

SERVICE EXHIBIT _____

PROJECTS FOR ASSISTANCE IN TRANSITION FROM HOMELESSNESS (PATH)
PROGRAM

1. GENERAL

The Stewart B. McKinney Homeless Assistance Amendments Act of 1990 created the Projects for Assistance in Transition from Homelessness (PATH) program. The PATH program is administered by the U.S. Department of Health and Human Services, Substance Abuse and Mental Health Services Administration (SAMHSA), Center for Mental Health Services (CMHS), Homeless Programs Branch. The PATH program is a Federal formula grant distributed to each State, the District of Columbia, Puerto Rico, Guam, the Northern Mariana Islands, American Samoa, and Virgin Islands. In California, the State Department of Health Care Services administers the PATH funding and distributes the funds to the participating Counties by formula.

Each year, CMHS issues a Request for Applications (RFA) that the States and territories prepare and submit under the signature of the governor or designees of the State or territory. The RFA includes Intended Use Plans that describe how PATH funding will be used to deliver PATH allowable services and Federal Grant Detailed Program Budgets. The Los Angeles County Department of Mental Health (DMH) submits an RFA to the State annually.

Contractor is required to submit their PATH Intended Use Plan and a Federal Grant Detailed Program Budget to DMH yearly. These are included in the RFA that DMH submits to the State.

The Federal intent of the PATH program is to provide outreach and engagement and case management to individuals who are literally homeless or at imminent risk for homelessness that are not being served by the mental health system. The primary goals of the PATH program are to assist individuals in accessing mental health services and housing. In accordance with the 1993 Government Performance Results Act, PATH programs are held accountable for performance results including measuring what the program actually accomplished with the funding expended.

2. POPULATION TO BE SERVED

The target population for DMH's PATH program is individuals 18 and over who have a Severe Mental Illness (SMI) and are homeless and have high vulnerability as determined by a standardized assessment tool. Individuals with high vulnerability

most likely have co-occurring mental health, physical health and/or substance use disorders and other factors that place them at risk such as length of time homeless and age.

Contractor is required to enroll a minimum of 55 percent of the individuals who receive outreach and engagement services into their PATH program. Contractor is required to maintain a 1:15 staff to client ratio for PATH program enrolled clients.

Contractor is required to use a standardized assessment tool as determined by DMH to identify individuals who meet DMH's PATH program target population. The assessment tool shall be used to measure client vulnerability and to prioritize and match individuals to the most appropriate permanent supportive housing.

Contractor shall submit a DMH PATH Program Target Population Verification form prior to enrolling the individual into their PATH program to provide ongoing PATH services for each individual to document that the individual meets the PATH program target population. DMH shall confirm that all individuals meet the PATH program target population before ongoing PATH services are provided.

3. SERVICES TO BE PROVIDED

The Contractor is required to implement PATH program services by a field-based Multidisciplinary Integrated Team (MIT) within 30 days of the commencement of the contract. Individuals must voluntarily consent to receive PATH program services. The level and intensity of ongoing services shall be based on each individual's need/desire. All PATH program services shall be available to individuals served by the Contractor's PATH program on a one-on-one basis and at a minimum include the following:

Outreach and Engagement shall include:

- Informing individuals who are homeless about PATH program services.
- Establishing trusting relationships through an intensive, sustained and consistent process. Through these relationships the goal is to engage PATH eligible individuals by helping them understand how PATH services can assist them with transitioning from homelessness to having a home and for the individual to agree to enroll in the PATH program to receive on-going services.
- A team with a minimum of two staff is required to provide outreach and engagement services. Services to address immediate and basic needs may be provided during outreach and engagement.

Contractor is required to provide clear documentation supporting the following:

- Reason for terminating outreach and engagement for individuals who meet the target population but do not enroll in the PATH program

- The number of contacts made to engage the individual
- The number of attempts to locate individuals who became missing during outreach

Assessments shall include:

- Standardized assessment of vulnerability as determined by DMH
- PATH program Eligibility and Needs Assessment
- DMH Adult Initial Assessment
- Critical Time Intervention Assessment

Housing services shall include:

- Participating in other local community efforts to end homelessness such as the Coordinated Entry System (CES) to identify and locate permanent supportive housing
- Assisting clients with obtaining any documentation needed to apply for housing
- Assisting clients with completing housing applications and accompanying clients to meetings with property managers and/or housing authorities
- Assisting clients with submitting housing applications
- Tracking the status of housing applications and providing any necessary advocacy
- Assisting clients with accessing funding for security deposits and one-time rental payments to prevent eviction, if necessary
- Assisting clients with accessing furniture and other household goods
- Assisting clients with moving into housing
- Using Critical Time Intervention (CTI) to provide the ongoing supports and advocacy to ensure clients retain their housing

Case management as defined by PATH shall include:

- Assisting clients with referrals and confirming attainment of the referrals to one or more the following based on client need/desire:
 - Community mental health services
 - Substance abuse/use treatment
 - Primary health services
 - Income assistance/benefits establishment
 - Job training
 - Educational services
 - Employment services

- Assisting a client with a referral includes assisting with **all** of the following:
 - Obtaining the application/intake packet **and**
 - Obtaining any supporting documents needed **and**
 - Completing the application/intake packet **and**
 - Filing the application/intake packet

Contractor is required to assist 100% of clients with referrals they request/need. Contractor is required to demonstrate that 80% of clients who requested/needed a referral attained the referral.

Transportation shall include:

- Transporting clients to services to which they have been referred
- Accompanying clients on public transportation to ensure the assistance needed to attain services

Medication Support shall include:

- Prescribing, administering and dispensing psychiatric medications
- Monitoring the client's use of psychiatric medication
- Providing medication education

Crisis Intervention shall include:

- Assessing acute psychiatric and other emergency situations
- Initiating hospitalization

Individual Therapy/Counseling shall include:

- Using short-term solution and trauma focused interventions to assist clients to manage symptoms, understand problematic behaviors and to develop and use more adaptive behaviors

Life Skills Training shall include:

- Using habilitation interventions to assist clients to gain, restore, improve or maintain daily independent living including money management, social/leisure and personal hygiene skills

Substance Abuse Treatment shall include:

- Using interventions that assist clients to reduce the harm and risks associated with using substances
- Providing referrals to residential and detoxification programs
- Providing referrals to self-help groups and other community supports

Team Conferences/Case Consultation shall include:

- Using interdisciplinary inter/intra-agency conferences and consultation to coordinate client care activities.

Collateral Supports shall include:

- Contacting family members and/or significant others with the client's authorization to discuss how they can assist the client with their care/treatment goals.

4. EVIDENCE-BASED PRACTICES (EBPs) USED TO PROVIDE SERVICES

The following EBPs with adherence to fidelity are required to be used when providing PATH program services:

- Critical Time Intervention (CTI) to provide short-term intensive services for about nine (9) months to assist individuals' transition from homelessness to housing. The goals of CTI are to help individuals stabilize in housing and to link them to community-based supportive services including a medical home and longer term mental health services.
- Motivational interviewing that is goal-directed and client-centered and elicits behavioral change by helping individuals to explore and resolve ambivalence.
- Housing First to assist individuals attain the housing of their choice without any prerequisites/conditions for psychiatric treatment or sobriety. Individuals do not have to demonstrate "housing readiness" as evidenced by sobriety, psychiatric treatment compliance and/or living successfully in transitional housing prior to being housed.
- Harm Reduction that uses specific strategies that are non-judgmental and focus on the prevention of harm and risks associated with a behavior rather than on requiring adherence to a particular treatment plan. Individuals are allowed to make their own choices and are not treated adversely on the choices made.
- Although not an Evidence-Based Practice, staff are required to complete Preparing Disability Claims training or a similar training as determined by DMH and to use the information provided in this training when assisting clients to apply for any Social Security benefits.

5. CULTURALLY AND LINGUISTICALLY APPROPRIATE SERVICES

Contractor shall ensure that all PATH program services are culturally and linguistically appropriate. Culturally and linguistically appropriate services are

respectful of and responsive to a client's cultural and linguistic needs based on their cultural identity. Cultural identity may involve ethnicity, race, language, age, country of origin, level of acculturation, gender, socioeconomic class, disabilities, religious/spiritual beliefs, and/or sexual orientation. Culturally competent services require incorporating into all levels of service provision the importance of a client's culture, an assessment of cross-cultural relations, vigilance of the dynamics that result from cultural differences, the expansion of cultural knowledge, and the adaptation of services to meet culturally-unique needs. Contractor shall ensure that all PATH staff has the ability to provide culturally and linguistically appropriate services.

6. DISENROLLMENT FROM THE PATH PROGRAM

Disenrollment from the PATH program shall occur when the Contractor has lost contact with the client despite repeated efforts to locate them, the client is repeatedly refusing services over a period of approximately 90 days, the client will be incarcerated over 90 days or at the termination of CTI because the client has successfully transitioned into permanent supportive housing and has been linked to other community-based supportive services including mental health services and a medical home.

Contractor is required to link clients that are disenrolled from their PATH program who continue to need intensive services into their FSP, IMHT or other intensive field-based program. If a client no longer needs intensive services as determined by an assessment, Contractor is required to link the client to another one of their field-based mental health programs that meets the client's assessed needs. If Contractor does not have a mental health program that meets the client's assessed needs, they are required to provide services until the client is successfully linked to another field-based mental health program that can meet the client's needs.

7. DOCUMENTATION OF SERVICES

Contractor is required to maintain a record of the following for individuals who receive PATH program outreach services:

- The name of the individual (if known) to whom outreach was provided
- Demographics of the individual to whom outreach was provided
- The date outreach was provided
- The location of the outreach (name of major cross streets, park, shelter/community resource center)
- If the individual meets the PATH program eligibility
- If the individual agrees to be enrolled in the PATH program

Contractor is required to maintain a record for each PATH program enrolled client. The record shall contain the following and any other applicable documentation:

- PATH program Eligibility and Needs Assessment
- Consent for Services
- Adult Initial Assessment
- Client Care Coordination Plan that is reviewed and re-written every three months
- CTI Housing Stabilization Plan
- Progress Notes
- PATH program Discharge Summary

8. SERVICE DELIVERY SITES

Contractor is required to provide all services in the field unless otherwise approved by DMH. Outreach and engagement shall be provided only to individuals who are street homeless including those who are living in encampments, abandoned buildings and other outdoor areas. Contractor shall also provide outreach and engagement to specific individuals as requested by DMH, local businesses, law enforcement and other community members/agencies.

9. SERVICE DAYS/HOURS

Contractor is required to provide the PATH services described in Section 3 in person 52 weeks a year a minimum of 40 hours a week over six days including evenings/and or early mornings. PATH staff is required to be available after regular business hours to speak with landlords and to address client crisis and other emergency situations. Contractor is required to notify DMH in writing of any changes in the service days/hours at least 24 hours before the change(s).

10. DAILY OPERATIONS

Contractor's PATH MIT is required to adhere to an operational schedule that includes a team meeting a minimum of three times a week. The consulting psychiatrist/psychiatric physician assistant/psychiatrist nurse practitioner shall participate in the team meeting at a least once a week. The team meeting shall be facilitated by a licensed mental health professional. During the team meeting, the staff will discuss at a minimum the mental health, physical health, case management, housing and substance use treatment needs of each individual receiving outreach and engagement as well as other services.

Staff is required to communicate with each other throughout the day to ensure that the service needs of each individual are met.

11. CLIENT EMERGENCY MEDICAL TREATMENT

Clients who are provided PATH program services and who require emergency medical care for physical illness or accident shall be transported to an appropriate medical facility. The cost of such transportation, as well as the cost of any

emergency medical care shall not be a charge to nor reimbursable under the Agreement; however, Contractor shall assure that such transportation and emergency medical care are provided. Contractor shall establish and post written procedures describing appropriate action to be taken in the event of a medical emergency. Contractor shall also post and maintain a disaster and mass casualty plan of action in accordance with CCR Title 22, Section 80023.

12. NOTIFICATION OF CLIENT DEATH

Contractor and Partnering shall comply with the Department of Mental Health Policy No. 202.18, Reporting Clinical Incidents Involving Intentional Injuries, Deaths, Alleged Client Abuse and Possible Malpractice. This policy includes the requirement that the Prime Contractor and Partnering Contractor(s) immediately notify the DMH Medical Director upon becoming aware of the death of any client provided services hereunder. Notice shall be made by Prime Contractor and Partnering Contractor(s) immediately by telephone and in writing upon learning of such a death. The verbal and written notice shall include the name of the deceased, the date of death, a summary of the circumstances thereof, and the name(s) of all Prime Contractor's and Partnering Contractor's(s') staff with knowledge of the circumstances.

13. PATH PROGRAM STAFFING REQUIREMENTS

The following full time staff is required to be part of the PATH field-based MIT:

- A licensed mental health professional whose scope of practice includes making a Diagnostic Statistical Manual V diagnosis and who has a minimum of one year experience providing services to individuals who have a mental illness and who are homeless. This staff should be trained in motivational interviewing and harm reduction treatment modalities.

The licensed mental health professional shall function as the PATH program team leader who is responsible for overseeing the daily operation of the PATH program. At a minimum, their responsibilities include the following: facilitating the team meeting to discuss the status of each client, allocating the work of the staff to meet each client's needs, and distributing the staff into teams to conduct outreach and engagement and deliver ongoing services. The team leader is the point of contact throughout the day to address client crises and emergent needs. The licensed mental health professional shall also be responsible for completing diagnostic assessments and providing crisis intervention, counseling/therapy and other interventions that promote mental health wellness and recovery.

- A certified substance abuse counselor with a minimum of six months of experience providing services to individuals who have a mental illness and who have used motivational interviewing and harm reduction treatment modalities. The Certified Substance Abuse Counselor shall be responsible for

providing substance abuse counseling and services that promote wellness, assisting clients with the development of relapse prevention plans and helping clients to access self-help groups and detoxification programs.

- A case manager with a mental health related Bachelor's degree with a minimum of two years' experience providing services to individuals who have a mental illness and who are homeless. The case manager shall assist clients with accessing any necessary community resources and supports and assist with gaining, restoring, improving or maintaining daily independent living, social/leisure, and/or personal hygiene skills.
- A peer advocate with lived mental health experience. The peer advocate shall assist clients with accessing any necessary community resources and supports.

The following part-time staff is required to be part of the field-based MIT:

- A consulting psychiatrist/psychiatric physician's assistant (PA)/psychiatric nurse practitioner (NP). The consulting psychiatrist and/or the consulting psychiatric PA/NP under the supervision of the consulting psychiatrist shall be responsible for service delivery and oversight of the treatment of clients' chronic or episodic psychiatric needs. This includes diagnostic assessments, consultation, ordering laboratory tests, and prescribing, dispensing and monitoring the safety and effectiveness of psychiatric medications.
- A Registered Nurse (RN). The design of the PATH program is predicated on a proposed in-kind RN by the County pending appropriation of funding for this purpose.

Contractor is required to have a PATH program specific training curriculum that is used to provide staff training prior to staff delivering PATH program services. Contractor is required to maintain documentation that staff received PATH program specific training.

Contractor shall ensure that criminal clearances and background checks have been conducted for all Contractors' PATH staff prior to beginning and continuing work under the Agreement. The cost of such criminal clearances and background checks is the responsibility of the Contractor whether or not the Contractors' staff passes or fails the background and criminal clearance investigations.

Contractor is required to maintain documentation in the staff's personnel files of the following:

- all training hours and topics
- copies of resumes, degrees and professional licenses
- current criminal clearances

- current driver's licenses including current copies of proof of auto insurance
- copies of Department of Motor Vehicles (DMV) printouts for all Contractors' drivers providing services under this Contract that are available to DMH upon request - County reserves the option of competing a DMV check on Contractor's drivers once a year

Contractor shall advise DMH in writing of any change(s) in Contractors' PATH program staff within 24 hours of the change(s). Contractor shall ensure that no interruption of services occurs as a result of the change in personnel.

14. PARTNERSHIPS

Contractor is required to establish and maintain partnerships through a Memorandum of Understanding (MOU) with one or more physical health provider(s) in close proximity to the targeted area of service provision to streamline linkage to physical health care.

15. COMMUNITY AND CLIENT INVOLVEMENT

Contractor is required to participate in local Continuum of Care meetings and other local planning meetings to end homelessness.

Contractor is required to participate in other local community homeless outreach teams such as CES teams.

Contractor is required to involve clients who have received or are currently receiving PATH program services in one of the following ways:

- As a participant in the agency's planning, implementation and evaluation of PATH funded services
- As a member of the agency's governing or formal advisory board(s)
- As an employee

16. PATH FUNDING MATCH REQUIREMENTS

Contractor is required to match one dollar (\$1) of State or local resources for every three dollars (\$3) of Federal PATH funds received. These non-Federal contributions, also known as match funds, may be in cash or in-kind. The in-kind match may only be associated with the costs of any of the following:

- Personnel and consultants that provide services to the PATH program target population
- Personnel that oversee or provide clerical support to the PATH program
- PATH program office/outreach supplies
- PATH program staff mileage/telephones

PATH funds cannot be used as Medi-Cal match or for administrative overhead costs. PATH match funds cannot be used as match for any other funding such as Medi-Cal.

17. DATA COLLECTION AND REPORTING REQUIREMENTS

Contractor is required to use the Homeless Management Information System (HMIS) and any other databases as determined by DMH.

Contractor is required to collect, enter, manage and submit any data required by SAMHSA/PATH and the Department of Health Care Services on a quarterly and annual basis. Although SAMHSA/PATH can change the data requirements, the current ones are the following:

- The total count of individuals who received any PATH funded service.
- The total number of individuals (unduplicated) who were outreached.
- The total number of individuals who were outreached who become enrolled.
- The total number of individuals who could not be enrolled because they were not homeless and did not have a mental illness or a co-occurring mental health and substance use disorder.
- The total number of enrolled individuals.
- The total number of times contacts are made with individuals who are being outreached.
- The total number of services provided to all the enrolled clients.
- The total number of referrals given to all the enrolled clients. This is an aggregate total. It includes every type of referral given to each enrolled client.
- Housing status at first outreach contact.
- Total number of times each service was provided and the total number of enrolled clients who were provided the service.
- The total number of times each type of referral was made, the number of clients who received assistance with each type of referral and the number of clients that attained each type of referral.
- Demographics for each individual to whom outreach is provided and for each enrolled client.

Contractor is also required to submit any other data as required by DMH and at the frequency required by DMH.

Contractor is required to establish and implement a Data Collection Plan. The Plan shall be submitted to DMH within 90 days of commencement of the Contract and shall be effective upon DMH approval. The plan will include collecting, managing and submitting the required data. Contractor's Data Collection Plan shall include:

- A description of specific measures and data analysis methods that are currently in place and/or those to be delivered to ensure the collection and reporting of required data as reference above.

- A description of how data accuracy problems will be managed and resolved including a description of current data collection, data entry, data analysis, data reporting and/or other data accuracy problems and actions already taken.

18. OWNERSHIP OF DATA

Contractor and DMH hereby agree that any and all data or material collected as part of the PATH program and developed under this Agreement, including but not limited to, client satisfaction surveys, evaluation tools, client service utilization data, service cost data, quality improvement data, measures and reports, and/or program level reports, (hereinafter referred to as "Data"), is the sole property of the County.

Contractor hereby agrees not to use or disclose any such Data and/or not to analyze any portion thereof without the express written consent and/or approval of DMH, except for purposes of evaluating program performance and/or for quality improvement purposes as necessary for compliance with this Agreement. Use of any such Data for purposes of research and/or publishing is strictly prohibited without the express written consent and/or approval of DMH.

19. QUALITY MANAGEMENT

Contractor shall establish and utilize a comprehensive written Quality Management Program and Plan (Plan) including Quality Assurance and Quality Improvement processes to ensure the organization monitors, documents and reports on the required PATH program services provided and that identified measureable performance requirements are attained. Quality Management activities shall be focused on assuring that the quality of service meets the requirements for timeliness, accuracy, completeness, consistency and conformity to requirements as set forth in this Service Exhibit. The Plan shall be submitted to DMH within 90 days of commencement of the Contract and shall be effective upon DMH approval. The Plan shall be updated and re-submitted as changes are needed and/or as changes occur.

The plan shall include an identified monitoring system covering all the services listed in this Service Exhibit. The system of monitoring to ensure that the Service Exhibit requirements are being met shall include:

- Activities to be monitored, frequency of monitoring, samples of forms to be used in monitoring, title/level and qualifications of personnel performing monitoring functions.

- Ensuring the services, deliverables, and requirements defined in this Service Exhibit are being provided at or above the level of quality agreed upon by the County and the Contractor.
- Ensuring that professional staff rendering services under the Agreement has the necessary prerequisites.
- Identifying and preventing deficiencies in the quality of service before the level of performance becomes unacceptable.
- Taking any corrective action, if needed, including a commitment to provide to the County upon request a record of all inspections, the corrective action taken, the time the problem is first identified, a clear description of the problem, and the time elapsed between identification and completed corrective action.
- Ensuring services are provided in the event of a strike or other labor action of the Contractor's employees

20. CLIENT SATISFACTION SURVEYS

Contractor is required to administer a PATH client satisfaction survey as determined by DMH a minimum of two times a year. Contractor is required to use the information obtained from the survey to improve the quality of the PATH services provided if applicable. Contractor is required to submit a summary of the survey responses and how these were used to improve the quality of the PATH services, if applicable, to DMH.

21. PROGRAM MONITORING

Contractor is required to complete a PATH program self-assessment monitoring tool and submit the self-assessment to DMH for review yearly or as directed by DMH. Contractor is required to use the information obtained from the self-assessment monitoring tool to improve the quality of the PATH services provided if applicable. Contractor is required to monitor their program's CTI fidelity and submit a copy of their fidelity scale to DMH at a frequency determined by DMH. Contractor is required to use the fidelity information to improve the adherence to fidelity if applicable.

22. PATH POLICIES AND PROCEDURES

Contractor is required to develop and use PATH program specific policies and procedures that address the PATH program requirements within 90 days of commencement of the Contract.

23. ADMINISTRATIVE HOURS

Contractor's PATH Manager or County approved alternate shall have full authority to act for Contractor on all matters relating to the daily operation of the Agreement, and shall be accessible via telephone, e-mail, or fax during regular business hours to respond to County inquiries and/or concerns.

24. ADMINISTRATIVE TASKS

Contractor shall work cooperatively with DMH PATH program administrative staff.

Contractor shall send a representative to attend PATH program provider and/or other meetings as determined by DMH.

25. CONTRACT DISCREPANCIES

Contractor shall provide verbal notification of a Contract discrepancy to the Contract Program Manager as soon as possible whenever a Contract discrepancy is identified. The problem shall be resolved within a time period mutually agreed upon by the County and the Contractor. The County Contract Program Manager will determine whether a formal Contract Discrepancy Report (CDR) shall be issued. Upon receipt of this document, the Contractor is required to respond in writing to the County Contract Program Manager within five workdays, acknowledging the reported discrepancies or presenting contrary evidence. A plan for correction of all deficiencies identified in the CDR shall be submitted to the County Contract Program Manager within 10 workdays.

26. SUBCONTRACTING

No performance under this Service Exhibit shall be subcontracted by the Contractor without the prior written consent of County as provided in Paragraph 29 SUBCONTRACTING of the Legal Entity Agreement.

27. INFORMATION TECHNOLOGY REQUIREMENTS

Technology Requirements

Contractor shall possess or acquire a computer system within 30 days of commencement of the Contract that has the capability to comply with the terms of the Contract, with sufficient hardware and software and on-site maintenance for the entire term of this contract.

Contractor's information system or information technology system shall meet the functional, workflow and privacy/security requirements referenced below.

Contractor shall be solely responsible for complying with all applicable State and Federal regulations affecting the maintenance and transmittal of electronic information. Upon execution of the Contract, applicable DMH policies shall be provided to the Contractor.

Privacy and Electronic Security

To the extent relevant to deliver the services required by this Service Exhibit, Contractor shall comply with all Federal and State laws as they apply to Protected Health Information (PHI), Individually Identifiable Health Information (IIHI), and electronic information security.

Any Contractor that is deemed a "Covered Entity" under the Health Insurance Portability and Accountability Act of 1996 ("HIPAA") shall comply with the HIPAA privacy and security regulations independently of any activities or support of DMH or the County of Los Angeles.

Any Contractor that is deemed a "Business Associate" of County under the Health Insurance Portability and Accountability Act of 1996 ("HIPAA") shall enter into a Business Associate Agreement with the County of Los Angeles to ensure compliance with the privacy standards. For example, if the training is to be designed and delivered by a covered entity such as a Community Mental Health Center and the logistical services providers, vendors, or facilities managers are Sub-Contractors, then a Business Associate Agreement would be required between the covered entity and the logistical services or facility providers in case the Sub-Contractors may handle information regarding the health statuses of the students who are consumers or family members. If the training is to be designed and delivered by a non-covered entity, then a Business Associate Agreement shall be required between the Contractor and the County in case the Contractor may handle information regarding the health statuses of the students who are consumers or family members.

28. GREEN INITIATIVES

Contractor shall use reasonable efforts to initiate "green" practices for environmental and energy conservation benefits.

Contractor shall notify County's Program Manager of Contractor's new green initiatives prior to the contract commencement.

29. PERFORMANCE REQUIREMENTS SUMMARY

There are nine (9) Performance Requirements that measure Contractor's performance related to operational measures indicative of quality program administration. These requirements assess the agency's ability to provide the required services and to monitor the quality of the services. Contractor shall:

- Collaborate with DMH to provide processes for systematically evaluating quality and performance indicators and outcomes at the program level. Should there be a change in Federal, State and/or County policies/regulations, DMH, at its sole discretion, may amend these Performance Requirements via a contract amendment.
- Submit required reporting to DMH on performance targets related to the Contractor's services.
- Cooperate with DMH in the regularly scheduled monitoring of the program, including review of agency and program records, site visits, telephonic conferences, correspondence, and attendance at provider meetings where the Contractor's adherence to the performance-based criteria will be evaluated.

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The Performance Requirements are as follows:

Performance Requirements Summary

PERFORMANCE REQUIREMENTS	METHOD OF MONITORING	ACTIONS TAKEN IN LIEU OF NONCOMPLIANCE
Contractor is required to enroll 55% of the individuals who receive outreach and engagement services into their PATH program. (SOW Section 1.0)	DMH will use quarterly PATH reports submitted by Contractor to monitor.	Failure to meet performance requirement will result in a discrepancy report and submission of a corrective action plan to DMH.
Contractor is required to assist 100% of clients who requested/needed with referrals.(SOW Section 2.4)	DMH will use quarterly PATH reports submitted by Contractor to monitor.	Failure to meet performance requirement will result in a discrepancy report and submission of a corrective action plan to DMH.
Contractor is required to demonstrate that 80% of clients who requested/needed a referral attain the referral. (SOW Section 2.4)	DMH will use quarterly PATH reports submitted by Contractor to monitor.	Failure to meet performance requirement will result in a discrepancy report and submission of a corrective action plan to DMH.
Contractor is required to use the CTI EBP to provide services and to receive a fidelity rating of 90% or above. (SOW Section 3.)	DMH will review the fidelity scales completed by the Contractor and by DMH to monitor.	Failure to meet performance requirement will result in a discrepancy report and submission of a corrective action plan to DMH.
Contractor is required to demonstrate that 70% of clients obtain permanent housing.	HMIS or other tracking form to be developed by Contractor and approved by DMH.	Failure to meet performance requirement will result in a discrepancy report and submission of a corrective action plan to DMH.
Contractor is required to demonstrate that 90% of clients that are housed retain their housing for at least 9 months. (SOW Section 2.3)	HMIS or other tracking form to be developed by Contractor and approved by DMH.	Failure to meet performance requirement will result in a discrepancy report and submission of a corrective action plan to DMH.
Contractor is required to conduct Client Satisfaction Surveys and is required to demonstrate a 90% client satisfaction rate. (SOW Section 15.2)	DMH will review the summary reports submitted by the Contractor to monitor.	Failure to meet performance requirement will result in a discrepancy report and submission of a corrective action plan to DMH.
Contractor is required to use the EBP Housing First. (SOW Section 3.0)	DMH will monitor by client interview and chart review.	Failure to meet performance requirement will result in a discrepancy report and submission of a corrective action plan to DMH.
Contractor is required to use the EBP harm reduction across all modalities of treatment. (SOW Section 3.0)	DMH will monitor by client interview and chart review.	Failure to meet performance requirement will result in a discrepancy report and submission of a corrective action plan to DMH.

30. CONTRACTOR TIMELINES

Contractor shall adhere to the following time requirements/timelines within thirty (30) days of the execution of the Agreement:

- An emergency medical treatment and disaster/mass casualty plan
- A list of the days and hours PATH services including outreach and engagement will be provided
- Provide orientation training to the PATH program staff
- Operationalize all sites listed in the Agreement
- Implement the PATH program
- Provide DMH with a roster of all PATH staff that includes: (1) names and positions; (2) work schedules; (3) fax and telephone numbers; and (4) any non-English, Los Angeles County threshold languages spoken by staff
- Acquire a computer system with sufficient hardware and software to meet DMH requirements and an agreement for its on-site maintenance for the entire term of this Agreement

Contractor shall adhere to the following time requirements/timelines within ninety (90) days of the execution of the Agreement:

- PATH program specific policies and procedures that address the PATH program requirements.
- A Quality Management Program and Plan that includes the Quality Assurance/Quality Control policy and/or procedure
- A Data Collection Plan