures shall include, but not be limited to, work practices, personal protective equipment, staff/client Tuberculosis (TB) surveillance, training, etc.

(3) Contractor must demonstrate personnel policies/procedures for Tuberculosis (TB) exposure control consistent with the Centers for Disease Control and Prevention (CDC) recommendations for health care facilities and based on the Francis J. Curry National Tuberculosis Center: Template for Clinic Settings, as appropriate.

(4) Contractor is responsible for site conditions, equipment, health and safety of their employees, and all other persons who work or visit the job site.

(5) Contractor shall assume liability for any and all work-related injuries/illnesses including infectious exposures such as BBP and TB and demonstrate appropriate policies and procedures for reporting such events and providing appropriate post-exposure medical management as required by State workers' compensation laws and regulations.

(6) Contractor shall comply with all applicable Cal-OSHA standards including maintenance of the OSHA 300 Log of Work-Related Injuries and Illnesses.

(7) Contractor assumes responsibility for procuring all medical equipment and supplies for use by their staff, including safe needle devices, and provides and documents all appropriate training.

(8) Contractor shall demonstrate compliance with all state and local regulations with regard to handling and disposing of medical waste.

J. Aerosol Transmissible Disease Program, Health and Safety:

(1) Contractor must have an Aerosol Transmissible Disease (ATD) Program as defined in the California Code of Regulations, Title 8, Section 5199, Aerosol Transmissible Diseases (<http://www.dir.ca.gov/Title8/5199.html>), and demonstrate compliance with all requirements including, but not limited to, exposure determination, screening procedures, source control measures, use of personal protective equipment, referral procedures, training, immunization, post-exposure medical evaluations/follow-up, and recordkeeping.

(2) Contractor shall assume liability for any and all work-related injuries/illnesses including infectious exposures such as Aerosol Transmissible Disease and demonstrate appropriate policies and procedures for reporting such events and providing appropriate post-exposure medical management as required by State workers' compensation laws and regulations.

(3) Contractor shall comply with all applicable Cal-OSHA standards including maintenance of the OSHA 300 Log of Work-Related Injuries and Illnesses.

(4) Contractor assumes responsibility for procuring all medical equipment and supplies for use by their staff, including Personnel Protective Equipment such as respirators, and provides and documents all appropriate training.

K. Acknowledgment of Funding:

Contractor agrees to acknowledge the San Francisco Department of Public Health in any printed material or public announcement describing the San Francisco Department of Public Health-funded Services. Such documents or announcements shall contain a credit substantially as follows: "This program/service/activity/research project was funded through the Department of Public Health, City and County of San Francisco."

L. Client Fees and Third Party Revenue:

(1) Fees required by Federal, state or City laws or regulations to be billed to the client, client's family, Medicare or insurance company, shall be determined in accordance with the client's ability to pay and in conformance with all applicable laws. Such fees shall approximate actual cost. No additional fees may be charged to the client or the client's family for the Services. Inability to pay shall not be the basis for denial of any Services provided under this Agreement.

(2) Contractor agrees that revenues or fees received by Contractor related to Services performed and materials developed or distributed with funding under this Agreement shall be used to increase the gross program funding such that a greater number of persons may receive Services. Accordingly, these revenues and fees shall not be deducted by Contractor from its billing to the City, but will be settled during the provider's settlement process.

M. DPH Behavioral Health Services (BHS) Electronic Health Records (EHR) System

Treatment Service Providers use the BHS Electronic Health Records System and follow data reporting procedures set forth by SFDPH Information Technology (IT), BHS Quality Management and BHS Program Administration.

N. Patients' Rights:

All applicable Patients' Rights laws and procedures shall be implemented.

O. Under-Utilization Reports:

For any quarter that CONTRACTOR maintains less than ninety percent (90%) of the total agreed upon units of service for any mode of service hereunder, CONTRACTOR shall immediately notify the Contract Administrator in writing and shall specify the number of underutilized units of service.

P. Quality Improvement:

CONTRACTOR agrees to develop and implement a Quality Improvement Plan based on internal standards established by CONTRACTOR applicable to the SERVICES as follows:

- (1) Staff evaluations completed on an annual basis.
- (2) Personnel policies and procedures in place, reviewed and updated annually.
- (3) Board Review of Quality Improvement Plan.

Q. Working Trial Balance with Year-End Cost Report

If CONTRACTOR is a Non-Hospital Provider as defined in the State of California Department of Mental Health Cost Reporting Data Collection Manual, it agrees to submit a working trial balance with the year-end cost report.

R. Harm Reduction

The program has a written internal Harm Reduction Policy that includes the guiding principles per Resolution # 10-00 810611 of the San Francisco Department of Public Health Commission.

S. Compliance with Behavioral Health Services Policies and Procedures

In the provision of SERVICES under BHS contracts, CONTRACTOR shall follow all applicable policies and procedures established for contractors by BHS, as applicable, and shall keep itself duly informed of such policies. Lack of knowledge of such policies and procedures shall not be an allowable reason for noncompliance.

T. Fire Clearance

Space owned, leased or operated by San Francisco Department of Public Health **providers**, including satellite sites, and used by CLIENTS **or** STAFF **shall** meet local fire codes. Providers shall undergo of fire safety inspections at least every three (3) years and documentation of fire safety, or corrections of any deficiencies, shall be made available to reviewers upon request.”

U. Clinics to Remain Open:

Outpatient clinics are part of the San Francisco Department of Public Health Community Behavioral Health Services (CBHS) Mental Health Services public safety net; as such, these clinics are to remain open to referrals from the CBHS Behavioral Health Access Center (BHAC), to individuals requesting services from the clinic directly, and to individuals being referred from institutional care. Clinics serving children, including comprehensive clinics, shall remain open to referrals from the 3632

unit and the Foster Care unit. Remaining open shall be in force for the duration of this Agreement. Payment for SERVICES provided under this Agreement may be withheld if an outpatient clinic does not remain open.

Remaining open shall include offering individuals being referred or requesting SERVICES appointments within 24-48 hours (1-2 working days) for the purpose of assessment and disposition/treatment planning, and for arranging appropriate dispositions.

In the event that the CONTRACTOR, following completion of an assessment, determines that it cannot provide treatment to a client meeting medical necessity criteria, CONTRACTOR shall be responsible for the client until CONTRACTOR is able to secure appropriate services for the client.

CONTRACTOR acknowledges its understanding that failure to provide SERVICES in full as specified in Appendix A of this Agreement may result in immediate or future disallowance of payment for such SERVICES, in full or in part, and may also result in CONTRACTOR'S default or in termination of this Agreement.

V. Compliance with Grant Award Notices:

Contractor recognizes that funding for this Agreement may be provided to the City through federal, State or private grant funds. Contractor agrees to comply with the provisions of the City's agreements with said funding sources, which agreements are incorporated by reference as though fully set forth.

Contractor agrees that funds received by Contractor from a source other than the City to defray any portion of the reimbursable costs allowable under this Agreement shall be reported to the City and deducted by Contractor from its billings to the City to ensure that no portion of the City's reimbursement to Contractor is duplicated.

**2. Description of Services**

Contractor agrees to perform the following Services:

All written Deliverables, including any copies, shall be submitted on recycled paper and printed on double-sided pages to the maximum extent possible.

Detailed description of services are listed below and are attached hereto

Appendix A-1 Hire - Ability Janitorial Services

Appendix A-2 Hire - Ability Clerical & Mailroom Services

Appendix A-3 Hire-Ability Information Technology

Appendix A-4 TAY Vocational Services

Appendix A-5 Employee Development Program

**3. Services Provided by Attorneys.**

Any services to be provided by a law firm or attorney to the City must be reviewed and approved in writing in advance by the City Attorney. No invoices for services provided by law firms or attorneys, including, without limitation, as subcontractors of Contractor, will be paid unless the provider received advance written approval from the City Attorney.

<b>Contractor Name:</b> Richmond Area Multi-Services, Inc.	<b>Appendix A-1</b>
<b>Program Name:</b> Janitorial Services	<b>Contract Term:</b> 05/01/22-6/30/22
	<b>Funding Source:</b>

**1. Identifiers:**

Program Name: Janitorial Services  
Program Address: 1234 Indiana Street  
City, State, ZIP: San Francisco, CA 94107  
Telephone/FAX: (415) 282-9675 (415) 920-6877  
Website Address: www.ramsinc.org / www.hire-ability.org

Contractor Address (if different from above): RAMS Administration, 4355 Geary Blvd.  
City, State, ZIP: San Francisco, CA 94118

Person Completing this Narrative: Angela Tang, RAMS Director of Operations  
Telephone: (415) 800-0699  
Email Address: angelatang@ramsinc.org

Program Code(s) (if applicable): Not Applicable

**2. Nature of Document:**

Original     Contract Amendment     Revision to Program Budget (RPB)

**3. Goal Statement:**

To provide employment and internship opportunities within the janitorial field for qualified and work ready consumers within the community behavioral health system. Work sites include various BHS clinics and programs.

**4. Priority Population:**

San Francisco residents including transitional age youth, adults & older adults, aged 18 and over who are consumers and are currently receiving behavioral health services through BHS. Particular outreach will be made to underserved populations and those interested in the janitorial industry.

**5. Modality(s)/Intervention(s):**

See BHS Appendix B, CRDC pages.

**6. Methodology:**

A. Outreach, recruitment, promotion, and advertisement as necessary.

RAMS' responsibility and commitment to mental health care quality and education extends beyond its own walls to reach people of all ages and backgrounds in its community through outreach and serving them in their own environments. This philosophy of care has always been central to the agency's approach. RAMS is uniquely well-positioned and has the expertise to outreach, engage, and retain diverse consumers, underrepresented constituents, and community organizations with regards to vocational services & resources and raising awareness about mental health and physical well-being. As an established community services provider, RAMS comes into contact with significant numbers of consumers & families, annually serving about 17,000 adults, children, youth & families at over 130 sites, citywide.

<b>Contractor Name:</b> Richmond Area Multi-Services, Inc.	<b>Appendix A-1</b>
<b>Program Name:</b> Janitorial Services	<b>Contract Term:</b> 05/01/22-6/30/22
	<b>Funding Source:</b>

Specifically for Hire-Ability Janitorial Services, the program promotes open janitorial positions within the system of care by outreach and recruitment activities through linkages with BHS community agencies, Department of Rehabilitation (DOR), Co-Operative partners within the BHS Vocational Services system, and to other employment linkages that directly outreach to consumers within BHS. Priority recruitment for employment also includes participants who have completed the Hire-Ability Vocational Services 4-month long Occupational Skills Training Certificate program in janitorial, funded by Department of Rehabilitation which prepares graduates for competitive employment within the janitorial field. Outreach and recruitment for this program includes community outreach presentations at BHS (and contract) clinics, participating in group presentations with the DOR/BHS vocational co-op, and announcements (emails, flyers) through the DOR/BHS vocational co-op partners. Hire-Ability also holds an open house orientation once per month to introduce services to potential applicants. Graduates of this program are provided employment services assistance, working directly with employment consultants to prepare for competitive employment through a variety of activities such as interview preparation, resume development, and job development and coaching assistance. The employment services program follows the *Individual Placement & Support* Model, which is strengths- and evidenced-based supported employment model that has been successful for individuals with chronic mental health issues. Graduates of this program and applicants that meet qualifications for janitorial positions are provided opportunities and assistance to apply and interview for open positions.

B. Admission, enrollment and/or intake criteria and process where applicable.

*Employment:*

The employment portion of Hire-Ability Janitorial Services works in conjunction with the Janitorial Services internship program, Department of Rehabilitation, BHS clinics, and Employment Services partners and linkages to refer qualified participants to open employment positions within this program. The process is equivalent to other competitive employment positions within RAMS which include screening of applicants which may result in face to face interviews and potential employment offers.

*Internship:*

The internship portion of Hire-Ability Janitorial Services accommodates referrals from BHS and other community agencies within the System of Care. All requests for services are directed to the Intake Coordinator, who then provides the individual with the necessary information to apply to the program. The program has an application process by which interested individuals are to submit their completed application packet within the indicated deadline. Application packets include basic demographic information (name, contact information), reference contact information, referral form, and resume. Individuals who qualify under the initial screening (a coordinated effort of review by staff including the Vocational Case Manager, Janitorial Manager, and Associate Director of Vocational Services) are invited for a face-to-face interview. These initial assessments are aimed to determine program eligibility, vocational readiness/interest, suitability of program services, strengths & existing resources, level of functioning & needs in consultation with behavioral health services provider, primary care connection, substance use/abuse, and other services (e.g. residential). If an individual is not accepted into the program based on suitability for these program services, the Associate Director of Vocational Services makes a referral to one of Hire-Ability Programs or to another service provider.

<b>Contractor Name:</b> Richmond Area Multi-Services, Inc.	<b>Appendix A-1</b>
<b>Program Name:</b> Janitorial Services	<b>Contract Term:</b> 05/01/22-6/30/22
	<b>Funding Source:</b>

- C. Service delivery model, including treatment modalities, phases of treatment, hours of operation, length of stay, locations of service delivery, frequency and duration of service, strategies for service delivery, wrap-around services, residential bed capacity, etc. Include any linkages/coordination with other agencies.

Hire-Ability program hours are Monday to Friday (9:00 a.m. – 5:00 p.m.); however, on-the-job hours may vary, depending on the job site’s needs.

*Employment:*

Janitorial Services employment program provides on-the-job training and supervision to employees within this program. RAMS Management also coordinates coverage for vacancies or absences. Employees are provided with a robust and comprehensive job retention support system with close coordination of supervision and support between the RAMS Janitorial Manager, Administrative Manager, Associate Director, and BHS site managers. All employees receive an initial orientation by RAMS human resources department upon hire. The employee is then oriented to their individual position through on-site supervision and time limited job coaching for employees receiving employment services. Employees participate in regular, interactive individual and group supervision meetings. In addition, there are regular quarterly trainings in various areas such as health and safety, ergonomics, blood borne pathogen, and other pertinent trainings such as communication and professionalism, boundaries, and other pertinent work related trainings as well as RAMS sponsored health and wellness retreats. Site specific trainings usually take place on a monthly basis or as needed. Employees may also access and/or be linked to the Employee Assistance Program (EAP) to assist with a variety of life building resources.

To gather information and feedback on janitorial services, RAMS continuously engages BHS site managers in various methods such as in-person meetings and telephone calls, at least quarterly. The Hire-Ability Janitorial Services fosters a work environment that promotes healthy behaviors, a sense of hope and belonging, responsibility and strengthens roles of consumers through employment and professional development activities.

*Internship:*

The Janitorial Services internship program design includes providing culturally competent, consumer-driven, strengths-based workforce development activities and vocational services including but not limited to: vocational assessments, job skills training, on-site work experience, vocational counseling, and job coaching. The program improves, maintains, or restores personal independence and functioning, consistent with requirements for learning and development, which provides services to a distinct group of beneficiaries.

The internship duration is six to nine months with each intern receiving 10-20 hours per week of paid, on-the-job training with work hours varying, depending on the individual’s availability & support needs. Internship components include general office cleaning; floor & carpet care; and restroom cleaning. Each intern is assigned a Vocational Rehabilitation Case Manager, and a Job Coach as needed; and works with the Janitorial Manager and/or Site Supervisor for orientation to the tasks. The Vocational Rehabilitation Case Manager conducts vocational assessments, facilitates vocational orientation & exploration, performs vocational counseling (case management & linkages), supports and identifies strengths & areas of employment interest, and provides job counseling & guidance. The Job Coach and Janitorial Manager and/or Site Supervisor provides job training and coaching, coordinate training and support needs with the Vocational Case Manager and BHS site manager, and provide feedback and vocational support to the intern.

<b>Contractor Name:</b> Richmond Area Multi-Services, Inc.	<b>Appendix A-1</b>
<b>Program Name:</b> Janitorial Services	<b>Contract Term:</b> 05/01/22-6/30/22
	<b>Funding Source:</b>

At the start of services and at regular intervals, a vocational assessment is completed with each intern. The vocational assessment is a comprehensive process that systematically utilizes an interview to assist the intern in the identification of goals leading towards vocational development. These areas, as they relate to employment, include: work needs (e.g. reasonable accommodations), identifying community supports (therapists/case managers, support groups, family & friends), cultural and/or language issues, work-related issues (concentration, stress, retention of instruction, safety habits, work behavior), psychiatric functioning (behavioral health condition), appearance & grooming, and external factors (financial concerns, living arrangement, medical care). A written report is developed summarizing the assessment, findings & recommendations, which informs the vocational plan and structure for job skills training.

During the vocational services planning, the Vocational Rehabilitation Case Manager and intern discuss how strengths can be utilized to make changes on their current conditions, to promote & sustain healthy mental health, and obtain and retain employment. The Vocational Rehabilitation Case Manager also gathers relevant information from the intern and other service providers and/or family members, as it relates to employment. An integrated vocational plan for goals is formally developed within the first month of participation and on a quarterly basis thereafter, with ongoing monitoring of progress at each meeting/vocational activity, and formally reviewed at the third month. The assessment/evaluation and plan development includes the intern's input through self-evaluation sections as well as the Vocational Rehabilitation Case Manager's appraisal and feedback from the Job Coach and BHS site manager. RAMS engages BHS site managers in various methods including in-person meetings and telephone calls, at least quarterly. The comprehensive vocational plan also considers the intern's environment and entire support structure as well as specific employment goals, and takes into account collateral information (e.g. behavioral health treatment plan incorporates vocational goals). Staff are also trained to identify signs of psychiatric relapse and, through collaboration with the intern's therapist, implements the appropriate interventions. Together, the Vocational Rehabilitation Case Manager and intern set goals and identify strategies that are attainable & measureable. RAMS also facilitates linkages for support services (e.g. transportation, child care).

Vocational training and skills building is provided through various capacities. The Janitorial Manager and/or Site Supervisor serves as the primary trainer. The Job Coach provides additional assistance as needed and in coordination with the Vocational Rehabilitation Case Manager maintains written evaluations and progress reports on interns' skills and vocational goals. These include, but are not limited to, productivity, work quality, attendance, punctuality, dress & grooming, communication with others, and work endurance. As the primary trainer, the Job Coach is thoroughly familiar with the intern's daily progress and can provide consistent feedback and support. The Vocational Rehabilitation Case Manager observes the intern at the internship site weekly and obtains feedback from the Job Coach and BHS site manager so as to provide consistent feedback and support to the intern.

RAMS is committed to client involvement and community input in all elements of program operations, including planning, implementation, and evaluation. This process ensures quality programming, increases effectiveness, and ensures cultural competency. The best informant for the culturally relevant curriculum and program development is the target population, themselves. Throughout the internship period, the Vocational Rehabilitation Case Manager meets individually with the intern to discuss progress and solicit feedback regarding their experience, and at the end of the internship period interns are given anonymous written satisfaction surveys regarding the intake & admission process, internship structure & activities, support services, and professional development.

<b>Contractor Name:</b> Richmond Area Multi-Services, Inc.	<b>Appendix A-1</b>
<b>Program Name:</b> Janitorial Services	<b>Contract Term:</b> 05/01/22-6/30/22
	<b>Funding Source:</b>

A focus group is also conducted to solicit similar feedback regarding the structure of the program, recruitment process, accessibility, and effectiveness. All feedback is compiled and reviewed (by Hire-Ability management and RAMS executive management), informs the program design (development & adjustments, implementation), and is incorporated, as appropriate.

RAMS recruits and employs staff with relevant educational & employment history and cultural competence for the target population we work with through thorough interviews and reference checks. The process of on-going education and training to ensure staff are providing the standard of services required by RAMS are generally through regular attendance of staff meetings, individual supervisor- supervisee meetings, monthly internal/external trainings, annual cultural competency trainings, and other activities that are program specific. RAMS maintains a philosophy as well as a policy regarding creating a welcoming environment to all, which in turn is displayed through positive and healthy attitudes among staff. Measurement of how effective staff is in providing a high level of service is through client satisfaction surveys, client advisory councils, and feedback from other providers.

RAMS continuously engages with various systems to increase the program trainees' knowledge and networking possibilities regarding jobs/internships, further educational opportunities, etc. Such systems that Hire-Ability specifically works with includes, but is not limited to: BHS and BHS clinics (as these are the primary internship host sites); engaging in the Job Developers Huddle – One Stop Western Addition; Potrero /Dogpatch Merchants Association and ongoing relationship/ collaboration with California State Department of Rehabilitation (for which Hire-Ability maintains a separate contract); and involvement in the BHS Co-Operative group (streamlined referral system amongst RAMS Hire-Ability, Caminar, State Department of Rehabilitation, Citywide Forensic Collaborative). Furthermore, the Vocational Rehabilitation Case Manager provides support and coaching into the workforce and connects participants to additional resources (e.g. Department of Rehabilitation, RAMS Hire-Ability Employment Services, educational/training resources, housing).

- D. Discharge Planning and exit criteria and process, i.e., a step-down to less intensive treatment programs, the criteria of a successful program completion, aftercare, transition to another provider, etc.

*Employment:*

For consumers who are employees within this program, employment is at-will and on-going based on employee performance. If an employee resigns or is terminated for any reason, RAMS will take every effort, if applicable, to engage in a process of linkage to Employee Assistance or other helpful resources to ensure the employee is able transition appropriately from their position at RAMS.

*Internship:*

Janitorial Services interns successfully complete the program when: (1) 85% attendance rate, and (2) Vocational Development Plan goals are achieved. Upon discharge, interns will have more competitive skills for today's job market, and referral can be to competitive employment, volunteer internships, additional training, education, college enrollment, or salaried employment. In this pursuit, the Vocational Rehabilitation Case Manager may assist with linkage assistance to job placement programs, employment counseling and guidance, and coordination with other support services to ensure effective transition, as part of post internship case management support. As Hire-Ability offers a full spectrum of vocational services, interns may transition into the Employment Services Program, which is funded through a contract/agreement with the California State Department of Rehabilitation. This program provides a higher level of individualized job preparation using classroom and individual

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meetings, job development, individualized plans & job placement, and follow-along services to consumers. Hire-Ability also maintains a cooperative agreement with California Department of Rehabilitation (since 1998) to connect employers with trained individuals; thus, supporting job placements for program participants with employment.

- E. Program staffing (which staff will be involved in what aspects of the service development and delivery). Indicate if any staff position is not funded by DPH.

See CBHS Appendix B.

## 7. Objectives and Measurements:

All applicable objectives, and descriptions of how objectives will be measured, are contained in the BHS document entitled BHS AOA Performance Objectives FY 2021-2022.

## 8. Continuous Quality Improvement:

- A. Achievement of contract performance objectives and productivity.

RAMS continuously monitors progress towards contract performance objectives and has established information dissemination and reporting mechanisms to support achievement. All direct service providers are informed about objectives and the required documentation related to the activities and service outcomes. With regards to management monitoring, the Program Director reports progress/status towards each contract objective in the monthly report to executive management (including Deputy Chief/Director of Clinical Services and Chief Executive Officer). If the projected progress has not been achieved for the given month, the Program Director identifies barriers and develops a plan of action. The data reported in the monthly report is on-going collected, with its methodology depending on the type of information. The Program Director and Associate Director work directly with human resources to address employee performance needs as well as work collaboratively with BHS operations team to coordinate work flow and operational duties related to our janitorial services employees. Hire-Ability management team and BHS operations teams meet monthly.

In addition, the Program Director monitors vocational service progress (engagement after intake, level of accomplishing vocational goals/objectives), service discharge reasons, and service utilization review. RAMS also conducts various random chart reviews to review adherence to objectives as well as treatment documentation requirements.

- B. Quality of documentation, including a description of the frequency and scope of internal chart audits.

The Program Director and other members of the Hire-Ability management team meet regular with staff for supervision meetings. Documentation of meetings, trainings, performance evaluations is noted and, as appropriate, may be filed directly in the employees personnel file with human resources. Feedback through surveys from service sites are also analyzed and evaluated and reported to RAMS executive leadership. Information from the outcomes is used for program improvement purposes.

RAMS utilizes various mechanisms to review documentation quality. Chart reviews are conducted by supervisors; based on their review, determinations/recommendations are provided relating to

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frequency and modality/type of services, and the match to client's progress & vocational/clinical needs. Feedback is provided to direct staff members. Furthermore, supervisors monitor the service documentation of their supervisees; staff meets weekly with their supervisors to review caseload with regard to service strategies, vocational plans & progress, documentation, productivity, etc. Within the first 30 days of admission and after every re-assessment period thereafter, the client's chart is reviewed by the Vocational Case Manager or Associate Director / Program Director, to monitor quality & timeliness. Feedback is provided directly to staff as well as general summaries at staff meetings.

In addition to the program's documentation review, the RAMS quality improvement staff formally conducts a review of randomly selected charts to monitor adherence to documentation standards and protocols. Feedback is provided directly to staff as well as general summaries at staff meetings.

#### C. Cultural competency of staff and services.

RAMS philosophy of care reflect values that recovery & rehabilitation are more likely to occur where the mental health systems, services, and providers have and utilize knowledge and skills that are culturally competent and compatible with the backgrounds of consumers and their families and communities, at large. The agency upholds the Culturally and Linguistically Appropriate Services (CLAS) standards. The following is how RAMS monitors, enhances, and improves service quality:

- Ongoing professional development and enhancement of cultural competency practices are facilitated through a regular training schedule, which includes in-service trainings on various aspects of cultural competency/humility and service delivery (including holistic & complementary health practices, wellness and recovery principles). Trainings are from field experts on various topics. Professional development is further supported by individual supervision (mostly weekly); supervisors and their supervisees' caseload with regard to service strategies, vocational plans & progress, documentation, etc. Furthermore, RAMS holds an agency-wide cultural competency training. Training topics are identified through various methods, primarily from direct service staff suggestions and pertinent community issues.
- Ongoing review of vocational services indicators is conducted by the Program Director (and reported to executive management) on monthly basis; data collection and analysis of service engagement (referral source; engagement after intake; number of admissions; service discharge reasons; and service utilization review)
- Client's preferred language for services is noted at intake; during the case assignment process, the Program Director matches client with counselor by taking into consideration language, culture, and provider expertise. RAMS also maintains policies on Client Language Access to Services; Client Nondiscrimination and Equal Access; and Welcoming and Access.
- At least annually, aggregated demographic data of clientele and staff/providers is collected and analyzed by management in order to continuously monitor and identify any enhancements needed
- Development of objectives based on cultural competency principles; progress on objectives is reported by Program Director to executive management in monthly report. If the projected progress has not been achieved for the given month, the Program Director identifies barriers and develops a plan of action.

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- Strengthening and empowering the roles of consumers and their families by soliciting feedback on service delivery and identifying areas for improvement (see Section D. Satisfaction with services);
- RAMS maintains policies and procedures to recruit, retain, and promote at all levels a diverse staff and leadership (including Board of Directors) that reflect the multi-cultural, multi-lingual diversity of the community. Other retention strategies include soliciting staff feedback on agency/programmatic improvements (service delivery, staffing resources); this is continuously solicited by the Program Director and, at least annually, executive leadership meets with each program to solicit feedback for this purpose. Human Resources also conduct exit interviews with departing staff. All information is gathered and management explores implementation, if deemed appropriate; this also informs the agency's strategic plan.
- To ensure accountability at all levels, the RAMS CEO meets with the RAMS Board of Directors on a regular basis (approximately monthly) and provides an update on agency and programs' activities and matters.

#### D. Satisfaction with services.

##### *Employment:*

RAMS disseminates an employee satisfaction survey. RAMS further solicits feedback from other stakeholders including contracted service sites, business customers, and funders through satisfaction surveys as well as face to face meetings. Results of the survey are shared at staff meetings, reviewed by the RAMS Quality Improvement, and reported to executive management. All satisfaction survey methods and feedback results are compiled and reported to executive management along with assessment of suggestion implementation.

##### *Internship:*

For the Janitorial Service internship program, RAMS adheres to the BHS satisfaction survey protocols which may include dissemination annually or biannually. In addition, Hire-Ability administers its program-developed client satisfaction surveys at case closure or upon request of the client. Furthermore, client feedback is obtained during post-program evaluations, client focus groups, client advisory council meetings, community meetings open to all clients at the vocational services program, individual meetings between direct service staff and clients, and through a confidential telephone hotline. Results of the survey methods are shared at staff meetings, reviewed by the RAMS Quality Improvement, and reported to executive management. All satisfaction survey methods and feedback results are also compiled and reported to executive management along with assessment of suggestion implementation.

- E. Timely completion and use of outcome data, including CANS and/or ANSA data or CalOMS.

Not Applicable.

#### **9. Required Language:**

Not Applicable.

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**1. Identifiers:**

Program Name: Clerical & Mailroom Services  
 Program Address: 1234 Indiana Street  
 City, State, ZIP: San Francisco, CA 94107  
 Telephone: (415) 282-9675  
 Fax: (415) 920-6877

Website Address: [www.ramsinc.org/](http://www.ramsinc.org/) [www.hire-ability.org](http://www.hire-ability.org)

Contractor Address: RAMS Administration, 4355 Geary Blvd.  
 City, State, ZIP: San Francisco, CA 94118  
 Person Completing this Narrative: Angela Tang, RAMS Director of Operations  
 Telephone: (415) 800-0699  
 Fax: (415) 751-7336  
 Email Address: [angelatang@ramsinc.org](mailto:angelatang@ramsinc.org)  
 Program Code(s): Not Applicable

**2. Nature of Document:**

Original     Contract Amendment     Revision to Program Budget (RPB)

**3. Goal Statement:**

To provide employment and internship opportunities in the areas of business operations support such as clerical, mailroom, reception, messenger and driving positions for those with personal experience with the community behavioral health system.

**4. Priority Population:**

San Francisco residents including transitional age youth, adults & older adults, aged 18 and over, who are currently receiving behavioral health services through BHS. Particular outreach will be made to underserved populations and those interested in an administrative field. Whenever it is assessed that this program cannot adequately meet the service needs of a particular client, staff will make a client referral that better meets the services needs of the client, either internally or to a co-service provider in San Francisco.

**5. Modality(s)/Intervention(s):**

See BHS Appendix B, CRDC pages.

**6. Methodology:**

A. Outreach, recruitment, promotion, and advertisement as necessary.

RAMS' responsibility and commitment to mental health care quality and education extends beyond its own walls to reach people of all ages and backgrounds in its community through outreach and serving them in their own environments. This philosophy of care has always been central to the agency's approach. RAMS is uniquely well-positioned and has the expertise to outreach, engage, and

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retain diverse consumers, underrepresented constituents, and community organizations with regards to vocational services & resources and raising awareness about mental health and physical well-being. As an established community services provider, RAMS comes into contact with significant numbers of consumers & families, annually serving approximately 17,000 adults, children, youth & families at over 130 sites, citywide.

Specifically for Hire-Ability Clerical & Mailroom Services, the program promotes open positions within the system of care by outreach and recruitment activities through linkages with BHS community agencies, Department of Rehabilitation (DOR), Co-Operative partners within the BHS Vocational Services system, and to other employment linkages that directly outreach to consumers within BHS. Targeted recruitment *for* employment also includes participants who have completed the Clerical & Mailroom Services internship in clerical/administrative support positions. Graduates of this program and applicants that meet qualifications for positions (DOR, Co-Op partners) are provided opportunities and assistance to apply and interview for open positions.

B. Admission, enrollment and/or intake criteria and process where applicable.

*Employment:*

The employment portion of Hire-Ability Clerical & Mailroom Services works in conjunction with the Clerical & Mailroom Services internship program, and referrals for employment opportunities are through RAMS Employment Services Program, Department of Rehabilitation and our Co-Operative contract partners. Positions are competitive in nature and follows RAMS protocol for internal job announcements, recruitment, and hiring.

*Internship:*

The internship portion of Hire-Ability Clerical & Mailroom Services accommodates referrals from BHS and other community agencies within the System of Care. All requests for services are directed to the Intake Coordinator, who then provides the individual with the necessary information to apply to the program. The program has an application process by which interested individuals are to submit their completed application packet within the indicated deadline. Application packets include basic demographic information (name, contact information), reference contact information, referral form, and resume. Individuals who qualify under the initial screening (a coordinated effort of review by staff including the Vocational Case Manager, Job Coach, Associate Director of Vocational Services, and internship site manager) are invited for a face-to-face interview with the Vocational Case Manager, Job Coach, and Associate Director of Vocational Services. These initial assessments are aimed to determine program eligibility, vocational readiness/interest, suitability of program services, strengths & existing resources, level of functioning & needs in consultation with behavioral health services provider, primary care connection, substance use/abuse, and other services (e.g. residential). A secondary assessment interview is held with the internship site to determine appropriate match for the site needs. If an individual is not accepted into the program based on suitability for these program services, the Associate Director of Vocational Services makes a referral to one of Hire-Ability Programs or to another service provider.

C. Service delivery model, including treatment modalities, phases of treatment, hours of operation, length of stay, locations of service delivery, frequency and duration of service, strategies for service delivery, wrap-around services, residential bed capacity, etc. Include any linkages/coordination with other agencies.

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Hire-Ability program hours are Monday to Friday (9:00 am – 5:00 pm); however, on-the-job hours may vary, depending on the job site's needs.

*Employment:*

Clerical & Mailroom Services employment program provides on-site training and supervision to employees within this program. RAMS management also coordinates coverage for vacancies or absences. Employees are provided with a robust and comprehensive job retention support system with close coordination of supervision and support between the RAMS Vocational Rehabilitation Coordinator, Associate Director, and with BHS site managers. All employees receive an initial orientation by RAMS human resources department upon hire. The employee is then oriented to their individual position through on-site supervision and time limited job coaching for employees receiving employment services. Regular group and individual supervision meetings are an integral part of the Clerical & Mailroom Services program, continuous engagement as well as professional development activities are provided in a structured manner. Monthly staff meetings as well as quarterly trainings address critical areas needed for successful and meaningful employment which can include topics such as professional communication and boundaries, ergonomics at the work place, handling stress on the job and work life balance, as well as RAMS sponsored health and wellness retreats. Employees may also access and/or be linked to the Employee Assistance Program (EAP) to assist with a variety of life building resources.

To gather information and feedback on Clerical & Mailroom Services, RAMS continuously engages BHS site managers in various methods such as in-person meetings and telephone calls, at least quarterly. The Hire-Ability Clerical & Mailroom Services fosters a work environment that promotes healthy behaviors, a sense of hope and belonging, responsibility and strengthens roles of consumers through employment and professional development activities.

*Internship:*

Clerical & Mailroom Services internship program design includes providing culturally competent, consumer-driven, strengths-based workforce development activities and vocational services including but not limited to: vocational assessments, job skills training, on-site work experience, vocational counseling, and job coaching. The program improves, maintains, or restores personal independence and functioning, consistent with requirements for learning and development, which provides services to a distinct group of beneficiaries.

The internship duration is six to nine months with each intern receiving 10-20 hours per week of paid, on-the-job training with work hours varying, depending on the individual's availability and support needs. Internship components include general office support; customer service; mailroom & distribution; reception functions (answering phones, greeting and assisting visitors); filing, copying/faxing; and light data entry (depending on internship site). Each intern is assigned a Vocational Rehabilitation Case Manager, and a Peer Job Coach as needed. The Vocational Rehabilitation Case Manager conducts vocational assessments, facilitates vocational orientation & exploration, performs vocational counseling (case management & linkages), supports and identifies strengths & areas of employment interest, and provides job counseling & guidance. The Peer Job Coach provides job training and coaching, coordinates training and support needs with the Vocational Case Manager and BHS site manager, and provides feedback and vocational support to the intern.

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At the start of services and at regular intervals, a vocational assessment is completed with each intern. The vocational assessment is a comprehensive process that systematically utilizes an interview to assist the intern in the identification of goals leading towards vocational development. These areas, as they relate to employment, include: work needs (e.g. reasonable accommodations), identifying community supports (therapists/case managers, support groups, family & friends), cultural and/or language issues, work-related issues (concentration, stress, retention of instruction, safety habits, work behavior), psychiatric functioning (behavioral health condition), appearance & grooming, and external factors (financial concerns, living arrangement, medical care). A written report is developed summarizing the assessment, findings & recommendations, which informs the vocational plan and structure for job skills training.

During the vocational services planning, the Vocational Rehabilitation Case Manager and intern discuss how strengths can be utilized to make changes on their current conditions, to promote & sustain healthy mental health, and obtain and retain employment. The Vocational Rehabilitation Case Manager also gathers relevant information from the intern and other service providers and/or family members, as it relates to employment. An integrated vocational plan for goals is formally developed within the first two months of participation and on a quarterly basis thereafter, with ongoing monitoring of progress at each meeting/vocational activity, and is formally reviewed at the third month. The assessment/evaluation and plan development includes the intern's input through self-evaluation sections as well as the Vocational Rehabilitation Case Manager's appraisal and feedback from the Peer Job Coach and BHS site manager. RAMS engages BHS site managers in various methods including in-person meetings and telephone calls, at least quarterly. The comprehensive vocational plan also considers the intern's environment and entire support structure as well as specific employment goals, and takes into account collateral information (e.g. behavioral health treatment plan incorporates vocational goals). Staff are also trained to identify signs of psychiatric relapse and, through collaboration with the intern's therapist, implements the appropriate interventions. Together, the Vocational Rehabilitation Case Manager and intern set goals and identify strategies that are attainable & measurable. RAMS also facilitates linkages for support services (e.g. transportation, child care).

Vocational training and skills building is provided through various capacities. The Peer Job Coach serves as the primary trainer and in coordination with the Vocational Rehabilitation Case Manager maintains written evaluations and progress reports on interns' skills and vocational goals. These include, but are not limited to, productivity, work quality, attendance, punctuality, dress & grooming, communication with others, and work endurance. As the primary trainer, the Peer Job Coach is thoroughly familiar with the intern's daily progress and can provide consistent feedback and support. The Vocational Rehabilitation Case Manager observes the intern at the internship site weekly and obtains feedback from the Peer Job Coach and BHS site manager so as to provide consistent feedback and support to the intern.

RAMS is committed to client involvement and community input in all elements of program operations, including planning, implementation, and evaluation. This process ensures quality programming, increases effectiveness, and ensures cultural competency. The best informant for the culturally relevant curriculum and program development is the target population, themselves. Throughout the internship period, the Vocational Rehabilitation Case Manager meets individually with the intern to discuss progress and solicit feedback regarding their experience, and at the end of the internship period interns are given anonymous written satisfaction surveys regarding the intake &

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admission process, internship structure & activities, support services, and professional development. A focus group is also conducted to solicit similar feedback regarding the structure of the program, recruitment process, accessibility, and effectiveness. All feedback is compiled and reviewed (by Hire-Ability management and RAMS executive management), informs the program design (development & adjustments, implementation), and is incorporated, as appropriate.

RAMS recruits and employs staff with relevant educational & employment history and cultural competence for the target population we work with through thorough interviews and reference checks. The process of on-going education and training to ensure staff are providing the standard of services required by RAMS are generally through regular attendance of staff meetings, individual supervisor- supervisee meetings, monthly internal/external trainings, cultural competency trainings, and other activities that are program specific. RAMS maintains a philosophy as well as a policy regarding creating a welcoming environment to all, which in turn is displayed through positive and healthy attitudes among staff. Measurement of how effective staff is in providing a high level of service is through client satisfaction surveys, client advisory councils, and feedback from other providers.

RAMS continuously engages with various systems to increase the program trainees' knowledge and networking possibilities regarding jobs/internships, further educational opportunities, etc. Such systems that Hire-Ability specifically works with includes, but is not limited to: BHS and BHS clinics (as these are the primary internship host sites); engaging in Job Developers Huddle – One Stop Western Addition; Potrero/Dogpatch Merchants Association and ongoing relationship/collaboration with California State Department of Rehabilitation (for which Hire-Ability maintains a separate contract); and involvement in the BHS Co-Operative group (streamlined referral system amongst RAMS Hire-Ability, Caminar, State Department of Rehabilitation, Citywide Forensic Collaborative). Furthermore, the Vocational Rehabilitation Case Manager provides support and coaching into the workforce and connects participants to additional resources (e.g. Department of Rehabilitation, RAMS Hire-Ability Employment Services, educational/training resources, housing).

- D. Discharge Planning and exit criteria and process, i.e., a step-down to less intensive treatment programs, the criteria of a successful program completion, aftercare, transition to another provider, etc.

As the Clerical & Mailroom Services employment program operates to train, support, and retain employment for consumer-filled positions in Clerical & Mailroom Services, there is not any exit criteria. If an employee resigns or is terminated for any reason, RAMS will take every effort, if applicable, to engage in a process of linkage to Employee Assistance or other helpful resources to ensure the employee is able transition appropriately from their position at RAMS.

Clerical & Mailroom Services interns successfully complete the program when: (1) 85% attendance rate, and (2) Vocational Development Plan goals are achieved. Upon discharge, interns will have more competitive skills for today's job market, and referral can be to competitive employment, volunteer internships, additional training, education, college enrollment, or salaried employment. In this pursuit, the Vocational Rehabilitation Case Manager may assist with linkage assistance to job placement programs, employment counseling and guidance, and coordination with other support services to ensure effective transition, as part of post internship case management support. As Hire-Ability offers a full spectrum of vocational services, interns may transition into the Employment

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Services Program, which is funded through a contract/agreement with the California State Department of Rehabilitation. This program provides a higher level of individualized job preparation using classroom and individual meetings, job development, individualized plans & job placement, and follow-along services to consumers. Hire-Ability also maintains a cooperative agreement with California Department of Rehabilitation (since 1998) to connect employers with trained individuals; thus, supporting job placements for program participants with employment. Interns may also enter other vocational trainings available through the system of care.

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- Ongoing review of vocational services indicators is conducted by the Program Director (and reported to executive management) on monthly basis; data collection and analysis of service engagement (referral source; engagement after intake; number of admissions; service discharge reasons; and service utilization review)
- Client's preferred language for services is noted at intake; during the case assignment process, the Program Director matches client with counselor by taking into consideration language, culture, and provider expertise. RAMS also maintains policies on Client Language Access to Services; Client Nondiscrimination and Equal Access; and Welcoming and Access.
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- Development of objectives based on cultural competency principles; as applicable, progress towards objectives is reported by Program Director to executive management in monthly report. If the projected progress has not been achieved for the given month, the Program Director identifies barriers and develops a plan of action. Strengthening and empowering the roles of consumers and their families by soliciting feedback on service delivery and identifying areas for improvement (see Section D. Satisfaction with services).
- RAMS maintains policies and procedures to recruit, retain, and promote at all levels a diverse staff and leadership (including Board of Directors) that reflect the multi-cultural, multi-lingual diversity of the community. Other retention strategies include soliciting staff feedback on agency/programmatic improvements (service delivery, staffing resources); this is continuously solicited by the Program Director and, at least annually, executive leadership meets with each program to solicit feedback for this purpose. Human Resources also conduct exit interviews with departing staff. All information is gathered and management explores implementation, if deemed appropriate; this also informs the agency's strategic plan.
- To ensure accountability at all levels, the RAMS CEO meets with the RAMS Board of Directors on a regular basis (approximately monthly) and provides an update on agency and programs' activities and matters.

#### D. Satisfaction with services.

##### *Employment:*

RAMS disseminates an employee satisfaction survey. RAMS further solicits feedback from other stakeholders including contracted service sites, business customers, and funders through satisfaction surveys as well as face to face meetings. Results of the survey are shared at staff meetings, reviewed by the RAMS Quality Improvement, and reported to executive management. All satisfaction survey methods and feedback results are compiled and reported to executive management along with assessment of suggestion implementation.

##### *Internship:*

For the internship program, RAMS adheres to the BHS satisfaction survey protocols which may include dissemination annually or biannually. In addition, Hire-Ability administers its program-developed client satisfaction surveys at case closure or upon request of the client. Furthermore, client feedback is obtained during post-program evaluations, client focus groups, client advisory council meetings, community meetings open to all clients at the vocational services program, individual meetings between direct service staff and clients, and through a confidential telephone hotline. Results of the survey methods are shared at staff meetings, reviewed by the RAMS Quality Improvement, and reported to executive management. All satisfaction survey methods and feedback results are also compiled and reported to executive management along with assessment of suggestion implementation.

- E. Timely completion and use of outcome data, including CANS and/or ANSA data.

Not Applicable.

## 9. Required Language:

<b>Contractor Name:</b> Richmond Area Multi-Services, Inc.	<b>Appendix A-2</b>
<b>Program Name:</b> Clerical & Mailroom Services	<b>Contract Term:</b> 5/01/22– 06/30/22
	<b>Funding Source:</b>

Not Applicable.

**Contractor: Richmond Area Multi-Services, Inc.**

**Appendix A-3**

**Program Name: Information Technology**

**Contract Term: 05/01/22– 06/30/22**

**Funding Source (non-BHS only): N/A**

**1. Identifiers:**

Program Name: Information Technology  
Program Address: 1234 Indiana Street  
City, State, Zip Code: San Francisco, CA 94107  
Telephone/Fax: (415) 282-9675 / (415) 920-6877  
Website Address: www.ramsinc.org / www.hire-ability.org

Contractor Address: RAMS Administration, 4355 Geary Blvd.  
City, State, ZIP: San Francisco, CA 94118  
Person Completing this Narrative: Angela Tang, RAMS Director of Operations  
Telephone: (415) 800-0699  
Email Address: angelatang@ramsinc.org

Program Code(s) (if applicable): Not Applicable

**2. Nature of Document (check one)**

Original     Contract Amendment     Revision to Program Budget (RPB)

**3. Goal Statement**

To (1) provide high quality designated IT support services to BHS (Avatar Helpdesk; Desktop; Advanced Avatar Helpdesk; Advanced Desktop; Consumer Portal) and (2) engage consumers for improved emotional/physical well-being and quality of life, positive engagement in the community, increase self-sufficiency, and obtain & retain competitive employment.

**4. Target Population**

San Francisco residents who are adults and older adults 18 and over including transitional age, receiving behavioral health services through BHS. Particular outreach is to consumers who have interest in computer technical support services but minimal work skills and/or work exposure, and may benefit from a structured vocational training program. There is a special focus on APIA communities (Chinese and Tagalog), both immigrants and US-born, a group that is traditionally underserved. RAMS makes every effort to serve all San Franciscans in need. Where a particular program is not the best fit, staff will make an appropriate referral, either internally or to a co-service provider in San Francisco.

**5. Modality(ies)/Interventions**

This fiscal year represents the continued operations of i-Ability components:

- (a) Avatar Helpdesk (entry)
- (b) Desktop (entry)
- (c) Advanced Avatar Helpdesk
- (d) Advanced Desktop

**Contractor: Richmond Area Multi-Services, Inc.****Appendix A-3****Program Name: Information Technology****Contract Term: 05/01/22 through 06/30/22****Funding Source (non-BHS only): N/A****(e) Consumer Portal Help Desk****Workforce Development (MHSA Modality)**

- For the Avatar Helpdesk (entry), a full fiscal year includes two cohorts with each cohort enrolling about seven trainees after the two week visitation period
- For the Desktop Training (entry), a full fiscal year includes two cohorts with each cohort enrolling about five trainees after the two week visitation period
- For the Advanced Avatar Helpdesk Training, a full fiscal year includes two cohorts with each enrolling about four trainees after the two week visitation period
- For the Advanced Desktop, a full fiscal year includes one cohort with about two trainees
- For Avatar Helpdesk, Desktop, and Advanced Avatar Helpdesk components, a full cohort's training duration is nine months
- Trainees/interns engage in workforce development activities (classroom and on-the-job training) intended to develop a diverse and competent workforce; outreach to under-represented communities; provide career exploration opportunities or to develop work readiness skills; or increase the number of consumers and family members in the healthcare information technology workforce.
- Each Avatar Helpdesk, Desktop & Advanced Avatar Helpdesk trainee/intern receives at least 7-16 hours/week of paid, on-the-job workforce development training; work hours vary, according to the individual's availability & support needs.
- There are additional activity hours for program planning, providing individualized and/or group trainee support (Vocational Rehabilitation Counselor and/or IT Trainer), preparing & reviewing/adjusting training materials (per Avatar system updates), etc.

The Consumer Portal provides clients of SFDPH-BHS access to selected portions of their clinical record. This help desk specifically supports end users of the Consumer Portal and also provides outreach at clinics and other contractors to BHS, in an effort to increase the usage of the consumer portal by BHS consumers.

**6. Methodology**

1. Outreach, recruitment, promotion, and advertisement as necessary.

RAMS' responsibility and commitment to mental health care quality and education extends beyond our own walls to reach people of all ages and backgrounds in our community through outreach and serving them in their own environments. This philosophy of care has always been central to the agency's approach. RAMS is uniquely well-positioned and has the expertise to outreach, engage, and retain diverse consumers, underrepresented constituents, and community organizations with regards to Hire-Ability services & resources and raising awareness about mental health and physical well-being. As an established community services provider, RAMS comes into contact with significant numbers of consumers & families with each year serving approximately 17,000 adults, children, youth & families at over 130 sites, citywide. Hire-Ability's primary referral sources are SFDPH outpatient behavioral health services; as such, the

**Contractor: Richmond Area Multi-Services, Inc.****Appendix A-3****Program Name: Information Technology****Contract Term: 05/01/22 through 06/30/22****Funding Source (non-BHS only): N/A**

program's staff regularly performs outreach activities and coordinates within RAMS programs and other agencies' management.

Hire-Ability also operates Employee Development which primarily includes Production & Fulfillment Services, a workshop setting and on-the-job training in the fulfillment services industry with paid work experience. Hire-Ability is also a partnering program with the State Department of Rehabilitation to provide Employment Services (employment preparation, placement and retention services) to individuals with mental illnesses. Outreach and promotion is routinely conducted to these groups. The program also performs monthly outreach activities independently as well as in coordination with the BHS Vocational Coordinator, to various SFDPH BHS providers (e.g. outpatient clinics & residential facilities within the system-of-care). Outreach is also conducted at system of care provider meetings, Avatar bulletins, BHS Vocational Summit, etc.

2. Admission, enrollment and/or intake criteria and process where applicable.

The program has an application process by which interested individuals are to submit their completed application packet within the indicated deadline. Application packets are distributed to the community, along with informational flyers about the program curriculum and content. Application packets include basic demographic information (name, address, and contact information), reference contact information, and a personal statement. Program orientations/Information Sessions are also held, prior to application deadlines and serve as an opportunity for interested individuals and/or community organizations to obtain assistance with application completion and/or inquire more about the program. All completed applications are reviewed by an admission review committee, with all applicants receiving notification about the decision/outcome. Interviews may also be scheduled, as part of the admission review process. Once the cohort begins, there is a more detailed orientation to the program such as completion/graduation guidelines, discussion of expectations (by trainees and program), etc.

C. Service delivery model, including treatment modalities, phases of treatment, hours of operation, length of stay, locations of service delivery, frequency and duration of service, strategies for service delivery, wrap-around services, residential bed capacity, etc. Include any linkages/coordination with other agencies.

The i-Ability, Vocational IT program has the following components:

- 1) Avatar Helpdesk, a single point of contact for end users of the -BHS electronic health record system ("Avatar") to receive support. The initial unpaid classroom training varies from 2-4 weeks in which after, trainees engage in paid, on-the-job training where they gain skills regarding troubleshooting basic user issues, engaging & interacting with end users (customer service), logging & triaging more complicated issues, healthcare confidentiality policies & practices, etc. Each cohort cycle is nine months; cohorts overlap to maintain continuity of helpdesk support.
- 2) Desktop, a single point of contact for end users of BHS computers/hardware to receive support and maintenance within BHS computing environment. The initial unpaid

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classroom training varies from 2-4 weeks in which after, trainees engage in paid, on-the-job training where trainees gain skills regarding hardware repair and support (break-fix), technical troubleshooting, healthcare confidentiality policies & practices, etc. Each cohort cycle is nine months.

- 3) Advanced Avatar Helpdesk, a single point of contact for end users of the BHS electronic health record system ("Avatar") to receive support. Additionally, interns will provide additional support to the Avatar Super User Community. The initial unpaid classroom training varies from 2-4 weeks in which after, trainees engage in paid, on-the-job training where interns increase their skills regarding troubleshooting basic and super user issues, engaging & interacting with end users (customer service), logging & triaging more complicated issues, healthcare confidentiality policies & practices, etc. The interns will assist with mentoring the Helpdesk trainees by shadowing frontline activities and providing structured peer support as facilitated by the trainer of the program. Each cohort cycle is nine months; cohorts overlap to maintain continuity of helpdesk support.
- 4) Advanced Desktop, a single point of contact for end users of BHS computers/hardware to receive support and maintenance within BHS computing environment. Trainees engage in paid, on-the-job training to gain advanced skills regarding hardware repair and support (break-fix), technical troubleshooting, healthcare confidentiality policies & practices, etc. Each cohort cycle is nine months.

Program operation hours are Monday to Friday (8:00 am – 5:00 pm). Classroom and on-the-job training is primarily provided on-site at BHS (1380 Howard Street, SF, CA 94103) and/or RAMS Hire-Ability Vocational Services (94107).

The program design includes providing culturally competent, consumer-driven, strengths-based vocational services including but not limited to: vocational assessments, job skills training, on-site work experience, vocational counseling & job coaching, and classes/workshops aimed at skills development and building strengths towards employment readiness. The program improves, maintains, or restores personal independence and functioning, consistent with requirements for learning and development, which provides services to a distinct group of beneficiaries.

The IT Trainers (Avatar Helpdesk, Desktop/Advanced Desktop, Advanced Avatar Helpdesk) are the primary staff persons responsible for classroom and on-the-job training, providing direct support and supervision (individual, group) to trainees/interns. The classroom training is primarily provided during the first two to four weeks of the cohort; thereafter, training and support is provided on a regular, ongoing basis (weekly). The IT Trainers may also serve as additional frontline coverage; the IT Manager, along with the Director of Vocational Services/Program Director, provides as needed coverage and oversees quality control & management for the i-Ability program. Furthermore, all trainees/interns are assigned a Vocational Rehabilitation Counselor. The Counselor conducts a comprehensive vocational assessment (job readiness/interest, skills development, other work-related issues), vocational counseling (case management & linkages), supports and identifies strengths & areas of

**Contractor: Richmond Area Multi-Services, Inc.****Appendix A-3****Program Name: Information Technology****Contract Term: 05/01/22 through 06/30/22****Funding Source (non-BHS only): N/A**

employment interest, job searches, and placement assistance, as well as job coaching, counseling & guidance.

Within the first three months of participation, an integrated vocational plan with specific goals is collaboratively (counselor, trainers, and trainees/interns) and formally developed. There is ongoing monitoring of progress (by trainers and counselor), in relation to the goals; the vocational plan is formally reviewed at the third month of participation. Areas of vocational assessment include, but are not limited to: productivity, work quality, attendance, punctuality, dress & grooming, communication with others, group participation, and work endurance. The comprehensive vocational plan considers the client's environment and entire support structure and takes into account collateral information (e.g. behavioral health plan of care incorporates vocational goals). The plan development and reassessment periods include trainee input through self-evaluation sections as well as the counselor's appraisal. RAMS also facilitates linkages for support services (e.g. childcare, transportation), as needed.

i-Ability also offers structured training/groups (e.g. vocational counseling, training, psycho-education) as a core component of services to clients. Facilitated by the IT Trainers and/or Vocational Rehabilitation Counselors, the trainings/groups provide positive peer support, focus on interpersonal relationships, support network for specific challenges, and can assist individuals to learn about themselves and relate better with other people. Trainings/groups can be jointly run with collaborative partners (e.g. behavioral health counselors, BHS), taking place at RAMS and/or the vendor (BHS, if possible) or partner's site, depending on feedback and offered at various days and times.

i-Ability provides staffing of the Consumer Portal Help Desk. The Consumer Portal provides clients of SFDPH-BHS access to selected portions of their clinical records. This help desk specifically supports end users of the Consumer Portal. The Portal staffs one supervisor and frontline staff, all of which are employee positions.

**D. Describe your program's exit criteria and process, e.g. successful completion.**

Trainees successfully complete the program when: (1) 85% attendance rate, (2) Vocational Development Plan goals are achieved, and score of 75% or higher on the certificated exams is accomplished or early completion/discharge of the program (at least three months after program start due to gaining employment related to participating in the program. Upon successful completion/discharge, referral can be to competitive employment, volunteer internships, education, college enrollment, or salaried employment including higher wage and skilled jobs in industries which are experiencing shortages such as the healthcare field. In this pursuit, the Vocational Rehabilitation Counselor may assist with job search & placement assistance and provide job coaching, counseling, and guidance. i-Ability is a program of RAMS Hire-Ability Vocational Services which offers a full spectrum of vocational services; as such, trainee graduates may also transition into the Employment Services, which is funded through a contract/agreement with the California State Department of Rehabilitation. This program provides a higher level of individualized job preparation using classroom and individual

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meetings, job development, individualized plans & job placement, and follow-along services to consumers. Hire-Ability also maintains a cooperative agreement with California Department of Rehabilitation (since 1998) to connect employers with trained individuals; thus, supporting job placements for program participants with employment.

- E. Program staffing (which staff will be involved in what aspects of the service development and delivery). Indicate if any staff position is not funded by DPH.

See BHS Appendix B.

F. Mental Health Services Act Programs

- a. One of the primary MHSA tenets is consumer participation/engagement. Programs must identify how participants and/or families are engaged in the development, implementation and/or evaluation of programs. This can include peer-employees, advisory committees, etc.

RAMS is committed to consumer involvement and community input in all elements of program operations, including planning, implementation, and evaluation. This process ensures quality programming, increases effectiveness, and ensure culturally competency. The best informant for the culturally relevant curriculum & program development is the target population, themselves. Potential applicants/trainees and interested organizations are invited to the program Orientations/Open Houses as well as contact the i-Ability Vocational IT Manager directly. As the cohort is in operation, the IT Trainer regularly meets (approximately weekly) with trainees to solicit feedback; the i-Ability Manager and Vocational Rehabilitation Counselor also regularly solicit feedback from trainees. Furthermore, at the end of each cohort, trainees are given anonymous written program evaluations and satisfaction surveys regarding curriculum, course structure & activities, support services, and professional development. A post-cohort focus group is also conducted to solicit similar feedback regarding the curriculum of the program, recruitment process, accessibility, and effectiveness. All feedback is compiled and reviewed (by Hire-Ability management and RAMS executive management), informs the program design (development & adjustments, implementation), and is incorporated, as appropriate.

During the cohort on-the-job training, all trainees are paid. Furthermore, i-Ability Vocational IT maintains an advisory committee that is multi-disciplinary and reflects the diversity of the community. Membership includes consumer representation, BHS, and RAMS with involvement from program participants (graduates). This committee schedules to meet quarterly and evaluates program components while advising on its further development and implementation.

- b. MHSA Vision: Providers have the attitudes, knowledge and skills needed to understand, communicate with and effectively serve people across cultures.

RAMS recruits employs staff with relevant educational, employment history and cultural competence for the target population we work with through thorough interviews and reference checks. Furthermore, RAMS believes in the principles of Wellness and Recovery in which

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promotes the engagement of peers through various activities which include employment of peers at all levels of positions. The process of on-going education and training to ensure staff are providing the standard of services required by RAMS are generally through regular attendance of staff meetings, individual supervisor supervisee meetings, monthly internal/external trainings, cultural competency trainings, and other activities that are program specific. RAMS maintains a philosophy as well as a policy regarding creating a welcoming environment to all, which in turn is displayed through positive and healthy attitudes among staff. Measurement of how effective staff is in providing a high level of service is through client satisfaction surveys, client advisory councils, and feedback from other providers.

- c. MHS Vision: Collaboration with different systems increases opportunities for jobs, education, housing, etc.

RAMS continuously engages with various systems to increase the program trainees' knowledge and networking possibilities regarding jobs/internships, further educational opportunities, etc. Such systems that Hire-Ability specifically works with includes, but is not limited to: BHS (as the program is primarily providing classroom and on-the-job training, on-site at BHS' location using the BHS system); engaging in the San Francisco's Mayor's Committee on Disabilities (monthly meeting that involves various systems serving/providing vocational services); Job Developers Huddle-One Stop Western Addition, Potrero /Dogpatch Merchants Association and ongoing relationship/collaboration with California State Department of Rehabilitation (for which Hire-Ability maintains a separate contract); and involvement in the CBHS Co-Operative group (streamlined referral system amongst RAMS Hire-Ability, Caminar, State Department of Rehabilitation, Citywide Forensic Collaborative). Furthermore, the i-Ability Vocational Rehabilitation Counselor provides support & coaching into the workforce and connects participants to additional resources (e.g. Department of Rehabilitation, RAMS Hire-Ability Employment Services, educational/training resources, housing).

## **7. Objectives and Measurements**

All applicable objectives, and descriptions of how objectives will be measured, are contained in the BHS document entitled BHS Performance Objectives FY 2021-2022.

## **8. Continuous Quality Improvement**

1. Achievement of contract performance objectives and productivity

RAMS monitors contract performance objectives through several methods such as daily data analysis and monthly review of consumer individual vocational goals/objectives, regular weekly meetings between the program participant and Vocational Rehabilitation Counselor and/or trainer, regular individual supervision between supervisors and supervisee's to discuss consumer caseload with regard to intervention strategies, vocational plans & progress, documentation, productivity and overall contract objectives. Other significant activities to ensure achievement of contract performance objectives include regular weekly program staff meetings and program

**Contractor: Richmond Area Multi-Services, Inc.****Appendix A-3****Program Name: Information Technology****Contract Term: 05/01/22 through 06/30/22****Funding Source (non-BHS only): N/A**

management meetings where issues related to overcoming any barriers to achieving performance objectives are discussed.

Monthly reports from each program coordinator to the program director and in turn to the Deputy Chief of RAMS address the ongoing progress and/or barriers towards contract objectives. Corrective action activities are documented which includes the identification of the issue, plan of action and steps and timelines for completion of the plan. RAMS Quality Improvement which represents a small group of RAMS supervisors, supervisees, consumers and executive leadership staff meet quarterly, is designed to advise on program quality assurance and improvement activities.

RAMS continuously monitors progress towards contract performance objectives and has established information dissemination and reporting mechanisms to support achievement. All staff are informed about objectives and the required documentation related to the activities and program outcomes; majority of program objectives are measured by participant scores, program evaluations, and/or post-program surveys. With regards to management monitoring, the Program Director reports progress/ status towards each contract objective to executive management (Deputy Chief/Director of Clinical Services and Chief Executive Officer) in a written monthly report. If the projected progress has not been achieved for the month, the Program Director identifies barriers and develops a plan of action. In addition, the Program Director monitors programming/service progress (level of engagement by participants, level of accomplishing program goals/objectives), program exit reasons, and service/resource utilization. RAMS also conducts various random file/chart reviews to review adherence to objectives as well as service documentation requirements.

2. Quality of documentation, including a description of the frequency and scope of internal chart audits

The program utilizes various mechanisms to review documentation quality. Chart review by supervisors, at the very minimal, is reviewed after the 10-day visitation period and, if enrollment continues, a minimum of every 30 days thereafter and within a week of case closure. Active charts are reviewed quarterly after the vocational re-assessments and plans are conducted. Based on their review, determinations/recommendations are provided relating to service authorizations including frequency and modality/type of services, and the match to client's progress & vocational/clinical needs; feedback is provided to direct staff members. Furthermore, clinical supervisors monitor the service documentation of their supervisees; staffs meet weekly with their supervisors to review caseload with regard to service strategies, vocational plans & progress, documentation, productivity, etc. On a quarterly basis, the Program Director or Manager/Coordinator conducts a review of randomly selected charts (up to 10 charts, program-wide) to monitor quality & timeliness and provide feedback directly to staff as well as general summaries at staff meetings. The selection is such that each individual provider is reviewed at least annually.

**Contractor: Richmond Area Multi-Services, Inc.****Appendix A-3****Program Name: Information Technology****Contract Term: 05/01/22 through 06/30/22****Funding Source (non-BHS only): N/A**

In addition to the program's documentation review, the agency's Quality Improvement conducts a review of randomly selected charts to monitor adherence to documentation standards and protocols.

### 3. Cultural competency of staff and services

RAMS philosophy of care reflect values that recovery & rehabilitation are more likely to occur where the mental health systems, services, and providers have and utilize knowledge and skills that are culturally competent and compatible with the backgrounds of consumers and their families and communities, at large. The agency upholds the Culturally and Linguistically Appropriate Services (CLAS) standards. The following is how RAMS monitors, enhances, and improves service quality:

- Ongoing professional development and enhancement of cultural competency practices are facilitated through a regular training schedule, which includes in-service trainings on various aspects of cultural competency/humility and service delivery (including holistic & complementary health practices, wellness and recovery principles). Trainings are from field experts on various topics. Professional development is further supported by individual supervision (mostly weekly); supervisors and their supervisees' caseload with regard to service strategies, vocational plans & progress, documentation, etc. Furthermore, RAMS holds an agency-wide cultural competency training. Training topics are identified through various methods, primarily from direct service staff suggestions and pertinent community issues.
- Ongoing review of vocational services indicators is conducted by the Program Director (and reported to executive management) on monthly basis; data collection and analysis of service engagement (referral source; engagement after intake; number of admissions; service discharge reasons; and service utilization review)
- Client's preferred language for services is noted at intake; during the case assignment process, the Program Director matches client with counselor by taking into consideration language, culture, and provider expertise. RAMS also maintains policies on Client Language Access to Services; Client Nondiscrimination and Equal Access; and Welcoming and Access.
- At least annually, aggregated demographic data of clientele and staff/providers is collected and analyzed by management in order to continuously monitor and identify any enhancements needed
- Development of objectives based on cultural competency principles; progress on objectives are reported by Program Director to executive management in monthly report. If the projected progress has not been achieved for the given month, the Program Director identifies barriers and develops a plan of action.
- Strengthening and empowering the roles of consumers and their families by soliciting feedback on service delivery and identifying areas for improvement (see Section D. Client Satisfaction);
- RAMS maintains policies and procedures to recruit, retain, and promote at all levels a diverse staff and leadership (including Board of Directors) that reflect the multi-cultural,

**Contractor: Richmond Area Multi-Services, Inc.**

**Appendix A-3**

**Program Name: Information Technology**

**Contract Term: 05/01/22 through 06/30/22**

**Funding Source (non-BHS only): N/A**

multi-lingual diversity of the community. Other retention strategies include soliciting staff feedback on agency/programmatic improvements (service delivery, staffing resources); this is continuously solicited by the Program Director and, at least annually, executive leadership meets with each program to solicit feedback for this purpose. Human Resources also conduct exit interviews with departing staff. All information is gathered and management explores implementation, if deemed appropriate; this also informs the agency's strategic plan.

- To ensure accountability at all levels, the RAMS CEO meets with the RAMS Board of Directors on a regular basis (approximately monthly) and provides an update on agency and programs' activities and matters.

#### 4. Satisfaction of services

RAMS adheres to the BHS satisfaction survey protocols which include dissemination annually or biannually. In addition, the Hire-Ability administered its program-developed client satisfaction surveys at case closure or upon request of the client. Furthermore, client feedback is obtained during post-program evaluations, quarterly client advisory council meetings, daily community meetings at the vocational services program, individual meetings between direct service staff and clients, and through a confidential telephone hotline. Results of the survey methods are shared at staff meetings, reviewed by the RAMS Quality Improvement, and reported to executive management. Furthermore, the program facilitates focus groups with clients. All satisfaction survey methods and feedback results are also compiled and reported to executive management along with assessment of suggestion implementation. Clients may also attend RAMS Board of Directors meetings to share their experiences and provide feedback.

#### 5. Timely completion and use of outcome data

N/A

### **9. Required Language**

N/A

<b>Program Name:</b> TAY Vocational Services	<b>Contract Term:</b> 05/01/22 – 06/30/22
	<b>Funding Source (non-BHS only):</b> N/A

**1. Identifiers:**

Program Name: TAY Vocational Services  
 Program Address: 1234 Indiana Street  
 City, State, ZIP: San Francisco, CA 94107  
 Telephone/FAX: Tel: (415) 282-9675 Fax: (415) 920-6877  
 Website Address: www.ramsinc.org

Contractor Address: RAMS Administration, 4355 Geary Blvd.  
 City, State, ZIP: San Francisco, CA 94118  
 Person Completing this Narrative: Angela Tang, RAMS Director of Operations  
 Telephone: (415) 800-0699  
 Fax: (415) 751-7336  
 Email Address: angelatang@ramsinc.org  
 Program Code(s) (if applicable): Not Applicable

**2. Nature of Document:**

Original     Contract Amendment     Revision to Program Budget (RPB)

**3. Goal Statement:**

To provide vocational/occupational assessment, time-limited paid internships in order to provide healthy activities, provide entry-level work exploration and experience, and support TAY who are receiving services in the SFDPH-BHS system of care achieve resiliency and maximize recovery.

**4. Target Population:**

San Francisco residents that are transitional age youth, ages 15-18 and TAY young adults, ages 18-25, currently receiving behavioral health services at SFDPH-BHS system of care. Outreach will be made to underserved populations and those who are involved in multiple systems including behavioral health, juvenile justice, human services and the educational system. Particular outreach will be made to all BHS Adult Providers, CYF SOC Providers, organizations that serve transitional aged youth which may include Larkin Street, Huckleberry House, SFUSD Wellness Center, etc. RAMS makes every effort to serve all San Franciscans in need. Where a particular program is not the best fit, staff will make an appropriate referral, either internally or to a co-service provider in San Francisco.

**5. Modality(s)/Intervention(s)**

See BHS Appendix B, CRDC pages.

**6. Methodology:**

The Hire-Ability TAY Vocational Services Program contains four main components:

- Assessment – Vocational/occupational and interest assessment. The program will provide a developmentally appropriate interactive assessment in order to engage youth in full participation.

<b>Program Name:</b> TAY Vocational Services	<b>Contract Term:</b> 05/01/22 – 06/30/22
	<b>Funding Source (non-BHS only):</b> N/A

- Case Management – The program will provide ongoing case management, including linkage and referral when needed, to support participants in minimizing barriers and maximizing participation and recovery.
- Group Training – Three month initial group training which may include soft skills, fieldtrip to potential internship sites, inspirational and career related speakers, group cohesion and learning, etc.; and ongoing group learning activities throughout the program year for each cohort.
- Internship/Work Experience – Each participant will be placed at an internship site that best fits his/her interest, ability, availability, and experience, for about six months. Site may be within RAMS and in the community. Internship may range from 4-20 hours/week depending on site availability, participant’s school and other schedule, and program design.

All participants will receive San Francisco minimum wage pay/stipend during program duration.

This is a 9-month program with an additional 2-month retention follow-up, which rolls over to the following fiscal year. There are two cohorts staggered to allow smaller cohorts as well as the ability to serve more youth, and flexibility for youth to start at two different time spans.

A mid- and end-program survey will be administered. The mid-program survey is an opportunity to provide more timely feedback to be considered for program improvement.

## 7. Objectives and Measurements:

### A. Standardized Objectives

Any applicable objectives, and descriptions of how objectives will be measured, are contained in the BHS document entitled BHS Performance Objectives FY 2021-2022.

## 8. Continuous Quality Improvement:

### A. Achievement of contract performance objectives and productivity.

RAMS continuously monitors progress towards contract performance objectives and has established information dissemination and reporting mechanisms to support achievement. All staff are informed about objectives and the required documentation related to the activities and program outcomes; majority of program objectives are measured by participant scores, program evaluations, and/or post-program surveys. With regards to management monitoring, the Program Director reports progress/status towards each contract objective to executive management (Deputy Chief/Director of Clinical Services and Chief Executive Officer) in a written monthly report. If the projected progress has not been achieved for the month, the Program Director identifies barriers and develops a plan of action. In addition, the Program Director monitors programming/service progress (level of engagement by participants, level of accomplishing program goals/objectives), program exit reasons, and service/resource utilization. RAMS also conducts various random file/chart reviews to review adherence to objectives as well as service documentation requirements.

<b>Program Name:</b> TAY Vocational Services	<b>Contract Term:</b> 05/01/22 – 06/30/22
	<b>Funding Source (non-BHS only):</b> N/A

B. Quality of documentation, including a description of the frequency and scope of internal chart audits.

The program director and other members of the Hire-Ability Vocational Services management team meet regular with staff for supervision meetings. Documentation of meetings, trainings, performance evaluations is noted and, as appropriate, may be filed directly in the employees personnel file with human resources. Feedback through surveys are also analyzed and evaluated and reported to RAMS executive leadership. Information from the outcomes is used for program improvement purposes.

RAMS utilizes various mechanisms to review documentation quality. Chart reviews are conducted by supervisors; based on their review, determinations/recommendations are provided relating to frequency and modality/type of services, and the match to client's progress & vocational/clinical needs. Feedback is provided to direct staff members. Furthermore, supervisors monitor the service documentation of their supervisees; staff meets weekly with their supervisors to review caseload with regard to service strategies, vocational plans & progress, documentation, productivity, etc. Charts are reviewed at regular intervals, to monitor quality & timeliness. Feedback is provided directly to staff as well as general summaries at staff meetings.

In addition to the program's documentation review, the RAMS Quality Improvement formally conducts a review of randomly selected charts to monitor adherence to documentation standards and protocols. Feedback is provided directly to staff as well as general summaries at staff meetings.

C. Cultural competency of staff and services.

RAMS philosophy of care reflect values that recovery & rehabilitation are more likely to occur where the mental health systems, services, and providers have and utilize knowledge and skills that are culturally competent and compatible with the backgrounds of consumers and their families and communities, at large. The agency upholds the Culturally and Linguistically Appropriate Services (CLAS) standards. The following is how RAMS monitors, enhances, and improves service quality:

- Ongoing professional development and enhancement of cultural competency practices are facilitated through a regular training schedule, which includes in-service trainings on various aspects of cultural competency/humility and service delivery (including holistic & complementary health practices, wellness and recovery principles). Trainings are from field experts on various topics. Professional development is further supported by individual supervision (mostly weekly); supervisors and their supervisees' caseload with regard to service strategies, vocational plans & progress, documentation, etc. Furthermore, RAMS holds an agency-wide cultural competency training. Training topics are identified through various methods, primarily from direct service staff suggestions and pertinent community issues.
- Ongoing review of vocational services indicators is conducted by the Program Director (and reported to executive management) on monthly basis; data collection and analysis of

<b>Program Name:</b> TAY Vocational Services	<b>Contract Term:</b> 05/01/22 – 06/30/22
	<b>Funding Source (non-BHS only):</b> N/A

service engagement (referral source; engagement after intake; number of admissions; service discharge reasons; and service utilization review)

- Client's preferred language for services is noted at intake; during the case assignment process, the Program Director matches client with counselor by taking into consideration language, culture, and provider expertise. RAMS also maintains policies on Client Language Access to Services; Client Nondiscrimination and Equal Access; and Welcoming and Access.
- At least annually, aggregated demographic data of clientele and staff/providers is collected and analyzed by management in order to continuously monitor and identify any enhancements needed
- Development of objectives based on cultural competency principles; as applicable, progress on objectives are reported by Program Director to executive management in monthly report. If the projected progress has not been achieved for the given month, the Program Director identifies barriers and develops a plan of action.
- Strengthening and empowering the roles of consumers and their families by soliciting feedback on service delivery and identifying areas for improvement (see Section D. Satisfaction with services);
- RAMS maintains policies and procedures to recruit, retain, and promote at all levels a diverse staff and leadership (including Board of Directors) that reflect the multi-cultural, multi-lingual diversity of the community. Other retention strategies include soliciting staff feedback on agency/programmatic improvements (service delivery, staffing resources); this is continuously solicited by the Program Director and, at least annually, executive leadership meets with each program to solicit feedback for this purpose. Human Resources also conduct exit interviews with departing staff. All information is gathered and management explores implementation, if deemed appropriate; this also informs the agency's strategic plan.
- To ensure accountability at all levels, the RAMS CEO meets with the RAMS Board of Directors on a regular basis (approximately monthly) and provides an update on agency and programs' activities and matters.

#### D. Satisfaction with services.

RAMS adheres to the BHS satisfaction survey protocols which include dissemination annually or biannually, as applicable. In addition, the Hire-Ability administered its program-developed client satisfaction surveys. Furthermore, client feedback is obtained during post-program evaluations, client advisory council meetings, community meetings at the vocational services program, individual meetings between direct service staff and clients, and through a confidential telephone hotline. Results of the survey methods are shared at staff meetings, reviewed by the RAMS Quality Improvement, and reported to executive management. Furthermore, the program facilitates focus groups with clients. All satisfaction survey methods and feedback results are also compiled and reported to executive management along with assessment of suggestion implementation. Clients may also attend RAMS Board of Directors meetings to share their experiences and provide feedback.

#### E. Timely completion and use of outcome data, including CANS and/or ANSA data.

N/A

**Program Name:** TAY Vocational Services**Contract Term:** 05/01/22 – 06/30/22**Funding Source (non-BHS only):** N/A**9. Required Language:** N/A

<b>Contractor Name:</b> Richmond Area Multi-Services, Inc.	<b>Appendix A-5</b>
<b>Program Name:</b> Employee Development	<b>Contract Term:</b> 05/01/22 – 06/30/22
	<b>Funding Source:</b> MH Adult State 1991 MH Realignment, MH Adult County GF

**1. Identifiers:**

Program Name: Employee Development  
Program Address: 1234 Indiana Street  
City, State, ZIP: San Francisco, CA 94107  
Telephone/FAX: 415-282-9675/415-920-6877  
Website Address: www.ramsinc.org / www.hire-ability.org  
Contractor Address (**if different from above**): 4355 Geary Blvd.  
City, State, ZIP: San Francisco, CA 94118

Person Completing this Narrative: Angela Tang, Director of Operations  
Telephone: 415-800-0699  
Email Address: angelatang@ramsinc.org  
Program Code(s) (**if applicable**): 3894 (38B62)

**2. Nature of Document:**

Original     Contract Amendment     Revision to Program Budget (RPB)

**3. Goal Statement:**

To improve emotional/physical well-being and quality of life of adults, promote positive community engagement and increased self-sufficiency, and to help adults obtain & retain employment.

**4. Target Population:**

San Francisco residents of all ethnicities including transitional age youth, adults & older adults, aged 18 and over, who are receiving behavioral health services through BHS. Particular outreach is to consumers who have interest and/or work exposure, and may benefit from a structured vocational training program. There is a special focus on serving the Asian & Pacific Islander American (APIA), e.g. Chinese, Tagalog & Vietnamese communities, both immigrants and U.S.-born, a group that is traditionally underserved. Hire-Ability clientele are those residing in the program's district (zip code 94107) as well as citywide (e.g. 94103, 94108, 94121, etc.) including any individual within the SFDPH-BHS Systems of Care who indicates an APIA dialect as the primary language.

**5. Modality(s)/Intervention(s)**

See Appendix B CRDC

**6. Methodology:**

CID#: 1000024553

<b>Contractor Name:</b> Richmond Area Multi-Services, Inc.	<b>Appendix A-5</b>
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Indirect Services (programs that do not provide direct client services): Describe how the program will deliver the purchased services.

A. Outreach, recruitment, promotion, and advertisement as necessary.

RAMS' responsibility and commitment to mental health care quality and education extends beyond its own walls to reach people of all ages and backgrounds in its community through outreach and serving them in their own environments. This philosophy of care has always been central to the agency's approach. RAMS is uniquely well-positioned and has the expertise to outreach, engage, and retain diverse consumers, underrepresented constituents, and community organizations with regards to vocational services & resources and raising awareness about mental health and physical well-being. As an established community services provider, RAMS comes into contact with significant numbers of consumers & families, annually approximately 17,000 adults, children, youth & families at over 130 sites, citywide.

B. Admission, enrollment and/or intake criteria and process where applicable.

RAMS accommodates referrals from the BHS and other community agencies within the System of Care. All requests for services are directed to the Intake Coordinator, who schedules and conducts integrated assessments/intakes and processes the documentation, thus supporting streamlined coordination; staff (including Employee Development Coordinator/Manager and Director of Vocational Services/Program Director) works closely with the referring party. The initial assessments are aimed to determine program eligibility, vocational readiness/interest, suitability of program services, strengths & existing resources, level of functioning & needs in consultation with behavioral health services provider, primary care connection, substance use/abuse, and other services (e.g. residential). The Intake Coordinator makes a referral to one of Hire-Ability programs, including Employee Development. As RAMS have unique expertise in providing services to the APIA-speaking communities, Hire-Ability can provide services in Cantonese, Mandarin, Toisanese, and Tagalog. Upon referral to Employee Development, clients may "visit" and participate in the program, on a trial basis, for the first two weeks where they will participate in paid work site experience as well as unpaid classroom training. This supports overall retention and program completion goals, as consumers are fully aware of the program structure and expectations.

C. Service delivery model, including treatment modalities, phases of treatment, hours of operation, length of stay, locations of service delivery, frequency and duration of service, strategies for service delivery, wrap-around services, residential bed capacity, etc. Include any linkages/coordination with other agencies.

Hire-Ability Vocational Services program hours are Monday to Friday (9:00 a.m. – 5:00 p.m.). The program design includes providing culturally competent, consumer-driven, strengths-based vocational services including but not limited to: vocational assessments, job skills training, paid on-site work experience as well as unpaid classroom and group training sessions, vocational counseling & job coaching, and classes/workshops aimed at building strengths towards employment readiness. The program improves, maintains, or restores personal independence and

<b>Contractor Name:</b> Richmond Area Multi-Services, Inc.	<b>Appendix A-5</b>
<b>Program Name:</b> Employee Development	<b>Contract Term:</b> 05/01/22 – 06/30/22
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functioning, consistent with requirements for learning and development, which provides services to a distinct group of beneficiaries. Employee Development's main component is *Production & Fulfillment Services*, a workshop setting and on-the-job training in the fulfillment services industry (packaging, assembling, labeling, sorting, mailing) with paid work experience. Services are primarily provided on-site and/or in least restrictive environment in the field including: clients' employment site, community center, home, etc. Hire-Ability features a structured program in which clients participate at least three days a week (Monday to Friday) from 9:30 a.m. to 12:30 p.m.

Each consumer is assigned a Vocational Rehabilitation Counselor/Trainer who conducts a vocational assessment, facilitates vocational orientation & exploration, performs vocational counseling (case management & linkages), supports and identifies strengths & areas of employment interest, and also provides job training, job search and placement assistance, and job coaching, counseling & guidance. Having a single provider for these services streamlines and enhances care coordination. The vocational assessment is a comprehensive process that systematically utilizes an interview to assist the consumer in the identification of goals leading towards vocational development. These areas, as they relate to employment, include: work needs (e.g. reasonable accommodations), identifying community supports (therapists/case managers, support groups, family & friends), collateral information (therapists/case managers), cultural and/or language issues, work-related issues (concentration, stress, retention of instruction, safety habits, work behavior), psychiatric functioning (behavioral health condition), appearance & grooming, and external factors (financial concerns, living arrangement, medical care). A written report is developed summarizing the assessment, findings & recommendations, which informs the vocational plan and structure for job skills training.

During the vocational services planning, the counselor and consumer discuss how strengths can be utilized to make changes of their current conditions, to promote & sustain healthy mental health, and obtain & retain employment. The counselor also gathers relevant information from the client and other service providers and/or family members, as it relates to employment. An integrated vocational plan for goals is formally developed within the first month of participation, with ongoing monitoring of progress at each meeting/vocational activity, and formally reviewed at the third month. This comprehensive plan considers the client's environment and entire support structure as well as specific employment goals, and takes into account collateral information (e.g. behavioral health treatment plan incorporates vocational goals). Staff are also trained to identify signs of psychiatric relapse and, through collaboration with the client's therapist, implements the appropriate interventions. Together, the counselor & client set goals and identify strategies that are attainable & measureable. The plan includes consumer's input through self-evaluation & rating as well as the counselor's appraisal. RAMS also facilitates linkages for support services (e.g. transportation, child care).

Vocational training and skills building is provided through various capacities. The Vocational Rehabilitation Counselors serve as the primary trainers and maintain written evaluations & progress reports on client skills and vocational goals. These include, but are not limited to, productivity, work quality, attendance, punctuality, dress & grooming, communication with others, group participation, and work endurance. As the primary trainer, Counselors are thoroughly familiar with each individual's daily progress and can provide

<b>Contractor Name:</b> Richmond Area Multi-Services, Inc.	<b>Appendix A-5</b>
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consistent feedback and support. Training is offered in specific industries, further supporting consumer choice & empowerment and likelihood of transferable skills for gaining competitive employment.

For all Employee Development Program participants, RAMS Hire-Ability offers structured groups (i.e. vocational counseling, training, psycho-education) as a core component of services to clients. Facilitated by Vocational Rehabilitation Counselor, the groups provide positive peer support and pressure, focus on interpersonal relationships, a support network for specific problems or challenges, and can assist individuals to learn about themselves and relate better with other people. Groups can be jointly run with collaborative partners (e.g. behavioral health counselors), taking place at RAMS and/or the partner's site, depending on client feedback & indicated preference, and offered at various hours of the day throughout the week.

- D. Discharge Planning and exit criteria and process, i.e., a step-down to less intensive treatment programs, the criteria of a successful program completion, aftercare, transition to another provider, etc.

Clients successfully complete the program when: (1) 85% attendance rate, and (2) Vocational Development Plan goals are achieved. Upon discharge, referral can be to competitive employment, volunteer internships, education, college enrollment, or salaried employment including higher wage and skilled jobs in industries which are experiencing shortages such as the healthcare field. In this pursuit, the Vocational Rehabilitation Counselor may assist with job search & placement assistance and provide job coaching, counseling, and guidance. As Hire-Ability offers a full spectrum of vocational services, consumers may transition into Employment Services, which is funded through a contract/agreement with the California State Department of Rehabilitation. This program provides a higher level of individualized job preparation using classroom and individual meetings, job development, individualized plans & job placement, and follow-along services to consumers. Hire-Ability also maintains a cooperative agreement with California Department of Rehabilitation (since 1998) to connect employers with trained individuals; thus, supporting job placements for program participants with employment. Consumers may also enter the RAMS Peer Specialist Mental Health Certificate Program (funded by SFDPH-BHS-MHSA), which offers entry and advanced level courses in peer counseling as well as a monthly training series.

- E. Program staffing.

Program Director – oversee the operations, contracts of the program, oversee operations of shelter workshop, supervise Vocational Rehabilitation Counselors, and support clients in problem solving and other issues

Vocational Rehabilitation Counselor – supervise clients in shelter workshop and other real work situations, help problem solving skills, teach other vocational skills, provide case management and linkage services as needed and appropriate, which may include case conferencing with other service providers (therapist, benefit counselor, etc.)

Administrative Assistant/Office Manager – provide administrative support to the program

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<b>Program Name:</b> Employee Development	<b>Contract Term:</b> 05/01/22 – 06/30/22
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## 7. Objectives and Measurements:

All applicable objectives, and descriptions of how objectives will be measured, are contained in the BHS document entitled BHS AOA Performance Objectives FY 2021-2022.

## 8. Continuous Quality Improvement:

### A. Achievement of contract performance objectives and productivity

RAMS continuously monitors progress towards contract performance objectives and has established information dissemination and reporting mechanisms to support achievement. All direct service providers are informed about objectives and the required documentation related to the activities and service outcomes. With regards to management monitoring, the Program Director reports progress/status towards each contract objective in the monthly report to executive management (including Deputy Chief/Director of Clinical Services and Chief Executive Officer). If the projected progress has not been achieved for the given month, the Program Director identifies barriers and develops a plan of action. The data reported in the monthly report is on-goingly collected, with its methodology depending on the type of information; for instance, the RAMS Information Technology/Billing Information Systems (IT/BIS) department extracts data from the Avatar system to develop a report on units of service per program code/reporting unit. In addition, the Program Director monitors vocational service progress (level of engagement after intake, level of accomplishing vocational goals/objectives), service discharge reasons, and service utilization review. RAMS also conducts various random chart reviews to review adherence to objectives as well as treatment documentation requirements.

### B. Quality of documentation, including frequency and scope of chart audits.

The program utilizes various mechanisms to review documentation quality. Chart review by supervisors, at the very minimum, is reviewed during the first 30 days of a case opening, every 30 days thereafter, and within a week of case closure. Based on their review, determinations/recommendations are provided relating to service authorizations including frequency and modality/type of services, and the match to client's progress & vocational/clinical needs; feedback is provided to direct staff members. Furthermore, clinical supervisors monitor the service documentation of their supervisees; staff meet weekly with their supervisors to review caseload with regard to service strategies, vocational plans & progress, documentation, productivity, etc. On a quarterly basis, the Program Director or Manager/Coordinator conducts a review of randomly selected charts (up to 10 charts, program-wide) to monitor quality & timeliness and provide feedback directly to staff as well as general summaries at staff meetings. The selection is such that each individual provider is reviewed at least annually.

In addition to the program's documentation review, the RAMS quality improvement staff formally conducts a review of randomly selected charts to monitor adherence to documentation standards and protocols. Feedback is provided directly to staff as well as general summaries at staff meetings.

<b>Contractor Name:</b> Richmond Area Multi-Services, Inc.	<b>Appendix A-5</b>
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### C. Cultural competency of staff and services

RAMS philosophy of care reflect values that recovery & rehabilitation are more likely to occur where the mental health systems, services, and providers have and utilize knowledge and skills that are culturally competent and compatible with the backgrounds of consumers and their families and communities, at large. The agency upholds the Culturally and Linguistically Appropriate Services (CLAS) standards. The following is how RAMS monitors, enhances, and improves service quality:

- Ongoing professional development and enhancement of cultural competency practices are facilitated through a regular training schedule, which includes in-service trainings on various aspects of cultural competency/humility and service delivery (including holistic & complementary health practices, wellness and recovery principles). Trainings are from field experts on various topics. Professional development is further supported by individual supervision (mostly weekly); supervisors and their supervisees' caseload with regard to service strategies, vocational plans & progress, documentation, etc. Furthermore, RAMS annually holds an agency-wide cultural competency training. Training topics are identified through various methods, primarily from direct service staff suggestions and pertinent community issues.
- Ongoing review of vocational services indicators is conducted by the Program Director (and reported to executive management) on monthly basis; data collection and analysis of service engagement (referral source; engagement after intake; number of admissions; service discharge reasons; and service utilization review)
- Client's preferred language for services is noted at intake; during the case assignment process, the Program Director matches client with counselor by taking into consideration language, culture, and provider expertise. RAMS also maintains policies on Client Language Access to Services; Client Nondiscrimination and Equal Access; and Welcoming and Access.
- At least annually, aggregated demographic data of clientele and staff/providers is collected and analyzed by management in order to continuously monitor and identify any enhancements needed.
- Development of annual objectives based on cultural competency principles; as applicable, progress on objectives is reported by Program Director to executive management in monthly report. If the projected progress has not been achieved for the given month, the Program Director identifies barriers and develops a plan of action.
- Strengthening and empowering the roles of consumers and their families by soliciting feedback on service delivery and identifying areas for improvement (see Section D. Client Satisfaction).

<b>Contractor Name:</b> Richmond Area Multi-Services, Inc.	<b>Appendix A-5</b>
<b>Program Name:</b> Employee Development	<b>Contract Term:</b> 05/01/22 – 06/30/22
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- RAMS maintains policies and procedures to recruit, retain, and promote at all levels a diverse staff and leadership (including Board of Directors) that reflect the multi-cultural, multi-lingual diversity of the community. Other retention strategies include soliciting staff feedback on agency/programmatic improvements (service delivery, staffing resources); this is continuously solicited by the Program Director and, at least annually, the CEO meets with each program to solicit feedback for this purpose. The agency periodically disseminates staff climate and/or satisfaction surveys and Human Resources conducts exit interviews with departing staff. All information is gathered and management explores implementation, if deemed appropriate; this also informs the agency's strategic plan.
- To ensure accountability at all levels, the RAMS CEO meets with the RAMS Board of Directors on a regular basis (approximately monthly) and provides an update on agency and programs' activities and matters.

#### D. Satisfaction with services

RAMS adheres to the BHS satisfaction survey protocols which include dissemination annually or biannually. In addition, the Hire-Ability administered its program-developed client satisfaction surveys at case closure or upon request of the client. Furthermore, client feedback is obtained during post-program evaluations, quarterly client advisory council meetings, daily community meetings at the vocational services program, individual meetings between direct service staff and clients, and through a confidential telephone hotline. Results of the survey methods are shared at staff meetings, and reported to executive management. Furthermore, the program facilitates focus groups with clients. All satisfaction survey methods and feedback results are also compiled and reported to executive management along with assessment of suggestion implementation. On an annual to bi-annual basis, clients attend RAMS Board of Directors meetings to share their experiences and provide feedback.

#### E. Timely completion and use of outcome data, including CANS and/or ANSA

ANSA data is not applicable for this contract; however, as described in previous CQI sections, RAMS continuously utilizes available data to inform service delivery to support positive outcomes.

### 9. Required Language:

N/A

**Appendix B**  
**Calculation of Charges****1. Method of Payment**

A. Invoices furnished by CONTRACTOR under this Agreement must be in a form acceptable to the Contract Administrator and the CONTROLLER and must include the Contract Progress Payment Authorization number or Contract Purchase Number. All amounts paid by CITY to CONTRACTOR shall be subject to audit by CITY. The CITY shall make monthly payments as described below. Such payments shall not exceed those amounts stated in and shall be in accordance with the provisions of Section 3.3, COMPENSATION, of this Agreement.

Compensation for all SERVICES provided by CONTRACTOR shall be paid in the following manner. For the purposes of this Section, "General Fund" shall mean all those funds which are not Work Order or Grant funds. "General Fund Appendices" shall mean all those appendices which include General Fund monies.

(1) Fee For Service (Monthly Reimbursement by Certified Units at Budgeted Unit Rates)

CONTRACTOR shall submit monthly invoices in the format attached, Appendix F, and in a form acceptable to the Contract Administrator, by the fifteenth (15<sup>th</sup>) calendar day of each month, based upon the number of units of service that were delivered in the preceding month. All deliverables associated with the SERVICES defined in Appendix A times the unit rate as shown in the appendices cited in this paragraph shall be reported on the invoice(s) each month. All charges incurred under this Agreement shall be due and payable only after SERVICES have been rendered and in no case in advance of such SERVICES.

(2) Cost Reimbursement (Monthly Reimbursement for Actual Expenditures within Budget):

CONTRACTOR shall submit monthly invoices in the format attached, Appendix F, and in a form acceptable to the Contract Administrator, by the fifteenth (15<sup>th</sup>) calendar day of each month for reimbursement of the actual costs for SERVICES of the preceding month. All costs associated with the SERVICES shall be reported on the invoice each month. All costs incurred under this Agreement shall be due and payable only after SERVICES have been rendered and in no case in advance of such SERVICES.

B. Final Closing Invoice

(1) Fee For Service Reimbursement:

A final closing invoice, clearly marked "FINAL," shall be submitted no later than forty-five (45) calendar days following the closing date of each fiscal year of the Agreement, and shall include only those SERVICES rendered during the referenced period of performance. If SERVICES are not invoiced during this period, all unexpended funding set aside for this Agreement will revert to CITY. CITY'S final reimbursement to the CONTRACTOR at the close of the Agreement period shall be adjusted to conform to actual units certified multiplied by the unit rates identified in Appendix B attached hereto, and shall not exceed the total amount authorized and certified for this Agreement.

(2) Cost Reimbursement:

A final closing invoice, clearly marked "FINAL," shall be submitted no later than forty-five (45) calendar days following the closing date of each fiscal year of the Agreement, and shall include only those costs incurred during the referenced period of performance. If costs are not invoiced during this period, all unexpended funding set aside for this Agreement will revert to CITY.

C. Payment shall be made by the CITY to CONTRACTOR at the address specified in the section entitled "Notices to Parties."

D. Upon the effective date of this Agreement, contingent upon prior approval by the CITY'S Department of Public Health of an invoice or claim submitted by Contractor, and of each year's revised Appendix A (Description of Services) and each year's revised Appendix B (Program Budget and Cost Reporting Data Collection Form), and within each fiscal year, the CITY agrees to make an initial payment to CONTRACTOR not to exceed twenty-five per cent (25%) of the General Fund and MHSA Fund of the CONTRACTOR'S allocation for the applicable fiscal year.

CONTRACTOR agrees that within that fiscal year, this initial payment shall be recovered by the CITY through a reduction to monthly payments to CONTRACTOR during the period of October 1 through March 31 of

the applicable fiscal year, unless and until CONTRACTOR chooses to return to the CITY all or part of the initial payment for that fiscal year. The amount of the initial payment recovered each month shall be calculated by dividing the total initial payment for the fiscal year by the total number of months for recovery. Any termination of this Agreement, whether for cause or for convenience, will result in the total outstanding amount of the initial payment for that fiscal year being due and payable to the CITY within thirty (30) calendar days following written notice of termination from the CITY.

## 2. Program Budgets and Final Invoice

### A. Program Budgets are listed below and are attached hereto.

2021-22 Budget

2022-23 Budget

Budget Summary

Appendix B-1 Hire - Ability Janitorial Services

Appendix B-2 Hire - Ability Clerical & Mailroom Services

Appendix B-3 Hire-Ability Information Technology

Appendix B-4 TAY Vocational Services

Appendix B-5 Employee Development Program

### B. Compensation

Compensation shall be made in monthly payments on or before the 30<sup>th</sup> day after the DIRECTOR, in his or her sole discretion, has approved the invoice submitted by CONTRACTOR. The breakdown of costs and sources of revenue associated with this Agreement appears in Appendix B, Cost Reporting/Data Collection (CR/DC) and Program Budget, attached hereto and incorporated by reference as though fully set forth herein. The maximum dollar obligation of the CITY under the terms of this Agreement shall not exceed **Night Million Five Hundred Sixty-Eight Thousand Seven Hundred Ninety-Five Dollars (\$9,568,795)** for the period of **May 1, 2022 through December 31, 2023**.

CONTRACTOR understands that, of this maximum dollar obligation, **\$1,025,228** is included as a contingency amount and is neither to be used in Appendix B, Budget, or available to CONTRACTOR without a modification to this Agreement executed in the same manner as this Agreement or a revision to Appendix B, Budget, which has been approved by the Director of Health. CONTRACTOR further understands that no payment of any portion of this contingency amount will be made unless and until such modification or budget revision has been fully approved and executed in accordance with applicable CITY and Department of Public Health laws, regulations and policies/procedures and certification as to the availability of funds by the Controller. CONTRACTOR agrees to fully comply with these laws, regulations, and policies/procedures.

(1) For each fiscal year of the term of this Agreement, CONTRACTOR shall submit for approval of the CITY's Department of Public Health a revised Appendix A, Description of Services, and a revised Appendix B, Program Budget and Cost Reporting Data Collection form, based on the CITY's allocation of funding for SERVICES for the appropriate fiscal year. CONTRACTOR shall create these Appendices in compliance with the instructions of the Department of Public Health. These Appendices shall apply only to the fiscal year for which they were created. These Appendices shall become part of this Agreement only upon approval by the CITY.

(2) CONTRACTOR understands that, of the maximum dollar obligation stated above, the total amount to be used in Appendix B, Budget and available to CONTRACTOR for the entire term of the contract is as follows, notwithstanding that for each fiscal year, the amount to be used in Appendix B, Budget and available to CONTRACTOR for that fiscal year shall conform with the Appendix A, Description of Services, and a Appendix B, Program Budget and Cost Reporting Data Collection form, as

approved by the CITY's Department of Public Health based on the CITY's allocation of funding for SERVICES for that fiscal year.

May 1, 2022 through June 30, 2022	831,932
July 1, 2022 through June 30, 2023	5,141,090
July 1, 2023 through December 31, 2023	<u>2,570,545</u>
Sub. Total of May 1, 2022 through December 31, 2023	8,543,567
Contingency	<u>1,025,228</u>
Total of May 1, 2022 through December 31, 2023	9,568,795

CONTRACTOR understands that the CITY may need to adjust sources of revenue and agrees that these needed adjustments will become part of this Agreement by written modification to CONTRACTOR. In event that such reimbursement is terminated or reduced, this Agreement shall be terminated or proportionately reduced accordingly. In no event will CONTRACTOR be entitled to compensation in excess of these amounts for these periods without there first being a modification of the Agreement or a revision to Appendix B, Budget, as provided for in this section of this Agreement.

CONTRACTOR further acknowledges and agrees that for services delivered during the period of July 1, 2021 through April 30, 2022, which exceed the maximum dollar obligation under the Contract #1000019291 can be paid by this contract # 1000024553 which is the continual services agreement with term started May 1, 2022.

(3). Services of Attorneys

No invoices for Services provided by law firms or attorneys, including, without limitation, as subcontractors of Contractor, will be paid unless the provider received advance written approval from the City Attorney.

(4). State or Federal Medi-Cal Revenues

A. CONTRACTOR understands and agrees that should the CITY'S maximum dollar obligation under this Agreement include State or Federal Medi-Cal revenues, CONTRACTOR shall expend such revenues in the provision of SERVICES to Medi-Cal eligible clients in accordance with CITY, State, and Federal Medi-Cal regulations. Should CONTRACTOR fail to expend budgeted Medi-Cal revenues herein, the CITY'S maximum dollar obligation to CONTRACTOR shall be proportionally reduced in the amount of such unexpended revenues. In no event shall State/Federal Medi-Cal revenues be used for clients who do not qualify for Medi-Cal reimbursement.

B. CONTRACTOR further understands and agrees that any State or Federal Medi-Cal funding in this Agreement subject to authorized Federal Financial Participation (FFP) is an estimate, and actual amounts will be determined based on actual services and actual costs, subject to the total compensation amount shown in this Agreement."

(5). Reports and Services

No costs or charges shall be incurred under this Agreement nor shall any payments become due to CONTRACTOR until reports, SERVICES, or both, required under this Agreement are received from CONTRACTOR and approved by the DIRECTOR as being in accordance with this Agreement. CITY may withhold payment to CONTRACTOR in any instance in which CONTRACTOR has failed or refused to satisfy any material obligation provided for under this Agreement.

**Appendix B - DPH 1: Department of Public Health Contract Budget Summary**

DHCS Legal Entity Number 00343						Appendix B, Page 1	
Legal Entity Name/Contractor Name Richmond Area Multi-Services, Inc.						Fiscal Year 2021-2022	
Contract ID Number 1000024553						Funding Notification Date 02/08/22	
Appendix Number	B-1	B-2	B-3	B-4	B-5	B-#	
Provider Number	3894	3894	3894	3894	3894		
Program Name	Janitorial Services	Clerical & Mailroom Services	Information Technology	TAY Vocational Services	Employee Development Program		
Program Code	N/A	N/A	N/A	N/A	38B62		
Funding Term	05/01/2022-06/30/2022	05/01/2022-06/30/2022	05/01/2022-06/30/2022	05/01/2022-06/30/2022	05/01/2022-06/30/2022		
<b>FUNDING USES</b>							<b>TOTAL</b>
Salaries	\$ 151,601	\$ 131,887	\$ 147,789	\$ 15,858	\$ 45,555		\$ 492,690
Employee Benefits	\$ 53,065	\$ 41,545	\$ 42,857	\$ 4,440	\$ 14,122		\$ 156,029
<b>Subtotal Salaries &amp; Employee Benefits</b>	<b>\$ 204,666</b>	<b>\$ 173,432</b>	<b>\$ 190,646</b>	<b>\$ 20,298</b>	<b>\$ 59,677</b>		<b>\$ 648,719</b>
Operating Expenses	\$ 25,178	\$ 27,177	\$ 18,171	\$ 11,700	\$ 2,036		\$ 84,262
Capital Expenses							\$ -
<b>Subtotal Direct Expenses</b>	<b>\$ 229,844</b>	<b>\$ 200,609</b>	<b>\$ 208,817</b>	<b>\$ 31,998</b>	<b>\$ 61,713</b>		<b>\$ 732,981</b>
Indirect Expenses	\$ 31,034	\$ 27,081	\$ 28,186	\$ 4,319	\$ 8,331		\$ 98,951
Indirect %	13.50%	13.50%	13.50%	13.50%	13.50%		13.50%
<b>TOTAL FUNDING USES</b>	<b>\$ 260,878</b>	<b>\$ 227,690</b>	<b>\$ 237,003</b>	<b>\$ 36,317</b>	<b>\$ 70,044</b>		<b>\$ 831,932</b>
					Employee Benefits Rate		31.5%
<b>BHS MENTAL HEALTH FUNDING SOURCES</b>							
MH Adult County General Fund	\$ 164,951	\$ 120,134			\$ 13,459		\$ 298,544
MH CYF County General Fund	\$ 995	\$ 1,380					\$ 2,375
MH Adult State 1991 MH Realignment	\$ 20,278	\$ 57,428			\$ 8,296		\$ 86,002
MH CYF State 1991 Realignment	\$ 609	\$ 1,725					\$ 2,334
MH MHPA (Adult)	\$ 72,712	\$ 47,023			\$ 48,289		\$ 168,024
HMHMCWE LLNGF	\$ 1,333						\$ 1,333
MH MHPA (IT)			\$ 237,003				\$ 237,003
MH MHPA (TAY)				\$ 36,317			\$ 36,317
<b>TOTAL BHS MENTAL HEALTH FUNDING SOURCES</b>	<b>\$ 260,878</b>	<b>\$ 227,690</b>	<b>\$ 237,003</b>	<b>\$ 36,317</b>	<b>\$ 70,044</b>	<b>\$ -</b>	<b>\$ 831,932</b>
<b>BHS SUD FUNDING SOURCES</b>							
							\$ -
							\$ -
							\$ -
							\$ -
							\$ -
<b>TOTAL BHS SUD FUNDING SOURCES</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
<b>OTHER DPH FUNDING SOURCES</b>							
							\$ -
							\$ -
<b>TOTAL OTHER DPH FUNDING SOURCES</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
<b>TOTAL DPH FUNDING SOURCES</b>	<b>\$ 260,878</b>	<b>\$ 227,690</b>	<b>\$ 237,003</b>	<b>\$ 36,317</b>	<b>\$ 70,044</b>	<b>\$ -</b>	<b>\$ 831,932</b>
<b>NON-DPH FUNDING SOURCES</b>							
							\$ -
							\$ -
<b>TOTAL NON-DPH FUNDING SOURCES</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
<b>TOTAL FUNDING SOURCES (DPH AND NON-DPH)</b>	<b>\$ 260,878</b>	<b>\$ 227,690</b>	<b>\$ 237,003</b>	<b>\$ 36,317</b>	<b>\$ 70,044</b>	<b>\$ -</b>	<b>\$ 831,932</b>
<b>Prepared By</b>	Eduard Agajanian, CFO			<b>Phone Number</b>	415-800-0699		

**Appendix B - DPH 2: Department of Public Health Cost Reporting/Data Collection (CRDC)**

DHCS Legal Entity Number 00343		B-1	
Provider Name <u>Richmond Area Multi-Services, Inc.</u>		1	
Provider Number <u>3894</u>		2021-2022	
Contract ID Number <u>1000024553</u>		02/08/22	
Program Name	Janitorial Services		
Program Code	N/A	N/A	
Mode/SFC (MH) or Modality (SUD)	10/30-39	10/30-39	
Service Description	DS-Vocational	DS-Vocational	
<b>Funding Term (mm/dd/yy-mm/dd/yy):</b>	05/01/2022-06/30/2022	05/01/2022-06/30/2022	
<b>FUNDING USES</b>			<b>TOTAL</b>
Salaries & Employee Benefits	\$ 147,943	\$ 56,723	\$ 204,666
Operating Expenses	\$ 17,836	\$ 7,342	\$ 25,178
Capital Expenses			\$ -
<b>Subtotal Direct Expenses</b>	<b>\$ 165,779</b>	<b>\$ 64,065</b>	<b>\$ 229,844</b>
Indirect Expenses	\$ 22,387	\$ 8,647	\$ 31,034
<b>Indirect %</b>	<b>13.50%</b>	<b>13.50%</b>	<b>13.50%</b>
<b>TOTAL FUNDING USES</b>	<b>\$ 188,166</b>	<b>\$ 72,712</b>	<b>\$ 260,878</b>
<b>BHS MENTAL HEALTH FUNDING SOURCES</b>	<b>Dept-Auth-Proj-Activity</b>		
MH Adult County General Fund	251984-10000-10001792-0001	\$ 164,951	\$ 164,951
MH CYF County General Fund	251962-10000-10001670-0001	\$ 995	\$ 995
MH Adult State 1991 MH Realignment	251984-10000-10001792-0001	\$ 20,278	\$ - \$ 20,278
MH CYF State 1991 Realignment	251962-10000-10001670-0001	\$ 609	\$ - \$ 609
HMHMCWE LLNGF	251962-10000-10001795-0001	\$ 1,333	\$ - \$ 1,333
MH MHSA (Adult)	251984-17156-10031199-0058	\$ -	\$ 72,712 \$ 72,712
<b>TOTAL BHS MENTAL HEALTH FUNDING SOURCES</b>		<b>\$ 188,166</b>	<b>\$ 72,712 \$ 260,878</b>
<b>BHS SUD FUNDING SOURCES</b>	<b>Dept-Auth-Proj-Activity</b>		
			\$ -
			\$ -
			\$ -
This row left blank for funding sources not in drop-down list			\$ -
<b>TOTAL BHS SUD FUNDING SOURCES</b>		<b>\$ -</b>	<b>\$ -</b>
<b>OTHER DPH FUNDING SOURCES</b>	<b>Dept-Auth-Proj-Activity</b>		
			\$ -
This row left blank for funding sources not in drop-down list			\$ -
<b>TOTAL OTHER DPH FUNDING SOURCES</b>		<b>\$ -</b>	<b>\$ -</b>
<b>TOTAL DPH FUNDING SOURCES</b>		<b>\$ 188,166</b>	<b>\$ 72,712 \$ 260,878</b>
<b>NON-DPH FUNDING SOURCES</b>			
This row left blank for funding sources not in drop-down list			\$ -
<b>TOTAL NON-DPH FUNDING SOURCES</b>		<b>\$ -</b>	<b>\$ -</b>
<b>TOTAL FUNDING SOURCES (DPH AND NON-DPH)</b>		<b>188,166</b>	<b>72,712 260,878</b>
<b>BHS UNITS OF SERVICE AND UNIT COST</b>			
Number of Beds Purchased			
SUD Only - Number of Outpatient Group Counseling Sessions			
SUD Only - Licensed Capacity for Narcotic Treatment Programs			
Payment Method	Cost Reimbursement (CR)	Cost Reimbursement (CR)	
DPH Units of Service	387	151	
Unit Type	Client Full Day	Client Full Day	
Cost Per Unit - DPH Rate (DPH FUNDING SOURCES ONLY)	\$ 486.22	\$ 481.54	
Cost Per Unit - Contract Rate (DPH & Non-DPH FUNDING SOURCES)	\$ 486.22	\$ 481.54	
Published Rate (Medi-Cal Providers Only)			<b>Total UDC</b>
Unduplicated Clients (UDC)	N/A	N/A	n/a

**Appendix B - DPH 3: Salaries & Employee Benefits Detail**

Contract ID Number 1000024553  
 Program Name Janitorial Services  
 Program Code N/A

Appendix Number B-1  
 Page Number 2  
 Fiscal Year 2021-2022  
 Funding Notification Date 02/08/22

	TOTAL		General Fund 251984-10000-10001792-0001, 251962-10000-10001670-0001, 251962-10000-10001795-0001		MH MSA (Adult) 251984-17156-10031199-0058		Dept-Auth-Proj-Activity		Dept-Auth-Proj-Activity	
Funding Term	05/01/2022-06/30/2022		05/01/2022-06/30/2022		05/01/2022-06/30/2022		(mm/dd/yy-mm/dd/yy):		(mm/dd/yy-mm/dd/yy):	
Position Title	FTE	Salaries	FTE	Salaries	FTE	Salaries	FTE	Salaries	FTE	Salaries
Janitor	12.00	\$ 75,666	8.67	\$ 54,649	3.33	\$ 21,017				
Janitorial Specialist	0.38	\$ 2,779	0.27	\$ 2,007	0.11	\$ 772				
Job Coach	0.50	\$ 4,120	0.36	\$ 2,975	0.14	\$ 1,145				
Vocational Case Manager/Coordinator	1.00	\$ 10,083	0.73	\$ 7,376	0.27	\$ 2,707				
Trainee	0.64	\$ 3,963	0.46	\$ 2,862	0.18	\$ 1,101				
Administrative Manager	1.00	\$ 10,095	0.72	\$ 7,291	0.28	\$ 2,804				
Environmental Services Manager	1.00	\$ 10,593	0.72	\$ 7,650	0.28	\$ 2,943				
Associate Director of Vocational Services	0.49	\$ 8,508	0.35	\$ 6,145	0.14	\$ 2,363				
Director of Vocational Services	0.13	\$ 3,013	0.09	\$ 2,176	0.04	\$ 837				
Janitorial Site Coordinator/Supervisor	3.00	\$ 19,830	2.17	\$ 14,322	0.83	\$ 5,508				
Administrative Assistant	0.38	\$ 2,951	0.27	\$ 2,131	0.11	\$ 820				
<b>Totals:</b>	20.52	\$ 151,601	14.81	\$ 109,584	5.71	\$ 42,017	0.00	\$ -	0.00	\$ -
<b>Employee Benefits:</b>	35.00%	\$ 53,065	35.00%	\$ 38,359	35.00%	\$ 14,706	0.00%		0.00%	
<b>TOTAL SALARIES &amp; BENEFITS</b>		<b>\$ 204,666</b>		<b>\$ 147,943</b>		<b>\$ 56,723</b>		<b>\$ -</b>		<b>\$ -</b>

Appendix B - DPH 4: Operating Expenses Detail

Contract ID Number 1000024553  
 Program Name Janitorial Services  
 Program Code N/A

B-1  
3  
2021-2022  
02/08/22

Expense Categories & Line Items	TOTAL	General Fund 251984-10000-10001792-0001, 251962-10000-10001670-0001, 251962-10000-10001795-0001	MH MSA (Adult) 251984-17156-10031199-0058	Dept-Auth-Proj-Activity
Funding Term	05/01/22-06/30/22	05/01/22-06/30/22	05/01/22-06/30/22	(mm/dd/yy-mm/dd/yy):
Rent	\$ -	\$ -	\$ -	
Utilities (telephone, electricity, water, gas)	\$ -	\$ -	\$ -	
Building Repair/Maintenance	\$ 347	\$ 250	\$ 97	
<b>Occupancy Total:</b>	<b>\$ 347</b>	<b>\$ 250</b>	<b>\$ 97</b>	<b>\$ -</b>
Office Supplies	\$ 564	\$ 407	\$ 157	
Photocopying	\$ -	\$ -	\$ -	
Program Supplies	\$ 19,997	\$ 14,093	\$ 5,904	
		\$ -	\$ -	
<b>Materials &amp; Supplies Total:</b>	<b>\$ 20,561</b>	<b>\$ 14,500</b>	<b>\$ 6,061</b>	<b>\$ -</b>
Training/Staff Development	\$ 333	\$ 241	\$ 92	
Insurance	\$ 1,793	\$ 1,295	\$ 498	
Professional License	\$ 110	\$ 80	\$ 30	
Permits	\$ 84	\$ 60	\$ 24	
Equipment Lease & Maintenance	\$ -	\$ -	\$ -	
<b>General Operating Total:</b>	<b>\$ 2,320</b>	<b>\$ 1,676</b>	<b>\$ 644</b>	<b>\$ -</b>
Local Travel	\$ 536	\$ 387	\$ 149	
Out-of-Town Travel	\$ -	\$ -	\$ -	
Field Expenses	\$ -	\$ -	\$ -	
<b>Staff Travel Total:</b>	<b>\$ 536</b>	<b>\$ 387</b>	<b>\$ 149</b>	<b>\$ -</b>
Consultant/Subcontractor (Provide Consultant/Subcontracting Agency Name, Service Detail w/Dates, Hourly Rate and Amounts)		\$ -	\$ -	
	\$ -	\$ -	\$ -	
<b>Consultant/Subcontractor Total:</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
Other (provide detail):		\$ -	\$ -	
Recruitment (Job Postings, etc.)	\$ 250	\$ 180	\$ 70	
Client Related Food	\$ 750	\$ 542	\$ 208	
Client Related Other Activities	\$ 414	\$ 301	\$ 113	
<b>Other Total:</b>	<b>\$ 1,414</b>	<b>\$ 1,023</b>	<b>\$ 391</b>	<b>\$ -</b>
		\$ -	\$ -	
<b>TOTAL OPERATING EXPENSE</b>	<b>\$ 25,178</b>	<b>\$ 17,836</b>	<b>\$ 7,342</b>	<b>\$ -</b>

**Appendix B - DPH 2: Department of Public Health Cost Reporting/Data Collection (CRDC)**

DHCS Legal Entity Number 00343		B-2	
Provider Name <u>Richmond Area Multi-Services, Inc.</u>		1	
Provider Number 3894		2021-2022	
Contract ID Number 1000024553		02/08/22	
Program Name	Clerical and Mailroom Services		
Program Code	N/A	N/A	
Mode/SFC (MH) or Modality (SUD)	10/30-39	10/30-39	
Service Description	DS-Vocational	DS-Vocational	
<b>Funding Term (mm/dd/yy-mm/dd/yy):</b>	05/01/2022-06/30/2022	05/01/2022-06/30/2022	
<b>FUNDING USES</b>			<b>TOTAL</b>
Salaries & Employee Benefits	\$ 137,728	\$ 35,704	\$ 173,432
Operating Expenses	\$ 21,450	\$ 5,727	\$ 27,177
Capital Expenses			\$ -
<b>Subtotal Direct Expenses</b>	<b>\$ 159,178</b>	<b>\$ 41,431</b>	<b>\$ 200,609</b>
Indirect Expenses	\$ 21,489	\$ 5,592	\$ 27,081
<b>Indirect %</b>	<b>13.50%</b>	<b>13.50%</b>	<b>13.50%</b>
<b>TOTAL FUNDING USES</b>	<b>\$ 180,667</b>	<b>\$ 47,023</b>	<b>\$ 227,690</b>
<b>BHS MENTAL HEALTH FUNDING SOURCES</b>	<b>Dept-Auth-Proj-Activity</b>		
MH Adult County General Fund	251984-10000-10001792-0001	\$ 120,134	\$ - \$ 120,134
MH CYF County General Fund	251962-10000-10001670-0001	\$ 1,380	\$ - \$ 1,380
MH Adult State 1991 MH Realignment	251984-10000-10001792-0001	\$ 57,428	\$ - \$ 57,428
MH CYF State 1991 Realignment	251962-10000-10001670-0001	\$ 1,725	\$ - \$ 1,725
MH MHSA (Adult)	251984-17156-10031199-0058	\$ -	\$ 47,023 \$ 47,023
<b>TOTAL BHS MENTAL HEALTH FUNDING SOURCES</b>		<b>\$ 180,667</b>	<b>\$ 47,023 \$ 227,690</b>
<b>BHS SUD FUNDING SOURCES</b>	<b>Dept-Auth-Proj-Activity</b>		
			\$ -
			\$ -
			\$ -
This row left blank for funding sources not in drop-down list			
<b>TOTAL BHS SUD FUNDING SOURCES</b>		<b>\$ -</b>	<b>\$ - \$ -</b>
<b>OTHER DPH FUNDING SOURCES</b>	<b>Dept-Auth-Proj-Activity</b>		
			\$ -
This row left blank for funding sources not in drop-down list			
<b>TOTAL OTHER DPH FUNDING SOURCES</b>		<b>\$ -</b>	<b>\$ - \$ -</b>
<b>TOTAL DPH FUNDING SOURCES</b>		<b>\$ 180,667</b>	<b>\$ 47,023 \$ 227,690</b>
<b>NON-DPH FUNDING SOURCES</b>			
This row left blank for funding sources not in drop-down list			
<b>TOTAL NON-DPH FUNDING SOURCES</b>		<b>\$ -</b>	<b>\$ - \$ -</b>
<b>TOTAL FUNDING SOURCES (DPH AND NON-DPH)</b>		<b>180,667</b>	<b>47,023 227,690</b>
<b>BHS UNITS OF SERVICE AND UNIT COST</b>			
Number of Beds Purchased			
SUD Only - Number of Outpatient Group Counseling Sessions			
SUD Only - Licensed Capacity for Narcotic Treatment Programs			
Payment Method	Cost Reimbursement (CR)	Cost Reimbursement (CR)	
DPH Units of Service	467	122	
Unit Type	Client Full Day	Client Full Day	
Cost Per Unit - DPH Rate (DPH FUNDING SOURCES ONLY)	\$ 386.87	\$ 385.43	
Cost Per Unit - Contract Rate (DPH & Non-DPH FUNDING SOURCES)	\$ 386.87	\$ 385.43	
Published Rate (Medi-Cal Providers Only)			<b>Total UDC</b>
Unduplicated Clients (UDC)	N/A	N/A	N/A

**Appendix B - DPH 3: Salaries & Employee Benefits Detail**

Contract ID Number 1000024553  
 Program Name Clerical and Mailroom Services  
 Program Code N/A

B-2  
2  
2021-2022  
02/08/22

	TOTAL		General Fund 251984-10000-10001792- 0001, 251962-10000- 10001670-0001		MH MSA (Adult) 251984-17156- 10031199-0058		Dept-Auth-Proj- Activity	
Funding Term	05/01/22-06/30/22		05/01/22-06/30/22		05/01/22-06/30/22		(mm/dd/yy-mm/dd/yy):	
Position Title	FTE	Salaries	FTE	Salaries	FTE	Salaries	FTE	Salaries
Administrative Assistant/Receptionist	5.00	\$ 32,330	3.95	\$ 26,151	1.05	\$ 6,179		
Messenger/Driver	2.50	\$ 15,671	1.97	\$ 12,370	0.53	\$ 3,301		
Operations Assistant	0.25	\$ 1,563	0.20	\$ 1,234	0.05	\$ 329		
Project Team Leader/Service Coordinator	1.03	\$ 8,323	0.81	\$ 6,570	0.22	\$ 1,753		
Job-Related Training Position (Clients)	6.00	\$ 37,511	4.74	\$ 29,609	1.26	\$ 7,902		
Vocational Rehabilitation Services Coordinator	1.00	\$ 11,122	0.79	\$ 8,779	0.21	\$ 2,343		
Associate Director of Vocational Services	0.49	\$ 8,507	0.39	\$ 6,715	0.10	\$ 1,792		
Director of Vocational Services	0.13	\$ 3,042	0.10	\$ 2,401	0.03	\$ 641		
Job Coach	0.80	\$ 5,002	0.63	\$ 3,948	0.17	\$ 1,054		
Vocational Case Manager/Coordinator	0.80	\$ 7,837	0.63	\$ 6,186	0.17	\$ 1,651		
Program Assistant	0.10	\$ 979	0.08	\$ 773	0.02	\$ 206		
<b>Totals:</b>	18.10	\$ 131,887	14.29	\$ 104,736	3.81	\$ 27,151	0.00	\$ -
<b>Employee Benefits:</b>	31.50%	\$ 41,545	31.50%	\$ 32,992	31.50%	\$ 8,553	0.00%	
<b>TOTAL SALARIES &amp; BENEFITS</b>		<b>\$ 173,432</b>		<b>\$ 137,728</b>		<b>\$ 35,704</b>		<b>\$ -</b>

Appendix B - DPH 4: Operating Expenses Detail

Contract ID Number 1000024553  
 Program Name Clerical and Mailroom Services  
 Program Code N/A

B-2  
3  
2021-2022  
02/08/22

Expense Categories & Line Items	TOTAL	General Fund 251984-10000- 10001792-0001, 251962-10000- 10001670-0001	MH MSA (Adult) 251984-17156- 10031199-0058	Dept-Auth-Proj-Activity
Funding Term	05/01/22-06/30/22	05/01/22-06/30/22	05/01/22-06/30/22	(mm/dd/yy-mm/dd/yy):
Rent	\$ 1,876	\$ 1,481	\$ 395	
Utilities (telephone, electricity, water, gas)	\$ 3,670	\$ 2,896	\$ 774	
Building Repair/Maintenance	\$ 292	\$ 230	\$ 62	
<b>Occupancy Total:</b>	<b>\$ 5,838</b>	<b>\$ 4,607</b>	<b>\$ 1,231</b>	<b>\$ -</b>
Office Supplies	\$ 10,130	\$ 7,996	\$ 2,134	
Photocopying	\$ -	\$ -	\$ -	
Program Supplies	\$ -	\$ -	\$ -	
		\$ -	\$ -	
<b>Materials &amp; Supplies Total:</b>	<b>\$ 10,130</b>	<b>\$ 7,996</b>	<b>\$ 2,134</b>	<b>\$ -</b>
Training/Staff Development	\$ 584	\$ 461	\$ 123	
Insurance	\$ 1,566	\$ 1,236	\$ 330	
Professional License	\$ 84	\$ 66	\$ 18	
Permits	\$ -	\$ -	\$ -	
Equipment Lease & Maintenance	\$ 825	\$ 651	\$ 174	
Vehicle Lease	\$ 1,461	\$ 1,153	\$ 308	
<b>General Operating Total:</b>	<b>\$ 4,520</b>	<b>\$ 3,567</b>	<b>\$ 953</b>	<b>\$ -</b>
Local Travel	\$ 772	\$ 609	\$ 163	
Out-of-Town Travel	\$ -	\$ -	\$ -	
Field Expenses	\$ -	\$ -	\$ -	
<b>Staff Travel Total:</b>	<b>\$ 772</b>	<b>\$ 609</b>	<b>\$ 163</b>	<b>\$ -</b>
Consultant/Subcontractor (Provide Consultant/Subcontracting Agency Name, Service Detail w/Dates, Hourly Rate and Amounts)		\$ -	\$ -	
	\$ -	\$ -	\$ -	
<b>Consultant/Subcontractor Total:</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
Other (provide detail):		\$ -	\$ -	
Recruitment (Job Postings, etc.)	\$ 917	\$ 724	\$ 193	
Client Stipends	\$ -	\$ -	\$ -	
Client Related Food	\$ 3,333	\$ 2,631	\$ 702	
Client Related Other Activities	\$ 1,667	\$ 1,316	\$ 351	
<b>Other Total:</b>	<b>\$ 5,917</b>	<b>\$ 4,671</b>	<b>\$ 1,246</b>	<b>\$ -</b>
<b>TOTAL OPERATING EXPENSE</b>	<b>\$ 27,177</b>	<b>\$ 21,450</b>	<b>\$ 5,727</b>	<b>\$ -</b>

**Appendix B - DPH 2: Department of Public Health Cost Reporting/Data Collection (GRDC)**

DHCS Legal Entity Number 00343				Appendix Number B-3	
Provider Name <u>Richmond Area Multi-Services, Inc.</u>				Page Number 1	
Provider Number 3894				Fiscal Year 2021-2022	
Contract ID Number 1000024553				Funding Notification Date 02/08/22	
Program Name	Information Technology - Helpdesk	Information Technology - Desktop	Information Technology - Advanced Helpdesk/Desktop		
Program Code	N/A	N/A	N/A		
Mode/SFC (MH) or Modality (SUD)	10/30-39	10/30-39	10/30-39		
Service Description	DS-Vocational	DS-Vocational	DS-Vocational		
Funding Term (mm/dd/yy-mm/dd/yy):	05/01/2022-06/30/2022	05/01/2022-06/30/2022	05/01/2022-06/30/2022		
<b>FUNDING USES</b>					<b>TOTAL</b>
Salaries & Employee Benefits	\$ 62,317	\$ 66,011	\$ 62,318		\$ 190,646
Operating Expenses	\$ 6,057	\$ 6,057	\$ 6,057		\$ 18,171
Capital Expenses					\$ -
<b>Subtotal Direct Expenses</b>	<b>\$ 68,374</b>	<b>\$ 72,068</b>	<b>\$ 68,375</b>	<b>\$ -</b>	<b>\$ 208,817</b>
Indirect Expenses	\$ 9,230	\$ 9,727	\$ 9,229		\$ 28,186
Indirect %	13.50%	13.50%	13.50%	0.00%	13.50%
<b>TOTAL FUNDING USES</b>	<b>\$ 77,604</b>	<b>\$ 81,795</b>	<b>\$ 77,604</b>	<b>\$ -</b>	<b>\$ 237,003</b>
<b>BHS MENTAL HEALTH FUNDING SOURCES</b>	<b>Dept-Auth-Proj-Activity</b>				
MH MHSA (IT)	251984-17156-10031199-0064	\$ 77,604	\$ 81,795	\$ 77,604	\$ 237,003
					\$ -
					\$ -
					\$ -
					\$ -
This row left blank for funding sources not in drop-down list					
<b>TOTAL BHS MENTAL HEALTH FUNDING SOURCES</b>		<b>\$ 77,604</b>	<b>\$ 81,795</b>	<b>\$ 77,604</b>	<b>\$ - \$ 237,003</b>
<b>BHS SUD FUNDING SOURCES</b>	<b>Dept-Auth-Proj-Activity</b>				
					\$ -
					\$ -
					\$ -
This row left blank for funding sources not in drop-down list					
<b>TOTAL BHS SUD FUNDING SOURCES</b>		<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
<b>OTHER DPH FUNDING SOURCES</b>	<b>Dept-Auth-Proj-Activity</b>				
					\$ -
This row left blank for funding sources not in drop-down list					
<b>TOTAL OTHER DPH FUNDING SOURCES</b>		<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
<b>TOTAL DPH FUNDING SOURCES</b>		<b>\$ 77,604</b>	<b>\$ 81,795</b>	<b>\$ 77,604</b>	<b>\$ - \$ 237,003</b>
<b>NON-DPH FUNDING SOURCES</b>					
					\$ -
This row left blank for funding sources not in drop-down list					
<b>TOTAL NON-DPH FUNDING SOURCES</b>		<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
<b>TOTAL FUNDING SOURCES (DPH AND NON-DPH)</b>		<b>77,604</b>	<b>81,795</b>	<b>77,604</b>	<b>- 237,003</b>
<b>BHS UNITS OF SERVICE AND UNIT COST</b>					
Number of Beds Purchased					
SUD Only - Number of Outpatient Group Counseling Sessions					
SUD Only - Licensed Capacity for Narcotic Treatment Programs					
Payment Method	Cost Reimbursement (CR)	Cost Reimbursement (CR)	Cost Reimbursement (CR)		
DPH Units of Service	104	72	69		
Unit Type	Client Full Day	Client Full Day	Client Full Day	0	
Cost Per Unit - DPH Rate (DPH FUNDING SOURCES Only)	\$ 745.00	\$ 1,136.04	\$ 1,132.91	\$ -	
Cost Per Unit - Contract Rate (DPH & Non-DPH FUNDING SOURCES)	\$ 745.00	\$ 1,136.04	\$ 1,132.91	\$ -	
Published Rate (Medi-Cal Providers Only)					<b>Total UDC</b>
Unduplicated Clients (UDC)	14	10	10		34

**Appendix B - DPH 3: Salaries & Employee Benefits Detail**

Contract ID Number 1000024553  
 Program Name Information Technology - Helpdesk  
 Program Code N/A

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2021-2022  
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	TOTAL		Helpdesk MH MSA (IT) 251984- 17156-10031199-0064		Desktop / Advanced Desktop MH MSA (IT) 251984- 17156-10031199-0064		Advanced Helpdesk MH MSA (IT) 251984- 17156-10031199-0064		Dept-Auth-Proj- Activity	
Funding Term	05/01/2022-06/30/2022		05/01/2022-06/30/2022		05/01/2022-06/30/2022		05/01/2022-06/30/2022		(mm/dd/yy-mm/dd/yy):	
Position Title	FTE	Salaries	FTE	Salaries	FTE	Salaries	FTE	Salaries	FTE	Salaries
Director of Vocational Services	0.10	\$ 2,340	0.04	\$ 780	0.03	\$ 780	0.03	\$ 780		
Manager of Vocational IT Services	1.00	\$ 14,088	0.34	\$ 4,696	0.33	\$ 4,696	0.33	\$ 4,696		
Vocational Counselor/IT Trainer	1.00	\$ 10,704	0.34	\$ 3,568	0.33	\$ 3,568	0.33	\$ 3,568		
IT Trainer	4.00	\$ 33,291	1.34	\$ 11,097	1.33	\$ 11,097	1.33	\$ 11,097		
Helpdesk/Desktop/Advanced Helpdesk Trainee	2.07	\$ 24,426	0.69	\$ 8,142	0.69	\$ 8,142	0.69	\$ 8,142		
Advanced Desktop Trainee	0.39	\$ 2,862		\$ -	0.39	\$ 2,862		\$ -		
Application/Desktop Support/Admin Assistant (Client)	4.86	\$ 34,263	1.62	\$ 11,421	1.62	\$ 11,421	1.62	\$ 11,421		
Admin Coordinator/Assistant	0.50	\$ 4,068	0.16	\$ 1,356	0.17	\$ 1,356	0.17	\$ 1,356		
Consumer Portal IT Trainer	1.00	\$ 9,579	0.34	\$ 3,193	0.33	\$ 3,193	0.33	\$ 3,193		
Consumer Portal Technician	1.56	\$ 12,168	0.52	\$ 4,056	0.52	\$ 4,056	0.52	\$ 4,056		
<b>Totals:</b>	16.48	\$ 147,789	5.39	\$ 48,309	5.74	\$ 51,171	5.35	\$ 48,309	0.00	\$ -
<b>Employee Benefits:</b>	29.00%	\$ 42,857	29.00%	\$ 14,008	29.00%	\$ 14,840	29.00%	\$ 14,009	0.00%	
<b>TOTAL SALARIES &amp; BENEFITS</b>		<b>\$ 190,646</b>		<b>\$ 62,317</b>		<b>\$ 66,011</b>		<b>\$ 62,318</b>		<b>\$ -</b>

**Appendix B - DPH 4: Operating Expenses Detail**

Contract ID Number 1000024553  
 Program Name Information Technology - Helpdesk  
 Program Code N/A

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3  
2021-2022  
02/08/22

Expense Categories & Line Items	TOTAL	Helpdesk MH MSA (IT) 251984-17156- 10031199-0064	Desktop / Advanced Desktop MH MSA (IT) 251984-17156-10031199- 0064	Advanced Helpdesk MH MSA (IT) 251984- 17156-10031199-0064	Dept-Auth-Proj- Activity
<b>Funding Term:</b> 05/01/2022-06/30/2022 05/01/2022-06/30/2022 05/01/2022-06/30/2022 05/01/2022-06/30/2022 (mm/dd/yy-mm/dd/yy):					
Rent	\$ 1,491	\$ 497	\$ 497	\$ 497	
Utilities (telephone, electricity, water, gas)	\$ 2,379	\$ 793	\$ 793	\$ 793	
Building Repair/Maintenance	\$ 417	\$ 139	\$ 139	\$ 139	
<b>Occupancy Total:</b>	<b>\$ 4,287</b>	<b>\$ 1,429</b>	<b>\$ 1,429</b>	<b>\$ 1,429</b>	<b>\$ -</b>
Office Supplies	\$ 6,318	\$ 2,106	\$ 2,106	\$ 2,106	
Photocopying	\$ -	\$ -	\$ -	\$ -	
Program Supplies	\$ -	\$ -	\$ -	\$ -	
Computer Hardware/Software	\$ -	\$ -	\$ -	\$ -	
<b>Materials &amp; Supplies Total:</b>	<b>\$ 6,318</b>	<b>\$ 2,106</b>	<b>\$ 2,106</b>	<b>\$ 2,106</b>	<b>\$ -</b>
Training/Staff Development	\$ 2,499	\$ 833	\$ 833	\$ 833	
Insurance	\$ 1,290	\$ 430	\$ 430	\$ 430	
Professional License	\$ 234	\$ 78	\$ 78	\$ 78	
Permits	\$ -	\$ -	\$ -	\$ -	
Equipment Lease & Maintenance	\$ 273	\$ 91	\$ 91	\$ 91	
<b>General Operating Total:</b>	<b>\$ 4,296</b>	<b>\$ 1,432</b>	<b>\$ 1,432</b>	<b>\$ 1,432</b>	<b>\$ -</b>
Local Travel	\$ 183	\$ 61	\$ 61	\$ 61	
Out-of-Town Travel	\$ -	\$ -	\$ -	\$ -	
Field Expenses	\$ -	\$ -	\$ -	\$ -	
<b>Staff Travel Total:</b>	<b>\$ 183</b>	<b>\$ 61</b>	<b>\$ 61</b>	<b>\$ 61</b>	<b>\$ -</b>
Consultant/Subcontractor (Provide Consultant/Subcontracting Agency Name, Service Detail w/Dates, Hourly Rate and Amounts)		\$ -	\$ -	\$ -	
		\$ -	\$ -	\$ -	
<b>Consultant/Subcontractor Total:</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
Other (provide detail):		\$ -	\$ -	\$ -	
Recruitment (Job Postings, etc.)	\$ 1,335	\$ 445	\$ 445	\$ 445	
Client Related Food	\$ 918	\$ 306	\$ 306	\$ 306	
Client Related Other Activities	\$ 834	\$ 278	\$ 278	\$ 278	
<b>Other Total:</b>	<b>\$ 3,087</b>	<b>\$ 1,029</b>	<b>\$ 1,029</b>	<b>\$ 1,029</b>	<b>\$ -</b>
<b>TOTAL OPERATING EXPENSE</b>	<b>\$ 18,171</b>	<b>\$ 6,057</b>	<b>\$ 6,057</b>	<b>\$ 6,057</b>	<b>\$ -</b>

**Appendix B - DPH 2: Department of Public Health Cost Reporting/Data Collection (CRDC)**

DHCS Legal Entity Number 00343		Appendix Number B-4	
Provider Name <u>Richmond Area Multi-Services</u>		Page Number <u>1</u>	
Provider Number <u>3894</u>		Fiscal Year <u>2021-2022</u>	
Contract ID Number <u>1000024553</u>		Funding Notification Date <u>02/08/22</u>	
Program Name	TAY Vocational Services		
Program Code	N/A		
RAMS Dept.	047		
Mode/SFC (MH) or Modality (SUD)	10/30-39		
Service Description	DS-Vocational		
Funding Term (mm/dd/yy-mm/dd/yy):	05/01/2022-06/30/2022		
<b>FUNDING USES</b>			<b>TOTAL</b>
Salaries & Employee Benefits	\$ 20,298		\$ 20,298
Operating Expenses	\$ 11,700		\$ 11,700
Capital Expenses			\$ -
<b>Subtotal Direct Expenses</b>	<b>\$ 31,998</b>	<b>\$ -</b>	<b>\$ 31,998</b>
Indirect Expenses	\$ 4,319		\$ 4,319
Indirect %	13.50%	0.00%	13.50%
<b>TOTAL FUNDING USES</b>	<b>\$ 36,317</b>	<b>\$ -</b>	<b>\$ 36,317</b>
<b>BHS MENTAL HEALTH FUNDING SOURCES</b>	<b>Dept-Auth-Proj-Activity</b>		
MH MHSA (TAY)	251984-17156-10031199-0057	\$ 36,317	\$ 36,317
			\$ -
			\$ -
			\$ -
This row left blank for funding sources not in drop-down list			
<b>TOTAL BHS MENTAL HEALTH FUNDING SOURCES</b>		<b>\$ 36,317</b>	<b>\$ -</b>
<b>BHS SUD FUNDING SOURCES</b>	<b>Dept-Auth-Proj-Activity</b>		
			\$ -
			\$ -
			\$ -
This row left blank for funding sources not in drop-down list			
<b>TOTAL BHS SUD FUNDING SOURCES</b>		<b>\$ -</b>	<b>\$ -</b>
<b>OTHER DPH FUNDING SOURCES</b>	<b>Dept-Auth-Proj-Activity</b>		
			\$ -
This row left blank for funding sources not in drop-down list			
<b>TOTAL OTHER DPH FUNDING SOURCES</b>		<b>\$ -</b>	<b>\$ -</b>
<b>TOTAL DPH FUNDING SOURCES</b>		<b>\$ 36,317</b>	<b>\$ -</b>
<b>NON-DPH FUNDING SOURCES</b>			
This row left blank for funding sources not in drop-down list			
<b>TOTAL NON-DPH FUNDING SOURCES</b>		<b>\$ -</b>	<b>\$ -</b>
<b>TOTAL FUNDING SOURCES (DPH AND NON-DPH)</b>		<b>36,317</b>	<b>-</b>
<b>BHS UNITS OF SERVICE AND UNIT COST</b>			
Number of Beds Purchased			
SUD Only - Number of Outpatient Group Counseling Sessions			
SUD Only - Licensed Capacity for Narcotic Treatment Programs			
Payment Method	Cost Reimbursement (CR)		
DPH Units of Service	395		
Unit Type	Client Full Day	0	
Cost Per Unit - DPH Rate (DPH FUNDING SOURCES Only)	\$ 91.94	\$ -	
Cost Per Unit - Contract Rate (DPH & Non-DPH FUNDING SOURCES)	\$ 91.94	\$ -	
Published Rate (Medi-Cal Providers Only)			<b>Total UDC</b>
Unduplicated Clients (UDC)	9		9

**Appendix B - DPH 3: Salaries & Employee Benefits Detail**

Contract ID Number 1000024553  
 Program Name TAY Vocational Services  
 Program Code N/A

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2  
2021-2022  
02/08/22

	TOTAL		MH MHSA TAY (251984-17156-10031199-0057)		Dept-Auth-Proj-Activity	
<b>Funding Term</b>	05/01/2022-06/30/2022		05/01/2022-06/30/2022		(mm/dd/yy-mm/dd/yy):	
<b>Position Title</b>	<b>FTE</b>	<b>Salaries</b>	<b>FTE</b>	<b>Salaries</b>	<b>FTE</b>	<b>Salaries</b>
TAY Vocational Services Manager	0.20	\$ 3,655	0.20	\$ 3,655		
Program Assistant	0.50	\$ 4,180	0.50	\$ 4,180		
TAY Program Coordinator	0.50	\$ 7,033	0.50	\$ 7,033		
Peer Counselor/TAY Peer Sys Navigator	0.10	\$ 990	0.10	\$ 990		
<b>Totals:</b>	1.30	\$ 15,858	1.30	\$ 15,858	0.00	\$ -
<b>Employee Benefits:</b>	28.00%	\$ 4,440	28.00%	\$ 4,440	0.00%	
<b>TOTAL SALARIES &amp; BENEFITS</b>		<b>\$ 20,298</b>		<b>\$ 20,298</b>		<b>\$ -</b>

## Appendix B - DPH 4: Operating Expenses Detail

Contract ID Number 1000024553  
 Program Name TAY Vocational Services  
 Program Code N/A

B-4  
3  
2021-2022  
02/08/22

Expense Categories & Line Items	TOTAL	MH MSA TAY (251984-17156- 10031199-0057)	Dept-Auth-Proj- Activity
Funding Term	5/01/22-06/30/22	5/01/22-06/30/22	(mm/dd/yy-mm/dd/yy):
Rent	\$ 938	\$ 938	
Utilities (telephone, electricity, water, gas)	\$ 927	\$ 927	
Building Repair/Maintenance	\$ 81	\$ 81	
<b>Occupancy Total:</b>	<b>\$ 1,946</b>	<b>\$ 1,946</b>	<b>\$ -</b>
Office Supplies	\$ 1,392	\$ 1,392	
Photocopying	\$ -	\$ -	
Program Supplies	\$ -	\$ -	
	\$ -	\$ -	
<b>Materials &amp; Supplies Total:</b>	<b>\$ 1,392</b>	<b>\$ 1,392</b>	<b>\$ -</b>
Training/Staff Development	\$ 167	\$ 167	
Insurance	\$ 217	\$ 217	
Professional License	\$ -	\$ -	
Permits	\$ -	\$ -	
Equipment Lease & Maintenance	\$ 137	\$ 137	
<b>General Operating Total:</b>	<b>\$ 521</b>	<b>\$ 521</b>	<b>\$ -</b>
Local Travel	\$ 83	\$ 83	
Out-of-Town Travel	\$ -	\$ -	
Field Expenses	\$ -	\$ -	
<b>Staff Travel Total:</b>	<b>\$ 83</b>	<b>\$ 83</b>	<b>\$ -</b>
Consultant/Subcontractor (Provide Consultant/Subcontracting Agency Name, Service Detail w/Dates, Hourly Rate and Amounts)	\$ -	\$ -	
	\$ -	\$ -	
<b>Consultant/Subcontractor Total:</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
Other (provide detail):	\$ -	\$ -	
Recruitment (Job Postings, etc.)	\$ 108	\$ 108	
Client Stipends (9-mos. paid internship to provide entry- level work exploration and experience. Calculated at the MCO rate of \$17.35 for approximately 27.5 hrs/mos for 9 clients and prorated for 2 mos. of contract term: \$17.35 x 27.5 hrs/mos x 9 mos x 9 clients = \$38,645 / 12 mos. x 2 mos. = \$6,440	\$ 6,440	\$ 6,440	
Client-Related Food	\$ 500	\$ 500	
Client-Related Other Activities	\$ 710	\$ 710	
<b>Other Total:</b>	<b>\$ 7,758</b>	<b>\$ 7,758</b>	<b>\$ -</b>
	\$ -	\$ -	
<b>TOTAL OPERATING EXPENSE</b>	<b>\$ 11,700</b>	<b>\$ 11,700</b>	<b>\$ -</b>

**Appendix B - DPH 2: Department of Public Health Cost Reporting/Data Collection (CRDC)**

DHCS Legal Entity Number 00343		Appendix Number B-5	
Provider Name <u>Richmond Area Multi-Services, Inc.</u>		Page Number 1	
Provider Number 3894		Fiscal Year 2021-2022	
Contract ID Number 1000024553		Funding Notification Date 02/08/22	
Program Name	Employee Development Program	Employee Development Program	
Program Code	38B62	38B62	
Mode/SFC (MH) or Modality (SUD)	10/30-39	10/30-39	
Service Description	DS-Vocational	DS-Vocational	
<b>Funding Term (mm/dd/yy-mm/dd/yy):</b>	5/1/2022-6/30/2022	5/1/2022-6/30/2022	
<b>FUNDING USES</b>			<b>TOTAL</b>
Salaries & Employee Benefits	18,534	41,143	59,677
Operating Expenses	633	1,403	2,036
Capital Expenses			-
<b>Subtotal Direct Expenses</b>	<b>\$ 19,167</b>	<b>\$ 42,546</b>	<b>\$ 61,713</b>
Indirect Expenses	\$ 2,588	\$ 5,743	8,331
Indirect %	13.5%	13.5%	13.5%
<b>TOTAL FUNDING USES</b>	<b>\$ 21,755</b>	<b>\$ 48,289</b>	<b>\$ 70,044</b>
<b>BHS MENTAL HEALTH FUNDING SOURCES</b>	<b>Dept-Auth-Proj-Activity</b>		
MH Adult State 1991 MH Realignment	251984-10000-10001792-0001	8,296	8,296
MH Adult County General Fund	251984-10000-10001792-0001	13,459	13,459
MH MHSA (Adult)	251984-17156-10031199-0058	48,289	48,289
This row left blank for funding sources not in drop-down list			-
<b>TOTAL BHS MENTAL HEALTH FUNDING SOURCES</b>	<b>\$ 21,755</b>	<b>\$ 48,289</b>	<b>\$ 70,044</b>
<b>BHS SUD FUNDING SOURCES</b>	<b>Dept-Auth-Proj-Activity</b>		
			-
			-
This row left blank for funding sources not in drop-down list			-
<b>TOTAL BHS SUD FUNDING SOURCES</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
<b>OTHER DPH FUNDING SOURCES</b>	<b>Dept-Auth-Proj-Activity</b>		
			-
This row left blank for funding sources not in drop-down list			-
<b>TOTAL OTHER DPH FUNDING SOURCES</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
<b>TOTAL DPH FUNDING SOURCES</b>	<b>\$ 21,755</b>	<b>\$ 48,289</b>	<b>\$ 70,044</b>
<b>NON-DPH FUNDING SOURCES</b>			
This row left blank for funding sources not in drop-down list			-
<b>TOTAL NON-DPH FUNDING SOURCES</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
<b>TOTAL FUNDING SOURCES (DPH AND NON-DPH)</b>	<b>\$ 21,755</b>	<b>\$ 48,289</b>	<b>\$ 70,044</b>
<b>BHS UNITS OF SERVICE AND UNIT COST</b>			
Number of Beds Purchased			
SUD Only - Number of Outpatient Group Counseling Sessions			
SUD Only - Licensed Capacity for Narcotic Treatment Programs			
Payment Method	Cost Reimbursement (CR)	Cost Reimbursement (CR)	
DPH Units of Service	121	269	
Unit Type	Client Full Day	Client Full Day	
Cost Per Unit - DPH Rate (DPH FUNDING SOURCES ONLY)	\$ 179.79	\$ 179.51	
Cost Per Unit - Contract Rate (DPH & Non-DPH FUNDING SOURCES)	\$ 179.79	\$ 179.51	
Published Rate (Medi-Cal Providers Only)			<b>Total UDC</b>
Unduplicated Clients (UDC)	10		10

**Appendix B - DPH 3: Salaries & Employee Benefits Detail**

Contract ID Number 1000024553  
 Program Name Employee Development Program  
 Program Code 38B62

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2  
 2021-2022  
 02/08/22

	TOTAL		General Fund 251984-10000-10001792-0001		MH MSA (Adult) 251984-17156-10031199-0058		Dept-Auth-Proj-Activity	
Funding Term	5/1/2022-6/30/2022		5/1/2022-6/30/2022		5/1/2022-6/30/2022		(mm/dd/yy-mm/dd/yy):	
Position Title	FTE	Salaries	FTE	Salaries	FTE	Salaries	FTE	Salaries
Director of Vocational Services	0.08	\$ 1,872	0.03	\$ 581	0.05	\$ 1,291		
Vocational Rehabilitation Counselor/Coordinator	1.00	\$ 10,000	0.31	\$ 3,106	0.69	\$ 6,894		
Administrative Assistant	0.08	\$ 750	0.03	\$ 233	0.05	\$ 517		
Program Assistant	0.40	\$ 2,773	0.12	\$ 861	0.28	\$ 1,912		
Client Trainees	5.00	\$ 30,160	1.55	\$ 9,367	3.45	\$ 20,793		
<b>Totals:</b>	6.56	\$ 45,555	2.04	\$ 14,148	4.52	\$ 31,407	0.00	\$ -
<b>Employee Benefits:</b>	31.00%	\$ 14,122	31.00%	\$ 4,386	31.00%	\$ 9,736	0.00%	
<b>TOTAL SALARIES &amp; BENEFITS</b>		<b>\$ 59,677</b>		<b>\$ 18,534</b>		<b>\$ 41,143</b>		<b>\$ -</b>

## Appendix B - DPH 4: Operating Expenses Detail

Contract ID Number 1000024553  
 Program Name Employee Development Program  
 Program Code 38B62

Appendix Number B-5  
 Page Number 3  
 Fiscal Year 2021-2022  
 Funding Notification Date 02/08/22

Expense Categories & Line Items	TOTAL	General Fund 251984-10000- 10001792-0001	MH MSA (Adult) 251984-17156- 10031199-0058	
<b>Funding Term</b>	5/1/2022-6/30/2022	5/1/2022-6/30/2022	5/1/2022-6/30/2022	(mm/dd/yy-mm/dd/yy):
Rent	\$ 400	\$ 124	\$ 276	
Utilities (telephone, electricity, water, gas)	\$ 290	\$ 90	\$ 200	
Building Repair/Maintenance	\$ 70	\$ 22	\$ 48	
<b>Occupancy Total:</b>	<b>\$ 760</b>	<b>\$ 236</b>	<b>\$ 524</b>	<b>\$ -</b>
Office Supplies	\$ 434	\$ 135	\$ 299	
Photocopying	\$ -	\$ -	\$ -	
Program Supplies	\$ -	\$ -	\$ -	
Computer Hardware/Software (Database License)	\$ 77	\$ 24	\$ 53	
<b>Materials &amp; Supplies Total:</b>	<b>\$ 511</b>	<b>\$ 159</b>	<b>\$ 352</b>	<b>\$ -</b>
Training/Staff Development	\$ 100	\$ 31	\$ 69	
Insurance	\$ 93	\$ 29	\$ 64	
Professional License	\$ -	\$ -	\$ -	
Permits	\$ -	\$ -	\$ -	
Equipment Lease & Maintenance	\$ 187	\$ 58	\$ 129	
<b>General Operating Total:</b>	<b>\$ 380</b>	<b>\$ 118</b>	<b>\$ 262</b>	<b>\$ -</b>
Local Travel	\$ 51	\$ 16	\$ 35	
Out-of-Town Travel	\$ -	\$ -	\$ -	
Field Expenses	\$ -	\$ -	\$ -	
<b>Staff Travel Total:</b>	<b>\$ 51</b>	<b>\$ 16</b>	<b>\$ 35</b>	<b>\$ -</b>
Consultant/Subcontractor (Provide	\$ -	\$ -	\$ -	
	\$ -	\$ -	\$ -	
<b>Consultant/Subcontractor Total:</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
Recruitment (Job Postings, etc.)	\$ 84	\$ 26	\$ 58	
Client Related Food	\$ 125	\$ 39	\$ 86	
Client Related Other Activities	\$ 125	\$ 39	\$ 86	
<b>Other Total:</b>	<b>\$ 334</b>	<b>\$ 104</b>	<b>\$ 230</b>	<b>\$ -</b>
<b>TOTAL OPERATING EXPENSE</b>	<b>\$ 2,036</b>	<b>\$ 633</b>	<b>\$ 1,403</b>	<b>\$ -</b>

**Appendix B - DPH 6: Contract-Wide Indirect Detail**

Contractor Name Richmond Area Multi-Services, Inc Page Number DPH 5-1  
 Contract ID Number 1000024553 Fiscal Year 2021-2022  
 Funding Notification Date 02/08/22

**1. SALARIES & EMPLOYEE BENEFITS**

Position Title	FTE	Amount
Chief Executive Officer	0.155	\$ 6,311
Chief Financial Officer	0.155	\$ 4,765
Deputy Chief	0.155	\$ 4,057
COO / Director of Operations	0.155	\$ 3,617
Director of Community & Workforce Empowerment	0.155	\$ 1,996
Director of Human Resources	0.155	\$ 3,516
Director of Training	0.131	\$ 1,752
Accounting Staff	0.773	\$ 9,578
HR Staff	0.618	\$ 7,805
QI/Contracts Manager	0.309	\$ 4,472
IT Manager/Support	0.464	\$ 5,641
Executive/Admin Assistant	0.155	\$ 1,576
Janitor/Lead Facilities Tech	0.085	\$ 1,021
	Subtotal:	3.47 \$ 56,107
	Employee Benefits:	30.0% \$ 16,832
	<b>Total Salaries and Employee Benefits:</b>	\$ 72,939

**2. OPERATING COSTS**

Expenses (Use expense account name in the ledger.)	Amount
Mortgage Interest	\$1,042
Depreciation	\$1,208
Rental	\$131
Utilities	\$608
Building Repair/Maintenance	\$577
Office Supplies	\$1,594
Training/Staff Development	\$129
Insurance	\$1,978
Equipment Rental	\$338
Local Travel	\$139
Audit Fees	\$1,546
Payroll Fees	\$4,635
Recruitment/Indirect Staff Expenses	\$1,945
Meetings and Conferences	\$128
Professional Fees (Includes: Accounting and legal consulting fee, professional membership fees and software subscription fees.	\$9,705
Bank Fees	\$309
<b>Total Operating Costs</b>	\$ 26,012
<b>Total Indirect Costs</b>	\$ 98,951

**Appendix B - DPH 1: Department of Public Health Contract Budget Summary**

DHCS Legal Entity Number 00343						Appendix B, Page 1	
Legal Entity Name/Contractor Name Richmond Area Multi-Services, Inc.						Fiscal Year 2022-2023	
Contract ID Number 1000024553						Funding Notification Date 02/08/22	
Appendix Number	B-1	B-2	B-3	B-4	B-5	B-#	
Provider Number	3894	3894	3894	3894	3894		
Program Name	Janitorial Services	Clerical & Mailroom Services	Information Technology	TAY Vocational Services	Employee Development Program		
Program Code	N/A	N/A	N/A	N/A	38B62		
Funding Term	07/01/2022-06/30/2023	07/01/2022-06/30/2023	07/01/2022-06/30/2023	07/01/2022-06/30/2023	07/01/2022-06/30/2023		
<b>FUNDING USES</b>							<b>TOTAL</b>
Salaries	\$ 939,990	\$ 812,649	\$ 913,317	\$ 97,935	\$ 281,390		\$ 3,045,281
Employee Benefits	\$ 328,996	\$ 255,985	\$ 264,866	\$ 27,422	\$ 87,231		\$ 964,500
<b>Subtotal Salaries &amp; Employee Benefits</b>	<b>\$ 1,268,986</b>	<b>\$ 1,068,634</b>	<b>\$ 1,178,183</b>	<b>\$ 125,357</b>	<b>\$ 368,621</b>		<b>\$ 4,009,781</b>
Operating Expenses	\$ 155,581	\$ 167,422	\$ 112,278	\$ 72,166	\$ 12,363		\$ 519,810
Capital Expenses							\$ -
<b>Subtotal Direct Expenses</b>	<b>\$ 1,424,567</b>	<b>\$ 1,236,056</b>	<b>\$ 1,290,461</b>	<b>\$ 197,523</b>	<b>\$ 380,984</b>		<b>\$ 4,529,591</b>
Indirect Expenses	\$ 192,318	\$ 166,867	\$ 174,215	\$ 26,666	\$ 51,433		\$ 611,499
Indirect %	13.50%	13.50%	13.50%	13.50%	13.50%		13.50%
<b>TOTAL FUNDING USES</b>	<b>\$ 1,616,885</b>	<b>\$ 1,402,923</b>	<b>\$ 1,464,676</b>	<b>\$ 224,189</b>	<b>\$ 432,417</b>		<b>\$ 5,141,090</b>
						Employee Benefits Rate	31.5%
<b>BHS MENTAL HEALTH FUNDING SOURCES</b>							
MH Adult County General Fund	\$ 1,027,777	\$ 748,492			\$ 84,210		\$ 1,860,479
MH CYF County General Fund	\$ 6,426	\$ 8,912					\$ 15,338
MH Adult State 1991 MH Realignment	\$ 121,669	\$ 344,570			\$ 49,778		\$ 516,017
MH CYF State 1991 Realignment	\$ 3,653	\$ 10,347					\$ 14,000
MH MSA (Adult)	\$ 449,360	\$ 290,602			\$ 298,429		\$ 1,038,391
HMHMCWE LLNGF	\$ 8,000						\$ 8,000
MH MSA (IT)			\$ 1,464,676				\$ 1,464,676
MH MSA (TAY)				\$ 224,189			\$ 224,189
<b>TOTAL BHS MENTAL HEALTH FUNDING SOURCES</b>	<b>\$ 1,616,885</b>	<b>\$ 1,402,923</b>	<b>\$ 1,464,676</b>	<b>\$ 224,189</b>	<b>\$ 432,417</b>	<b>\$ -</b>	<b>\$ 5,141,090</b>
<b>BHS SUD FUNDING SOURCES</b>							
							\$ -
							\$ -
							\$ -
							\$ -
							\$ -
<b>TOTAL BHS SUD FUNDING SOURCES</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
<b>OTHER DPH FUNDING SOURCES</b>							
							\$ -
							\$ -
							\$ -
<b>TOTAL OTHER DPH FUNDING SOURCES</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
<b>TOTAL DPH FUNDING SOURCES</b>	<b>\$ 1,616,885</b>	<b>\$ 1,402,923</b>	<b>\$ 1,464,676</b>	<b>\$ 224,189</b>	<b>\$ 432,417</b>	<b>\$ -</b>	<b>\$ 5,141,090</b>
<b>NON-DPH FUNDING SOURCES</b>							
							\$ -
							\$ -
<b>TOTAL NON-DPH FUNDING SOURCES</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
<b>TOTAL FUNDING SOURCES (DPH AND NON-DPH)</b>	<b>\$ 1,616,885</b>	<b>\$ 1,402,923</b>	<b>\$ 1,464,676</b>	<b>\$ 224,189</b>	<b>\$ 432,417</b>	<b>\$ -</b>	<b>\$ 5,141,090</b>
<b>Prepared By</b>	Eduard Agajanian, CFO			<b>Phone Number</b>	415-800-0699		

**Appendix B - DPH 2: Department of Public Health Cost Reporting/Data Collection (GRDC)**

DHCS Legal Entity Number 00343			B-1
Provider Name <u>Richmond Area Multi-Services, Inc.</u>			1
Provider Number 3894			2022-2023
Contract ID Number 1000024553			02/08/22
Program Name	Janitorial Services		
Program Code	N/A	N/A	
Mode/SFC (MH) or Modality (SUD)	10/30-39	10/30-39	
Service Description	DS-Vocational	DS-Vocational	
<b>Funding Term (mm/dd/yy-mm/dd/yy):</b>	07/01/2022-06/30/2023	07/01/2022-06/30/2023	
<b>FUNDING USES</b>			<b>TOTAL</b>
Salaries & Employee Benefits	\$ 925,271	\$ 343,715	\$ 1,268,986
Operating Expenses	\$ 103,385	\$ 52,196	\$ 155,581
Capital Expenses			\$ -
<b>Subtotal Direct Expenses</b>	<b>\$ 1,028,656</b>	<b>\$ 395,911</b>	<b>\$ 1,424,567</b>
Indirect Expenses	\$ 138,869	\$ 53,449	\$ 192,318
<b>Indirect %</b>	<b>13.50%</b>	<b>13.50%</b>	<b>13.50%</b>
<b>TOTAL FUNDING USES</b>	<b>\$ 1,167,525</b>	<b>\$ 449,360</b>	<b>\$ 1,616,885</b>
<b>BHS MENTAL HEALTH FUNDING SOURCES</b>	<b>Dept-Auth-Proj-Activity</b>		
MH Adult County General Fund	251984-10000-10001792-0001	\$ 1,027,777	\$ 1,027,777
MH CYF County General Fund	251962-10000-10001670-0001	\$ 6,426	\$ 6,426
MH Adult State 1991 MH Realignment	251984-10000-10001792-0001	\$ 121,669	\$ 121,669
MH CYF State 1991 Realignment	251962-10000-10001670-0001	\$ 3,653	\$ 3,653
HMHMCWE LLNGF	251962-10000-10001795-0001	\$ 8,000	\$ 8,000
MH MHSA (Adult)	251984-17156-10031199-0071	\$ 449,360	\$ 449,360
<b>TOTAL BHS MENTAL HEALTH FUNDING SOURCES</b>	<b>\$ 1,167,525</b>	<b>\$ 449,360</b>	<b>\$ 1,616,885</b>
<b>BHS SUD FUNDING SOURCES</b>	<b>Dept-Auth-Proj-Activity</b>		
			\$ -
			\$ -
			\$ -
This row left blank for funding sources not in drop-down list			\$ -
<b>TOTAL BHS SUD FUNDING SOURCES</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
<b>OTHER DPH FUNDING SOURCES</b>	<b>Dept-Auth-Proj-Activity</b>		
			\$ -
This row left blank for funding sources not in drop-down list			\$ -
<b>TOTAL OTHER DPH FUNDING SOURCES</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
<b>TOTAL DPH FUNDING SOURCES</b>	<b>\$ 1,167,525</b>	<b>\$ 449,360</b>	<b>\$ 1,616,885</b>
<b>NON-DPH FUNDING SOURCES</b>			
This row left blank for funding sources not in drop-down list			\$ -
<b>TOTAL NON-DPH FUNDING SOURCES</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
<b>TOTAL FUNDING SOURCES (DPH AND NON-DPH)</b>	<b>1,167,525</b>	<b>449,360</b>	<b>1,616,885</b>
<b>BHS UNITS OF SERVICE AND UNIT COST</b>			
	Number of Beds Purchased		
	SUD Only - Number of Outpatient Group Counseling Sessions		
	SUD Only - Licensed Capacity for Narcotic Treatment Programs		
	Payment Method	Cost Reimbursement (CR)	Cost Reimbursement (CR)
	DPH Units of Service	2,346	903
	Unit Type	Client Full Day	Client Full Day
Cost Per Unit - DPH Rate (DPH FUNDING SOURCES ONLY)	\$ 497.67	\$ 497.63	
Cost Per Unit - Contract Rate (DPH & Non-DPH FUNDING SOURCES)	\$ 497.67	\$ 497.63	
Published Rate (Medi-Cal Providers Only)			<b>Total UDC</b>
Unduplicated Clients (UDC)	N/A	N/A	n/a

**Appendix B - DPH 3: Salaries & Employee Benefits Detail**

Contract ID Number 1000024553  
 Program Name Janitorial Services  
 Program Code N/A

Appendix Number B-1  
 Page Number 2  
 Fiscal Year 2022-2023  
 Funding Notification Date 02/08/22

	TOTAL		General Fund 251984-10000-10001792-0001, 251962-10000-10001670-0001, 251962-10000-10001795-0001		MH MESA (Adult) 251984-17156-10031199-0071		Dept-Auth-Proj-Activity		Dept-Auth-Proj-Activity	
	FTE	Salaries	FTE	Salaries	FTE	Salaries	FTE	Salaries	FTE	Salaries
<b>Funding Term</b>	07/01/2022-06/30/2023		07/01/2022-06/30/2023		07/01/2022-06/30/2023		(mm/dd/yy-mm/dd/yy):		(mm/dd/yy-mm/dd/yy):	
<b>Position Title</b>	<b>FTE</b>	<b>Salaries</b>	<b>FTE</b>	<b>Salaries</b>	<b>FTE</b>	<b>Salaries</b>	<b>FTE</b>	<b>Salaries</b>	<b>FTE</b>	<b>Salaries</b>
Janitor	12.00	\$ 469,152	8.74	\$ 341,793	3.26	\$ 127,359				
Janitorial Specialist	0.38	\$ 17,228	0.28	\$ 12,551	0.10	\$ 4,677				
Job Coach	0.50	\$ 25,546	0.36	\$ 18,611	0.14	\$ 6,935				
Vocational Case Manager/Coordinator	1.00	\$ 62,546	0.74	\$ 46,138	0.26	\$ 16,408				
Trainee	0.64	\$ 24,569	0.47	\$ 17,899	0.17	\$ 6,670				
Administrative Manager	1.00	\$ 62,592	0.73	\$ 45,601	0.27	\$ 16,991				
Environmental Services Manager	1.00	\$ 65,680	0.73	\$ 47,850	0.27	\$ 17,830				
Associate Director of Vocational Services	0.49	\$ 52,749	0.36	\$ 38,430	0.13	\$ 14,319				
Director of Vocational Services	0.13	\$ 18,679	0.09	\$ 13,608	0.04	\$ 5,071				
Janitorial Site Coordinator/Supervisor	3.00	\$ 122,951	2.19	\$ 89,574	0.81	\$ 33,377				
Administrative Assistant	0.38	\$ 18,298	0.28	\$ 13,331	0.10	\$ 4,967				
<b>Totals:</b>	20.52	\$ 939,990	14.97	\$ 685,386	5.55	\$ 254,604	0.00	\$ -	0.00	\$ -
<b>Employee Benefits:</b>	35.00%	\$ 328,996	35.00%	\$ 239,885	35.00%	\$ 89,111	0.00%		0.00%	
<b>TOTAL SALARIES &amp; BENEFITS</b>		<b>\$ 1,268,986</b>		<b>\$ 925,271</b>		<b>\$ 343,715</b>		<b>\$ -</b>		<b>\$ -</b>

Appendix B - DPH 4: Operating Expenses Detail

Contract ID Number 1000024553  
 Program Name Janitorial Services  
 Program Code N/A

B-1  
3  
2022-2023  
02/08/22

Expense Categories & Line Items	TOTAL	General Fund 251984-10000-10001792-0001, 251962-10000-10001670-0001, 251962-10000-10001795-0001	MH MSA (Adult) 251984-17156-10031199-0071	Dept-Auth-Proj-Activity
Funding Term	07/01/22-06/30/23	07/01/22-06/30/23	07/01/22-06/30/23	(mm/dd/yy-mm/dd/yy):
Rent	\$ -			
Utilities (telephone, electricity, water, gas)	\$ -			
Building Repair/Maintenance	\$ 2,123	\$ 1,460	\$ 663	
<b>Occupancy Total:</b>	<b>\$ 2,123</b>	<b>\$ 1,460.00</b>	<b>\$ 663.00</b>	<b>\$ -</b>
Office Supplies	\$ 3,449	\$ 2,371	\$ 1,078	
Photocopying	\$ -			
Program Supplies	\$ 122,423	\$ 81,722	\$ 40,701	
<b>Materials &amp; Supplies Total:</b>	<b>\$ 125,872</b>	<b>\$ 84,093</b>	<b>\$ 41,779</b>	<b>\$ -</b>
Training/Staff Development	\$ 2,000	\$ 1,362	\$ 638	
Insurance	\$ 10,977	\$ 7,547	\$ 3,430	
Professional License	\$ 660	\$ 450	\$ 210	
Permits	\$ 500	\$ 341	\$ 159	
Equipment Lease & Maintenance	\$ -			
<b>General Operating Total:</b>	<b>\$ 14,137</b>	<b>\$ 9,700</b>	<b>\$ 4,437</b>	<b>\$ -</b>
Local Travel	\$ 3,215	\$ 2,190	\$ 1,025	
Out-of-Town Travel	\$ -			
Field Expenses	\$ -			
<b>Staff Travel Total:</b>	<b>\$ 3,215</b>	<b>\$ 2,190</b>	<b>\$ 1,025</b>	<b>\$ -</b>
Consultant/Subcontractor (Provide Consultant/Subcontracting Agency Name, Service Detail w/Dates, Hourly Rate and Amounts)				
	\$ -			
<b>Consultant/Subcontractor Total:</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
Other (provide detail):				
Recruitment (Job Postings, etc.)	\$ 1,500	\$ 1,022	\$ 478	
Client Related Food	\$ 6,183	\$ 3,166	\$ 3,017	
Client Related Other Activities	\$ 2,551	\$ 1,754	\$ 797	
<b>Other Total:</b>	<b>\$ 10,234</b>	<b>\$ 5,942</b>	<b>\$ 4,292</b>	<b>\$ -</b>
<b>TOTAL OPERATING EXPENSE</b>	<b>\$ 155,581</b>	<b>\$ 103,385</b>	<b>\$ 52,196</b>	<b>\$ -</b>

**Appendix B - DPH 2: Department of Public Health Cost Reporting/Data Collection (GRDC)**

DHCS Legal Entity Number 00343				B-2
Provider Name <u>Richmond Area Multi-Services, Inc.</u>				1
Provider Number <u>3894</u>				2022-2023
Contract ID Number <u>1000024553</u>				02/08/22
Program Name	Clerical and Mailroom Services			
Program Code	N/A	N/A		
Mode/SFC (MH) or Modality (SUD)	10/30-39	10/30-39		
Service Description	DS-Vocational	DS-Vocational		
<b>Funding Term (mm/dd/yy-mm/dd/yy):</b>	07/01/2022-06/30/2023	07/01/2022-06/30/2023		
<b>FUNDING USES</b>				<b>TOTAL</b>
Salaries & Employee Benefits	\$ 847,987	\$ 220,647	\$ 1,068,634	
Operating Expenses	\$ 132,031	\$ 35,391	\$ 167,422	
Capital Expenses			\$ -	
<b>Subtotal Direct Expenses</b>	<b>\$ 980,018</b>	<b>\$ 256,038</b>	<b>\$ 1,236,056</b>	
Indirect Expenses	\$ 132,303	\$ 34,564	\$ 166,867	
<b>Indirect %</b>	<b>13.50%</b>	<b>13.50%</b>	<b>13.50%</b>	
<b>TOTAL FUNDING USES</b>	<b>\$ 1,112,321</b>	<b>\$ 290,602</b>	<b>\$ 1,402,923</b>	
<b>BHS MENTAL HEALTH FUNDING SOURCES</b>	<b>Dept-Auth-Proj-Activity</b>			
MH Adult County General Fund	251984-10000-10001792-0001	\$ 748,492	\$ -	\$ 748,492
MH CYF County General Fund	251962-10000-10001670-0001	\$ 8,912		\$ 8,912
MH Adult State 1991 MH Realignment	251984-10000-10001792-0001	\$ 344,570		\$ 344,570
MH CYF State 1991 Realignment	251962-10000-10001670-0001	\$ 10,347		\$ 10,347
MH MHSA (Adult)	251984-17156-10031199-0071		\$ 290,602	\$ 290,602
		\$ -		\$ -
<b>TOTAL BHS MENTAL HEALTH FUNDING SOURCES</b>		<b>\$ 1,112,321</b>	<b>\$ 290,602</b>	<b>\$ 1,402,923</b>
<b>BHS SUD FUNDING SOURCES</b>	<b>Dept-Auth-Proj-Activity</b>			
				\$ -
				\$ -
				\$ -
This row left blank for funding sources not in drop-down list				\$ -
<b>TOTAL BHS SUD FUNDING SOURCES</b>		<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
<b>OTHER DPH FUNDING SOURCES</b>	<b>Dept-Auth-Proj-Activity</b>			
				\$ -
This row left blank for funding sources not in drop-down list				\$ -
<b>TOTAL OTHER DPH FUNDING SOURCES</b>		<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
<b>TOTAL DPH FUNDING SOURCES</b>		<b>\$ 1,112,321</b>	<b>\$ 290,602</b>	<b>\$ 1,402,923</b>
<b>NON-DPH FUNDING SOURCES</b>				
This row left blank for funding sources not in drop-down list				\$ -
<b>TOTAL NON-DPH FUNDING SOURCES</b>		<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
<b>TOTAL FUNDING SOURCES (DPH AND NON-DPH)</b>		<b>1,112,321</b>	<b>290,602</b>	<b>1,402,923</b>
<b>BHS UNITS OF SERVICE AND UNIT COST</b>				
	Number of Beds Purchased			
	SUD Only - Number of Outpatient Group Counseling Sessions			
	SUD Only - Licensed Capacity for Narcotic Treatment Programs			
	Payment Method	Cost Reimbursement (CR)	Cost Reimbursement (CR)	
	DPH Units of Service	2,790	729	
	Unit Type	Client Full Day	Client Full Day	
	Cost Per Unit - DPH Rate (DPH FUNDING SOURCES ONLY)	\$ 398.68	\$ 398.63	
	Cost Per Unit - Contract Rate (DPH & Non-DPH FUNDING SOURCES)	\$ 398.68	\$ 398.63	
	Published Rate (Medi-Cal Providers Only)			<b>Total UDC</b>
	Unduplicated Clients (UDC)	N/A	N/A	N/A

**Appendix B - DPH 3: Salaries & Employee Benefits Detail**

Contract ID Number 1000024553  
 Program Name Clerical and Mailroom Services  
 Program Code N/A

B-2  
2  
2022-2023  
02/08/22

	TOTAL		General Fund 251984-10000-10001792-0001, 251962-10000-10001670-0001		MH MESA (Adult) 251984-17156-10031199-0071		Dept-Auth-Proj-Activity	
Funding Term	07/01/22-06/30/23		07/01/22-06/30/23		07/01/22-06/30/23		(mm/dd/yy-mm/dd/yy):	
Position Title	FTE	Salaries	FTE	Salaries	FTE	Salaries	FTE	Salaries
Administrative Assistant/Receptionist	5.00	\$ 199,203	3.97	\$ 158,073	1.03	\$ 41,130		
Messenger/Driver	2.50	\$ 96,560	1.98	\$ 76,622	0.52	\$ 19,938		
Operations Assistant	0.25	\$ 9,631	0.20	\$ 7,642	0.05	\$ 1,989		
Project Team Leader/Service Coordinator	1.03	\$ 51,286	0.82	\$ 40,697	0.21	\$ 10,589		
Job-Related Training Position (Clients)	6.00	\$ 231,132	4.76	\$ 183,409	1.24	\$ 47,723		
Vocational Rehabilitation Services Coordinator	1.00	\$ 68,531	0.79	\$ 54,381	0.21	\$ 14,150		
Associate Director of Vocational Services	0.49	\$ 52,420	0.39	\$ 41,597	0.10	\$ 10,823		
Director of Vocational Services	0.13	\$ 18,744	0.10	\$ 14,874	0.03	\$ 3,870		
Job Coach	0.80	\$ 30,817	0.63	\$ 24,454	0.17	\$ 6,363		
Vocational Case Manager/Coordinator	0.80	\$ 48,289	0.63	\$ 38,318	0.17	\$ 9,971		
Program Assistant	0.10	\$ 6,036	0.08	\$ 4,790	0.02	\$ 1,246		
		\$ -						
<b>Totals:</b>	18.10	\$ 812,649	14.35	\$ 644,857	3.75	\$ 167,792	0.00	\$ -
<b>Employee Benefits:</b>	31.50%	\$ 255,985	31.50%	\$ 203,130	31.50%	\$ 52,855	0.00%	
<b>TOTAL SALARIES &amp; BENEFITS</b>		<b>\$ 1,068,634</b>		<b>\$ 847,987</b>		<b>\$ 220,647</b>		<b>\$ -</b>

Appendix B - DPH 4: Operating Expenses Detail

Contract ID Number 1000024553  
 Program Name Clerical and Mailroom Services  
 Program Code N/A

B-2  
3  
2022-2023  
02/08/22

Expense Categories & Line Items	TOTAL	General Fund 251984-10000- 10001792-0001, 251962-10000- 10001670-0001	MH MSA (Adult) 251984-17156- 10031199-0071	Dept-Auth-Proj-Activity
Funding Term	07/01/22-06/30/23	07/01/22-06/30/23	07/01/22-06/30/23	(mm/dd/yy-mm/dd/yy):
Rent	\$ 11,593	\$ 9,151	\$ 2,442	
Utilities (telephone, electricity, water, gas)	\$ 22,711	\$ 17,927	\$ 4,784	
Building Repair/Maintenance	\$ 1,802	\$ 1,422	\$ 380	
<b>Occupancy Total:</b>	<b>\$ 36,106</b>	<b>\$ 28,500</b>	<b>\$ 7,606</b>	<b>\$ -</b>
Office Supplies	\$ 62,603	\$ 49,415	\$ 13,188	
Photocopying	\$ -		\$ -	
Program Supplies	\$ -		\$ -	
		\$ -	\$ -	
<b>Materials &amp; Supplies Total:</b>	<b>\$ 62,603</b>	<b>\$ 49,415</b>	<b>\$ 13,188</b>	<b>\$ -</b>
Training/Staff Development	\$ 3,522	\$ 2,763	\$ 759	
Insurance	\$ 9,673	\$ 7,635	\$ 2,038	
Professional License	\$ 503	\$ 395	\$ 108	
Permits	\$ -		\$ -	
Equipment Lease & Maintenance	\$ 5,098	\$ 4,024	\$ 1,074	
Vehicle Lease	\$ 8,815	\$ 6,915	\$ 1,900	
<b>General Operating Total:</b>	<b>\$ 27,612</b>	<b>\$ 21,733</b>	<b>\$ 5,879</b>	<b>\$ -</b>
Local Travel	\$ 4,656	\$ 3,652	\$ 1,004	
Out-of-Town Travel	\$ -		\$ -	
Field Expenses	\$ -		\$ -	
<b>Staff Travel Total:</b>	<b>\$ 4,656</b>	<b>\$ 3,652</b>	<b>\$ 1,004</b>	<b>\$ -</b>
Consultant/Subcontractor (Provide Consultant/Subcontracting Agency Name, Service Detail w/Dates, Hourly Rate and Amounts)			\$ -	
	\$ -		\$ -	
<b>Consultant/Subcontractor Total:</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
Other (provide detail):			\$ -	
Recruitment (Job Postings, etc.)	\$ 5,535	\$ 4,341	\$ 1,194	
Client Stipends	\$ -		\$ -	
Client Related Food	\$ 20,611	\$ 16,261	\$ 4,350	
Client Related Other Activities	\$ 10,300	\$ 8,130	\$ 2,170	
<b>Other Total:</b>	<b>\$ 36,445</b>	<b>\$ 28,731</b>	<b>\$ 7,714</b>	<b>\$ -</b>
<b>TOTAL OPERATING EXPENSE</b>	<b>\$ 167,422</b>	<b>\$ 132,031</b>	<b>\$ 35,391</b>	<b>\$ -</b>

**Appendix B - DPH 2: Department of Public Health Cost Reporting/Data Collection (CRDC)**

DHCS Legal Entity Number 00343			Appendix Number B-3		
Provider Name <u>Richmond Area Multi-Services, Inc.</u>			Page Number 1		
Provider Number 3894			Fiscal Year 2022-2023		
Contract ID Number 1000024553			Funding Notification Date 02/08/22		
Program Name	Information Technology - Helpdesk	Information Technology - Desktop	Information Technology - Advanced Helpdesk/Desktop		
Program Code	N/A	N/A	N/A		
Mode/SFC (MH) or Modality (SUD)	10/30-39	10/30-39	10/30-39		
Service Description	DS-Vocational	DS-Vocational	DS-Vocational		
Funding Term (mm/dd/yy-mm/dd/yy):	07/01/2022-06/30/2023	07/01/2022-06/30/2023	07/01/2022-06/30/2023		
<b>FUNDING USES</b>					<b>TOTAL</b>
Salaries & Employee Benefits	\$ 385,122	\$ 407,939	\$ 385,122		\$ 1,178,183
Operating Expenses	\$ 37,427	\$ 37,425	\$ 37,426		\$ 112,278
Capital Expenses					\$ -
<b>Subtotal Direct Expenses</b>	<b>\$ 422,549</b>	<b>\$ 445,364</b>	<b>\$ 422,548</b>	<b>\$ -</b>	<b>\$ 1,290,461</b>
Indirect Expenses	\$ 57,045	\$ 60,124	\$ 57,046		\$ 174,215
Indirect %	13.50%	13.50%	13.50%	0.00%	13.50%
<b>TOTAL FUNDING USES</b>	<b>\$ 479,594</b>	<b>\$ 505,488</b>	<b>\$ 479,594</b>	<b>\$ -</b>	<b>\$ 1,464,676</b>
<b>BHS MENTAL HEALTH FUNDING SOURCES</b>	<b>Dept-Auth-Proj-Activity</b>				
MH MHSA (IT)	251984-17156-10031199-0077	\$ 479,594	\$ 505,488	\$ 479,594	\$ 1,464,676
					\$ -
					\$ -
					\$ -
					\$ -
This row left blank for funding sources not in drop-down list					
<b>TOTAL BHS MENTAL HEALTH FUNDING SOURCES</b>		<b>\$ 479,594</b>	<b>\$ 505,488</b>	<b>\$ 479,594</b>	<b>\$ -</b>
<b>BHS SUD FUNDING SOURCES</b>	<b>Dept-Auth-Proj-Activity</b>				
					\$ -
					\$ -
					\$ -
This row left blank for funding sources not in drop-down list					
<b>TOTAL BHS SUD FUNDING SOURCES</b>		<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
<b>OTHER DPH FUNDING SOURCES</b>	<b>Dept-Auth-Proj-Activity</b>				
					\$ -
This row left blank for funding sources not in drop-down list					
<b>TOTAL OTHER DPH FUNDING SOURCES</b>		<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
<b>TOTAL DPH FUNDING SOURCES</b>		<b>\$ 479,594</b>	<b>\$ 505,488</b>	<b>\$ 479,594</b>	<b>\$ -</b>
<b>NON-DPH FUNDING SOURCES</b>					
					\$ -
This row left blank for funding sources not in drop-down list					
<b>TOTAL NON-DPH FUNDING SOURCES</b>		<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
<b>TOTAL FUNDING SOURCES (DPH AND NON-DPH)</b>		<b>479,594</b>	<b>505,488</b>	<b>479,594</b>	<b>-</b>
<b>BHS UNITS OF SERVICE AND UNIT COST</b>					
Number of Beds Purchased					
SUD Only - Number of Outpatient Group Counseling Sessions					
SUD Only - Licensed Capacity for Narcotic Treatment Programs					
Payment Method	Cost Reimbursement (CR)	Cost Reimbursement (CR)	Cost Reimbursement (CR)		
DPH Units of Service	625	448	411		
Unit Type	Client Full Day	Client Full Day	Client Full Day	0	
Cost Per Unit - DPH Rate (DPH FUNDING SOURCES Only)	\$ 767.35	\$ 1,128.32	\$ 1,166.90	\$ -	
Cost Per Unit - Contract Rate (DPH & Non-DPH FUNDING SOURCES)	\$ 767.35	\$ 1,128.32	\$ 1,166.90	\$ -	
Published Rate (Medi-Cal Providers Only)					
Unduplicated Clients (UDC)	14	10	10		<b>Total UDC</b> 34

**Appendix B - DPH 3: Salaries & Employee Benefits Detail**

Contract ID Number 1000024553  
 Program Name Information Technology - Helpdesk  
 Program Code N/A

B-3  
2  
2022-2023  
02/08/22

	TOTAL		Helpdesk MH MHA (IT) 251984- 17156-10031199-0077		Desktop / Advanced Desktop MH MHA (IT) 251984- 17156-10031199-0077		Advanced Helpdesk MH MHA (IT) 251984- 17156-10031199-0077		Dept-Auth-Proj- Activity	
Funding Term	07/01/2022-06/30/2023		07/01/2022-06/30/2023		07/01/2022-06/30/2023		07/01/2022-06/30/2023		(mm/dd/yy-mm/dd/yy):	
Position Title	FTE	Salaries	FTE	Salaries	FTE	Salaries	FTE	Salaries	FTE	Salaries
Director of Vocational Services	0.10	\$ 14,460	0.04	\$ 4,820	0.03	\$ 4,820	0.03	\$ 4,820		
Manager of Vocational IT Services	1.00	\$ 87,069	0.34	\$ 29,023	0.33	\$ 29,023	0.33	\$ 29,023		
Vocational Counselor/IT Trainer	1.00	\$ 66,153	0.34	\$ 22,051	0.33	\$ 22,051	0.33	\$ 22,051		
IT Trainer	4.00	\$ 205,728	1.34	\$ 68,576	1.33	\$ 68,576	1.33	\$ 68,576		
Helpdesk/Desktop/Advanced Helpdesk Trainee	2.07	\$ 150,957	0.69	\$ 50,319	0.69	\$ 50,319	0.69	\$ 50,319		
Advanced Desktop Trainee	0.39	\$ 17,685		\$ -	0.39	\$ 17,685		\$ -		
Application/Desktop Support/Admin Assistant (Client)	4.86	\$ 211,743	1.62	\$ 70,581	1.62	\$ 70,581	1.62	\$ 70,581		
Admin Coordinator/Assistant	0.50	\$ 25,131	0.16	\$ 8,377	0.17	\$ 8,377	0.17	\$ 8,377		
Consumer Portal IT Trainer	1.00	\$ 59,190	0.34	\$ 19,730	0.33	\$ 19,730	0.33	\$ 19,730		
Consumer Portal Technician	1.56	\$ 75,201	0.52	\$ 25,067	0.52	\$ 25,067	0.52	\$ 25,067		
<b>Totals:</b>	16.48	\$ 913,317	5.39	\$ 298,544	5.74	\$ 316,229	5.35	\$ 298,544	0.00	\$ -
<b>Employee Benefits:</b>	29.00%	\$ 264,866	29.00%	\$ 86,578	29.00%	\$ 91,710	29.00%	\$ 86,578	0.00%	
<b>TOTAL SALARIES &amp; BENEFITS</b>		<b>\$ 1,178,183</b>		<b>\$ 385,122</b>		<b>\$ 407,939</b>		<b>\$ 385,122</b>		<b>\$ -</b>

Appendix B - DPH 4: Operating Expenses Detail

Contract ID Number 1000024553  
 Program Name Information Technology - Helpdesk  
 Program Code N/A

B-3  
3  
2022-2023  
02/08/22

Expense Categories & Line Items	TOTAL	Helpdesk MH MHA (IT) 251984-17156- 10031199-0077	Desktop / Advanced Desktop MH MHA (IT) 251984-17156-10031199- 0077	Advanced Helpdesk MH MHA (IT) 251984- 17156-10031199-0077	Dept-Auth-Proj- Activity
Funding Term:	07/01/2022-06/30/2023	07/01/2022-06/30/2023	07/01/2022-06/30/2023	07/01/2022-06/30/2023	(mm/dd/yy-mm/dd/yy):
Rent	\$ 9,216	\$ 3,072	\$ 3,072	\$ 3,072	
Utilities (telephone, electricity, water, gas)	\$ 14,700	\$ 4,900	\$ 4,900	\$ 4,900	
Building Repair/Maintenance	\$ 2,574	\$ 858	\$ 858	\$ 858	
<b>Occupancy Total:</b>	<b>\$ 26,490</b>	<b>\$ 8,830</b>	<b>\$ 8,830</b>	<b>\$ 8,830</b>	<b>\$ -</b>
Office Supplies	\$ 39,036	\$ 13,012	\$ 13,012	\$ 13,012	
Photocopying	\$ -	\$ -	\$ -	\$ -	
Program Supplies	\$ -	\$ -	\$ -	\$ -	
Computer Hardware/Software	\$ -	\$ -	\$ -	\$ -	
<b>Materials &amp; Supplies Total:</b>	<b>\$ 39,036</b>	<b>\$ 13,012</b>	<b>\$ 13,012</b>	<b>\$ 13,012</b>	<b>\$ -</b>
Training/Staff Development	\$ 15,450	\$ 5,150	\$ 5,150	\$ 5,150	
Insurance	\$ 7,977	\$ 2,659	\$ 2,659	\$ 2,659	
Professional License	\$ 1,442	\$ 481	\$ 481	\$ 480	
Permits	\$ -	\$ -	\$ -	\$ -	
Equipment Lease & Maintenance	\$ 1,689	\$ 563	\$ 563	\$ 563	
<b>General Operating Total:</b>	<b>\$ 26,558</b>	<b>\$ 8,853</b>	<b>\$ 8,853</b>	<b>\$ 8,852</b>	<b>\$ -</b>
Local Travel	\$ 1,133	\$ 377	\$ 378	\$ 378	
Out-of-Town Travel	\$ -	\$ -	\$ -	\$ -	
Field Expenses	\$ -	\$ -	\$ -	\$ -	
<b>Staff Travel Total:</b>	<b>\$ 1,133</b>	<b>\$ 377</b>	<b>\$ 378</b>	<b>\$ 378</b>	<b>\$ -</b>
Consultant/Subcontractor (Provide Consultant/Subcontracting Agency Name, Service Detail w/Dates, Hourly Rate and Amounts)		\$ -	\$ -	\$ -	
		\$ -	\$ -	\$ -	
<b>Consultant/Subcontractor Total:</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
Other (provide detail):		\$ -	\$ -	\$ -	
Recruitment (Job Postings, etc.)	\$ 8,246	\$ 2,749	\$ 2,748	\$ 2,749	
Client Related Food	\$ 5,665	\$ 1,889	\$ 1,888	\$ 1,888	
Client Related Other Activities	\$ 5,150	\$ 1,717	\$ 1,716	\$ 1,717	
<b>Other Total:</b>	<b>\$ 19,061</b>	<b>\$ 6,355</b>	<b>\$ 6,352</b>	<b>\$ 6,354</b>	<b>\$ -</b>
<b>TOTAL OPERATING EXPENSE</b>	<b>\$ 112,278</b>	<b>\$ 37,427</b>	<b>\$ 37,425</b>	<b>\$ 37,426</b>	<b>\$ -</b>

**Appendix B - DPH 2: Department of Public Health Cost Reporting/Data Collection (GRDC)**

DHCS Legal Entity Number 00343		Appendix Number B-4	
Provider Name Richmond Area Multi-Services		Page Number 1	
Provider Number 3894		Fiscal Year 2022-2023	
Contract ID Number 1000024553		Funding Notification Date 02/08/22	
Program Name	TAY Vocational Services		
Program Code	N/A		
Mode/SFC (MH) or Modality (SUD)	10/30-39		
Service Description	DS-Vocational		
Funding Term (mm/dd/yy-mm/dd/yy):	07/01/2022-06/30/2023		
<b>FUNDING USES</b>			<b>TOTAL</b>
Salaries & Employee Benefits	\$ 125,357		\$ 125,357
Operating Expenses	\$ 72,166		\$ 72,166
Capital Expenses			\$ -
<b>Subtotal Direct Expenses</b>	<b>\$ 197,523</b>	<b>\$ -</b>	<b>\$ 197,523</b>
Indirect Expenses	\$ 26,666		\$ 26,666
Indirect %	13.50%	0.00%	13.50%
<b>TOTAL FUNDING USES</b>	<b>\$ 224,189</b>	<b>\$ -</b>	<b>\$ 224,189</b>
<b>BHS MENTAL HEALTH FUNDING SOURCES</b>	<b>Dept-Auth-Proj-Activity</b>		
MH MHA (TAY)	251984-17156-10031199-0070	\$ 224,189	\$ 224,189
			\$ -
			\$ -
			\$ -
This row left blank for funding sources not in drop-down list			
			\$ -
<b>TOTAL BHS MENTAL HEALTH FUNDING SOURCES</b>		<b>\$ 224,189</b>	<b>\$ -</b>
<b>BHS SUD FUNDING SOURCES</b>	<b>Dept-Auth-Proj-Activity</b>		
			\$ -
			\$ -
			\$ -
This row left blank for funding sources not in drop-down list			
			\$ -
<b>TOTAL BHS SUD FUNDING SOURCES</b>		<b>\$ -</b>	<b>\$ -</b>
<b>OTHER DPH FUNDING SOURCES</b>	<b>Dept-Auth-Proj-Activity</b>		
			\$ -
This row left blank for funding sources not in drop-down list			
			\$ -
<b>TOTAL OTHER DPH FUNDING SOURCES</b>		<b>\$ -</b>	<b>\$ -</b>
<b>TOTAL DPH FUNDING SOURCES</b>		<b>\$ 224,189</b>	<b>\$ -</b>
<b>NON-DPH FUNDING SOURCES</b>			
This row left blank for funding sources not in drop-down list			
			\$ -
<b>TOTAL NON-DPH FUNDING SOURCES</b>		<b>\$ -</b>	<b>\$ -</b>
<b>TOTAL FUNDING SOURCES (DPH AND NON-DPH)</b>		<b>224,189</b>	<b>-</b>
<b>BHS UNITS OF SERVICE AND UNIT COST</b>			
Number of Beds Purchased			
SUD Only - Number of Outpatient Group Counseling Sessions			
SUD Only - Licensed Capacity for Narcotic Treatment Programs			
Payment Method	Cost Reimbursement (CR)		
DPH Units of Service	395		
Unit Type	Client Full Day	0	
Cost Per Unit - DPH Rate (DPH FUNDING SOURCES Only)	\$ 567.57	\$ -	
Cost Per Unit - Contract Rate (DPH & Non-DPH FUNDING SOURCES)	\$ 567.57	\$ -	
Published Rate (Medi-Cal Providers Only)			<b>Total UDC</b>
Unduplicated Clients (UDC)	9		9

**Appendix B - DPH 3: Salaries & Employee Benefits Detail**

Contract ID Number 1000024553  
 Program Name TAY Vocational Services  
 Program Code N/A

B-4  
2  
2022-2023  
02/08/22

	TOTAL		MH MHTA TAY (251984-17156-10031199-0070)		Dept-Auth-Proj-Activity	
<b>Funding Term</b>	07/01/2022-06/30/2023		07/01/2022-06/30/2023		(mm/dd/yy-mm/dd/yy):	
<b>Position Title</b>	<b>FTE</b>	<b>Salaries</b>	<b>FTE</b>	<b>Salaries</b>	<b>FTE</b>	<b>Salaries</b>
TAY Vocational Services Manager	0.20	\$ 22,670	0.20	\$ 22,670		
Program Assistant	0.50	\$ 25,780	0.50	\$ 25,780		
TAY Program Coordinator	0.50	\$ 43,378	0.50	\$ 43,378		
Peer Counselor/TAY Peer Sys Navigator	0.10	\$ 6,107	0.10	\$ 6,107		
<b>Totals:</b>	1.30	\$ 97,935	1.30	\$ 97,935	0.00	\$ -
<b>Employee Benefits:</b>	28.00%	\$ 27,422	28.00%	\$ 27,422	0.00%	
<b>TOTAL SALARIES &amp; BENEFITS</b>		<b>\$ 125,357</b>		<b>\$ 125,357</b>		<b>\$ -</b>

**Appendix B - DPH 4: Operating Expenses Detail**

Contract ID Number 1000024553  
 Program Name TAY Vocational Services  
 Program Code N/A

B-4  
3  
2022-2023  
02/08/22

Expense Categories & Line Items	TOTAL	MH MESA TAY (251984-17156- 10031199-0070)	Dept-Auth-Proj- Activity
<b>Funding Term</b>	07/01/22-06/30/23	07/01/22-06/30/23	(mm/dd/yy-mm/dd/yy):
Rent	\$ 5,785	\$ 5,785	
Utilities (telephone, electricity, water, gas)	\$ 5,718	\$ 5,718	
Building Repair/Maintenance	\$ 502	\$ 502	
<b>Occupancy Total:</b>	<b>\$ 12,005</b>	<b>\$ 12,005</b>	<b>\$ -</b>
Office Supplies	\$ 8,584	\$ 8,584	
Photocopying	\$ -	\$ -	
Program Supplies	\$ -	\$ -	
	\$ -	\$ -	
<b>Materials &amp; Supplies Total:</b>	<b>\$ 8,584</b>	<b>\$ 8,584</b>	<b>\$ -</b>
Training/Staff Development	\$ 1,028	\$ 1,028	
Insurance	\$ 1,336	\$ 1,336	
Professional License	\$ -	\$ -	
Permits	\$ -	\$ -	
Equipment Lease & Maintenance	\$ 843	\$ 843	
<b>General Operating Total:</b>	<b>\$ 3,207</b>	<b>\$ 3,207</b>	<b>\$ -</b>
Local Travel	\$ 514	\$ 514	
Out-of-Town Travel	\$ -	\$ -	
Field Expenses	\$ -	\$ -	
<b>Staff Travel Total:</b>	<b>\$ 514</b>	<b>\$ 514</b>	<b>\$ -</b>
Consultant/Subcontractor (Provide Consultant/Subcontracting Agency Name, Service Detail w/Dates, Hourly Rate and Amounts)	\$ -	\$ -	
	\$ -	\$ -	
<b>Consultant/Subcontractor Total:</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
Other (provide detail):	\$ -	\$ -	
Recruitment (Job Postings, etc.)	\$ 668	\$ 668	
Client Stipends (9-mos. paid internship to provide entry-level work exploration and experience. Calculated at the rate of \$17.84 for approximately 27.5 hrs/mos for 9 clients: \$17.84 x 27.5 hrs/mos x 9 mos x 9 clients = \$39,739	\$ 39,739	\$ 39,739	
Client-Related Food	\$ 3,072	\$ 3,072	
Client-Related Other Activities	\$ 4,377	\$ 4,377	
<b>Other Total:</b>	<b>\$ 47,856</b>	<b>\$ 47,856</b>	<b>\$ -</b>
	\$ -		
<b>TOTAL OPERATING EXPENSE</b>	<b>\$ 72,166</b>	<b>\$ 72,166</b>	<b>\$ -</b>

**Appendix B - DPH 2: Department of Public Health Cost Reporting/Data Collection (GRDC)**

DHCS Legal Entity Number 00343		Appendix Number B-5	
Provider Name <u>Richmond Area Multi-Services, Inc.</u>		Page Number 1	
Provider Number <u>3894</u>		Fiscal Year 2022-2023	
		Funding Notification Date 02/08/22	
Program Name	Employee Development Program	Employee Development Program	
Program Code	38B62	38B62	
Mode/SFC (MH) or Modality (SUD)	10/30-39	10/30-39	
Service Description	DS-Vocational	DS-Vocational	
<b>Funding Term (mm/dd/yy-mm/dd/yy):</b>	7/1/2022-6/30/2023	7/1/2022-6/30/2023	
<b>FUNDING USES</b>			<b>TOTAL</b>
Salaries & Employee Benefits	\$ 114,155	\$ 254,466	\$ 368,621
Operating Expenses	\$ 3,896	\$ 8,467	\$ 12,363
Capital Expenses			\$ -
<b>Subtotal Direct Expenses</b>	<b>\$ 118,051</b>	<b>\$ 262,933</b>	<b>\$ 380,984</b>
Indirect Expenses	\$ 15,937	\$ 35,496	\$ 51,433
Indirect %	13.5%	13.5%	13.5%
<b>TOTAL FUNDING USES</b>	<b>\$ 133,988</b>	<b>\$ 298,429</b>	<b>\$ 432,417</b>
<b>BHS MENTAL HEALTH FUNDING SOURCES</b>	<b>Dept-Auth-Proj-Activity</b>		
MH Adult State 1991 MH Realignment	251984-10000-10001792-0001	49,778	49,778
MH Adult County General Fund	251984-10000-10001792-0001	84,210	84,210
MH MHSA (Adult)	251984-17156-10031199-0071		298,429
			-
This row left blank for funding sources not in drop-down list			
<b>TOTAL BHS MENTAL HEALTH FUNDING SOURCES</b>		<b>\$ 133,988</b>	<b>\$ 298,429</b>
<b>BHS SUD FUNDING SOURCES</b>	<b>Dept-Auth-Proj-Activity</b>		
			-
			-
			-
This row left blank for funding sources not in drop-down list			
<b>TOTAL BHS SUD FUNDING SOURCES</b>		<b>\$ -</b>	<b>\$ -</b>
<b>OTHER DPH FUNDING SOURCES</b>	<b>Dept-Auth-Proj-Activity</b>		
			-
			-
This row left blank for funding sources not in drop-down list			
<b>TOTAL OTHER DPH FUNDING SOURCES</b>		<b>\$ -</b>	<b>\$ -</b>
<b>TOTAL DPH FUNDING SOURCES</b>		<b>\$ 133,988</b>	<b>\$ 298,429</b>
<b>NON-DPH FUNDING SOURCES</b>			
This row left blank for funding sources not in drop-down list			
<b>TOTAL NON-DPH FUNDING SOURCES</b>		<b>\$ -</b>	<b>\$ -</b>
<b>TOTAL FUNDING SOURCES (DPH AND NON-DPH)</b>		<b>\$ 133,988</b>	<b>\$ 298,429</b>
<b>BHS UNITS OF SERVICE AND UNIT COST</b>			
	Number of Beds Purchased		
	SUD Only - Number of Outpatient Group Counseling Sessions		
	SUD Only - Licensed Capacity for Narcotic Treatment Programs		
		Cost Reimbursement (CR)	Cost Reimbursement (CR)
	Payment Method		
	DPH Units of Service	728	1,616
	Unit Type	Client Full Day	Client Full Day
	Cost Per Unit - DPH Rate (DPH FUNDING SOURCES ONLY)	\$ 184.05	\$ 184.67
	Cost Per Unit - Contract Rate (DPH & Non-DPH FUNDING SOURCES)	\$ 184.05	\$ 184.67
	Published Rate (Medi-Cal Providers Only)		
	Unduplicated Clients (UDC)	10	10
			<b>Total UDC</b>

**Appendix B - DPH 3: Salaries & Employee Benefits Detail**

Program Name Employee Development Program  
 Program Code 38B62

B-5  
2  
2022-2023  
02/08/22

	TOTAL		General Fund 251984-10000-10001792-0001		MH MESA (Adult) 251984-17156-10031199-0071		Dept-Auth-Proj-Activity	
Funding Term	7/1/2022-6/30/2023		7/1/2022-6/30/2023		7/1/2022-6/30/2023		(mm/dd/yy-mm/dd/yy):	
Position Title	FTE	Salaries	FTE	Salaries	FTE	Salaries	FTE	Salaries
Director of Vocational Services	0.08	\$ 11,556	0.03	\$ 3,580	0.05	\$ 7,976		
Vocational Rehabilitation Counselor/Coordinator	1.00	\$ 61,891	0.31	\$ 19,129	0.69	\$ 42,762		
Administrative Assistant	0.08	\$ 4,630	0.03	\$ 1,435	0.05	\$ 3,195		
Program Assistant	0.40	\$ 17,121	0.12	\$ 5,305	0.28	\$ 11,816		
Client Trainees	5.00	\$ 186,192	1.55	\$ 57,692	3.45	\$ 128,500		
<b>Totals:</b>	<b>6.56</b>	<b>\$ 281,390</b>	<b>2.04</b>	<b>\$ 87,141</b>	<b>4.52</b>	<b>\$ 194,249</b>	<b>0.00</b>	<b>\$ -</b>
<b>Employee Benefits:</b>	31.00%	\$ 87,231	31.00%	\$ 27,014	31.00%	\$ 60,217	0.00%	
<b>TOTAL SALARIES &amp; BENEFITS</b>		<b>\$ 368,621</b>		<b>\$ 114,155</b>		<b>\$ 254,466</b>		<b>\$ -</b>

## Appendix B - DPH 4: Operating Expenses Detail

Program Name Employee Development Program  
 Program Code 38B62

Appendix Number B-5  
 Page Number 3  
 Fiscal Year 2022-2023  
 Funding Notification Date 02/08/22

Expense Categories & Line Items	TOTAL	General Fund 251984-10000- 10001792-0001	MH MSA (Adult) 251984-17156- 10031199-0071	
<b>Funding Term</b>	7/1/2022-6/30/2023	7/1/2022-6/30/2023	7/1/2022-6/30/2023	(mm/dd/yy-mm/dd/yy):
Rent	\$ 2,470	\$ 766	\$ 1,704	
Utilities (telephone, electricity, water, gas)	\$ 1,755	\$ 556	\$ 1,199	
Building Repair/Maintenance	\$ 424	\$ 135	\$ 289	
<b>Occupancy Total:</b>	<b>\$ 4,649</b>	<b>\$ 1,457</b>	<b>\$ 3,192</b>	<b>\$ -</b>
Office Supplies	\$ 2,624	\$ 830	\$ 1,794	
Photocopying	\$ -	\$ -		
Program Supplies	\$ -	\$ -		
Computer Hardware/Software (Database License)	\$ 468	\$ 148	\$ 320	
<b>Materials &amp; Supplies Total:</b>	<b>\$ 3,092</b>	<b>\$ 978</b>	<b>\$ 2,114</b>	<b>\$ -</b>
Training/Staff Development	\$ 604	\$ 191	\$ 413	
Insurance	\$ 565	\$ 179	\$ 386	
Professional License	\$ -	\$ -		
Permits	\$ -	\$ -		
Equipment Lease & Maintenance	\$ 1,134	\$ 358	\$ 776	
<b>General Operating Total:</b>	<b>\$ 2,303</b>	<b>\$ 728</b>	<b>\$ 1,575</b>	<b>\$ -</b>
Local Travel	\$ 303	\$ 96	\$ 207	
Out-of-Town Travel	\$ -	\$ -		
Field Expenses	\$ -	\$ -		
<b>Staff Travel Total:</b>	<b>\$ 303</b>	<b>\$ 96</b>	<b>\$ 207</b>	<b>\$ -</b>
Consultant/Subcontractor (Provide	\$ -	\$ -		
	\$ -	\$ -		
<b>Consultant/Subcontractor Total:</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
Recruitment (Job Postings, etc.)	\$ 504	\$ 159	\$ 345	
Client Related Food	\$ 756	\$ 239	\$ 517	
Client Related Other Activities	\$ 756	\$ 239	\$ 517	
<b>Other Total:</b>	<b>\$ 2,016</b>	<b>\$ 637</b>	<b>\$ 1,379</b>	<b>\$ -</b>
<b>TOTAL OPERATING EXPENSE</b>	<b>\$ 12,363</b>	<b>\$ 3,896</b>	<b>\$ 8,467</b>	<b>\$ -</b>



Appendix C  
Richmond Area Multi Services, Inc. (Voc., ID#1000024553)  
5/1/2022

**Appendix C**

**Reserved**

## APPENDIX D

### Data Access and Sharing Terms

#### Article 1 Access

##### 1.1 Revision to Scope of Access (RSA):

Any added access may be granted by the City to Agency and each Agency Data User through a Revision to Scope of Access in writing and executed by both parties. Any Revision to Scope of Access shall be considered a part of and incorporated into this Agreement, governed by all its terms, by reference.

##### 1.2 Primary and Alternate Agency Site Administrator.

Before System(s) access is granted, Agency must appoint a primary and alternate Agency Site Administrator responsible for System(s) access tasks, including but not limited to the following:

1.2.1 Completing and obtaining City approval of the Account Provisioning Request documents and/or Data Set Request documents;

1.2.2 Communicating with the SFDPH IT Service Desk;

1.2.3 Providing Agency Data User(s) details to the City;

1.2.4 Ensuring that Agency Data User(s) complete required SFDPH trainings annually;

1.2.5 Ensuring that Agency Data User(s) understand and execute SFDPH's data access confidentiality agreement; and

1.2.6 Provisioning and deprovisioning Agency Data Users as detailed herein. To start the process, the Agency Site Administrator must contact the SFDPH IT Service Desk at 628-206-7378, [dph.helpdesk@sfdph.org](mailto:dph.helpdesk@sfdph.org).

##### 1.3 SFDPH IT Service Desk.

For new provisioning requests, only Agency Site Administrators are authorized to contact the SFDPH IT Service Desk. The City reserves the right to decline any call placed by other than the Agency Site Administrator. Individual Agency Data Users are not authorized to contact the SFDPH IT Service Desk.

##### 1.4 Deprovisioning Schedule.

Agency, through the Agency Site Administrator, has sole responsibility to deprovision Agency Data Users from the System(s) as appropriate on an ongoing basis. Agency must immediately deprovision an Agency Data User upon any event ending that Data User's need to access the System(s), including job duty change and/or termination. Agency remains liable for the conduct of Agency Data Users until deprovisioned. When deprovisioning employees via the SFDPH IT Service Desk, Agency must maintain evidence that the SFDPH IT Service Desk was notified.

##### 1.5 Active Directory.

Agency Data Users will need an SFDPH Active Directory account in order to access each System(s). These Active Directory Accounts will be created as part of the provisioning process.

##### 1.6 Role Based Access.

Each Agency Data User's access to the System(s) will be role-based and access is limited to that necessary for treatment, payment, and health care operations. The City will assign Agency Data User roles upon provisioning and reserves the right to deny, revoke, limit, or modify Agency Data User's access acting in its sole discretion.

#### **1.7 Training Requirements.**

Before System(s) access is granted, and annually thereafter, each Agency Data User must complete SFDPH compliance, privacy, and security training. Agency must maintain written records evidencing such annual training for each Agency Data User and provide copies upon request to the City. For questions about how to complete SFDPH's compliance, privacy, and security training, contact [Compliance.Privacy@sfdph.org](mailto:Compliance.Privacy@sfdph.org), (855) 729-6040.

Before Agency Data User first access to System(s), system-specific training must be completed. For training information, Agency Site Administrator may contact the SFDPH IT Service Desk,

#### **1.8 Agency Data User Confidentiality Agreement.**

Before System(s) access is granted, as part of SFDPH's compliance, privacy, and security training, each Agency Data User must complete SFDPH's individual user confidentiality, data security and electronic signature agreement form. The agreement must be renewed annually.

#### **1.9 Corrective Action.**

Agency shall take corrective action, including but not limited to termination and/or suspension of any System(s) access by any Agency Data User who acts in violation of this Agreement and/or applicable regulatory requirements.

#### **1.10 User ID and Password.**

Each Agency Data User will be assigned or create a User ID and password. Agency and each Agency Data User shall protect the confidentiality of User IDs and passwords and shall not divulge them to any other person(s). Agency is responsible for the security of the User IDs and passwords issued to or created by Agency Data Users and is liable for any misuse.

#### **1.11 Notification of Compromised Password.**

In the event that a password assigned to or created by an Agency Data User is compromised or disclosed to a person other than the Agency Data User, Agency shall upon learning of the compromised password immediately notify the City, at [Compliance.Privacy@sfdph.org](mailto:Compliance.Privacy@sfdph.org), (855) 729-6040. Agency is liable for any such misuse. Agency's failure to monitor each Agency Data User's ID and/or password use shall provide grounds for the City to terminate and/or limit Agency's System(s) access.

#### **1.12 Multi Factor Authentication.**

Agency and each Agency Data User must use multi-factor authentication as directed by the City to access the System(s).

#### **1.13 Qualified Personnel.**

Agency shall allow only qualified personnel under Agency's direct supervision to act as Agency Data Users with access to the System(s).

#### **1.14 Workstation/Laptop encryption.**

All workstations and laptops that process and/or store City Data must be encrypted using a current industry standard algorithm. The encryption solution must be full disk unless approved by the SFDPH Information Security Office.

#### **1.15 Server Security.**

Servers containing unencrypted City Data must have sufficient administrative, physical, and technical controls in place to protect that data, based upon a risk assessment/system security review.

#### **1.16 Removable media devices.**

All electronic files that contain City Data must be encrypted using a current industry standard algorithm when stored on any removable media or portable device (i.e. USB thumb drives, CD/DVD, smart devices tapes etc.).

#### **1.17 Antivirus software.**

All workstations, laptops and other systems that process and/or store City Data must install and actively use a comprehensive anti-virus software solution with automatic updates scheduled at least daily.

#### **1.18 Patch Management.**

All workstations, laptops and other systems that process and/or store City Data must have operating system and application security patches applied, with system reboot if necessary. There must be a documented patch management process that determines installation timeframe based on risk assessment and vendor recommendations.

#### **1.19 System Timeout.**

The system must provide an automatic timeout, requiring reauthentication of the user session after no more than 20 minutes of inactivity.

#### **1.20 Warning Banners.**

All systems containing City Data must display a warning banner each time a user attempts access, stating that data is confidential, systems are logged, and system use is for business purposes only. User must be directed to log off the system if they do not agree with these requirements.

#### **1.21 Transmission encryption.**

All data transmissions of City Data outside the Agency's secure internal network must be encrypted using a current industry standard algorithm. Encryption can be end to end at the network level, or the data files containing City Data can be encrypted. This requirement pertains to any type of City Data in motion such as website access, file transfer, and e-mail.

#### **1.22 No Faxing/Mailing.**

City Data may not be faxed or mailed.

#### **1.23 Intrusion Detection.**

All systems involved in accessing, holding, transporting, and protecting City Data that are accessible via the Internet must be protected by a comprehensive intrusion detection and prevention solution.

of the City.

#### **1.24 Security of PHI.**

Agency is solely responsible for maintaining data security policies and procedures, consistent with those of the City that will adequately safeguard the City Data and the System. Upon request, Agency will provide such security policies and procedures to the City. The City may examine annually, or in response to a security or privacy incident, Agency's facilities, computers, privacy and security policies and procedures and related records as may be necessary to be assured that Agency is in compliance with the terms of this Agreement, and as applicable HIPAA, the HITECH Act, and other federal and state privacy and security laws and regulations. Such examination will occur at a mutually acceptable time agreed upon by the parties but no later than ten (10) business days of Agency's receipt of the request.

#### **1.25 Data Security and City Data**

Agency shall provide security for its networks and all internet connections consistent with industry best practices, and will promptly install all patches, fixes, upgrades, updates and new versions of any security software it employs. For information disclosed in electronic form, Agency agrees that appropriate safeguards include electronic barriers (e.g., "firewalls", Transport Layer Security (TLS), Secure Socket Layer [SSL] encryption, or most current industry standard encryption, intrusion prevention/detection or similar barriers).

#### **1.26 Data Privacy and Information Security Program.**

Without limiting Agency's obligation of confidentiality as further described herein, Agency shall be responsible for establishing and maintaining a data privacy and information security program, including physical, technical, administrative, and organizational safeguards, that is designed to: (i) ensure the security and confidentiality of the City Data; (ii) protect against any anticipated threats or hazards to the security or integrity of the City Data; (iii) protect against unauthorized disclosure, access to, or use of the City Data; (iv) ensure the proper disposal of City Data; and, (v) ensure that all of Agency's employees, agents, and subcontractors, if any, comply with all of the foregoing. In no case shall the safeguards of Agency's data privacy and information security program be less stringent than the safeguards and standards recommended by the National Institute of Standards and Technology (NIST) Cybersecurity Framework and the Health Information Technology for Economic and Clinical Health Act (HITECH).

#### **1.27 Disaster Recovery.**

Agency must establish a documented plan to protect the security of electronic City Data in the event of an emergency. Emergency means any circumstance or situation that causes normal computer operations to become unavailable for use in performing the work required under this agreement for more than 24 hours.

#### **1.28 Supervision of Data.**

City Data in paper form shall not be left unattended at any time, unless it is locked in a file cabinet, file room, desk or office. Unattended means that information is not being observed by an Agency Data User authorized to access the information. City Data in paper form shall not be left unattended at any time in vehicles or planes and shall not be checked in baggage on commercial airplanes.

#### **1.29 As Is Access.**

The City provides Agency and each Agency Data User with System(s) access on an "as is" basis with no guarantee as to uptime, accessibility, or usefulness. To the fullest extent permissible by applicable law, the City disclaims all warranties, express or implied, including, without limitation, implied warranties of merchantability, fitness for a particular purpose, title and non-infringement.

### **1.30 No Technical or Administrative Support.**

Except as provided herein, the City will provide no technical or administrative support to Agency or Agency Data Users for System(s) access.

### **1.31 City Audit of Agency and Agency Data Users.**

The City acting in its sole discretion may audit Agency and Agency Data Users at any time. If an audit reveals an irregularity or security issue, the City may take corrective action including but not limited to termination of such Agency's and/or Agency Data User's access to the System(s) permanently or until the City determines that all irregularities have been satisfactorily cured. Agency and each Agency Data User understands that the City may create and review an audit trail for each Agency Data User, including but not limited to, noting each Agency Data User's ID(s), the patient information accessed, and/or the date accessed. Agency and each Agency Data User understands that any inappropriate access or use of patient information, as determined by the City, may result in the temporary and/or permanent termination of Agency's or such Agency Data User's access to the System(s). Agency remains liable for all inappropriate System(s) access, misuse and/or breach of patient information, whether in electronic or hard-copy form.

### **1.32 Minimum Necessary.**

Agency and each Agency Data User shall safeguard the confidentiality of all City Data that is viewed or obtained through the System(s) at all times. Agency and each Agency Data User shall access patient information in the System(s) only to the minimum extent necessary for its assigned duties and shall only disclose such information to persons authorized to receive it, as minimally necessary for treatment, payment and health care operations.

### **1.33 No Re-Disclosure or Reporting.**

Agency may not in any way re-disclose SFDPH Data or otherwise prepare reports, summaries, or any other material (in electronic or hard-copy format) regarding or containing City Data for transmission to any other requesting individuals, agencies, or organizations without prior written City approval and where such re-disclosure is otherwise permitted or required by law.

### **1.34 Health Information Exchange.**

If Agency is qualified to enroll in a health information exchange, the City encourages Agency to do so in order to facilitate the secure exchange of data between Agency's electronic health record system (EHR) and the City's Epic EHR.

### **1.35 Subcontracting.**

Agency may not subcontract any portion of Data Access Agreement, except upon prior written approval of City. If the City approves a subcontract, Agency remains fully responsible for its subcontractor(s) throughout the term and/or after expiration of this Agreement. All Subcontracts must incorporate the terms of this Data Access Agreement. To the extent that any subcontractor would have access to a System, each such subcontractor's access must be limited and subject to the same governing terms to the same extent as Agency's access. In addition, each contract between Agency and that subcontractor must, except as the City otherwise agrees, include a Business Associate Agreement requiring such subcontractor to comply with all regulatory requirements regarding third-party access, and include a provision obligating that subcontractor to (1) defend, indemnify, and hold the City harmless in the event of a data

breach in the same manner in which Agency would be so obligated, (2) provide cyber and technology errors and omissions insurance with limits identified in Article 5, and (3) ensure that such data has been destroyed, returned, and/or protected as provided by HIPAA at the expiration of the subcontract term.

## **Article 2 Indemnity**

### **2.1 Medical Malpractice Indemnification.**

Agency recognizes that the System(s) is a sophisticated tool for use only by trained personnel, and it is not a substitute for competent human intervention and discretionary thinking. Therefore, if providing patient treatment, Agency agrees that it will:

- (a) Read information displayed or transmitted by the System accurately and completely;
- (b) Ensure that Agency Data Users are trained on the use of the System;
- (c) Be responsible for decisions made based on the use of the System;
- (d) Verify the accuracy of all information accessed through the System using applicable standards of good medical practice to no less a degree than if Agency were using paper records;
- (e) Report to the City as soon as reasonably practicable all data errors and suspected problems related to the System that Agency knows or should know could adversely affect patient care;
- (f) Follow industry standard business continuity policies and procedures that will permit Agency to provide patient care in the event of a disaster or the System unavailability;
- (g) Use the System only in accordance with applicable standards of good medical practice.

Agency agrees to indemnify, hold harmless and defend City from any claim by or on behalf of any patient, or by or on behalf of any other third party or person claiming damage by virtue of a familial or financial relationship with such a patient, regardless of the cause, if such claim in any way arises out of or relates to patient care or outcomes based on Agency's or an Agency Data User's System access.

## **Article 3 Proprietary Rights and Data Breach**

### **3.1 Ownership of City Data.**

The Parties agree that as between them, all rights, including all intellectual property rights in and to the City Data and any derivative works of the City Data shall remain the exclusive property of the City.

### **3.2 Data Breach; Loss of City Data.**

The Agency shall notify City immediately by telephone call plus email upon the discovery of a breach (as herein). For purposes of this Section, breaches and security incidents shall be treated as discovered by Agency as of the first day on which such breach or security incident is known to the Agency, or, by exercising reasonable diligence would have been known to the Agency. Agency shall be deemed to have knowledge of a breach if such breach is known, or by exercising reasonable diligence would have been known, to any person, other than the person committing the breach, who is an employee or agent of the Agency.

Agency shall take:

- i. prompt corrective action to mitigate any risks or damages involved with the breach or security incident and to protect the operating environment; and

- ii. any action pertaining to a breach required by applicable federal and state laws.

**3.2.1 Investigation of Breach and Security Incidents:** The Agency shall immediately investigate such breach or security incident. As soon as the information is known and shall inform the City of:

- i. what data elements were involved, and the extent of the data disclosure or access involved in the breach, including, specifically, the number of individuals whose personal information was breached; and
- ii. a description of the unauthorized persons known or reasonably believed to have improperly used the City Data and/or a description of the unauthorized persons known or reasonably believed to have improperly accessed or acquired the City Data, or to whom it is known or reasonably believed to have had the City Data improperly disclosed to them; and
- iii. a description of where the City Data is believed to have been improperly used or disclosed; and
- iv. a description of the probable and proximate causes of the breach or security incident; and
- v. whether any federal or state laws requiring individual notifications of breaches have been triggered.

**3.2.2 Written Report:** Agency shall provide a written report of the investigation to the City as soon as practicable after the discovery of the breach or security incident. The report shall include, but not be limited to, the information specified above, as well as a complete, detailed corrective action plan, including information on measures that were taken to halt and/or contain the breach or security incident, and measures to be taken to prevent the recurrence or further disclosure of data regarding such breach or security incident.

**3.2.3 Notification to Individuals:** If notification to individuals whose information was breached is required under state or federal law, and regardless of whether Agency is considered only a custodian and/or non-owner of the City Data, Agency shall, at its sole expense, and at the sole election of City, either:

- i. make notification to the individuals affected by the breach (including substitute notification), pursuant to the content and timeliness provisions of such applicable state or federal breach notice laws. Agency shall inform the City of the time, manner and content of any such notifications, prior to the transmission of such notifications to the individuals; or
- ii. cooperate with and assist City in its notification (including substitute notification) to the individuals affected by the breach.

**3.2.4 Sample Notification to Individuals:** If notification to individuals is required, and regardless of whether Agency is considered only a custodian and/or non-owner of the City Data, Agency shall, at its sole expense, and at the sole election of City, either:

- i. electronically submit a single sample copy of the security breach notification as required to the state or federal entity and inform the City of the time, manner and content of any such submissions, prior to the transmission of such submissions to the Attorney General; or
- ii. cooperate with and assist City in its submission of a sample copy of the notification to the Attorney General.

### 3.3 **Media Communications**

City shall conduct all media communications related to such Data Breach, unless in its sole discretion, City directs Agency to do so.

**Attachment 1 to Appendix D**  
**System Specific Requirements**

**I. For Access to SFDPH Epic through Care Link the following terms shall apply:**

**A. SFDPH Care Link Requirements:**

**1. Connectivity.**

- a) Agency must obtain and maintain connectivity and network configuration and required hardware and equipment in accordance with specifications provided by Epic and must update the configuration of all first and third-party software as required. Technical equipment and software specifications for accessing SFDPH Care Link will change over time. Current required browser, system and connection requirements can be found on the Target Platform Roadmap and Target Platform Notes sections of the Epic Galaxy website [galaxy.epic.com](http://galaxy.epic.com). Agency is responsible for all associated costs. Agency shall ensure that Agency Data Users access the System only through equipment owned or leased and maintained by Agency.

**2. Compliance with Epic Terms and Conditions.**

- a) Agency will at all times access and use the System strictly in accordance with the Epic Terms and Conditions. The following Epic Care Link Terms and Conditions are embedded within the SFDPH Care Link application, and each Data User will need to agree to them electronically upon first sign-in before accessing SFDPH Care Link:

**3. Epic-Provided Terms and Conditions**

- a) Some short, basic rules apply to you when you use your EpicCare Link account. Please read them carefully. The Epic customer providing you access to EpicCare Link may require you to accept additional terms, but these are the rules that apply between you and Epic.
- b) Epic is providing you access to EpicCare Link, so that you can do useful things with data from an Epic customer's system. This includes using the information accessed through your account to help facilitate care to patients shared with an Epic customer, tracking your referral data, or otherwise using your account to further your business interests in connection with data from an Epic customer's system. However, you are not permitted to use your access to EpicCare Link to help you or another organization develop software that is similar to EpicCare Link. Additionally, you agree not to share your account information with anyone outside of your organization.

**II. For Access to SFDPH Epic through Epic Hyperspace and Epic Hyperdrive the following terms shall apply:**

**A. SFDPH Epic Hyperspace and Epic Hyperdrive:**

**1. Connectivity.**

- a) Agency must obtain and maintain connectivity and network configuration and required hardware and equipment in accordance with specifications provided by Epic and SFDPH and must update the configuration of all first and third-party software as required. Technical equipment and software specifications for accessing SFDPH Epic Hyperspace will change over time. Epic Hyperdrive is a web-based platform that will replace Epic Hyperspace in the future. You may request a copy of current required browser, system and connection requirements from the SFDPH IT team. Agency is responsible for all

associated costs. Agency shall ensure that Agency Data Users access the System only through equipment owned or leased and maintained by Agency.

**2. Application For Access and Compliance with Epic Terms and Conditions.**

- a) Prior to entering into agreement with SFDPH to access SFDPH Epic Hyperspace or Epic Hyperdrive, Agency must first complete an Application For Access with Epic Systems Corporation of Verona, WI. The Application For Access is found at: <https://userweb.epic.com/Forms/AccessApplication>. Epic Systems Corporation must notify SFDPH, in writing, of Agency's permissions to access SFDPH Epic Hyperspace or Epic Hyperdrive prior to completing this agreement. Agency will at all times access and use the system strictly in accordance with the Epic Terms and Conditions.

**III. For Access to SFDPH myAvatar through WebConnect and VDI the following terms shall apply:**

**A. SFDPH myAvatar via WebConnect and VDI:**

**1. Connectivity.**

- a. Agency must obtain and maintain connectivity and network configuration and required hardware and equipment in accordance with specifications provided by SFDPH and must update the configuration of all first and third-party software as required. Technical equipment and software specifications for accessing SFDPH myAvatar will change over time. You may request a copy of current required browser, system and connection requirements from the SFDPH IT team. Agency is responsible for all associated costs. Agency shall ensure that Agency Data Users access the System only through equipment owned or leased and maintained by Agency.

**2. Information Technology (IT) Support.**

- a. Agency must have qualified and professional IT support who will participate in quarterly CBO Technical Workgroups.

**3. Access Control.**

- a. Access to the BHS Electronic Health Record is granted based on clinical and business requirements in accordance with the Behavioral Health Services EHR Access Control Policy (6.00-06). The Access Control Policy is found at: <https://www.sfdph.org/dph/files/CBHSPolProcMnl/6.00-06.pdf>
- b. Each user is unique and agrees not to share accounts or passwords.
- c. Applicants must complete the myAvatar Account Request Form found at [https://www.sfdph.org/dph/files/CBHSdocs/BHISdocs/UserDoc/Avatar\\_Account\\_Request\\_Form.pdf](https://www.sfdph.org/dph/files/CBHSdocs/BHISdocs/UserDoc/Avatar_Account_Request_Form.pdf)
- d. Applicants must complete the credentialling process in accordance with the DHCS MHSUDS Information Notice #18-019.
- e. Applicants must complete myAvatar Training.
- f. Level of access is based on "Need to Know", job duties and responsibilities.

Appendix E  
Richmond Area Multi Services, Inc. (Voc., ID#1000024553)  
5/1/2022

**Appendix E**

HIPAA Business Associate Agreement

## APPENDIX E



San Francisco Department of Public Health  
Business Associate Agreement

This Business Associate Agreement (“BAA”) supplements and is made a part of the contract by and between the City and County of San Francisco, the Covered Entity (“CE”), and Contractor, the Business Associate (“BA”) (the “Agreement”). To the extent that the terms of the Agreement are inconsistent with the terms of this BAA, the terms of this BAA shall control.

**RECITALS**

- A. CE, by and through the San Francisco Department of Public Health (“SFDPH”), wishes to disclose certain information to BA pursuant to the terms of the Agreement, some of which may constitute Protected Health Information (“PHI”) (defined below).
- B. For purposes of the Agreement, CE requires Contractor, even if Contractor is also a covered entity under HIPAA, to comply with the terms and conditions of this BAA as a BA of CE.
- C. CE and BA intend to protect the privacy and provide for the security of PHI disclosed to BA pursuant to the Agreement in compliance with the Health Insurance Portability and Accountability Act of 1996, Public Law 104-191 (“HIPAA”), the Health Information Technology for Economic and Clinical Health Act, Public Law 111-005 (“the HITECH Act”), and regulations promulgated there under by the U.S. Department of Health and Human Services (the “HIPAA Regulations”) and other applicable laws, including, but not limited to, California Civil Code §§ 56, et seq., California Health and Safety Code § 1280.15, California Civil Code §§ 1798, et seq., California Welfare & Institutions Code §§5328, et seq., and the regulations promulgated there under (the “California Regulations”).
- D. As part of the HIPAA Regulations, the Privacy Rule and the Security Rule (defined below) require CE to enter into a contract containing specific requirements with BA prior to the disclosure of PHI, as set forth in, but not limited to, Title 45, Sections 164.314(a), 164.502(a) and (e) and 164.504(e) of the Code of Federal Regulations (“C.F.R.”) and contained in this BAA.
- E. BA enters into agreements with CE that require the CE to disclose certain identifiable health information to BA. The parties desire to enter into this BAA to permit BA to have access to such information and comply with the BA requirements of HIPAA, the HITECH Act, and the corresponding Regulations.

In consideration of the mutual promises below and the exchange of information pursuant to this BAA, the parties agree as follows:

**1. Definitions.**

**a. Breach** means the unauthorized acquisition, access, use, or disclosure of PHI that compromises the security or privacy of such information, except where an unauthorized person to whom such information is disclosed would not reasonably have been able to retain such information, and shall have the meaning given to such term under the HITECH Act and HIPAA Regulations [42 U.S.C. Section 17921 and 45 C.F.R. Section 164.402], as well as California Civil Code Sections 1798.29 and 1798.82.

## APPENDIX E



San Francisco Department of Public Health  
Business Associate Agreement

**b. Breach Notification Rule** shall mean the HIPAA Regulation that is codified at 45 C.F.R. Parts 160 and 164, Subparts A and D.

**c. Business Associate** is a person or entity that performs certain functions or activities that involve the use or disclosure of protected health information received from a covered entity, but other than in the capacity of a member of the workforce of such covered entity or arrangement, and shall have the meaning given to such term under the Privacy Rule, the Security Rule, and the HITECH Act, including, but not limited to, 42 U.S.C. Section 17938 and 45 C.F.R. Section 160.103.

**d. Covered Entity** means a health plan, a health care clearinghouse, or a health care provider who transmits any information in electronic form in connection with a transaction covered under HIPAA Regulations, and shall have the meaning given to such term under the Privacy Rule and the Security Rule, including, but not limited to, 45 C.F.R. Section 160.103.

**e. Data Aggregation** means the combining of Protected Information by the BA with the Protected Information received by the BA in its capacity as a BA of another CE, to permit data analyses that relate to the health care operations of the respective covered entities, and shall have the meaning given to such term under the Privacy Rule, including, but not limited to, 45 C.F.R. Section 164.501.

**f. Designated Record Set** means a group of records maintained by or for a CE, and shall have the meaning given to such term under the Privacy Rule, including, but not limited to, 45 C.F.R. Section 164.501.

**g. Electronic Protected Health Information** means Protected Health Information that is maintained in or transmitted by electronic media and shall have the meaning given to such term under HIPAA and the HIPAA Regulations, including, but not limited to, 45 C.F.R. Section 160.103. For the purposes of this BAA, Electronic PHI includes all computerized data, as defined in California Civil Code Sections 1798.29 and 1798.82.

**h. Electronic Health Record** means an electronic record of health-related information on an individual that is created, gathered, managed, and consulted by authorized health care clinicians and staff, and shall have the meaning given to such term under the HITECH Act, including, but not limited to, 42 U.S.C. Section 17921.

**i. Health Care Operations** shall have the meaning given to such term under the Privacy Rule, including, but not limited to, 45 C.F.R. Section 164.501.

**j. Privacy Rule** shall mean the HIPAA Regulation that is codified at 45 C.F.R. Parts 160 and 164, Subparts A and E.

**k. Protected Health Information or PHI** means any information, including electronic PHI, whether oral or recorded in any form or medium: (i) that relates to the past, present or future physical or mental condition of an individual; the provision of health care to an individual; or the past, present or future payment for the provision of health care to an individual; and (ii) that identifies the individual or

## APPENDIX E



San Francisco Department of Public Health  
Business Associate Agreement

with respect to which there is a reasonable basis to believe the information can be used to identify the individual, and shall have the meaning given to such term under the Privacy Rule, including, but not limited to, 45 C.F.R. Sections 160.103 and 164.501. For the purposes of this BAA, PHI includes all medical information and health insurance information as defined in California Civil Code Sections 56.05 and 1798.82.

**l. Protected Information** shall mean PHI provided by CE to BA or created, maintained, received or transmitted by BA on CE's behalf.

**m. Security Incident** means the attempted or successful unauthorized access, use, disclosure, modification, or destruction of information or interference with system operations in an information system, and shall have the meaning given to such term under the Security Rule, including, but not limited to, 45 C.F.R. Section 164.304.

**n. Security Rule** shall mean the HIPAA Regulation that is codified at 45 C.F.R. Parts 160 and 164, Subparts A and C.

**o. Unsecured PHI** means PHI that is not secured by a technology standard that renders PHI unusable, unreadable, or indecipherable to unauthorized individuals and is developed or endorsed by a standards developing organization that is accredited by the American National Standards Institute, and shall have the meaning given to such term under the HITECH Act and any guidance issued pursuant to such Act including, but not limited to, 42 U.S.C. Section 17932(h) and 45 C.F.R. Section 164.402.

## 2. Obligations of Business Associate.

**a. Attestations.** Except when CE's data privacy officer exempts BA in writing, the BA shall complete the following forms, attached and incorporated by reference as though fully set forth herein, SFDPH Attestations for Privacy (Attachment 1) and Data Security (Attachment 2) within sixty (60) calendar days from the execution of the Agreement. If CE makes substantial changes to any of these forms during the term of the Agreement, the BA will be required to complete CE's updated forms within sixty (60) calendar days from the date that CE provides BA with written notice of such changes. BA shall retain such records for a period of seven years after the Agreement terminates and shall make all such records available to CE within 15 calendar days of a written request by CE.

**b. User Training.** The BA shall provide, and shall ensure that BA subcontractors, provide, training on PHI privacy and security, including HIPAA and HITECH and its regulations, to each employee or agent that will access, use or disclose Protected Information, upon hire and/or prior to accessing, using or disclosing Protected Information for the first time, and at least annually thereafter during the term of the Agreement. BA shall maintain, and shall ensure that BA subcontractors maintain, records indicating the name of each employee or agent and date on which the PHI privacy and security trainings were completed. BA shall retain, and ensure that BA subcontractors retain, such records for a period of seven years after the Agreement terminates and shall make all such records available to CE within 15 calendar days of a written request by CE.

## APPENDIX E



San Francisco Department of Public Health  
Business Associate Agreement

**c. Permitted Uses.** BA may use, access, and/or disclose Protected Information only for the purpose of performing BA's obligations for, or on behalf of, the City and as permitted or required under the Agreement and BAA, or as required by law. Further, BA shall not use Protected Information in any manner that would constitute a violation of the Privacy Rule or the HITECH Act if so used by CE. However, BA may use Protected Information as necessary (i) for the proper management and administration of BA; (ii) to carry out the legal responsibilities of BA; (iii) as required by law; or (iv) for Data Aggregation purposes relating to the Health Care Operations of CE [45 C.F.R. Sections 164.502, 164.504(e)(2), and 164.504(e)(4)(i)].

**d. Permitted Disclosures.** BA shall disclose Protected Information only for the purpose of performing BA's obligations for, or on behalf of, the City and as permitted or required under the Agreement and BAA, or as required by law. BA shall not disclose Protected Information in any manner that would constitute a violation of the Privacy Rule or the HITECH Act if so disclosed by CE. However, BA may disclose Protected Information as necessary (i) for the proper management and administration of BA; (ii) to carry out the legal responsibilities of BA; (iii) as required by law; or (iv) for Data Aggregation purposes relating to the Health Care Operations of CE. If BA discloses Protected Information to a third party, BA must obtain, prior to making any such disclosure, (i) reasonable written assurances from such third party that such Protected Information will be held confidential as provided pursuant to this BAA and used or disclosed only as required by law or for the purposes for which it was disclosed to such third party, and (ii) a written agreement from such third party to immediately notify BA of any breaches, security incidents, or unauthorized uses or disclosures of the Protected Information in accordance with paragraph 2 (n) of this BAA, to the extent it has obtained knowledge of such occurrences [42 U.S.C. Section 17932; 45 C.F.R. Section 164.504(e)]. BA may disclose PHI to a BA that is a subcontractor and may allow the subcontractor to create, receive, maintain, or transmit Protected Information on its behalf, if the BA obtains satisfactory assurances, in accordance with 45 C.F.R. Section 164.504(e)(1), that the subcontractor will appropriately safeguard the information [45 C.F.R. Section 164.502(e)(1)(ii)].

**e. Prohibited Uses and Disclosures.** BA shall not use or disclose Protected Information other than as permitted or required by the Agreement and BAA, or as required by law. BA shall not use or disclose Protected Information for fundraising or marketing purposes. BA shall not disclose Protected Information to a health plan for payment or health care operations purposes if the patient has requested this special restriction, and has paid out of pocket in full for the health care item or service to which the Protected Information solely relates [42 U.S.C. Section 17935(a) and 45 C.F.R. Section 164.522(a)(1)(vi)]. BA shall not directly or indirectly receive remuneration in exchange for Protected Information, except with the prior written consent of CE and as permitted by the HITECH Act, 42 U.S.C. Section 17935(d)(2), and the HIPAA regulations, 45 C.F.R. Section 164.502(a)(5)(ii); however, this prohibition shall not affect payment by CE to BA for services provided pursuant to the Agreement.

**f. Appropriate Safeguards.** BA shall take the appropriate security measures to protect the confidentiality, integrity and availability of PHI that it creates, receives, maintains, or transmits on behalf

## APPENDIX E



San Francisco Department of Public Health  
Business Associate Agreement

of the CE, and shall prevent any use or disclosure of PHI other than as permitted by the Agreement or this BAA, including, but not limited to, administrative, physical and technical safeguards in accordance with the Security Rule, including, but not limited to, 45 C.F.R. Sections 164.306, 164.308, 164.310, 164.312, 164.314 164.316, and 164.504(e)(2)(ii)(B). BA shall comply with the policies and procedures and documentation requirements of the Security Rule, including, but not limited to, 45 C.F.R. Section 164.316, and 42 U.S.C. Section 17931. BA is responsible for any civil penalties assessed due to an audit or investigation of BA, in accordance with 42 U.S.C. Section 17934(c).

**g. Business Associate's Subcontractors and Agents.** BA shall ensure that any agents and subcontractors that create, receive, maintain or transmit Protected Information on behalf of BA, agree in writing to the same restrictions and conditions that apply to BA with respect to such PHI and implement the safeguards required by paragraph 2.f. above with respect to Electronic PHI [45 C.F.R. Section 164.504(e)(2) through (e)(5); 45 C.F.R. Section 164.308(b)]. BA shall mitigate the effects of any such violation.

**h. Accounting of Disclosures.** Within ten (10) calendar days of a request by CE for an accounting of disclosures of Protected Information or upon any disclosure of Protected Information for which CE is required to account to an individual, BA and its agents and subcontractors shall make available to CE the information required to provide an accounting of disclosures to enable CE to fulfill its obligations under the Privacy Rule, including, but not limited to, 45 C.F.R. Section 164.528, and the HITECH Act, including but not limited to 42 U.S.C. Section 17935 (c), as determined by CE. BA agrees to implement a process that allows for an accounting to be collected and maintained by BA and its agents and subcontractors for at least seven (7) years prior to the request. However, accounting of disclosures from an Electronic Health Record for treatment, payment or health care operations purposes are required to be collected and maintained for only three (3) years prior to the request, and only to the extent that BA maintains an Electronic Health Record. At a minimum, the information collected and maintained shall include: (i) the date of disclosure; (ii) the name of the entity or person who received Protected Information and, if known, the address of the entity or person; (iii) a brief description of Protected Information disclosed; and (iv) a brief statement of purpose of the disclosure that reasonably informs the individual of the basis for the disclosure, or a copy of the individual's authorization, or a copy of the written request for disclosure [45 C.F.R. 164.528(b)(2)]. If an individual or an individual's representative submits a request for an accounting directly to BA or its agents or subcontractors, BA shall forward the request to CE in writing within five (5) calendar days.

**i. Access to Protected Information.** BA shall make Protected Information maintained by BA or its agents or subcontractors in Designated Record Sets available to CE for inspection and copying within (5) days of request by CE to enable CE to fulfill its obligations under state law [Health and Safety Code Section 123110] and the Privacy Rule, including, but not limited to, 45 C.F.R. Section 164.524 [45 C.F.R. Section 164.504(e)(2)(ii)(E)]. If BA maintains Protected Information in electronic format, BA shall provide such information in electronic format as necessary to enable CE to fulfill its obligations

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San Francisco Department of Public Health  
Business Associate Agreement

under the HITECH Act and HIPAA Regulations, including, but not limited to, 42 U.S.C. Section 17935(e) and 45 C.F.R. 164.524.

**j. Amendment of Protected Information.** Within ten (10) days of a request by CE for an amendment of Protected Information or a record about an individual contained in a Designated Record Set, BA and its agents and subcontractors shall make such Protected Information available to CE for amendment and incorporate any such amendment or other documentation to enable CE to fulfill its obligations under the Privacy Rule, including, but not limited to, 45 C.F.R Section 164.526. If an individual requests an amendment of Protected Information directly from BA or its agents or subcontractors, BA must notify CE in writing within five (5) days of the request and of any approval or denial of amendment of Protected Information maintained by BA or its agents or subcontractors [45 C.F.R. Section 164.504(e)(2)(ii)(F)].

**k. Governmental Access to Records.** BA shall make its internal practices, books and records relating to the use and disclosure of Protected Information available to CE and to the Secretary of the U.S. Department of Health and Human Services (the “Secretary”) for purposes of determining BA’s compliance with HIPAA [45 C.F.R. Section 164.504(e)(2)(ii)(I)]. BA shall provide CE a copy of any Protected Information and other documents and records that BA provides to the Secretary concurrently with providing such Protected Information to the Secretary.

**l. Minimum Necessary.** BA, its agents and subcontractors shall request, use and disclose only the minimum amount of Protected Information necessary to accomplish the intended purpose of such use, disclosure, or request. [42 U.S.C. Section 17935(b); 45 C.F.R. Section 164.514(d)]. BA understands and agrees that the definition of “minimum necessary” is in flux and shall keep itself informed of guidance issued by the Secretary with respect to what constitutes “minimum necessary” to accomplish the intended purpose in accordance with HIPAA and HIPAA Regulations.

**m. Data Ownership.** BA acknowledges that BA has no ownership rights with respect to the Protected Information.

**n. Notification of Breach.** BA shall notify CE within 5 calendar days of any breach of Protected Information; any use or disclosure of Protected Information not permitted by the BAA; any Security Incident (except as otherwise provided below) related to Protected Information, and any use or disclosure of data in violation of any applicable federal or state laws by BA or its agents or subcontractors. The notification shall include, to the extent possible, the identification of each individual whose unsecured Protected Information has been, or is reasonably believed by the BA to have been, accessed, acquired, used, or disclosed, as well as any other available information that CE is required to include in notification to the individual, the media, the Secretary, and any other entity under the Breach Notification Rule and any other applicable state or federal laws, including, but not limited, to 45 C.F.R. Section 164.404 through 45 C.F.R. Section 164.408, at the time of the notification required by this paragraph or promptly thereafter as information becomes available. BA shall take (i) prompt corrective action to cure any deficiencies and (ii) any action pertaining to unauthorized uses or disclosures required

## APPENDIX E



San Francisco Department of Public Health  
Business Associate Agreement

by applicable federal and state laws. [42 U.S.C. Section 17921; 42 U.S.C. Section 17932; 45 C.F.R. 164.410; 45 C.F.R. Section 164.504(e)(2)(ii)(C); 45 C.F.R. Section 164.308(b)]

**o. Breach Pattern or Practice by Business Associate's Subcontractors and Agents.**

Pursuant to 42 U.S.C. Section 17934(b) and 45 C.F.R. Section 164.504(e)(1)(iii), if the BA knows of a pattern of activity or practice of a subcontractor or agent that constitutes a material breach or violation of the subcontractor or agent's obligations under the Contract or this BAA, the BA must take reasonable steps to cure the breach or end the violation. If the steps are unsuccessful, the BA must terminate the contractual arrangement with its subcontractor or agent, if feasible. BA shall provide written notice to CE of any pattern of activity or practice of a subcontractor or agent that BA believes constitutes a material breach or violation of the subcontractor or agent's obligations under the Contract or this BAA within five (5) calendar days of discovery and shall meet with CE to discuss and attempt to resolve the problem as one of the reasonable steps to cure the breach or end the violation.

**3. Termination.**

**a. Material Breach.** A breach by BA of any provision of this BAA, as determined by CE, shall constitute a material breach of the Agreement and this BAA and shall provide grounds for immediate termination of the Agreement and this BAA, any provision in the AGREEMENT to the contrary notwithstanding. [45 C.F.R. Section 164.504(e)(2)(iii).]

**b. Judicial or Administrative Proceedings.** CE may terminate the Agreement and this BAA, effective immediately, if (i) BA is named as defendant in a criminal proceeding for a violation of HIPAA, the HITECH Act, the HIPAA Regulations or other security or privacy laws or (ii) a finding or stipulation that the BA has violated any standard or requirement of HIPAA, the HITECH Act, the HIPAA Regulations or other security or privacy laws is made in any administrative or civil proceeding in which the party has been joined.

**c. Effect of Termination.** Upon termination of the Agreement and this BAA for any reason, BA shall, at the option of CE, return or destroy all Protected Information that BA and its agents and subcontractors still maintain in any form, and shall retain no copies of such Protected Information. If return or destruction is not feasible, as determined by CE, BA shall continue to extend the protections and satisfy the obligations of Section 2 of this BAA to such information, and limit further use and disclosure of such PHI to those purposes that make the return or destruction of the information infeasible [45 C.F.R. Section 164.504(e)(2)(ii)(J)]. If CE elects destruction of the PHI, BA shall certify in writing to CE that such PHI has been destroyed in accordance with the Secretary's guidance regarding proper destruction of PHI.

**d. Civil and Criminal Penalties.** BA understands and agrees that it is subject to civil or criminal penalties applicable to BA for unauthorized use, access or disclosure of Protected Information in accordance with the HIPAA Regulations and the HITECH Act including, but not limited to, 42 U.S.C. 17934 (c).

## APPENDIX E



San Francisco Department of Public Health  
Business Associate Agreement

**e. Disclaimer.** CE makes no warranty or representation that compliance by BA with this BAA, HIPAA, the HITECH Act, or the HIPAA Regulations or corresponding California law provisions will be adequate or satisfactory for BA's own purposes. BA is solely responsible for all decisions made by BA regarding the safeguarding of PHI.

**4. Amendment to Comply with Law.**

The parties acknowledge that state and federal laws relating to data security and privacy are rapidly evolving and that amendment of the Agreement or this BAA may be required to provide for procedures to ensure compliance with such developments. The parties specifically agree to take such action as is necessary to implement the standards and requirements of HIPAA, the HITECH Act, the HIPAA regulations and other applicable state or federal laws relating to the security or confidentiality of PHI. The parties understand and agree that CE must receive satisfactory written assurance from BA that BA will adequately safeguard all Protected Information. Upon the request of either party, the other party agrees to promptly enter into negotiations concerning the terms of an amendment to this BAA embodying written assurances consistent with the updated standards and requirements of HIPAA, the HITECH Act, the HIPAA regulations or other applicable state or federal laws. CE may terminate the Agreement upon thirty (30) days written notice in the event (i) BA does not promptly enter into negotiations to amend the Agreement or this BAA when requested by CE pursuant to this section or (ii) BA does not enter into an amendment to the Agreement or this BAA providing assurances regarding the safeguarding of PHI that CE, in its sole discretion, deems sufficient to satisfy the standards and requirements of applicable laws.

**5. Reimbursement for Fines or Penalties.**

In the event that CE pays a fine to a state or federal regulatory agency, and/or is assessed civil penalties or damages through private rights of action, based on an impermissible access, use or disclosure of PHI by BA or its subcontractors or agents, then BA shall reimburse CE in the amount of such fine or penalties or damages within thirty (30) calendar days from City's written notice to BA of such fines, penalties or damages.

Attachment 1 – SFDPH Privacy Attestation, version 6-7-2017

Attachment 2 – SFDPH Data Security Attestation, version 6-7-2017

Office of Compliance and Privacy Affairs  
San Francisco Department of Public Health  
101 Grove Street, Room 330, San Francisco, CA 94102  
Email: [compliance.privacy@sfdph.org](mailto:compliance.privacy@sfdph.org)  
Hotline (Toll-Free): 1-855-729-6040

Contractor Name:	<b>Richmond Area Multi Services, Inc</b>	Contractor City Vendor ID	<b>0000012195</b>
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### PRIVACY ATTESTATION

**INSTRUCTIONS:** Contractors and Partners who receive or have access to health or medical information or electronic health record systems maintained by SFPDH must complete this form. Retain completed Attestations in your files for a period of 7 years. Be prepared to submit completed attestations, along with evidence related to the following items, if requested to do so by SFPDH.

**Exceptions:** If you believe that a requirement is Not Applicable to you, see instructions below in Section IV on how to request clarification or obtain an exception.

#### I. All Contractors.

DOES YOUR ORGANIZATION...							Yes	No*
A	Have formal Privacy Policies that comply with the Health Insurance Portability and Accountability Act (HIPAA)?						<input type="checkbox"/>	<input type="checkbox"/>
B	Have a Privacy Officer or other individual designated as the person in charge of investigating privacy breaches or related incidents?						<input type="checkbox"/>	<input type="checkbox"/>
	If yes:	Name & Title:		Phone #		Email:		
C	Require health information Privacy Training upon hire and annually thereafter for all employees who have access to health information? [Retain documentation of trainings for a period of 7 years.] [SFPDH privacy training materials are available for use; contact OCPA at 1-855-729-6040.]						<input type="checkbox"/>	<input type="checkbox"/>
D	Have proof that employees have signed a form upon hire and annually thereafter, with their name and the date, acknowledging that they have received health information privacy training? [Retain documentation of acknowledgement of trainings for a period of 7 years.]						<input type="checkbox"/>	<input type="checkbox"/>
E	Have (or will have if/when applicable) Business Associate Agreements with subcontractors who create, receive, maintain, transmit, or access SFPDH's health information?						<input type="checkbox"/>	<input type="checkbox"/>
F	Assure that staff who create, or transfer health information (via laptop, USB/thumb-drive, handheld), have prior supervisorial authorization to do so <b>AND</b> that health information is <b>only transferred or created on encrypted devices approved by SFPDH Information Security staff?</b>						<input type="checkbox"/>	<input type="checkbox"/>

#### II. Contractors who serve patients/clients and have access to SFPDH PHI, must also complete this section.

If Applicable: DOES YOUR ORGANIZATION...							Yes	No*
G	Have (or will have if/when applicable) evidence that SFPDH Service Desk (628-206-SERV) was notified to de-provision employees who have access to SFPDH health information record systems within 2 business days for regular terminations and within 24 hours for terminations due to cause?						<input type="checkbox"/>	<input type="checkbox"/>
H	Have evidence in each patient's / client's chart or electronic file that a <a href="#">Privacy Notice</a> that meets HIPAA regulations was provided in the patient's / client's preferred language? (English, Cantonese, Vietnamese, Tagalog, Spanish, Russian forms may be required and are available from SFPDH.)						<input type="checkbox"/>	<input type="checkbox"/>
I	Visibly post the Summary of the Notice of Privacy Practices in all six languages in common patient areas of your treatment facility?						<input type="checkbox"/>	<input type="checkbox"/>
J	Document each disclosure of a patient's/client's health information for purposes <u>other than</u> treatment, payment, or operations?						<input type="checkbox"/>	<input type="checkbox"/>
K	When required by law, have proof that signed authorization for disclosure forms (that meet the requirements of the HIPAA Privacy Rule) are obtained PRIOR to releasing a patient's/client's health information?						<input type="checkbox"/>	<input type="checkbox"/>

**III. ATTEST:** Under penalty of perjury, I hereby attest that to the best of my knowledge the information herein is true and correct and that I have authority to sign on behalf of and bind Contractor listed above.

ATTESTED by Privacy Officer or designated person	Name: (print)		Signature		Date	
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**IV. \*EXCEPTIONS:** If you have answered "NO" to any question or believe a question is Not Applicable, please contact OCPA at **1-855-729-6040** or [compliance.privacy@sfdph.org](mailto:compliance.privacy@sfdph.org) for a consultation. All "No" or "N/A" answers must be reviewed and approved by OCPA below.

EXCEPTION(S) APPROVED by OCPA	Name (print)		Signature		Date	
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Contractor Name:	<b>Richmond Area Multi Services, Inc</b>	Contractor City Vendor ID	<b>0000012195</b>
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### DATA SECURITY ATTESTATION

**INSTRUCTIONS:** Contractors and Partners who receive or have access to health or medical information or electronic health record systems maintained by SFDPH must complete this form. Retain completed Attestations in your files for a period of 7 years. Be prepared to submit completed attestations, along with evidence related to the following items, if requested to do so by SFDPH.

**Exceptions:** If you believe that a requirement is Not Applicable to you, see instructions in Section III below on how to request clarification or obtain an exception.

#### I. All Contractors.

DOES YOUR ORGANIZATION...						Yes	No*	
A	Conduct assessments/audits of your data security safeguards to demonstrate and document compliance with your security policies and the requirements of HIPAA/HITECH at least every two years? [Retain documentation for a period of 7 years]							
B	Use findings from the assessments/audits to identify and mitigate known risks into documented remediation plans?							
	Date of last Data Security Risk Assessment/Audit:							
	Name of firm or person(s) who performed the Assessment/Audit and/or authored the final report:							
C	Have a formal Data Security Awareness Program?							
D	Have formal Data Security Policies and Procedures to detect, contain, and correct security violations that comply with the Health Insurance Portability and Accountability Act (HIPAA) and the Health Information Technology for Economic and Clinical Health Act (HITECH)?							
E	Have a Data Security Officer or other individual designated as the person in charge of ensuring the security of confidential information?							
	If yes:	Name & Title:	Phone #		Email:			
F	Require Data Security Training upon hire and annually thereafter for all employees who have access to health information? [Retain documentation of trainings for a period of 7 years.] [SFDPH data security training materials are available for use; contact OCPA at 1-855-729-6040.]							
G	Have proof that employees have signed a form upon hire and annually, or regularly, thereafter, with their name and the date, acknowledging that they have received data security training? [Retain documentation of acknowledgement of trainings for a period of 7 years.]							
H	Have (or will have if/when applicable) Business Associate Agreements with subcontractors who create, receive, maintain, transmit, or access SFDPH's health information?							
I	Have (or will have if/when applicable) a diagram of how SFDPH data flows between your organization and subcontractors or vendors (including named users, access methods, on-premise data hosts, processing systems, etc.)?							

**II. ATTEST:** Under penalty of perjury, I hereby attest that to the best of my knowledge the information herein is true and correct and that I have authority to sign on behalf of and bind Contractor listed above.

ATTESTED by Data Security Officer or designated person	Name: (print)		Signature		Date	
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**III. \*EXCEPTIONS:** If you have answered "NO" to any question or believe a question is Not Applicable, please contact OCPA at **1-855-729-6040** or [compliance.privacy@sfdph.org](mailto:compliance.privacy@sfdph.org) for a consultation. All "No" or "N/A" answers must be reviewed and approved by OCPA below.

EXCEPTION(S) APPROVED by OCPA	Name (print)		Signature		Date	
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Appendix F  
Richmond Area Multi Services, Inc. (Voc., ID#1000024553)  
5/1/2022

**Appendix F**  
**(Invoice)**

**DEPARTMENT OF PUBLIC HEALTH CONTRACTOR  
COST REIMBURSEMENT INVOICE**

Appendix F  
PAGE A

Contract ID#  
1000024553

**Contractor: Richmond Area Multi-Services, Inc.- Voc Rehab-Janitorial**

Address: 639 14th Avenue, San Francisco, CA 94118

Fax No.: (415) 668-0246



INVOICE NUMBER: M01MY22

Template Version: Original

Ct. PO No.: POHM SFGOV-TBD User Cd

Fund Source: MH State Adult/ CYF/ County GF

Invoice Period: May 2022

Final Invoice:  (Check if Yes)

Funding Term: 05/01/2022 - 06/30/2022

PHP Division: Behavioral Health Services

Program/Exhibit	TOTAL CONTRACTED		DELIVERED THIS PERIOD		DELIVERED TO DATE		% OF TOTAL		REMAINING DELIVERABLES		% OF TOTAL	
	UOS	UDC	UOS	UDC	UOS	UDC	UOS	UDC	UOS	UDC	UOS	UDC
<b>B-1 Janitorial Services</b>												
10/ 30 - 39 DS-Vocational	1,946	-			-	-	0%	0%	1,946	-	100%	0%

Unduplicated Counts for AIDS Use Only.

Description	BUDGET	EXPENSES THIS PERIOD	EXPENSES TO DATE	% OF BUDGET	REMAINING BALANCE
Total Salaries	\$ 109,584.00	\$ -	\$ -	0.00%	\$ 109,584.00
Fringe Benefits	\$ 38,359.00	\$ -	\$ -	0.00%	\$ 38,359.00
<b>Total Personnel Expenses</b>	<b>\$ 147,943.00</b>	<b>\$ -</b>	<b>\$ -</b>	<b>0.00%</b>	<b>\$ 147,943.00</b>
<b>Operating Expenses:</b>					
Occupancy	\$ 250.00	\$ -	\$ -	0.00%	\$ 250.00
Materials and Supplies	\$ 14,500.00	\$ -	\$ -	0.00%	\$ 14,500.00
General Operating	\$ 1,676.00	\$ -	\$ -	0.00%	\$ 1,676.00
Staff Travel	\$ 387.00	\$ -	\$ -	0.00%	\$ 387.00
Consultant/Subcontractor	\$ -	\$ -	\$ -	0.00%	\$ -
Other: Recruitment (Job Postings)	\$ 180.00	\$ -	\$ -	0.00%	\$ 180.00
Client-Related Food	\$ 542.00	\$ -	\$ -		
Client-Related Other Activities	\$ 301.00	\$ -	\$ -	0.00%	\$ 301.00
<b>Total Operating Expenses</b>	<b>\$ 17,836.00</b>	<b>\$ -</b>	<b>\$ -</b>	<b>0.00%</b>	<b>\$ 17,836.00</b>
<b>Capital Expenditures</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>0.00%</b>	<b>\$ -</b>
<b>TOTAL DIRECT EXPENSES</b>	<b>\$ 165,779.00</b>	<b>\$ -</b>	<b>\$ -</b>	<b>0.00%</b>	<b>\$ 165,779.00</b>
<b>Indirect Expenses</b>	<b>\$ 22,387.00</b>	<b>\$ -</b>	<b>\$ -</b>	<b>0.00%</b>	<b>\$ 22,387.00</b>
<b>TOTAL EXPENSES</b>	<b>\$ 188,166.00</b>	<b>\$ -</b>	<b>\$ -</b>	<b>0.00%</b>	<b>\$ 188,166.00</b>

<b>Less: Initial Payment Recovery</b>		NOTES:
<b>Other Adjustments (DPH use only)</b>		MH Adult Cnty GF - 251984-10000-10001792-0001 - \$185,229
		MH CYF Cnty GF 251962-10000-10001670-0001 - \$1,604
		MH CYF Wellness 251962-10000-10001795-0001 - \$1,333
<b>REIMBURSEMENT</b>	<b>\$ -</b>	

I certify that the information provided above is, to the best of my knowledge, complete and accurate; the amount requested for reimbursement is in accordance with the contract approved for services provided under the provision of that contract. Full justification and backup records for those claims are maintained in our office at the address indicated.

Signature: \_\_\_\_\_

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

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Phone: \_\_\_\_\_

Send to:  
Behavioral Health Services-Budget/ Invoice Analyst  
1380 Howard St., 4th Floor  
San Francisco, CA 94103  
  
Or email at:  
**cbhsinvoices@sfdph.org**

DPH Authorization for Payment

\_\_\_\_\_  
Authorized Signatory

\_\_\_\_\_  
Date



**DEPARTMENT OF PUBLIC HEALTH CONTRACTOR  
COST REIMBURSEMENT INVOICE**

Appendix F  
PAGE A

Contract ID#  
1000024553

INVOICE NUMBER: M05MY22

**Contractor: Richmond Area Multi-Services, Inc.- Voc Rehab-Janitorial**

Template Version: Original

Address: 639 14th Avenue, San Francisco, CA 94118

Ct. PO No.: POHM SFGOV-TBD

Fax No.: (415) 668-0246



Fund Source: MH MHS (Adult) Non Match

Funding Term: 05/01/2022 - 06/30/2022

Invoice Period: May 2022

PHP Division: Behavioral Health Services

Final Invoice: (Check if Yes)

Program/Exhibit	TOTAL CONTRACTED		DELIVERED THIS PERIOD		DELIVERED TO DATE		% OF TOTAL		REMAINING DELIVERABLES		% OF TOTAL	
	UOS	UDC	UOS	UDC	UOS	UDC	UOS	UDC	UOS	UDC	UOS	UDC
<b>B-1 Janitorial Services - 251984-17156-10031199-0058</b>												
10/ 30 - 39 DS-Vocational	151	-			-	-	0%	0%	151	-	100%	0%

Unduplicated Counts for AIDS Use Only.

Description	BUDGET	EXPENSES THIS PERIOD	EXPENSES TO DATE	% OF BUDGET	REMAINING BALANCE
Total Salaries	\$ 42,017.00	\$ -	\$ -	0.00%	\$ 42,017.00
Fringe Benefits	\$ 14,706.00	\$ -	\$ -	0.00%	\$ 14,706.00
<b>Total Personnel Expenses</b>	\$ 56,723.00	\$ -	\$ -	0.00%	\$ 56,723.00
<b>Operating Expenses:</b>					
Occupancy	\$ 97.00	\$ -	\$ -	0.00%	\$ 97.00
Materials and Supplies	\$ 6,061.00	\$ -	\$ -	0.00%	\$ 6,061.00
General Operating	\$ 644.00	\$ -	\$ -	0.00%	\$ 644.00
Staff Travel	\$ 149.00	\$ -	\$ -	0.00%	\$ 149.00
Consultant/Subcontractor	\$ -	\$ -	\$ -	0.00%	\$ -
Other: Recruitment (Job Postings)	\$ 70.00	\$ -	\$ -	0.00%	\$ 70.00
Client-Related Food	\$ 208.00	\$ -	\$ -	0.00%	\$ 208.00
Client-Related Other Activities	\$ 113.00	\$ -	\$ -	0.00%	\$ 113.00
<b>Total Operating Expenses</b>	\$ 7,342.00	\$ -	\$ -	0.00%	\$ 7,342.00
<b>Capital Expenditures</b>	\$ -	\$ -	\$ -	0.00%	\$ -
<b>TOTAL DIRECT EXPENSES</b>	\$ 64,065.00	\$ -	\$ -	0.00%	\$ 64,065.00
<b>Indirect Expenses</b>	\$ 8,647.00	\$ -	\$ -	0.00%	\$ 8,647.00
<b>TOTAL EXPENSES</b>	\$ 72,712.00	\$ -	\$ -	0.00%	\$ 72,712.00
<b>Less: Initial Payment Recovery</b>					
<b>Other Adjustments (DPH use only)</b>					
<b>REIMBURSEMENT</b>		\$ -			

NOTES:

I certify that the information provided above is, to the best of my knowledge, complete and accurate; the amount requested for reimbursement is in accordance with the contract approved for services provided under the provision of that contract. Full justification and backup records for those claims are maintained in our office at the address indicated.

Signature: \_\_\_\_\_

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

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Phone: \_\_\_\_\_

Send to:  
Behavioral Health Services-Budget/ Invoice Analyst  
1380 Howard St., 4th Floor  
San Francisco, CA 94103  
  
Or email at:  
cbhsinvoices@sfdph.org

DPH Authorization for Payment

\_\_\_\_\_  
Authorized Signatory

\_\_\_\_\_  
Date



**DEPARTMENT OF PUBLIC HEALTH CONTRACTOR  
COST REIMBURSEMENT INVOICE**

Appendix F  
PAGE A

Contract ID#  
1000024553

INVOICE NUMBER: M06MY22

**Contractor: Richmond Area Multi-Services, Inc.- Voc Rehab-Janitorial**

Template Version: Original

Address: 639 14th Avenue, San Francisco, CA 94118

Ct. PO No.: POHM SFGOV-TBD

Fax No.: (415) 668-0246

**BHS**

Fund Source: MH County Adult /State/ CYF - GF

Funding Term: 05/01/2022 - 06/30/2022

Invoice Period: May 2022

PHP Division: Behavioral Health Services

Final Invoice: (Check if Yes)

Program/Exhibit	TOTAL CONTRACTED		DELIVERED THIS PERIOD		DELIVERED TO DATE		% OF TOTAL		REMAINING DELIVERABLES		% OF TOTAL	
	UOS	UDC	UOS	UDC	UOS	UDC	UOS	UDC	UOS	UDC	UOS	UDC
<b>B-2 Clerical and Mailroom Services</b>												
10/ 30 - 39 DS-Vocational	467	-			-	-	0%	0%	467	-	100%	0%

Unduplicated Counts for AIDS Use Only.

Description	BUDGET	EXPENSES THIS PERIOD	EXPENSES TO DATE	% OF BUDGET	REMAINING BALANCE
Total Salaries	\$ 104,736.00	\$ -	\$ -	0.00%	\$ 104,736.00
Fringe Benefits	\$ 32,992.00	\$ -	\$ -	0.00%	\$ 32,992.00
<b>Total Personnel Expenses</b>	\$ 137,728.00	\$ -	\$ -	0.00%	\$ 137,728.00
<b>Operating Expenses:</b>					
Occupancy	\$ 4,607.00	\$ -	\$ -	0.00%	\$ 4,607.00
Materials and Supplies	\$ 7,996.00	\$ -	\$ -	0.00%	\$ 7,996.00
General Operating	\$ 3,567.00	\$ -	\$ -	0.00%	\$ 3,567.00
Staff Travel	\$ 609.00	\$ -	\$ -	0.00%	\$ 609.00
Consultant/Subcontractor	\$ -	\$ -	\$ -	0.00%	\$ -
Other: Recruitment (Job Postings)	\$ 724.00	\$ -	\$ -	0.00%	\$ 724.00
Client-Related Food	\$ 2,631.00				
Client-Related Other Activities	\$ 1,316.00	\$ -	\$ -	0.00%	\$ 1,316.00
<b>Total Operating Expenses</b>	\$ 21,450.00	\$ -	\$ -	0.00%	\$ 21,450.00
<b>Capital Expenditures</b>	\$ -	\$ -	\$ -	0.00%	\$ -
<b>TOTAL DIRECT EXPENSES</b>	\$ 159,178.00	\$ -	\$ -	0.00%	\$ 159,178.00
<b>Indirect Expenses</b>	\$ 21,489.00	\$ -	\$ -	0.00%	\$ 21,489.00
<b>TOTAL EXPENSES</b>	\$ 180,667.00	\$ -	\$ -	0.00%	\$ 180,667.00
<b>Less: Initial Payment Recovery</b>					
<b>Other Adjustments (DPH use only)</b>					
<b>REIMBURSEMENT</b>		\$ -			

NOTES:  
MH Adult Cnty GF 251984-10000-10001792-0001 - \$177,563  
MH CYF Cnty GF 251962-10000-10001670-0001- \$3,104

I certify that the information provided above is, to the best of my knowledge, complete and accurate; the amount requested for reimbursement is in accordance with the contract approved for services provided under the provision of that contract. Full justification and backup records for those claims are maintained in our office at the address indicated.

Signature: \_\_\_\_\_

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

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Phone: \_\_\_\_\_

Send to:  
Behavioral Health Services-Budget/ Invoice Analyst  
1380 Howard St., 4th Floor  
San Francisco, CA 94103  
  
Or email at:  
**cbhsinvoices@sfdph.org**

DPH Authorization for Payment

\_\_\_\_\_  
Authorized Signatory

\_\_\_\_\_  
Date



**DEPARTMENT OF PUBLIC HEALTH CONTRACTOR  
COST REIMBURSEMENT INVOICE**

Appendix F  
PAGE A

Contract ID#  
1000024553

**Contractor: Richmond Area Multi-Services, Inc.- Voc Rehab-Janitorial**

Address: 639 14th Avenue, San Francisco, CA 94118

Fax No.: (415) 668-0246



INVOICE NUMBER: M08MY22

Template Version: Original

Ct. PO No.: POHM SFGOV-TBD

Fund Source: MH MHS (IT)

Invoice Period: May 2022

Final Invoice: (Check if Yes)

Funding Term: 05/01/2022 - 06/30/2022

PHP Division: Behavioral Health Services

Program/Exhibit	TOTAL CONTRACTED		DELIVERED THIS PERIOD		DELIVERED TO DATE		% OF TOTAL		REMAINING DELIVERABLES		% OF TOTAL	
	UOS	UDC	UOS	UDC	UOS	UDC	UOS	UDC	UOS	UDC	UOS	UDC
<b>B-3 Information Technology Helpdesk - 251984-17156-10031199-0064</b>												
10/ 30 - 39 DS-Vocational - Helpdesk	104	14			-	-	0%	0%	104	14	100%	100%
10/ 30 - 39 DS-Vocational - Desktop	72	10			-	-	0%	0%	72	10	100%	100%
10/ 30 - 39 DS-Vocational - Advanced Helpdesk	69	10			-	-	0%	0%	69	10	100%	100%

Unduplicated Counts for AIDS Use Only.

Description	BUDGET	EXPENSES THIS PERIOD	EXPENSES TO DATE	% OF BUDGET	REMAINING BALANCE
Total Salaries	\$ 147,789.00	\$ -	\$ -	0.00%	\$ 147,789.00
Fringe Benefits	\$ 42,857.00	\$ -	\$ -	0.00%	\$ 42,857.00
<b>Total Personnel Expenses</b>	<b>\$ 190,646.00</b>	<b>\$ -</b>	<b>\$ -</b>	<b>0.00%</b>	<b>\$ 190,646.00</b>
<b>Operating Expenses:</b>					
Occupancy	\$ 4,287.00	\$ -	\$ -	0.00%	\$ 4,287.00
Materials and Supplies	\$ 6,318.00	\$ -	\$ -	0.00%	\$ 6,318.00
General Operating	\$ 4,296.00	\$ -	\$ -	0.00%	\$ 4,296.00
Staff Travel	\$ 183.00	\$ -	\$ -	0.00%	\$ 183.00
Consultant/Subcontractor	\$ -	\$ -	\$ -	0.00%	\$ -
Other: Recruitment (Job Postings)	\$ 1,335.00	\$ -	\$ -	0.00%	\$ 1,335.00
Client-Related Food	\$ 918.00				
Client-Related Other Activities	\$ 834.00	\$ -	\$ -	0.00%	\$ 834.00
<b>Total Operating Expenses</b>	<b>\$ 18,171.00</b>	<b>\$ -</b>	<b>\$ -</b>	<b>0.00%</b>	<b>\$ 18,171.00</b>
<b>Capital Expenditures</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>0.00%</b>	<b>\$ -</b>
<b>TOTAL DIRECT EXPENSES</b>	<b>\$ 208,817.00</b>	<b>\$ -</b>	<b>\$ -</b>	<b>0.00%</b>	<b>\$ 208,817.00</b>
<b>Indirect Expenses</b>	<b>\$ 28,186.00</b>	<b>\$ -</b>	<b>\$ -</b>	<b>0.00%</b>	<b>\$ 28,186.00</b>
<b>TOTAL EXPENSES</b>	<b>\$ 237,003.00</b>	<b>\$ -</b>	<b>\$ -</b>	<b>0.00%</b>	<b>\$ 237,003.00</b>
<b>Less: Initial Payment Recovery</b>					
<b>Other Adjustments (DPH use only)</b>					
<b>REIMBURSEMENT</b>		<b>\$ -</b>			

NOTES:

I certify that the information provided above is, to the best of my knowledge, complete and accurate; the amount requested for reimbursement is in accordance with the contract approved for services provided under the provision of that contract. Full justification and backup records for those claims are maintained in our office at the address indicated.

Signature: \_\_\_\_\_

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

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Phone: \_\_\_\_\_

Send to:  
Behavioral Health Services-Budget/ Invoice Analyst  
1380 Howard St., 4th Floor  
San Francisco, CA 94103  
  
Or email at:  
**cbhsinvoices@sfdph.org**

DPH Authorization for Payment

\_\_\_\_\_  
Authorized Signatory

\_\_\_\_\_  
Date



**DEPARTMENT OF PUBLIC HEALTH CONTRACTOR  
COST REIMBURSEMENT INVOICE**

Appendix F  
PAGE A

Contract ID#  
1000024553

**Contractor: Richmond Area Multi-Services, Inc.- Voc Rehab-Janitorial**

Address: 639 14th Avenue, San Francisco, CA 94118

Fax No.: (415) 668-0246



INVOICE NUMBER: M09MY22

Template Version: Original

Ct. PO No.: POHM SFGOV-TBD User Cd

Fund Source: MH MESA (TAY)

Invoice Period: May 2022

Final Invoice:  (Check if Yes)

Funding Term: 05/01/2022 - 06/30/2022

PHP Division: Behavioral Health Services

Program/Exhibit	TOTAL CONTRACTED		DELIVERED THIS PERIOD		DELIVERED TO DATE		% OF TOTAL		REMAINING DELIVERABLES		% OF TOTAL	
	UOS	UDC	UOS	UDC	UOS	UDC	UOS	UDC	UOS	UDC	UOS	UDC
<b>B-4 TAY Vocational Services 251984-17156-10031199-0057</b>												
10/ 30 - 39 DS-Vocational	329	9			-	-	0%	0%	329	9	100%	100%

Unduplicated Counts for AIDS Use Only.

Description	BUDGET	EXPENSES THIS PERIOD	EXPENSES TO DATE	% OF BUDGET	REMAINING BALANCE
Total Salaries	\$ 15,858.00	\$ -	\$ -	0.00%	\$ 15,858.00
Fringe Benefits	\$ 4,440.00	\$ -	\$ -	0.00%	\$ 4,440.00
<b>Total Personnel Expenses</b>	\$ 20,298.00	\$ -	\$ -	0.00%	\$ 20,298.00
<b>Operating Expenses:</b>					
Occupancy	\$ 1,946.00	\$ -	\$ -	0.00%	\$ 1,946.00
Materials and Supplies	\$ 1,392.00	\$ -	\$ -	0.00%	\$ 1,392.00
General Operating	\$ 521.00	\$ -	\$ -	0.00%	\$ 521.00
Staff Travel	\$ 83.00	\$ -	\$ -	0.00%	\$ 83.00
Consultant/Subcontractor	\$ -	\$ -	\$ -	0.00%	\$ -
Other: Recruitment (Job Postings)	\$ 108.00	\$ -	\$ -	0.00%	\$ 108.00
Client-Related Food	\$ 6,440.00				
Client-Related Other Activities	\$ 500.00	\$ -	\$ -	0.00%	\$ 500.00
	\$ 710.00				
<b>Total Operating Expenses</b>	\$ 11,700.00	\$ -	\$ -	0.00%	\$ 11,700.00
<b>Capital Expenditures</b>	\$ -	\$ -	\$ -	0.00%	\$ -
<b>TOTAL DIRECT EXPENSES</b>	\$ 31,998.00	\$ -	\$ -	0.00%	\$ 31,998.00
<b>Indirect Expenses</b>	\$ 4,319.00	\$ -	\$ -	0.00%	\$ 4,319.00
<b>TOTAL EXPENSES</b>	\$ 36,317.00	\$ -	\$ -	0.00%	\$ 36,317.00
<b>Less: Initial Payment Recovery</b>					
<b>Other Adjustments (DPH use only)</b>					
<b>REIMBURSEMENT</b>		\$ -			

NOTES:

I certify that the information provided above is, to the best of my knowledge, complete and accurate; the amount requested for reimbursement is in accordance with the contract approved for services provided under the provision of that contract. Full justification and backup records for those claims are maintained in our office at the address indicated.

Signature: \_\_\_\_\_

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

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Phone: \_\_\_\_\_

Send to:  
Behavioral Health Services-Budget/ Invoice Analyst  
1380 Howard St., 4th Floor  
San Francisco, CA 94103  
  
Or email at:  
**cbhsinvoices@sfdph.org**

DPH Authorization for Payment

\_\_\_\_\_  
Authorized Signatory

\_\_\_\_\_  
Date



**DEPARTMENT OF PUBLIC HEALTH CONTRACTOR  
COST REIMBURSEMENT INVOICE**

Appendix F  
PAGE A

Contract ID#  
1000024553

**Contractor: Richmond Area Multi-Services, Inc.- Voc Rehab-Janitorial**

Address: 639 14th Avenue, San Francisco, CA 94118

Fax No.: (415) 668-0246



INVOICE NUMBER: M10MY22

Template Version: Original

Ct. PO No.: POHM SFGOV-TBD User Cd

Fund Source: MH MHS (Adult)

Invoice Period: May 2022

Final Invoice:  (Check if Yes)

Funding Term: 05/01/2022 - 06/30/2022

PHP Division: Behavioral Health Services

Program/Exhibit	TOTAL CONTRACTED		DELIVERED THIS PERIOD		DELIVERED TO DATE		% OF TOTAL		REMAINING DELIVERABLES		% OF TOTAL	
	UOS	UDC	UOS	UDC	UOS	UDC	UOS	UDC	UOS	UDC	UOS	UDC
<b>B-5 Employee Development Program 38B62 - 251984-17156-10031199-0058</b>												
10/ 30 - 39 DS-Vocational	269	-			-	-	0%	0%	269	-	100%	0%

Unduplicated Counts for AIDS Use Only.

Description	BUDGET	EXPENSES THIS PERIOD	EXPENSES TO DATE	% OF BUDGET	REMAINING BALANCE
Total Salaries	\$ 31,407.00	\$ -	\$ -	0.00%	\$ 31,407.00
Fringe Benefits	\$ 9,736.00	\$ -	\$ -	0.00%	\$ 9,736.00
<b>Total Personnel Expenses</b>	\$ 41,143.00	\$ -	\$ -	0.00%	\$ 41,143.00
<b>Operating Expenses:</b>					
Occupancy	\$ 524.00	\$ -	\$ -	0.00%	\$ 524.00
Materials and Supplies	\$ 352.00	\$ -	\$ -	0.00%	\$ 352.00
General Operating	\$ 262.00	\$ -	\$ -	0.00%	\$ 262.00
Staff Travel	\$ 35.00	\$ -	\$ -	0.00%	\$ 35.00
Consultant/Subcontractor	\$ -	\$ -	\$ -	0.00%	\$ -
Other: Recruitment (Job Postings)	\$ 58.00	\$ -	\$ -	0.00%	\$ 58.00
Client-Related Food	\$ 86.00				
Client-Related Other Activities	\$ 86.00	\$ -	\$ -	0.00%	\$ 86.00
<b>Total Operating Expenses</b>	\$ 1,403.00	\$ -	\$ -	0.00%	\$ 1,403.00
<b>Capital Expenditures</b>	\$ -	\$ -	\$ -	0.00%	\$ -
<b>TOTAL DIRECT EXPENSES</b>	\$ 42,546.00	\$ -	\$ -	0.00%	\$ 42,546.00
<b>Indirect Expenses</b>	\$ 5,743.00	\$ -	\$ -	0.00%	\$ 5,743.00
<b>TOTAL EXPENSES</b>	\$ 48,289.00	\$ -	\$ -	0.00%	\$ 48,289.00

Less: Initial Payment Recovery		NOTES:
Other Adjustments (DPH use only)		
<b>REIMBURSEMENT</b>	\$ -	

I certify that the information provided above is, to the best of my knowledge, complete and accurate; the amount requested for reimbursement is in accordance with the contract approved for services provided under the provision of that contract. Full justification and backup records for those claims are maintained in our office at the address indicated.

Signature: \_\_\_\_\_

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

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Phone: \_\_\_\_\_

Send to:  
Behavioral Health Services-Budget/ Invoice Analyst  
1380 Howard St., 4th Floor  
San Francisco, CA 94103  
  
Or email at:  
**cbhsinvoices@sfdph.org**

DPH Authorization for Payment

\_\_\_\_\_  
Authorized Signatory

\_\_\_\_\_  
Date



**DEPARTMENT OF PUBLIC HEALTH CONTRACTOR  
COST REIMBURSEMENT INVOICE**

Appendix F  
PAGE A

Contract ID#  
1000024553

**Contractor: Richmond Area Multi-Services, Inc.- Voc Rehab-Janitorial**

Address: 639 14th Avenue, San Francisco, CA 94118

Fax No.: (415) 668-0246



INVOICE NUMBER: M12MY22

Template Version: Original

Ct. PO No.: POHM SFGOV-TBD User Cd

Fund Source: MH GF (Adult)

Invoice Period: May 2022

Final Invoice:  (Check if Yes)

Funding Term: 05/01/2022 - 06/30/2022

PHP Division: Behavioral Health Services

Program/Exhibit	TOTAL CONTRACTED		DELIVERED THIS PERIOD		DELIVERED TO DATE		% OF TOTAL		REMAINING DELIVERABLES		% OF TOTAL	
	UOS	UDC	UOS	UDC	UOS	UDC	UOS	UDC	UOS	UDC	UOS	UDC
<b>B-5 Employee Development Program 38B62 - 251984-10000-10001792-0001</b>												
10/ 30 - 39 DS-Vocational	121	-			-	-	0%	0%	121	-	100%	0%

Unduplicated Counts for AIDS Use Only.

Description	BUDGET	EXPENSES THIS PERIOD	EXPENSES TO DATE	% OF BUDGET	REMAINING BALANCE
Total Salaries	\$ 14,148.00	\$ -	\$ -	0.00%	\$ 14,148.00
Fringe Benefits	\$ 4,386.00	\$ -	\$ -	0.00%	\$ 4,386.00
<b>Total Personnel Expenses</b>	<b>\$ 18,534.00</b>	<b>\$ -</b>	<b>\$ -</b>	<b>0.00%</b>	<b>\$ 18,534.00</b>
<b>Operating Expenses:</b>					
Occupancy	\$ 236.00	\$ -	\$ -	0.00%	\$ 236.00
Materials and Supplies	\$ 159.00	\$ -	\$ -	0.00%	\$ 159.00
General Operating	\$ 118.00	\$ -	\$ -	0.00%	\$ 118.00
Staff Travel	\$ 16.00	\$ -	\$ -	0.00%	\$ 16.00
Consultant/Subcontractor	\$ -	\$ -	\$ -	0.00%	\$ -
Other: Recruitment (Job Postings)	\$ 26.00	\$ -	\$ -	0.00%	\$ 26.00
Client-Related Food	\$ 39.00	\$ -	\$ -	0.00%	\$ 39.00
Client-Related Other Activities	\$ 39.00	\$ -	\$ -	0.00%	\$ 39.00
<b>Total Operating Expenses</b>	<b>\$ 633.00</b>	<b>\$ -</b>	<b>\$ -</b>	<b>0.00%</b>	<b>\$ 633.00</b>
Capital Expenditures	\$ -	\$ -	\$ -	0.00%	\$ -
<b>TOTAL DIRECT EXPENSES</b>	<b>\$ 19,167.00</b>	<b>\$ -</b>	<b>\$ -</b>	<b>0.00%</b>	<b>\$ 19,167.00</b>
Indirect Expenses	\$ 2,588.00	\$ -	\$ -	0.00%	\$ 2,588.00
<b>TOTAL EXPENSES</b>	<b>\$ 21,755.00</b>	<b>\$ -</b>	<b>\$ -</b>	<b>0.00%</b>	<b>\$ 21,755.00</b>

Less: Initial Payment Recovery		NOTES:
Other Adjustments (DPH use only)		
<b>REIMBURSEMENT</b>	<b>\$ -</b>	

I certify that the information provided above is, to the best of my knowledge, complete and accurate; the amount requested for reimbursement is in accordance with the contract approved for services provided under the provision of that contract. Full justification and backup records for those claims are maintained in our office at the address indicated.

Signature: \_\_\_\_\_

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

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Phone: \_\_\_\_\_

Send to:  
Behavioral Health Services-Budget/ Invoice Analyst  
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San Francisco, CA 94103  
  
Or email at:  
**cbhsinvoices@sfdph.org**

DPH Authorization for Payment

\_\_\_\_\_  
Authorized Signatory

\_\_\_\_\_  
Date



**DEPARTMENT OF PUBLIC HEALTH CONTRACTOR  
COST REIMBURSEMENT INVOICE**

Appendix F  
PAGE A

Contract ID#  
1000024553

**Contractor: Richmond Area Multi-Services, Inc.- Voc Rehab-Janitorial**

Address: 639 14th Avenue, San Francisco, CA 94118

Fax No.: (415) 668-0246



INVOICE NUMBER: M40MY22

Template Version: Original

Ct. PO No.: POHM SFGOV-TBD User Cd

Fund Source: MH MHS (Adult)

Invoice Period: May 2022

Final Invoice:  (Check if Yes)

Funding Term: 05/01/2022 - 06/30/2022

PHP Division: Behavioral Health Services

Program/Exhibit	TOTAL CONTRACTED		DELIVERED THIS PERIOD		DELIVERED TO DATE		% OF TOTAL		REMAINING DELIVERABLES		% OF TOTAL	
	UOS	UDC	UOS	UDC	UOS	UDC	UOS	UDC	UOS	UDC	UOS	UDC
<b>B-2 Clerical and Mailroom Services - 251984-17156-10031199-0058</b>												
10/ 30 - 39 DS-Vocational	122	-			-	-	0%	0%	122	-	100%	0%

Unduplicated Counts for AIDS Use Only.

Description	BUDGET	EXPENSES THIS PERIOD	EXPENSES TO DATE	% OF BUDGET	REMAINING BALANCE
Total Salaries	\$ 27,151.00	\$ -	\$ -	0.00%	\$ 27,151.00
Fringe Benefits	\$ 8,553.00	\$ -	\$ -	0.00%	\$ 8,553.00
<b>Total Personnel Expenses</b>	<b>\$ 35,704.00</b>	<b>\$ -</b>	<b>\$ -</b>	<b>0.00%</b>	<b>\$ 35,704.00</b>
<b>Operating Expenses:</b>					
Occupancy	\$ 1,231.00	\$ -	\$ -	0.00%	\$ 1,231.00
Materials and Supplies	\$ 2,134.00	\$ -	\$ -	0.00%	\$ 2,134.00
General Operating	\$ 953.00	\$ -	\$ -	0.00%	\$ 953.00
Staff Travel	\$ 163.00	\$ -	\$ -	0.00%	\$ 163.00
Consultant/Subcontractor	\$ -	\$ -	\$ -	0.00%	\$ -
Other: Recruitment (Job Postings)	\$ 193.00	\$ -	\$ -	0.00%	\$ 193.00
Client-Related Food	\$ 702.00	\$ -	\$ -		
Client-Related Other Activities	\$ 351.00	\$ -	\$ -	0.00%	\$ 351.00
<b>Total Operating Expenses</b>	<b>\$ 5,727.00</b>	<b>\$ -</b>	<b>\$ -</b>	<b>0.00%</b>	<b>\$ 5,727.00</b>
<b>Capital Expenditures</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>0.00%</b>	<b>\$ -</b>
<b>TOTAL DIRECT EXPENSES</b>	<b>\$ 41,431.00</b>	<b>\$ -</b>	<b>\$ -</b>	<b>0.00%</b>	<b>\$ 41,431.00</b>
<b>Indirect Expenses</b>	<b>\$ 5,592.00</b>	<b>\$ -</b>	<b>\$ -</b>	<b>0.00%</b>	<b>\$ 5,592.00</b>
<b>TOTAL EXPENSES</b>	<b>\$ 47,023.00</b>	<b>\$ -</b>	<b>\$ -</b>	<b>0.00%</b>	<b>\$ 47,023.00</b>
<b>Less: Initial Payment Recovery</b>					
<b>Other Adjustments (DPH use only)</b>					
<b>REIMBURSEMENT</b>		<b>\$ -</b>			

NOTES:

I certify that the information provided above is, to the best of my knowledge, complete and accurate; the amount requested for reimbursement is in accordance with the contract approved for services provided under the provision of that contract. Full justification and backup records for those claims are maintained in our office at the address indicated.

Signature: \_\_\_\_\_

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

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Phone: \_\_\_\_\_

Send to:  
Behavioral Health Services-Budget/ Invoice Analyst  
1380 Howard St., 4th Floor  
San Francisco, CA 94103  
  
Or email at:  
**cbhsinvoices@sfdph.org**

DPH Authorization for Payment

\_\_\_\_\_  
Authorized Signatory

\_\_\_\_\_  
Date



## **Appendix G**

### **Dispute Resolution Procedure For Health and Human Services Nonprofit Contractors 9-06**

#### **Introduction**

The City Nonprofit Contracting Task Force submitted its final report to the Board of Supervisors in June 2003. The report contains thirteen recommendations to streamline the City's contracting and monitoring process with health and human services nonprofits. These recommendations include: (1) consolidate contracts, (2) streamline contract approvals, (3) make timely payment, (4) create review/appellate process, (5) eliminate unnecessary requirements, (6) develop electronic processing, (7) create standardized and simplified forms, (8) establish accounting standards, (9) coordinate joint program monitoring, (10) develop standard monitoring protocols, (11) provide training for personnel, (12) conduct tiered assessments, and (13) fund cost of living increases. The report is available on the Task Force's website at [http://www.sfgov.org/site/npcontractingtft\\_index.asp?id=1270](http://www.sfgov.org/site/npcontractingtft_index.asp?id=1270). The Board adopted the recommendations in February 2004. The Office of Contract Administration created a Review/Appellate Panel ("Panel") to oversee implementation of the report recommendations in January 2005.

The Board of Supervisors strongly recommends that departments establish a Dispute Resolution Procedure to address issues that have not been resolved administratively by other departmental remedies. The Panel has adopted the following procedure for City departments that have professional service grants and contracts with nonprofit health and human service providers. The Panel recommends that departments adopt this procedure as written (modified if necessary to reflect each department's structure and titles) and include it or make a reference to it in the contract. The Panel also recommends that departments distribute the finalized procedure to their nonprofit contractors. Any questions or concerns about this Dispute Resolution Procedure should be addressed to [purchasing@sfgov.org](mailto:purchasing@sfgov.org).

#### **Dispute Resolution Procedure**

The following Dispute Resolution Procedure provides a process to resolve any disputes or concerns relating to the administration of an awarded professional services grant or contract between the City and County of San Francisco and nonprofit health and human services contractors.

Contractors and City staff should first attempt to come to resolution informally through discussion and negotiation with the designated contact person in the department.

If informal discussion has failed to resolve the problem, contractors and departments should employ the following steps:

- Step 1 The contractor will submit a written statement of the concern or dispute addressed to the Contract/Program Manager who oversees the agreement in question. The writing should describe the nature of the concern or dispute, i.e., program, reporting, monitoring, budget, compliance or other concern. The Contract/Program Manager will investigate the concern with the appropriate department staff that are involved with the nonprofit agency's program, and will either convene a meeting with the contractor or provide a written response to the contractor within 10 working days.
- Step 2 Should the dispute or concern remain unresolved after the completion of Step 1, the contractor may request review by the Division or Department Head who supervises the Contract/Program Manager. This request shall be in writing and should describe why the concern is still unresolved and propose a solution that is satisfactory to the contractor. The Division or Department Head will consult with other Department and City staff as appropriate, and will provide a written determination of the resolution to the dispute or concern within 10 working days.
- Step 3 Should Steps 1 and 2 above not result in a determination of mutual agreement, the contractor may forward the dispute to the Executive Director of the Department or their designee. This dispute shall be in writing and describe both the nature of the dispute or concern and why the steps taken to date are not satisfactory to the contractor. The Department will respond in writing within 10 working days.

In addition to the above process, contractors have an additional forum available only for disputes that concern implementation of the thirteen policies and procedures recommended by the Nonprofit Contracting Task Force and adopted by the Board of Supervisors. These recommendations are designed to improve and streamline contracting, invoicing and monitoring procedures. For more information about the Task Force's recommendations, see the June 2003 report at [http://www.sfgov.org/site/npcontractingtf\\_index.asp?id=1270](http://www.sfgov.org/site/npcontractingtf_index.asp?id=1270).

The Review/Appellate Panel oversees the implementation of the Task Force report. The Panel is composed of both City and nonprofit representatives. The Panel invites contractors to submit concerns about a department's implementation of the policies and procedures. Contractors can notify the Panel after Step 2. However, the Panel will not review the request until all three steps are exhausted. This review is limited to a concern regarding a department's implementation of the policies and procedures in a manner which does not improve and streamline the contracting process. This review is not intended to resolve substantive disputes under the contract such as change orders, scope, term, etc. The contractor must submit the request in writing to [purchasing@sfgov.org](mailto:purchasing@sfgov.org). This request shall describe both the nature of the concern and why the process to date is not satisfactory to the contractor. Once all steps are exhausted and upon

receipt of the written request, the Panel will review and make recommendations regarding any necessary changes to the policies and procedures or to a department's administration of policies and procedures.



City and County of San Francisco  
**London N. Breed, Mayor**

## San Francisco Department of Public Health

Grant Colfax, MD  
Director of Health

November 2, 2023

Angela Calvillo, Clerk of the Board  
Board of Supervisors  
1 Dr. Carlton B. Goodlett Place, Room 244  
San Francisco, CA 94102-4689

Dear Ms. Calvillo:

Please find attached a proposed resolution for Board of Supervisors approval of an amendment to the agreement between the Department of Public Health and Richmond Area Multi Services, Inc., in the amount of \$40,837,235.

This contract agreement requires Board of Supervisors approval under San Francisco Charter Section 9.118.

The following is a list of accompanying documents:

- Proposed Resolution
- Proposed Amendment 1
- Original Agreement
- Form SFEC-126

For questions on this matter, please contact me at (628) 271-6178, [reanna.albert@sfdph.org](mailto:reanna.albert@sfdph.org).

Thank you for your time and consideration.

Sincerely,

*Reanna Albert*

Reanna Albert  
Senior Contracts Analyst  
Office of Contracts Management and Compliance  
DPH Business Office

cc: Dr. Grant Colfax, Director of Health  
Greg Wagner, Chief Operating Officer  
Michelle Ruggels, Director, DPH Business Office

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**The mission of the San Francisco Department of Public Health is to protect and promote the health of all San Franciscans.**

We shall ~ Assess and research the health of the community ~ Develop and enforce health policy ~ Prevent disease and injury ~

~ Educate the public and train health care providers ~ Provide quality, comprehensive, culturally-proficient health services ~ Ensure equal access to all ~

[reanna.albert@SFDPH.org](mailto:reanna.albert@SFDPH.org) – office 621-271-6178 – fax 415 252-3088

1380 Howard Street, Room 419D, San Francisco, CA 94103

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## San Francisco Ethics Commission

25 Van Ness Avenue, Suite 220, San Francisco, CA 94102

Phone: 415.252.3100 . Fax: 415.252.3112

[ethics.commission@sfgov.org](mailto:ethics.commission@sfgov.org) . [www.sfethics.org](http://www.sfethics.org)

Received On:

File #: 231150

Bid/RFP #:

### Notification of Contract Approval

SFEC Form 126(f)4

(S.F. Campaign and Governmental Conduct Code § 1.126(f)4)

A Public Document

Each City elective officer who approves a contract that has a total anticipated or actual value of \$100,000 or more must file this form with the Ethics Commission within five business days of approval by: (a) the City elective officer, (b) any board on which the City elective officer serves, or (c) the board of any state agency on which an appointee of the City elective officer serves. For more information, see: <https://sfethics.org/compliance/city-officers/contract-approval-city-officers>

#### 1. FILING INFORMATION

<b>TYPE OF FILING</b>	<b>DATE OF ORIGINAL FILING (for amendment only)</b>
Original	
<b>AMENDMENT DESCRIPTION – Explain reason for amendment</b>	

#### 2. CITY ELECTIVE OFFICE OR BOARD

<b>OFFICE OR BOARD</b>	<b>NAME OF CITY ELECTIVE OFFICER</b>
Board of Supervisors	Members

#### 3. FILER'S CONTACT

<b>NAME OF FILER'S CONTACT</b>	<b>TELEPHONE NUMBER</b>
Angela Calvillo	415-554-5184
<b>FULL DEPARTMENT NAME</b>	<b>EMAIL</b>
office of the clerk of the Board	Board.of.Supervisors@sfgov.org

#### 4. CONTRACTING DEPARTMENT CONTACT

<b>NAME OF DEPARTMENTAL CONTACT</b>	<b>DEPARTMENT CONTACT TELEPHONE NUMBER</b>
Reanna Albert	628-271-6178
<b>FULL DEPARTMENT NAME</b>	<b>DEPARTMENT CONTACT EMAIL</b>
DPH Department of Public Health	reanna.albert@sfdph.org

5. CONTRACTOR	
<b>NAME OF CONTRACTOR</b> Richmond Area Multi Services, Inc.	<b>TELEPHONE NUMBER</b> 415-800-0699
<b>STREET ADDRESS (including City, State and Zip Code)</b> 4355 Geary Blvd, San Francisco, CA 94118	<b>EMAIL</b> angela.tang@ramsinc.org

6. CONTRACT		
<b>DATE CONTRACT WAS APPROVED BY THE CITY ELECTIVE OFFICER(S)</b>	<b>ORIGINAL BID/RFP NUMBER</b>	<b>FILE NUMBER (If applicable)</b> 231150
<b>DESCRIPTION OF AMOUNT OF CONTRACT</b> Not to exceed \$16,043,775		
<b>NATURE OF THE CONTRACT (Please describe)</b> Provide vocational rehabilitation employment and training programs.		

7. COMMENTS
Description of amount reflects amendments made in Committee - 12/6/23.

8. CONTRACT APPROVAL	
This contract was approved by:	
<input type="checkbox"/>	THE CITY ELECTIVE OFFICER(S) IDENTIFIED ON THIS FORM
<input checked="" type="checkbox"/>	A BOARD ON WHICH THE CITY ELECTIVE OFFICER(S) SERVES Board of Supervisors
<input type="checkbox"/>	THE BOARD OF A STATE AGENCY ON WHICH AN APPOINTEE OF THE CITY ELECTIVE OFFICER(S) IDENTIFIED ON THIS FORM SITS

**9. AFFILIATES AND SUBCONTRACTORS**

List the names of (A) members of the contractor's board of directors; (B) the contractor's principal officers, including chief executive officer, chief financial officer, chief operating officer, or other persons with similar titles; (C) any individual or entity who has an ownership interest of 10 percent or more in the contractor; and (D) any subcontractor listed in the bid or contract.

#	LAST NAME/ENTITY/SUBCONTRACTOR	FIRST NAME	TYPE
1	Rodriguez	Patricia	Board of Directors
2	Chaudhuri	Anoshua	Board of Directors
3	Hsu	Lee	Board of Directors
4	Chow	Wade	Board of Directors
5	Yeh	Tom	Board of Directors
6	Tang	Angela	CEO
7	Agajanian	Eduard	CFO
8	Shea	Christina	Other Principal Officer
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**9. AFFILIATES AND SUBCONTRACTORS**

List the names of (A) members of the contractor’s board of directors; (B) the contractor’s principal officers, including chief executive officer, chief financial officer, chief operating officer, or other persons with similar titles; (C) any individual or entity who has an ownership interest of 10 percent or more in the contractor; and (D) any subcontractor listed in the bid or contract.

#	LAST NAME/ENTITY/SUBCONTRACTOR	FIRST NAME	TYPE
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**9. AFFILIATES AND SUBCONTRACTORS**

List the names of (A) members of the contractor’s board of directors; (B) the contractor’s principal officers, including chief executive officer, chief financial officer, chief operating officer, or other persons with similar titles; (C) any individual or entity who has an ownership interest of 10 percent or more in the contractor; and (D) any subcontractor listed in the bid or contract.

#	LAST NAME/ENTITY/SUBCONTRACTOR	FIRST NAME	TYPE
39			
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50			

Check this box if you need to include additional names. Please submit a separate form with complete information. Select “Supplemental” for filing type.

**10. VERIFICATION**

I have used all reasonable diligence in preparing this statement. I have reviewed this statement and to the best of my knowledge the information I have provided here is true and complete.

**I certify under penalty of perjury under the laws of the State of California that the foregoing is true and correct.**

<p><b>SIGNATURE OF CITY ELECTIVE OFFICER OR BOARD SECRETARY OR CLERK</b></p>   <p>BOS Clerk of the Board</p>	<p><b>DATE SIGNED</b></p>
---	---------------------------

**From:** [Albert, Reanna \(DPH\)](#)  
**To:** [Calvillo, Angela \(BOS\)](#); [BOS Legislation, \(BOS\)](#)  
**Cc:** [Colfax, Grant \(DPH\)](#); [Wagner, Greg \(DPH\)](#); [Ruggels, Michelle \(DPH\)](#); [Longhitano, Robert \(DPH\)](#); [Validzic, Ana \(DPH\)](#); [Altman, Claire \(DPH\)](#); [Neukrug, Sarah \(DPH\)](#); [Goodwin, Dean \(DPH\)](#); [Hiramoto, Kelly \(DPH\)](#)  
**Subject:** Fw: Agreement Amendment - Richmond Area Multi Services, Inc. - Vocational Rehabilitation - Not to Exceed \$40,837,235  
**Date:** Friday, November 3, 2023 12:04:09 PM  
**Attachments:** [0. RAMS Voc Rehab DPH Cover Letter.pdf](#)  
[1. RAMS Voc Rehab 24553 Proposed Resolution.pdf](#)  
[1. RAMS Voc Rehab 24553 Proposed Resolution.docx](#)  
[2. RAMS - Proposed Amendment 1.pdf](#)  
[3. RAMS Voc Rehab Original Agreement.pdf](#)  
[4. RAMS Voc Rehab SFEC Form 126f4.pdf](#)

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Re-sending because I forgot to include BOS Legislation ([bos.legislation@sfgov.org](mailto:bos.legislation@sfgov.org)) when I originally sent this.

Additionally, as Ana Validzic noted in a separate email, this is a BHS contract. It is our understanding that it will be referred to the Homelessness and Behavioral Health Select Committee.

Apologies for the duplicate email.

---

**From:** Albert, Reanna (DPH)  
**Sent:** Thursday, November 2, 2023 4:19 PM  
**To:** Calvillo, Angela (BOS) <[angela.calvillo@sfgov.org](mailto:angela.calvillo@sfgov.org)>  
**Cc:** Colfax, Grant (DPH) <[Grant.Colfax@sfdph.org](mailto:Grant.Colfax@sfdph.org)>; Wagner, Greg (DPH) <[greg.wagner@sfdph.org](mailto:greg.wagner@sfdph.org)>; Ruggels, Michelle (DPH) <[michelle.ruggels@sfdph.org](mailto:michelle.ruggels@sfdph.org)>; Longhitano, Robert (DPH) <[robert.longhitano@sfdph.org](mailto:robert.longhitano@sfdph.org)>; Validzic, Ana (DPH) <[ana.validzic@sfdph.org](mailto:ana.validzic@sfdph.org)>; Altman, Claire (DPH) <[claire.altman@sfdph.org](mailto:claire.altman@sfdph.org)>; Neukrug, Sarah (DPH) <[sarah.neukrug@sfdph.org](mailto:sarah.neukrug@sfdph.org)>; Goodwin, Dean (DPH) <[dean.goodwin@sfdph.org](mailto:dean.goodwin@sfdph.org)>; Hiramoto, Kelly (DPH) <[kelly.hiramoto@sfdph.org](mailto:kelly.hiramoto@sfdph.org)>  
**Subject:** Agreement Amendment - Richmond Area Multi Services, Inc. - Vocational Rehabilitation - Not to Exceed \$40,837,235

Dear Ms. Calvillo,

Please find attached a proposed resolution for Board of Supervisors approval of an amendment to the agreement between the Department of Public Health and Richmond Area Multi Services, Inc. in the amount not to exceed \$40,837,235.

This contract agreement requires Board of Supervisors approval under San Francisco Charter Section 9.118.

The following is a list of accompanying documents:

- Proposed Resolution
- Proposed Amendment 1

- Original Agreement
- Form SFEC-126f(4)

Thank you for your time and consideration.

Reanna Albert  
Senior Contracts Analyst  
Office of Contracts Management and Compliance  
DPH Business Office