



COUNTY OF HUMBOLDT

AGENDA ITEM NO.

C16

For the meeting of: June 12, 2018

Date: May 2, 2018

To: Board of Supervisors

From: Connie Beck *CB*  
Director, Department of Health and Human Services

Subject: Agreement with Changing Tides Family Services for the Provision of Supervised Visitation Services

RECOMMENDATION(S):

That the Board of Supervisors:

1. Approve the agreement with Changing Tides Family Services for fiscal year 2018-2019 to provide supervised family visitation services to Department of Health and Human Services (DHHS) - Children and Family Services clients, referred by Child Welfare Services in an amount not to exceed \$497,021.93;
2. Authorize the Chairperson to execute three (3) originals of the agreement; and
3. Authorize the Child Welfare Services Director to amend program elements of the agreement as necessary for fiscal year 2018-2019 after review and approval by County Counsel and Risk Management; and
4. Direct the Clerk of the Board to route two (2) fully executed originals of the agreement to the DHHS-Contract Unit for forwarding to DHHS - Social Services Administration.

SOURCE OF FUNDING:

Social Services

DISCUSSION:

*[Handwritten signature]*

Prepared by Cris Plocher Staff Services Analyst

CAO Approval

REVIEW:

Auditor *CD* County Counsel *JAB* Personnel \_\_\_\_\_ Risk Manager *KKB* Other \_\_\_\_\_

TYPE OF ITEM:

- Consent
- Departmental
- Public Hearing
- Other \_\_\_\_\_

**BOARD OF SUPERVISORS, COUNTY OF HUMBOLDT**

Upon motion of Supervisor *Fennell* Seconded by Supervisor *Wilson*

Ayes *Fennell, Sundberg, Bohn, Wilson*

Nays \_\_\_\_\_

Abstain \_\_\_\_\_

Absent *Bass*

PREVIOUS ACTION/REFERRAL:

Board Order No. \_\_\_\_\_

Meeting of: \_\_\_\_\_

and carried by those members present, the Board hereby approves the recommended action contained in this Board report.

Dated: *6/12/18*

By: *[Signature]*  
Kathy Hayes, Clerk of the Board

Supervised visitation is required by court mandate. It is also the best practice for families to reduce trauma faced by children, who have been removed from their homes, and move toward reunification as appropriate. Supervised visitation is required during an ongoing investigation when a child has been removed from a home due to alleged abuse and/or neglect. Any child taken into temporary custody is required by Juvenile Court rules to have supervised visitation with one or both parents or guardians before a detention hearing takes place. The court may further require supervision for visitation after a detention hearing based on the best interests of the child. This court mandate for supervision continues until the court determines that it is no longer needed.

DHHS-Child Welfare Services (CWS) is required to provide the supervision for family visits in compliance with the court orders which dictate frequency and other provisions. This has presented a challenge to the department. Supervised family visitation encompasses more than just the time spent in the actual visit; transport time can be considerable to and from the rural areas of the county. For example, one supervised visit for a child in Hoopa or Southern Humboldt could require three hours of drive time round trip coupled with a 1-2 hour visit, plus time spent in the office documenting the visit. The time required for this type of a rural visitation places extreme time demands on DHHS-Child Welfare Services staff working diligently to provide services to all of the families which need supervised visitation.

DHHS-CWS strives to facilitate supervised family visitation with children in foster care as frequently as possible. However, caseload size and DHHS staffing shortages make it difficult for DHHS to meet the need for supervised visitation. Despite additional staff positions being made available and ongoing recruitment, there remain a number of vacant CWS social worker (SW), social service aide (SSA) and vocational assistance (VA) positions. Some of those positions were originally approved to provide support to case carrying units however due to the urgent need for supervised visits, these SSAs have been used to supervise visits full-time. The agreement with Changing Tides Family Services ("Changing Tides"), if approved by the Board, will provide a longer term solution to the issue and allow the department to meet its court mandate.

Changing Tides has worked with DHHS-CWS to address the immediate need for additional supervised visitation. Changing Tides will provide supervised visitation services and transportation for supervised visitation to families who have been referred by the court for supervised visits. DHHS-Children and Family Services staff at the Family Connections Center (FCC) will provide an initial assessment of the family and their needs in order to create the visitation plan. The FCC will provide supervised visits for the family and will make referrals to Changing Tides for ongoing supervision as appropriate. The FCC will continue to supervise visits for ongoing cases as the staffing allows, and Changing Tides will provide vital assistance to meet the requests and mandates for visitation as needed.

Changing Tides will provide supervised visitation services in the least restrictive setting possible, such as in the community or in the parent's home, unless there are restrictions noted by CWS or the court. In order to facilitate visits that accommodate a variety of schedules, Changing Tides will provide supervised visits Monday through Saturday from 8:00am to 6:30pm for up to 1,404 service hours each quarter. The qualifications and training requirements for the Visitation Specialists hired by Changing Tides Family Services meet all of the specifications for professional supervised visitation staff outlined in Family Code section 3200.5.

The expansion of supervised visitation and transportation services provided for in this agreement will be integral to meeting the mandates of the court. Visitation is a key component of any successful case plan and it maintains the vital link between children and their families. DHHS-CWS is committed to providing these services and this agreement with Changing Tides will greatly assist the department to meet expectations and mandates.

FINANCIAL IMPACT:

The cost associated with the Changing Tides agreement for the provision of supervised visits has been included in the proposed county budget for fiscal year 2018-19 in the amount \$497,022 in fund 1160, budget unit 508 – Child Welfare Services. Funding for this agreement is a combination of federal, state and local dollars. There is no negative impact to the county general fund.

This agreement promotes the Board’s strategic framework by protecting vulnerable populations while providing community services in a cost-effective manner.

OTHER AGENCY INVOLVEMENT:

None

ALTERNATIVES TO STAFF RECOMMENDATIONS:

The Board could choose to not approve the agreement with Changing Tides Family Services for the provision of supervised visitation; however, this is not recommended. The supervised visitation services are mandated by law to be provided and current caseloads coupled with staffing levels prevent the department from meeting this mandate consistently.

ATTACHMENTS:

Attachment 1: Agreement with Changing Tides Family Services (3 originals)

**PROFESSIONAL SERVICES AGREEMENT  
BY AND BETWEEN  
COUNTY OF HUMBOLDT  
AND  
CHANGING TIDES FAMILY SERVICES**

This Agreement, entered into this 12 day of June, 2018, by and between the County of Humboldt, a political subdivision of the State of California, hereinafter referred to as "COUNTY," and Changing Tides Family Services, a California not for profit corporation, hereinafter referred to as "CONTRACTOR," is made upon the following considerations:

WHEREAS, COUNTY, by and through its Department of Health and Human Services – Children and Family Services ("DHHS – Child Welfare Services"), desires to retain the services of CONTRACTOR to provide supervised visitation services and transportation for supervised visitation services to families who have been referred by the court for supervised family visits; and

WHEREAS, such work involves the performance of professional, expert and technical services of a temporary and occasional character; and

WHEREAS, COUNTY has no employees available to perform such services and is unable to hire employees for the performance thereof for the temporary period; and

WHEREAS, CONTRACTOR has represented that it is qualified to perform such services.

NOW THEREFORE, the parties hereto mutually agree as follows:

1. DESCRIPTION OF SERVICES:

CONTRACTOR agrees to furnish the services described in Exhibit A – Scope of Services, which is attached hereto and incorporated herein by reference. In providing such services, CONTRACTOR agrees to fully cooperate with the DHHS – Child Welfare Services Director or designee thereof, hereinafter referred to as "Director."

2. TERM:

This Agreement shall begin on July 1, 2018 and shall remain in full force and effect until June 30, 2019, unless sooner terminated as provided herein.

3. TERMINATION:

A. Breach of Contract. If, in the opinion of COUNTY, CONTRACTOR fails to adequately perform the services required hereunder within the time limits specified herein, or otherwise fails to comply with the terms of this Agreement, or violates any ordinance, regulation or other law applicable to its performance herein, COUNTY may terminate this Agreement immediately, upon notice.

B. Without Cause. COUNTY may terminate this Agreement without cause upon thirty (30) days advance written notice to CONTRACTOR. Such notice shall state the effective date of the termination.

- C. Insufficient Funding. COUNTY's obligations under this Agreement are contingent upon the availability of local, state and/or federal funds. In the event such funding is reduced or eliminated, COUNTY shall, at its sole discretion, determine whether this Agreement shall be terminated. COUNTY shall provide CONTRACTOR seven (7) days advance written notice of its intent to terminate this Agreement due to insufficient funding.
- D. Compensation Upon Termination. In the event of any termination of this Agreement, CONTRACTOR shall be entitled to compensation for uncompensated services rendered hereunder through and including the effective date of such termination. However, this provision shall not limit or reduce any damages owing to COUNTY resulting from a breach of this Agreement by CONTRACTOR.

4. COMPENSATION:

- A. Maximum Amount Payable. The maximum amount payable by COUNTY for services rendered, and costs and expenses incurred, pursuant to the terms and conditions of this Agreement is Four Hundred Ninety-Seven Thousand Twenty-One Dollars and Ninety-Three Cents (\$497,021.93). CONTRACTOR will be reimbursed for mileage costs related to transports to and from visitation site at the federal mileage rate at the time of transport as set forth in Exhibit B – Schedule of Rates, not to exceed Thirty Thousand Dollars (\$30,000.00). CONTRACTOR agrees to perform all services, including client transportation, required by this Agreement for an amount not to exceed the maximum dollar amount. However, if local, state or federal funding or allowance rates are reduced or eliminated, COUNTY may, by amendment, reduce the maximum amount payable for services provided hereunder, or terminate this Agreement as provided herein.
- B. Schedule of Rates. The specific rates and costs applicable to this Agreement are set forth in Exhibit B – Schedule of Rates, which is attached hereto and incorporated herein by reference.
- C. Additional Services. Any additional services not otherwise provided for herein shall not be provided by CONTRACTOR, or compensated by COUNTY, without written authorization by COUNTY. All unauthorized costs and expenses incurred above the maximum dollar amount set forth herein shall be the responsibility of CONTRACTOR. CONTRACTOR shall notify COUNTY, in writing, at least six (6) weeks prior to the date upon which CONTRACTOR estimates that the maximum dollar amount will be reached.

5. PAYMENT:

CONTRACTOR shall submit to COUNTY quarterly invoices itemizing all services rendered, and costs and expenses incurred, pursuant to the terms and conditions of this Agreement. Invoices shall be in a format approved by, and shall include backup documentation as specified by, Director and the Humboldt County Auditor-Controller. CONTRACTOR shall submit a final invoice for payment within thirty (30) days following the expiration or termination date of this Agreement. Payment for services rendered and costs and expenses incurred will be made within thirty (30) days after the receipt of program approved invoices. All invoices submitted by CONTRACTOR shall be sent to COUNTY designated program manager and analyst at the address shown below or to agreed upon email address. CWS will then forward the invoice to Humboldt County DHHS- Social Services - Fiscal Services (Attention: CB Unit, DHHS-CFS).



Invoice to COUNTY: Humboldt County DHHS – Child Welfare Services  
Attention: Program Manager  
2440 6<sup>th</sup> Street  
Eureka, California 95501

6. NOTICES:

Any and all notices required to be given pursuant to the terms of this Agreement shall be in writing and either served personally or sent by certified mail, return receipt requested, to the respective addresses set forth below. Notice shall be effective upon actual receipt or refusal as shown on the receipt obtained pursuant to the foregoing.

COUNTY: Humboldt County DHHS – Child Welfare Services  
Attention: Director  
2440 6<sup>th</sup> St.  
Eureka, California 95501

CONTRACTOR: Changing Tides Family Services  
Attention: Executive Director  
2259 Myrtle Avenue  
Eureka, California 95501

7. REPORTS:

CONTRACTOR agrees to provide COUNTY with any and all reports that may be required by local, state and/or federal agencies for compliance with this Agreement. Reports shall be submitted no later than fifteen (15) days after the end of each calendar quarter using the format required by the State of California as appropriate.

8. RECORD RETENTION AND INSPECTION:

A. Maintenance and Preservation of Records. CONTRACTOR agrees to timely prepare accurate and complete financial, performance and payroll records, documents and other evidence relating to the services provided hereunder, and to maintain and preserve said records for at least three (3) years from the date of final payment under this Agreement, except that if any litigation, claim, negotiation, audit or other action is pending, the records shall be retained until completion and resolution of all issues arising therefrom. The books and records shall be original entry books with a general ledger itemizing all debits and credits for the services provided hereunder.

B. Inspection of Records. Pursuant to California Government Code Section 8546.7, all records, documents, conditions and activities of CONTRACTOR, and its subcontractors, related to the services provided hereunder, shall be subject to the examination and audit of the California State Auditor and any other duly authorized agents of the State of California for a period of three (3) years after final payment under this Agreement. CONTRACTOR hereby agrees to make all such records available during normal business hours to inspection, audit and reproduction by COUNTY and any duly authorized local, state and/or federal agencies. CONTRACTOR further agrees to allow interviews of any of its employees who might reasonably have information related to such records by COUNTY and any duly authorized local, state and/or federal agencies. All examinations and audits conducted hereunder shall be

strictly confined to those matters connected with the performance of this Agreement, including, but not limited to, the costs of administering this Agreement.

- C. Audit Costs. In the event of an audit exception or exceptions, the party responsible for not meeting the program requirements shall be responsible for the deficiency and for the cost of the audit. If the allowable expenditures cannot be determined because CONTRACTOR's documentation is nonexistent or inadequate, according to generally accepted accounting practices, the questionable cost shall be disallowed by COUNTY.

9. MONITORING:

CONTRACTOR agrees that COUNTY has the right to monitor all activities related to this Agreement, including, without limitation, the right to review and monitor CONTRACTOR's records, programs or procedures, at any time, as well as the overall operation of CONTRACTOR's programs, in order to ensure compliance with the terms and conditions of this Agreement. CONTRACTOR will cooperate with a corrective action plan, if deficiencies in CONTRACTOR's records, programs or procedures are identified by COUNTY. However, COUNTY is not responsible, and will not be held accountable, for overseeing or evaluating the adequacy of the results of services performed by CONTRACTOR pursuant to the terms of this Agreement.

10. CONFIDENTIAL INFORMATION:

- A. Disclosure of Confidential Information. In the performance of this Agreement, CONTRACTOR may receive information that is confidential under local, state or federal law. CONTRACTOR hereby agrees to protect all confidential information in conformance with any and all applicable local, state and federal laws, regulations, policies, procedures and standards, including, but not limited to: Division 19 of the California Department of Social Services Manual of Policies and Procedures – Confidentiality of Information; California Welfare and Institutions Code Sections 827, 5328, 10850 and 14100.2; California Health and Safety Code Sections 1280.15 and 1280.18; the California Information Practices Act of 1977; the California Confidentiality of Medical Information Act ("CMIA"); the United States Health Information Technology for Economic and Clinical Health Act ("HITECH Act"); the United States Health Insurance Portability and Accountability Act of 1996 ("HIPAA") and any current and future implementing regulations promulgated thereunder, including, without limitation, the Federal Privacy Regulations contained in Title 45 of the Code of Federal Regulations ("C.F.R.") Parts 160 and 164, the Federal Security Standards contained in 45 C.F.R. Parts 160, 162 and 164 and the Federal Standards for Electronic Transactions contained in 45 C.F.R. Parts 160 and 162, all as may be amended from time to time.
- B. Continuing Compliance with Confidentiality Laws. The parties acknowledge that federal and state confidentiality laws are rapidly evolving and that amendment of this Agreement may be required to ensure compliance with such developments. Each party agrees to promptly enter into negotiations concerning an amendment to this Agreement embodying written assurances consistent with the standards and requirements of HIPAA, the HITECH Act, the CMIA and any other applicable local, state and federal laws or regulations.

11. NON-DISCRIMINATION COMPLIANCE:

- A. Nondiscriminatory Delivery of Social Services. In connection with the execution of this Agreement, CONTRACTOR, and its subcontractors, shall not unlawfully discriminate in the

administration of public assistance and social services programs. CONTRACTOR hereby assures that no person shall be excluded from participation in, be denied benefits of, or be subjected to discrimination under any program or activity receiving local, state or federal financial assistance because of race, religion or religious creed, color, age (over forty (40) years of age), sex (including gender identity and expression, pregnancy, childbirth and related medical conditions), sexual orientation (including heterosexuality, homosexuality and bisexuality), national origin, ancestry, marital status, medical condition (including cancer and genetic characteristics), mental or physical disability (including HIV status and AIDS), political affiliation, military service or any other classifications protected by local, state or federal laws or regulations. COUNTY reserves the right to monitor the CONTRACTOR's provision of services in order to ensure compliance with the requirements of this section.

- B. Professional Services and Employment. In connection with the execution of this Agreement, CONTRACTOR, and its subcontractors, shall not unlawfully discriminate in the provision of professional services or against any employee or applicant for employment because of race, religion or religious creed, color, age (over forty (40) years of age), sex (including gender identity and expression, pregnancy, childbirth and related medical conditions), sexual orientation (including heterosexuality, homosexuality and bisexuality), national origin, ancestry, marital status, medical condition (including cancer and genetic characteristics), mental or physical disability (including HIV status and AIDS), political affiliation, military service, denial of family care leave or any other classifications protected by local, state or federal laws or regulations. Nothing herein shall be construed to require the employment of unqualified persons.
- C. Compliance with Anti-Discrimination Laws. CONTRACTOR further assures that it, and its subcontractors, will abide by the applicable provisions of: Title VI and Title VII of the Civil Rights Act of 1964; Section 504 of the Rehabilitation Act of 1973; the Age Discrimination Act of 1975; the Food Stamp Act of 1977; Title II of the Americans with Disabilities Act of 1990; the California Fair Employment and Housing Act; California Civil Code Sections 51, et seq.; California Government Code Sections 4450, et seq.; California Welfare and Institutions Code Section 10000; Division 21 of the California Department of Social Services Manual of Policies and Procedures; United States Executive Order 11246, as amended and supplemented by United States Order 11375 and 41 C.F.R. Part 60; and any other applicable local, state and/or federal laws and regulations, all as may be amended from time to time. The applicable regulations of the California Fair Employment and Housing Commission implementing California Government Code Section 12990, set forth in Chapter 5, Division 4 of Title 2 of the California Code of Regulations are incorporated into this Agreement by reference and made a part hereof as if set forth in full.

12. NUCLEAR FREE HUMBOLDT COUNTY ORDINANCE COMPLIANCE:

CONTRACTOR certifies by its signature below that it is not a Nuclear Weapons Contractor, in that CONTRACTOR is not knowingly or intentionally engaged in the research, development, production or testing of nuclear warheads, nuclear weapons systems or nuclear weapons components as defined by the Nuclear Free Humboldt County Ordinance. CONTRACTOR agrees to notify COUNTY immediately if it becomes a Nuclear Weapons Contractor as defined above. COUNTY may immediately terminate this Agreement if it determines that the foregoing certification is false or if CONTRACTOR subsequently becomes a Nuclear Weapons Contractor.



13. DRUG-FREE WORKPLACE:

By executing this Agreement, CONTRACTOR certifies that it will comply with the requirements of the Drug-Free Workplace Act of 1990 (California Government Code Sections 8350, et seq.) and will provide a drug-free workplace by doing all of the following:

- A. Drug-Free Policy Statement. Publish, as required by California Government Code Section 8355(a)(1), a Drug-Free Policy Statement which notifies employees that the unlawful manufacture, distribution, dispensation, possession or use of a controlled substance is prohibited, and specifies the actions to be taken against employees for violations.
- B. Drug-Free Awareness Program. Establish, as required by California Government Code Section 8355(a)(2), a Drug-Free Awareness Program which informs employees about the following:
  - 1. The dangers of drug abuse in the workplace;
  - 2. CONTRACTOR's policy of maintaining a drug-free workplace;
  - 3. Any available counseling, rehabilitation and employee assistance programs; and
  - 4. Penalties that may be imposed upon employees for drug abuse violations.
- C. Drug-Free Employment Agreement. Ensure, as required by California Government Code Section 8355(a)(3), that every employee who provides services hereunder will:
  - 1. Receive a copy of CONTRACTOR's Drug-Free Policy Statement; and
  - 2. Agree to abide by the terms of CONTRACTOR's Drug-Free Policy as a condition of employment.
- D. Effect of Noncompliance. Failure to comply with the above-referenced requirements may result in suspension of payments under this Agreement and/or termination thereof, and CONTRACTOR may be ineligible for award of future contracts if COUNTY determines that the foregoing certification is false or if CONTRACTOR violates the certification by failing to carry out the above-referenced requirements.

14. INDEMNIFICATION:

- A. Hold Harmless, Defense and Indemnification. CONTRACTOR shall hold harmless, defend and indemnify COUNTY and its agents, officers, officials, employees and volunteers from and against any and all claims, demands, losses, damages, and liabilities of any kind or nature, including, without limitation, attorney fees and other costs of litigation, arising out of, or in connection with, CONTRACTOR's negligent performance of, or failure to comply with, any of the duties and/or obligations contained herein, except such loss or damage which was caused by the sole negligence or willful misconduct of COUNTY.
- B. Effect of Insurance. Acceptance of insurance, if required by this Agreement, does not relieve CONTRACTOR from liability under this provision. This provision shall apply to all claims for damages related to the services performed by CONTRACTOR pursuant to the terms and conditions of this Agreement regardless if any insurance is applicable or not. The insurance

policy limits set forth herein shall not act as a limitation upon the amount of indemnification or defense to be provided by CONTRACTOR hereunder.

15. INSURANCE REQUIREMENTS:

This Agreement shall not be executed by COUNTY, and CONTRACTOR is not entitled to any rights hereunder, unless certificates of insurance or other sufficient proof that the following provisions have been complied with, are filed with the Clerk of the Humboldt County Board of Supervisors.

A. General Insurance Requirements. Without limiting CONTRACTOR's indemnification obligations provided for herein, CONTRACTOR shall, and shall require that all subcontractors hereunder, take out and maintain, throughout the entire period of this Agreement, and any extended term thereof, the following policies of insurance, placed with insurers authorized to do business in the State of California with a current A.M. Bests rating of no less than A: VII or its equivalent against personal injury, death and property damage which may arise from, or in connection with, the activities of CONTRACTOR, its agents, officers, directors, employees, licensees, invitees, assignees or subcontractors:

1. Comprehensive or Commercial General Liability Insurance at least as broad as Insurance Services Office Commercial General Liability Coverage (occurrence form CG 0001), in an amount of Two Million Dollars (\$2,000,000.00) per occurrence for any one incident, including, but not limited to, personal injury, death and property damage. If a general aggregate limit is used, such limit shall apply separately hereto or shall be twice the required occurrence limit.
2. Automobile/Motor Liability Insurance with a limit of liability not less than One Million Dollars (\$1,000,000.00) combined single limit coverage. Such insurance shall include coverage of all owned, hired and non-owned vehicles. Said coverage shall be at least as broad as Insurance Service Offices Form Code 1 (any auto).
3. Workers' Compensation Insurance, as required by the Labor Code of the State of California, with statutory limits, and Employers Liability Insurance with a limit of no less than One Million Dollars (\$1,000,000.00) per accident for bodily injury or disease. Said policy shall contain, or be endorsed to contain, a waiver of subrogation against COUNTY, its agents, officers, officials, employees and volunteers.

B. Special Insurance Requirements. Said policies shall, unless otherwise specified herein, be endorsed with the following provisions:

1. The Comprehensive or Commercial General Liability Policy shall provide that COUNTY, its agents, officers, officials, employees and volunteers, are covered as additional insured for liability arising out of the operations performed by or on behalf of CONTRACTOR. The coverage shall contain no special limitations on the scope of protection afforded to COUNTY, its agents, officers, officials, employees and volunteers. Said policy shall also contain a provision stating that such coverage:
  - a. Includes contractual liability.
  - b. Does not contain exclusions as to loss or damage to property caused by explosion or resulting from collapse of buildings or structures or damage to property underground, commonly referred to as "XCU Hazards."
  - c. Is the primary insurance with regard to COUNTY.

- d. Does not contain a pro-rata, excess only and/or escape clause.
  - e. Contains a cross liability, severability of interest or separation of insureds clause.
2. The above-referenced policies shall not be canceled, non-renewed or materially reduced in coverage without thirty (30) days prior written notice being provided to COUNTY in accordance with the notice provisions set forth herein. It is further understood that CONTRACTOR shall not terminate such coverage until COUNTY receives adequate proof that equal or better insurance has been secured.
  3. The inclusion of more than one insured shall not operate to impair the rights of one insured against another insured, and the coverage afforded shall apply as though separate policies had been issued to each insured, but the inclusion of more than one insured shall not operate to increase the limits of the insurer's liability.
  4. For claims related to this Agreement, CONTRACTOR's insurance is the primary coverage to COUNTY, and any insurance or self-insurance programs maintained thereby are excess to CONTRACTOR's insurance and will not be used to contribute therewith.
  5. Any failure to comply with the provisions of this Agreement, including breach of warranties, shall not affect coverage provided to COUNTY, its agents, officers, officials, employees and volunteers.
  6. CONTRACTOR shall furnish COUNTY with certificates and original endorsements effecting the required coverage prior to execution of this Agreement. The endorsements shall be on forms approved by the Humboldt County Risk Manager or County Counsel. Any deductible or self-insured retention over One Hundred Thousand Dollars (\$100,000.00) shall be disclosed to, and approved by, COUNTY. If CONTRACTOR does not keep all required policies in full force and effect, COUNTY may, in addition to other remedies under this Agreement, take out the necessary insurance, and CONTRACTOR agrees to pay the cost thereof. COUNTY is also hereby authorized with the discretion to deduct the cost of said insurance from the monies owed to CONTRACTOR under this Agreement.
  7. COUNTY is to be notified immediately if twenty-five percent (25%) or more of any required insurance aggregate limit is encumbered, and CONTRACTOR shall be required to purchase additional coverage to meet the above-referenced aggregate limits.
- C. Insurance Notices. Any and all insurance notices required to be given pursuant to the terms of this Agreement shall be sent to the addresses set forth below in accordance with the notice provisions described herein.

COUNTY: County of Humboldt  
Attn: Risk Management  
825 Fifth Street, Room 131  
Eureka, California 95501

CONTRACTOR: Changing Tides Family Services  
Attention: Kerry Venegas, Executive Director

16. RELATIONSHIP OF PARTIES:

It is understood that this is an Agreement by and between two (2) independent contractors and is not intended to, and shall not be construed to, create the relationship of agent, servant, employee, partnership, joint venture or any other similar association. Both parties further agree that CONTRACTOR shall not be entitled to any benefits to which COUNTY employees are entitled, including, but not limited to, overtime, retirement benefits, leave benefits or workers' compensation. CONTRACTOR shall be solely responsible for the acts or omissions of its agents, officers, employees, assignees and subcontractors.

17. COMPLIANCE WITH APPLICABLE LAWS AND LICENSURE REQUIREMENTS:

CONTRACTOR agrees to comply with any and all local, state and federal laws, regulations, policies and procedures applicable to the services covered by this Agreement, including but not limited to the applicable local System of Care provisions set forth in Exhibit C – Local System of Care, which is attached hereto and incorporated herein by reference. CONTRACTOR further agrees to comply with any and all applicable local, state and federal licensure and certification requirements.

18. PROVISIONS REQUIRED BY LAW:

This Agreement is subject to any additional local, state and federal restrictions, limitations, or conditions that may affect the provisions, terms or funding of this Agreement. This Agreement shall be read and enforced as though all legally required provisions are included herein, and if for any reason any such provision is not included, or is not correctly stated, the parties agree to amend the pertinent section to make such insertion or correction.

19. REFERENCE TO LAWS AND RULES:

In the event any law, regulation, policy or procedure referred to in this Agreement is amended during the term hereof, the parties agree to comply with the amended provision as of the effective date of such amendment.

20. PROTOCOLS:

Both parties recognize that the inclusion of additional protocols may be required to make this Agreement specific. All such protocols shall be negotiated, determined and agreed upon by Director and CONTRACTOR.

21. SEVERABILITY:

If any provision of this Agreement, or any portion thereof, is found by any court of competent jurisdiction to be unenforceable or invalid for any reason, such provision shall be severable and shall not in any way impair the enforceability of any other provision of this Agreement.

22. ASSIGNMENT:

Neither party shall delegate its duties nor assign its rights hereunder, either in whole or in part, without the other party's prior written consent. Any assignment by CONTRACTOR in violation of this provision shall be void, and shall be cause for immediate termination of this Agreement. This provision shall not be applicable to service agreements or other arrangements usually or customarily entered into by CONTRACTOR to obtain supplies, technical support or professional services.

23. AGREEMENT SHALL BIND SUCCESSORS:

All provisions of this Agreement shall be fully binding upon, and inure to the benefit of, the parties and to each of their heirs, executors, administrators, successors and permitted assigns.

24. WAIVER OF DEFAULT:

The waiver by either party of any breach or violation of any requirement of this Agreement shall not be deemed to be a waiver of any such breach in the future, or of the breach of any other requirement of this Agreement. In no event shall any payment by COUNTY constitute a waiver of any breach of this Agreement or any default which may then exist on the part of CONTRACTOR. Nor shall such payment impair or prejudice any remedy available to COUNTY with respect to any breach or default. COUNTY shall have the right to demand repayment of, and CONTRACTOR shall promptly refund, any funds disbursed to CONTRACTOR which, in the judgment of COUNTY, were not expended in accordance with the terms of this Agreement.

25. NON-LIABILITY OF COUNTY OFFICIALS AND EMPLOYEES:

No official or employee of COUNTY shall be personally liable for any default or liability under this Agreement.

26. AMENDMENT:

This Agreement may be amended at any time during the term of this Agreement upon the mutual consent of both parties. No addition to, or alteration of, the terms of this Agreement shall be valid unless made in writing and signed by the parties hereto.

27. STANDARD OF PRACTICE:

CONTRACTOR warrants that it has the degree of learning and skill ordinarily possessed by reputable professionals practicing in similar localities in the same profession and under similar circumstances. CONTRACTOR's duty is to exercise such care, skill and diligence as professionals engaged in the same profession ordinarily exercise under like circumstances.

28. TITLE TO INFORMATION AND DOCUMENTS:

It is understood that any and all documents, information and reports concerning the subject matter of this Agreement prepared and/or submitted by CONTRACTOR shall become the property of COUNTY. However, CONTRACTOR may retain copies of such documents and information for its records. In the event of termination of this Agreement, for any reason whatsoever, CONTRACTOR

shall promptly turn over all information, writings and documents pertaining to the services provided hereunder to COUNTY without exception or reservation.

29. JURISDICTION AND VENUE:

This Agreement shall be construed in accordance with the laws of the State of California. Any dispute arising hereunder, or relating hereto, shall be litigated in the State of California and venue shall lie in the County of Humboldt unless transferred by court order pursuant to California Code of Civil Procedure Sections 394 or 395.

30. ADVERTISING AND MEDIARELEASE:

All informational material related to this Agreement shall receive approval from COUNTY prior to being used as advertising or released to the media, including, but not limited to, television, radio, newspapers and internet. CONTRACTOR shall inform COUNTY of all requests for interviews by the media related to this Agreement before such interviews take place; and COUNTY shall be entitled to have a representative present at such interviews. All notices required by this provision shall be given to Director.

31. SUBCONTRACTS:

CONTRACTOR shall obtain prior written approval from COUNTY before subcontracting any of the services to be provided hereunder. Any and all subcontracts will be subject to all applicable terms and conditions of this Agreement, including, without limitation, the licensing, certification, privacy, security and confidentiality requirements provided herein. CONTRACTOR shall remain legally responsible for the performance of all terms and conditions of this Agreement, including work performed by third parties under subcontracts, whether approved by COUNTY or not.

32. ATTORNEYS' FEES:

If either party shall commence any legal action or proceeding, including an action for declaratory relief, against the other by reason of the alleged failure of the other to perform or keep any provision of this Agreement to be performed or kept, the party prevailing in said action or proceeding shall be entitled to recover court costs and reasonable attorneys' fees, including the reasonable value of services rendered by the Humboldt County Counsel's Office, to be fixed by the court, and such recovery shall include court costs and attorneys' fees on appeal, if applicable. As used herein, "prevailing party" means the party who dismisses an action or proceeding in exchange for payment of substantially all sums allegedly due, performance of provisions allegedly breached, or other considerations substantially equal to the relief sought by said party, as well as the party in whose favor final judgment is rendered.

33. SURVIVAL:

The duties and obligations of the parties set forth in Section 3D – Compensation Upon Termination, Section 8 – Record Retention and Inspection, Section 10 – Confidential Information and Section 14 – Indemnification shall survive the expiration or termination of this Agreement.



34. CONFLICTING TERMS OR CONDITIONS:

In the event of any conflict in the terms or conditions set forth in any other agreements in place between the parties hereto and the terms and conditions set forth in this Agreement, the terms and conditions set forth herein shall have priority.

35. INTERPRETATION:

This Agreement, as well as its individual provisions, shall be deemed to have been prepared equally by both of the parties hereto, and shall not be construed or interpreted more favorably for one party on the basis that the other party prepared it.

36. INDEPENDENT CONSTRUCTION:

The titles of the sections, subsections and paragraphs set forth in this Agreement are inserted for convenience of reference only, and shall be disregarded in construing or interpreting any of the provisions of this Agreement.

37. FORCE MAJEURE:

Neither party hereto shall be liable or responsible for delays or failures in performance resulting from events beyond the reasonable control of such party and without fault or negligence of such party. Such events shall include, without limitation, acts of God, strikes, lockouts, riots, acts of war, epidemics, acts of government, fire, power failures, nuclear accidents, earthquakes, unusually severe weather, acts of terrorism or other disasters, whether or not similar to the foregoing.

38. HIPAA BUSINESS ASSOCIATE AGREEMENT:

CONTRACTOR hereby agrees to adhere to the terms and conditions set forth in the "County of Humboldt HIPAA Business Associate Agreement," which is attached hereto as Exhibit D and incorporated herein by reference. A breach of the attached Business Associate Agreement shall constitute a material breach of this Agreement.

39. ENTIRE AGREEMENT:

This Agreement contains all of the terms and conditions agreed upon by the parties hereto and no other agreements, oral or otherwise, regarding the subject matter of this Agreement shall be deemed to exist or to bind either of the parties hereto. In addition, this Agreement shall supersede in its entirety any and all prior agreements, promises, representations, understandings and negotiations, whether oral or written, concerning the same subject matter. Any and all acts which may have already been consummated pursuant to the terms and conditions of this Agreement are hereby ratified.

40. AUTHORITY TO EXECUTE:

Each person executing this Agreement represents and warrants that he or she is duly authorized and has legal authority to execute and deliver this Agreement. Each party represents and warrants to the other that the execution and delivery of this Agreement and the performance of such party's obligations hereunder have been duly authorized.

IN WITNESS WHEREOF, the parties have entered into this Agreement as of the date first written above.

**TWO SIGNATURES ARE REQUIRED FOR CORPORATIONS:**

- (1) CHAIRPERSON OF THE BOARD, PRESIDENT, OR VICE PRESIDENT; AND
- (2) SECRETARY, ASSISTANT SECRETARY, CHIEF FINANCIAL OFFICER OR TREASURER.

**Changing Tides Family Services:**

By: 

Date: 5/17/2018

Name: Kerry Venegas

Title: Executive Director

By: 

Date: 5/17/2018

Name: Connie Sundberg

Title: Family Empowerment Services Dir.

**COUNTY OF HUMBOLDT:**

By: 

Date: 6/12/18

Ryan Sundberg  
Chair, Humboldt County Board of Supervisors

**INSURANCE AND INDEMNIFICATION REQUIREMENTS APPROVED:**

By:   
Risk Management

Date: 5/24/18

**LIST OF EXHIBITS:**

- Exhibit A – Scope of Services
- Exhibit B – Schedule of Rates
- Exhibit C – Local System of Care
- Exhibit D – County of Humboldt HIPAA Business Associate Agreement

**EXHIBIT A**  
**SCOPE OF SERVICES**  
Changing Tides Family Services  
FY 2018-2019

1. SERVICES:

CONTRACTOR will provide supervised visitation services and transportation for supervised visitation services to families who have been referred by the court for supervised family visits. In addition to the requirement of this Scope of Services, CONTRACTOR shall meet all requirements of California Family Code § 3200.5.

A. Qualifications of Contractor's Visitation Specialists

- 1) CONTRACTOR agrees to provide Visitation Specialists who:
  - a) Are 21 years of age or older;
  - b) Have no record of conviction for driving under the influence (DUI) within the last 5 years;
  - c) Have not been on probation or parole for the last 10 years;
  - d) Have no record of a conviction for child molestation, child abuse, or other crimes against a person;
  - e) Have proof of automobile insurance if transporting the child;
  - f) Have no civil, criminal, or juvenile restraining orders within the last 10 years;
  - g) Have not been and are not currently a party requiring supervised visitation pursuant to a court order.
  - h) Are able to speak the language of the adults and child being supervised and, if unable to speak the relevant language, will provide a neutral interpreter over the age of 18 who is able to do so;
  - i) Agree to adhere to and enforce the court order regarding supervised visitation;
  - j) Meet the training requirements stated in paragraph 1-SERVICES, section (B) below; and

B. Required Training for Contractor's Visitation Specialists

- 1) Prior to providing visitation services, CONTRACTOR'S Visitation Specialists shall receive at least 24-hours of training that includes the following subjects:
  - a) The role of a Visitation Specialist when supervising court ordered visitations;
  - b) CONTRACTOR'S (or CONTRACTOR'S Visitation Specialist's) Legal responsibilities and obligations;
  - c) Child abuse reporting laws;
  - d) Issues relating to substance abuse, child abuse, sexual abuse, and domestic violence;
  - e) Basic knowledge of family and juvenile law.
  - f) Conflicts of interest;
  - g) Confidentiality;
  - h) Record-keeping procedures, including how to document visits;
  - i) De-escalation of clients;
  - j) Safety in the field and with clients;
  - k) Screening, monitoring, and termination of visitation;
  - l) Developmental needs of children;
  - m) Coaching to parent skills;
  - n) Humboldt Practice Model;
  - o) Cultural sensitivity;
  - p) Car seat training

q) Other training that is mutually agreed upon by COUNTY and CONTRACTOR

C. Safety and Security Procedures

CONTRACTOR agrees to do the following:

- 1) Make every reasonable effort to assure the safety and welfare of the child and adults during visitations;
- 2) Establish a written protocol that describes the emergency assistance and responses that can be expected from the local law enforcement agency;
- 3) Establish and state in writing minimum security procedures and inform the parties of these procedures before the commencement of supervised visitation;
- 4) Review intake/screening documentation provided by COUNTY before first visit including an account of the child's health needs if the child has a chronic health condition;
- 5) Address any questions or concerns with the COUNTY for clarification prior to the first visit;
- 6) Establish written procedures that must be followed in the event a child is abducted during supervised visitation.

D. Temporary suspension or termination of supervised visitation

- 1) CONTRACTOR agrees to make every reasonable effort to facilitate a safe visit for the child and the parent(s).
- 2) If CONTRACTOR'S Visitation Specialist determines that the rules of the visit have been violated, the child has become acutely distressed, or the safety of the child or CONTRACTOR'S Visitation Specialist(s) is at risk, the visit may be temporarily interrupted, rescheduled at a later date, or terminated.
  - a) A safety issue may include and is not limited to situations in which a parent may be under the influence, becomes hostile or aggressive, or does not heed directions of the visitation specialist.
  - b) Before interrupting or terminating a visit for these reasons, the Visitation Specialist will attempt to de-escalate and/or attempt to redirect parent(s), if safely possible.
- 3) CONTRACTOR'S Visitation Specialists must record all interruptions or terminations of visits in the case file.
- 4) CONTRACTOR's Visitation Specialists must advise both parties of the reasons for interruption of a visit or termination.
- 5) CONTRACTOR'S Visitation Specialists must contact COUNTY (CWS Social Worker) to advise them of the interruption/termination immediately or as soon as practical.
- 6) CONTRACTOR'S Visitation Specialists must state the reasons for temporary suspension or termination of supervised visitation in writing and provide the written statement to COUNTY (CWS Social Worker).

E. Conflict of interest

- 1) CONTRACTOR (and CONTRACTOR'S Visitation Specialists) will maintain neutrality by refusing to discuss the merits of the case or agree with or support one party over another. Any discussion between CONTRACTOR (or CONTRACTOR'S Visitation Specialists) and the parties will be for the purposes of arranging visitation and providing for the safety of the children.
- 2) In order to avoid a conflict of interest (real or perceived), CONTRACTOR'S Visitation Specialists will not:
  - a) Be financially dependent on the person being supervised;
  - b) Be an employee of the person being supervised;

- c) Be an employee of or affiliated with the superior court in the county in which the supervision is ordered unless specified in the employment contract;
- d) Be in an intimate relationship with the person being supervised;
- e) Be related to or a close friend with the person being supervised. (Defined as a relationship in which a reasonable person would be concerned with a conflict of interest.)

F. Confidentiality

CONTRACTOR must, whenever possible, maintain confidentiality regarding the case except when:

- 1. Ordered by the court;
- 2. Subpoenaed to produce records or testify in court;
- 3. Requested to provide information about the case by a mediator or evaluator in conjunction with a court-ordered mediation, investigation, or evaluation;
- 4. Required to provide information about the case by Child Welfare Services; or
- 5. Requested to provide information about the case by law enforcement.

This provision shall not be construed to mean that communications between the parties and the Visitation Specialist are protected by any evidentiary privilege.

2. SCHEDULE:

CONTRACTOR will provide qualified and trained Visitation Specialist services according to the following schedule:

- A. Planned or unplanned Visitation Specialist absences notwithstanding, each Visitation Specialist will be available to schedule 4.5 'visit requests' per week, or approximately 18 hours of cumulative actual visitation a week per Visitation Specialist. This does not include transport time.

3. DELIVERABLES:

A. Supervised Visitation Services

- 1) CONTRACTOR agrees to make every attempt to schedule visitation for all referrals received from COUNTY.
- 2) CONTRACTOR will provide scheduled supervised visitation services Monday through Saturday, from 8:00 a.m. to 6:30 p.m.
- 3) CONTRACTOR will provide flexible supervised visitation services on an as-needed basis to meet clients' visitation needs where these cannot be met during CONTRACTOR'S regularly scheduled visiting hours.
- 4) CONTRACTOR will communicate with families to arrange supervised visitation services within three (3) days of receipt of the Family Connection Center's referral for services.
- 5) CONTRACTOR will provide referred families with a set schedule for visits within one (1) week of the Family Connection Center's referral for services.
- 6) CONTRACTOR will provide a copy of the visitation schedule to COUNTY (CWS Social Worker), including any subsequent changes.
- 7) CONTRACTOR will bear sole responsibility for enforcement of all the terms and conditions of any supervised visitation. Unless otherwise ordered by the court, CONTRACTOR should implement the following terms and conditions:
  - a) Monitor conditions to assure the safety and welfare of the child;
  - b) Enforce the frequency and duration of the visits as ordered by the court;

- c) Avoid any attempt to take sides with either party;
- d) Ensure that all contact between the child and the noncustodial party is within the CONTRACTOR'S (or CONTRACTOR'S Visitation Specialist's) hearing and sight at all times, and that discussions are audible to CONTRACTOR (or CONTRACTOR'S Visitation Specialist);
- e) Speak in a language spoken by the child and the noncustodial party;
- f) Allow no derogatory comments about the other parent, his or her family, caretaker, child, or child's siblings;
- g) Allow no discussion of the court case or possible future outcomes;
- h) Allow neither the CONTRACTOR (or CONTRACTOR'S Visitation Specialist's) nor the child to be used to gather information about the other party or caretaker or to transmit documents, information, or personal possessions;
- i) Allow no spanking, hitting, or threatening the child;
- j) Allow no visits to occur while the visiting party appears to be under the influence of alcohol or any substance or medication, prescribed or not, that affects judgment and/or mental capacity;
- k) Allow no emotional, verbal, physical, or sexual abuse;
- l) Allow no contact between the custodial and noncustodial parents unless ordered by the court; and
- m) Ensure that the parties follow any additional rules stated by the CONTRACTOR (or CONTRACTOR'S Visitation Specialists) or the court.

**B. Contractor's Responsibilities**

- 1) CONTRACTOR (or CONTRACTOR'S Visitation Specialists) must advise the parties before commencement of supervised visitation that their communications are not protected by any evidentiary privilege;
- 2) Report suspected child abuse to the appropriate agency, as provided by law, and inform the parties of CONTRACTOR'S obligation to make such reports;
- 3) Suspend or terminate visitation per paragraph 1-SERVICES, section D, above.
- 4) CONTRACTOR (or CONTRACTOR'S Visitation Specialists) must be familiar with any existing custody and visitation orders relevant to the supervised visitation.
- 5) CONTRACTOR will provide CONTRACTOR'S Visitation Specialists with access to a variety of car seats for safely transporting infants and children to and from visits.
- 6) CONTRACTOR'S Visitation Specialists will take notes for each supervised visitation and will provide COUNTY designee with a summary, using the template provided. These summaries will be sent on or before the end of each calendar month for inclusion in mandated reports to the court and involved parties.
  - a. Visitation summaries will be sent to COUNTY via encrypted email, as an attachment to said email.
  - b. CONTRACTOR agrees to employ an email system that requires users to have valid login credentials, in order to protect confidential client information shared between COUNTY and CONTRACTOR via email.
- 7) CONTRACTOR'S Visitation Specialists will testify in court, pursuant to court order, regarding visitations.



- 8) CONTRACTOR will stop scheduling visits and inform COUNTY (CWS Social Worker) if a parent misses three (3) visits in a row, or has missed more than fifty-percent (50%) of parent's scheduled visits.
- 9) CONTRACTOR (or CONTRACTOR'S Visitation Specialists) will communicate with COUNTY (assigned CWS Social Worker(s)).
- 10) CONTRACTOR will provide nutritious snacks for children whose parents cannot provide snacks.

4. ACCEPTANCE CRITERIA:

A. Provide quarterly report to COUNTY that includes the following statistical data:

- 1) Total number of visitation requests received from CWS
- 2) Total number of visitation requests fulfilled
- 3) Total number of hours of visits provided
- 4) Total number of Visitation Specialists employed full-time during the quarter
- 5) Geographic locations of all visits provided, broken down by city/community, and percentage of visits provided in each geographic location
- 6) Total number of visitation requests terminated, and percentage of total number of visitation requests this represents
- 7) Proportion of visitation provided on Saturday, as a percentage of all visitation requests fulfilled

5. REPORTING REQUIREMENTS:

A. CONTRACTOR'S Visitation Specialists will keep a record for each case, including the following:

B. A written record of each contact and visit;

1. Who attended the visit; and
2. Narrative description of visit which includes brief descriptions of interactions, strengths, weaknesses, areas of concern.

C. Case recordings should be limited to facts, observations, and direct statements made by the parties, not personal conclusions, suggestions, or opinions of the CONTRACTOR'S Visitation Specialist. All contacts by the CONTRACTOR'S Visitation Specialist in person, in writing, or by telephone with either party, the children, the court, attorneys, mental health professionals, and referring agencies should be documented in the case file. All entries should be dated by the person recording the entry. A copy of the Visitation Specialist's Case Contact Sheet and Report form is attached hereto as Attachment 1 to the Scope of Services and incorporated herein by reference.

D. All case documentation shall be provided to COUNTY (CWS Social Worker) on or before the end of each calendar month for inclusion in mandated reports to the court and involved parties.

6. PLACE OF PERFORMANCE:

A. CONTRACTOR will provide supervised visitation services in the least restrictive setting possible, such as in the community or in the parent's home, unless there is a restriction noted by the Child Welfare Services (CWS) social worker.

B. CONTRACTOR will provide transportation for and/or conduct supervised visits in outlying areas of the county as necessary.

7. COUNTY RESPONSIBILITIES:

A. COUNTY (CWS Social Worker, Social Service Aide, or other CWS staff) will communicate with CONTRACTOR regarding what specific parent behaviors Visitation Specialist(s) must take note of during supervised visits.

B. COUNTY (CWS Social Worker) will inform CONTRACTOR when visits for specific clients no

longer require supervision.

- C. COUNTY (CWS staff) will enter written summaries provided by CONTRACTOR's Visitation Specialists into the county database for discovery in dependency court proceedings.
- D. COUNTY (CWS Social Worker and County Counsel) will coach CONTRACTOR'S Visitation Specialists regarding court process and what to expect when testifying in court.
- E. COUNTY (assigned CWS Social Worker(s) will communicate with CONTRACTOR (or CONTRACTOR'S Visitation Specialists).
- F. COUNTY will provide a DHHS-Children and Family Services phone list and organizational chart each month to CONTRACTOR.
- G. COUNTY will provide CONTRACTOR with a Visitation Guideline template that visiting parents must sign as notification of, and agreement to visitation guidelines.

**EXHIBIT B**  
**SCHEDULE OF RATES**  
 Changing Tides Family Services  
 FY 2018-2019

The maximum amount payable by COUNTY for services rendered, and costs and expenses incurred, pursuant to the terms and conditions of this Agreement is Four Hundred Ninety-Seven Thousand Twenty-One Dollars and Ninety-Three Cents (\$497,021.93).

CONTRACTOR agrees to perform all services required by this Agreement for an amount not to exceed such maximum dollar amount.

CONTRACTOR will submit an itemized invoice summary and itemized invoice worksheet to the COUNTY quarterly, (See invoice schedule below) commencing upon final execution of Agreement by COUNTY.

CONTRACTOR will submit an itemized invoice summary and an itemized invoice worksheet, in the form of the itemized invoice summary and an itemized invoice, attached hereto as Attachment 2 to Exhibit B and incorporated as part of this Agreement.

The itemized invoice summary and itemized invoice worksheets due to the COUNTY, shall itemize costs for activities that are consistent with the services provided by CONTRACTOR as of the invoice date, described in Exhibit A, attached hereto and incorporated by reference.

Payment for services performed will be made within thirty (30) days after receipt of the approved invoice.

All work completed and costs for activities in Exhibit A Scope of Work shall be entered and identified for the corresponding activities in Exhibit A that were performed by CONTRACTOR during the invoice period.

All identification and supporting documents shall be kept by the CONTRACTOR for a period of five (5) years and made available to Department of Health and Human Services (DHHS) staff for the purposes of audit upon request.

**Invoice Schedule:**

Itemized Invoices are due one month after completion of the contract term. Quarterly Invoices are due one month after the end of each quarter. This year, all quarterly invoices will be based on DHHS fiscal year quarters. Fiscal year is from July 1<sup>st</sup> through June 30<sup>th</sup>. The table below shows each fiscal year quarter and due dates. Contractors must submit quarterly invoices for each quarter in which the contract is active.

Quarter	Dates Included	Date Invoices Due to DHHS
1	July 1 through September 30	October 30
2	October 1 through December 31	January 31
3	January 1 through March 31	April 30
4	April 1 through June 30	July 31
Final invoice	Based on contract term	One month after term end

## Supervised Visitation Proposed Budget

2018-2019

<u>Personnel</u>		<u>Subtotal</u>	<u>Total</u>
Program Supervisor Step 6B on Wage Scale Wages	48,691.50		
\$24.97/hr X 12 months	19,450.39	FTE	
Payroll Taxes and Employer Sponsored Benefits	68,141.89	1.00	68,141.89
Division Director	66,573.00		
Wages \$34.14/hr X 12 months	17,151.35	FTE	
Payroll Taxes and Employer Sponsored Benefits	83,724.35	0.33	27,629.04
Visitation Specialist at Step 1B on Wage Scale	28,197.00		
Wages \$14.46/hr X 12 months	15,218.28	FTE	
Payroll Taxes and Employer Sponsored Benefits	43,415.28	3.00	130,245.84
Visitation Specialist at Step 1A on Wage Scale Wages	27,514.50		
\$14.11/hr X 12 months	15,077.34	FTE	
Payroll Taxes and Employer Sponsored Benefits	42,591.84	3.00	127,775.53
<b>Total Personnel Costs:</b>			
Payroll Taxes and Employer Sponsored Benefits	<b>Total FTE</b>	<b>7.33</b>	<b>353,792.30</b>

### Operating Expenses

Office Supplies	5,002.73
Postage	641.38
Audit Expense	1,282.75
In County Travel *	
Client Transportation	* See note
Staff Mileage	2,400.00
Insurance	4,242.24
Staff Development (including Staff Training)	5,000.00
Advertising	4,031.50
Information Technology Services	17,592.00
Dues and Subscriptions	549.75
Equipment Lease Expense	1,905.80
Maintenance and Repairs	2,730.43
Program Supplies	2,199.00
Printing and Duplicating	824.63
Rent	37,220.00
Telephone and Internet	15,660.00
Utilities	5,131.00

Total Operating Expenses 106,413.19

Administrative Indirect Expense 8% of 460,205.49 36,816.44

**Total Program Budget** **497,021.93**

\* Client Transportation will be billed separately as incurred

**EXHIBIT C**  
**LOCAL SYSTEM OF CARE**  
Changing Tides Family  
Services FY 2018-2019

Child services are part of the local System of Care (SOC), therefore PROVIDER will operate within all applicable principles of the local SOC:

1. Providing effective, community-based services and supports for children and their families which coordinate with other systems to address their emotional, social, educational, and physical needs, including traditional and nontraditional services as well as natural and informal supports.
2. Provide individualized services in accordance with the unique potentials and needs of each child and family, guided by a strengths-based planning process and an individualized service plan developed in true partnership with the child and family.
3. Ensure that services and supports include evidence-informed, promising practices, and/or interventions supported by practice-based evidence, as agreed upon with COUNTY, to ensure the effectiveness of services and to improve outcomes for children and their families. This includes selecting, training, and implementing practices with fidelity and tracking of outcomes associated with intervention using a standardized outcome measurement tool(s).
4. Deliver services and supports within the least restrictive, most normative environments that are clinically appropriate.
5. Ensure that families, other caregivers, and youth are full partners in all aspects of the planning and delivery of their own services. PROVIDER is also encouraged to include family and youth voice in development and implementation of policies and procedures that govern care for children and youth in their organization.
6. Ensure that services are well coordinated with other child-serving agencies with which the child/family may be involved to assure integrated care management.
7. Practice and/or engage with care management at the service level to ensure that multiple services are delivered in a coordinated and therapeutic manner and that children and their families can move through the system of services in accordance with their changing needs.
8. Provide developmentally appropriate mental health services and supports that promote optimal social-emotional outcomes for young children and their families in their homes and community settings when the PROVIDER serves children 0-5 years of age.
9. Provide developmentally appropriate services and supports to facilitate the transition of youth age 18 to 21 years to adulthood and to the transition age youth and adult service systems as needed.
10. Encourage participation in local mental health promotion, prevention, and early identification and intervention opportunities.
11. Incorporate continuous accountability and quality improvement mechanisms to track, monitor, and manage the quality, effectiveness, and outcomes at the program level, practice

level, and child and family level.

12. Protect the rights of children and families and promote effective advocacy efforts.
13. Provide services and supports without regard to race, religion, national origin, gender, gender expression, sexual orientation, physical disability, socio-economic status, geography, language, immigration status, or other characteristics, and ensure that services are sensitive and responsive to these differences.



**EXHIBIT D**  
**COUNTY OF HUMBOLDT**  
**HIPAA BUSINESS ASSOCIATE AGREEMENT**  
Changing Tides Family Services  
FY 2018-2019

**Recitals:**

- A. COUNTY, as a “Covered Entity” (defined below) wishes to disclose certain information to CONTRACTOR, hereafter known as the “BUSINESS ASSOCIATE” (defined below) pursuant to the terms of the Agreement, some of which may constitute Protected Health Information (“PHI”) (defined below).
- B. COUNTY and BUSINESS ASSOCIATE intend to protect the privacy and provide for the security of PHI disclosed to BUSINESS ASSOCIATE pursuant to the Agreement in compliance with the Health Insurance Portability and Accountability Act of 1996, Public Law 104-191 (“HIPAA”), the Health Information and Technology for Economic and Clinical Health Act, Public Law 111-005 (“the HITECH Act”), and regulations promulgated thereunder by the U.S. Department of Health and Human Services (the “HIPAA Regulations”) and other applicable laws.
- C. As part of the HIPAA Regulations, the Privacy Rule and Security Rule (defined below) requires COUNTY to enter into an Agreement containing specific requirements with BUSINESS ASSOCIATE prior to the disclosure of PHI, as set forth in, but not limited to, Title 45, Sections 164.314(a), 164.502(e), and 164.504(e) of the Code of Federal Regulations (“C.F.R.”) and contained in this Agreement.

The parties agree as follows:

**1. Definitions**

- a. **Breach** 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].
- 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** 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** 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. **Designated Record Set** 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. **Electronic Protected Health Information** means Protected Health Information that is maintained in or transmitted by electronic media.

- g. **Electronic Health Record** shall have the meaning given to such term in the HITECH Act, including, but not limited to, 42 U.S.C. Section 17921.
- h. **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.
- i. **Privacy Rule** shall mean the HIPAA Regulation that is codified at 45 C.F.R. Parts 160 and 164, Subparts A and E.
- j. **Protected Health Information or PHI** means any information, 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 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 the term under the Privacy Rule, including, but not limited to, 45 C.F.R. Section 164.501. Protected Health Information includes Electronic Protected Health Information [45 C.F.R. Sections 160.103, 164.501].
- k. **Protected Information** shall mean PHI provided by COUNTY to BUSINESS ASSOCIATE or created, maintained, received, or transmitted by BUSINESS ASSOCIATE on COUNTY's behalf.
- l. **Security Incident** shall have the same meaning given to such term under the Security Rule, including, but not limited to, 45 C.F.R. Section 164.304.
- m. **Security Rule** shall mean the HIPAA Regulation that is codified at 45 C.F.R. Parts 160 and 164, Subparts A and C.
- n. **Unsecured PHI** 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. **Permitted Uses.** BUSINESS ASSOCIATE shall use Protected Information only for the purpose of performing BUSINESS ASSOCIATE's obligations under the Agreement and as permitted or required under the Agreement, or as required by law. Further, BUSINESS ASSOCIATE 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 COUNTY. However, BUSINESS ASSOCIATE may use Protected Information as necessary (i) for the proper management and administration of BUSINESS ASSOCIATE; (ii) to carry out the legal responsibilities of BUSINESS ASSOCIATE; or (iii) as required by law. [45 C.F.R. Sections 164.504(e)(2), 164.504(e)(4)(i)].
- b. **Permitted Disclosures.** BUSINESS ASSOCIATE shall disclose Protected Information only for the purpose of performing BUSINESS ASSOCIATE's obligations under the Agreement and as permitted or required under the Agreement, or as required by law. BUSINESS ASSOCIATE 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 COUNTY. However, BUSINESS ASSOCIATE may disclose Protected Information as necessary (i) for the proper management and administration of BUSINESS ASSOCIATE; (ii) to carry out the legal responsibilities of BUSINESS ASSOCIATE; or (iii) as required by law. If BUSINESS ASSOCIATE discloses Protected Information to a third

party, BUSINESS ASSOCIATE 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 Agreement 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 BUSINESS ASSOCIATE of any breaches, suspected breaches, security incidents, or unauthorized uses or disclosures of the Protected Information in accordance with paragraph 2.1. of the Agreement, to the extent it has obtained knowledge of such occurrences [42 U.S.C. Section 17932; 45 C.F.R. Section 164.504(e)].

- c. **Prohibited Uses and Disclosures.** BUSINESS ASSOCIATE shall not use or disclose PHI other than as permitted or required by the Agreement, or as required by law. BUSINESS ASSOCIATE shall not use or disclose Protected Information for fundraising or marketing purposes. BUSINESS ASSOCIATE 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 PHI solely relates [42 U.S.C. Section 17935(a) and 45 C.F.R. Section 164.522(a)(vi)]. BUSINESS ASSOCIATE shall not directly or indirectly receive remuneration in exchange for Protected Information, except with prior written consent of COUNTY 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 COUNTY to BUSINESS ASSOCIATE for services provided pursuant to the Agreement.
- d. **Appropriate Safeguards.** BUSINESS ASSOCIATE shall implement appropriate safeguards as are necessary to prevent the use or disclosure of Protected Information otherwise than as permitted by the Agreement, 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 164.308, 164.310, and 164.312. [45 C.F.R. Section 164.504(e)(2)(ii)(B); 45 C.F.R. Section 164.308(b)]. BUSINESS ASSOCIATE shall comply with the policies, procedures and documentation requirements of the Security Rule, including, but not limited to, 45 C.F.R. Section 164.316. [42 U.S.C. Section 17931].
- e. **Business Associate's Subcontractors and Agents.** BUSINESS ASSOCIATE shall ensure that any agents and subcontractors that create, receive, maintain or transmit Protected Information on behalf of COUNTY, agree in writing to the same restrictions and conditions that apply to COUNTY with respect to such Protected Information and implement the safeguards required by paragraph 2.d. above with respect to Electronic PHI [45 C.F.R. Section 164.504(e)(2)(ii)(D); 45 C.F.R. Section 164.308(b)]. BUSINESS ASSOCIATE shall implement and maintain sanctions against agents and subcontractors that violate such restrictions and conditions and shall mitigate the effects of any such violation (see 45 C.F.R. Sections 164.530(f) and 164.530(e)(1)).
- f. **Access to Protected Information.** If BUSINESS ASSOCIATE maintains a designated record set on behalf of COUNTY, BUSINESS ASSOCIATE shall make Protected Information maintained by BUSINESS ASSOCIATE or its agents or subcontractors in Designated Record Sets available to COUNTY for inspection and copying within five (5) days of a request by COUNTY to enable COUNTY to fulfill its obligations under state law [California 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 BUSINESS ASSOCIATE maintains Protected Information in electronic format, BUSINESS ASSOCIATE shall provide such information in electronic format as necessary to enable COUNTY 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. Section 164.524.

- g. **Amendment of PHI.** If BUSINESS ASSOCIATE maintains a designated record set on behalf of COUNTY, within ten (10) days of a request by COUNTY for an amendment of Protected Information or a record about an individual contained in a Designated Record Set, BUSINESS ASSOCIATE and its agents and subcontractors shall make such Protected Information available to COUNTY for amendment and incorporate any such amendment or other documentation to enable COUNTY 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 BUSINESS ASSOCIATE or its agents or subcontractors, BUSINESS ASSOCIATE must notify COUNTY 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)].
- h. **Accounting of Disclosures.** Within ten (10) days of a request by COUNTY for an accounting of disclosures of Protected Information, BUSINESS ASSOCIATE and its agents and subcontractors shall make available to COUNTY the information required to provide an accounting of disclosures to enable COUNTY 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 COUNTY. BUSINESS ASSOCIATE agrees to implement a process that allows for an accounting to be collected and maintained by BUSINESS ASSOCIATE and its agents and subcontractors for at least six (6) 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 BUSINESS ASSOCIATE 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. If a patient submits a request for an accounting directly to BUSINESS ASSOCIATE or its agents or subcontractors, BUSINESS ASSOCIATE shall within five (5) days of the request forward it to COUNTY in writing.
- i. **Governmental Access to Records.** BUSINESS ASSOCIATE shall make its internal practices, books and records relating to the use and disclosure of Protected Information available to COUNTY and to the Secretary of the U.S. Department of Health and Human Services (the "Secretary") for purposes of determining BUSINESS ASSOCIATE's compliance with HIPAA [45 C.F.R. Section 164.504(e)(2)(ii)(I)]. BUSINESS ASSOCIATE shall provide COUNTY a copy of any Protected Information and other documents and records that BUSINESS ASSOCIATE provides to the Secretary concurrently with providing such Protected Information to the Secretary.
- j. **Minimum Necessary.** BUSINESS ASSOCIATES, its agents and subcontractors shall request, use and disclose only the minimum amount of Protected Information necessary to accomplish the purpose of the request, use or disclosure. [42 U.S.C. Section 17935(b); 45 C.F.R. Section 164.514(d)]. BUSINESS ASSOCIATE 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."
- k. **Data Ownership.** BUSINESS ASSOCIATE understands that BUSINESS ASSOCIATE has no ownership rights with respect to the Protected Information.

1. **Notification of Possible Breach.** BUSINESS ASSOCIATE shall notify COUNTY within twenty-four (24) hours of any suspected or actual breach of Protected Information; any use or disclosure of Protected Information not permitted by the Agreement; any security incident (i.e., any attempted or successful unauthorized access, use, disclosure, modification, or destruction of information or interference with system operations in an information system) related to Protected Information, and any actual or suspected use or disclosure of data in violation of any applicable federal or state laws by BUSINESS ASSOCIATE 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 BUSINESS ASSOCIATE to have been accessed, acquired, used, or disclosed, as well as any other available information that COUNTY 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. BUSINESS ASSOCIATE 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; 45 C.F.R. Section 164.504(e)(2)(ii)(C); 45 C.F.R. Section 164.308(b)].
- m. **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)(ii), if BUSINESS ASSOCIATE knows of a pattern or activity or practice of a subcontractor or agent that constitutes a material breach or violation of the subcontractor or agent's obligations under the Agreement or other arrangement, BUSINESS ASSOCIATE must take reasonable steps to cure the breach or end the violation. If the steps are unsuccessful, BUSINESS ASSOCIATE must terminate the Agreement or other arrangement if feasible. BUSINESS ASSOCIATE shall provide written notice to COUNTY of any pattern of activity or practice of a subcontractor or agent that BUSINESS ASSOCIATE believes constitutes a material breach or violation of the subcontractor or agent's obligations under the Agreement or other arrangement within five (5) days of discovery and shall meet with COUNTY to discuss and attempt to resolve the problem as one of the reasonable steps to cure the breach or end the violation.
- n. **Audits, Inspection and Enforcement.** Within ten (10) days of a request by COUNTY, BUSINESS ASSOCIATE and its agents and subcontractors shall allow COUNTY or its agents or subcontractors to conduct a reasonable inspection of the facilities, systems, books, records, agreements, policies and procedures relating to the use or disclosure of Protected Information pursuant to this Agreement for the purpose of determining whether BUSINESS ASSOCIATE has complied with this Agreement or maintains adequate security safeguards. BUSINESS ASSOCIATE shall notify COUNTY within five (5) days of learning that BUSINESS ASSOCIATE has become the subject of an audit, compliance review, or complaint investigation by the Office for Civil Rights or other state or federal government entity.

### 3. Termination

- a. **Material Breach.** A breach by BUSINESS ASSOCIATE of any provision of this Agreement, as determined by COUNTY, shall constitute a material breach of the Agreement and shall provide grounds for *immediate* termination of the Agreement, any provision in the Agreement to the contrary notwithstanding. [45 C.F.R. Section 164.504(e)(2)(iii)].
- b. **Effect of Termination.** Upon termination of the Agreement for any reason, BUSINESS ASSOCIATE shall, at the option of COUNTY, return or destroy all Protected Information that

BUSINESS ASSOCIATE or its agents or 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 COUNTY, BUSINESS ASSOCIATE shall continue to extend the protections of Section 2 of this Agreement 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)(ii)(2)(J)]. If COUNTY elects destruction of the PHI, BUSINESS ASSOCIATE shall certify in writing to COUNTY that such PHI has been destroyed in accordance with the Secretary's guidance regarding proper destruction of PHI.

4. **Interpretation.** Any ambiguity in this Agreement shall be resolved in favor of a meaning that complies and is consistent with HIPAA, the HITECH Act, and the HIPAA regulations.