

THE INFORMATION IN THIS BOX IS NOT A PART OF THE CONTRACT AND IS FOR COUNTY USE ONLY



**Contract Number**

20-156 A-2

**SAP Number**

4400013691

**Department of Behavioral Health**

|   |                                     |
|---|-------------------------------------|
| <b>Department Contract Representative</b> | Jesus Maciel                        |
| <b>Telephone Number</b>                   | 909-388-0887                        |
| <b>Contractor</b>                         | Valley Star Behavioral Health, Inc. |
| <b>Contractor Representative</b>          | Kent Dunlap                         |
| <b>Telephone Number</b>                   | 310-221-6336                        |
| <b>Contract Term</b>                      | April 1, 2020 – March 31, 2025      |
| <b>Original Contract Amount</b>           | \$25,008,028                        |
| <b>Amendment Amount</b>                   | \$ 891,682                          |
| <b>Total Contract Amount</b>              | \$25,899,710                        |
| <b>Cost Center</b>                        | 920639220                           |
| <b>Grant Number (if applicable)</b>       | Not Applicable                      |

THIS AMENDMENT is entered into in the State of California by and between San Bernardino County, hereinafter called the County, and Valley Star Behavioral Health, Inc., referenced above, hereinafter called Contractor.

**IT IS HEREBY AGREED AS FOLLOWS:**

**WITNESSETH:**

IN THAT CERTAIN **Contract No. 20-156** by and between San Bernardino County, a political subdivision of the State of California, and Contractor for Crisis Walk-In Center Services, which Contract first became effective April 1, 2020, the following changes are hereby made and agreed to, effective April 15, 2024:

- I. ARTICLE IV FUNDING AND BUDGETARY RESTRICTIONS, paragraph I is hereby amended to read as follows:
  - I. The contract amendment amount of \$891,682 shall increase the total contract amount from \$25,008,028 to \$25,899,710 for the contract term.
- II. This amendment hereby adds revised Schedules A and B for Fiscal Years 2023-24 and 2024-25. All previously approved schedules remain in effect.

- III. ADDENDUM II DESCRIPTION OF PROGRAM SERVICES - OVERNIGHT MOBILE CRISIS RESPONSE is hereby replaced.
- IV. All other terms, conditions and covenants in the basic agreement remain in full force and effect.

This Agreement may be executed in any number of counterparts, each of which so executed shall be deemed to be an original, and such counterparts shall together constitute one and the same Agreement. The parties shall be entitled to sign and transmit an electronic signature of this Agreement (whether by facsimile, PDF or other email transmission), which signature shall be binding on the party whose name is contained therein. Each party providing an electronic signature agrees to promptly execute and deliver to the other party an original signed Agreement upon request.

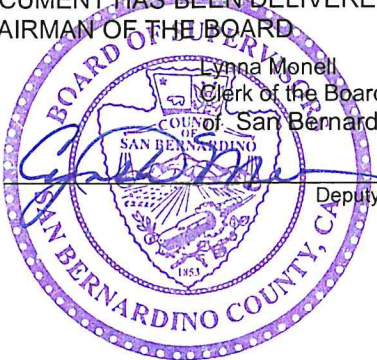
SAN BERNARDINO COUNTY

*Dawn Rowe*

Dawn Rowe, Chair, Board of Supervisors

Dated: AUG 20 2024

SIGNED AND CERTIFIED THAT A COPY OF THIS DOCUMENT HAS BEEN DELIVERED TO THE CHAIRMAN OF THE BOARD



Lynna Monell  
Clerk of the Board of Supervisors  
San Bernardino County

By *[Signature]*  
Deputy

Valley Star Behavioral Health, Inc.

(Print or type name of corporation, company, contractor, etc.)

By *Kent Dunlap*

(Authorized signature - sign in blue ink)

Name Kent Dunlap

(Print or type name of person signing contract)

Title President and Chief Executive Officer

(Print or Type)

Dated: 8/5/2024

Address 1585 South D Street, Ste. 101

San Bernardino, CA 92408

**FOR COUNTY USE ONLY**

Approved as to Legal Form

*Dawn Martin*

Dawn Martin, Deputy County Counsel

Date 8/5/2024

Reviewed for Contract Compliance

*Ellayna Hoatson*

Ellayna Hoatson, Contracts Supervisor

Date 8/6/2024

Reviewed and Approved by Department

*Georgina Yoshioka*

Georgina Yoshioka, Director

Date 8/5/2024

**SCHEDULE A - Planning Estimates**

**SAN BERNARDINO COUNTY  
DEPARTMENT OF BEHAVIORAL HEALTH**

Contractor Name: Valley Star Behavioral Health, Inc

**Actual Cost Contract (cost reimbursement)**

RFP #/Contract #

**Mobile Crisis Response**

Address: 12240 Hesperia Road, Suite A  
Victorville, CA 92395

Prepared by: Sabina Waweru  
Senior Accountant

FY 2023/2024  
December 19, 2023 - June 30, 2024

Date Form Completed 2/29/2024  
Date Form Revised

| 100%<br>LINE           | Distribution %<br>MODE OF SERVICE            | 95.00%<br>15-Mobile Crisis | 4.00%<br>15-Crisis Intervention | 1.00%<br>15-Transportation | Profit Margin | TOTAL          |
|------------------------|--|----------------------------|---------------------------------|----------------------------|---------------|----------------|
| #                      | SERVICE FUNCTION                             | Mobile Crisis              | Crisis Intervention             | Transporation              |               |                |
| <b>EXPENSES</b>        |  |                            |                                 |                            |               |                |
| 1                      | SALARIES                                     | 593,924                    | 25,007                          | 6,252                      |               | 625,183        |
| 2                      | BENEFITS                                     | 151,866                    | 6,394                           | 1,599                      |               | 159,859        |
|                        | <b>(1+2 must equal total staffing costs)</b> | <b>745,790</b>             | <b>31,402</b>                   | <b>7,850</b>               | <b>0</b>      | <b>785,042</b> |
| 3                      | OPERATING EXPENSES                           | 224,637                    | 9,458                           | 2,365                      |               | 282,892        |
| 4                      | TOTAL EXPENSES (1+2+3)                       | 970,427                    | 40,860                          | 10,215                     | 46,432        | 1,067,934      |
| <b>AGENCY REVENUES</b> |  |                            |                                 |                            |               |                |
| 5                      | PATIENT FEES                                 |                            |                                 |                            |               | 0              |
| 6                      | PATIENT INSURANCE                            |                            |                                 |                            |               | 0              |
| 7                      | MEDI-CARE                                    |                            |                                 |                            |               | 0              |
| 8                      | GRANTS/OTHER                                 |                            |                                 |                            |               | 0              |
| 9                      | TOTAL AGENCY REVENUES (5+6+7+8)              | 0                          | 0                               | 0                          | 0             | 0              |
| 10                     | CONTRACT AMOUNT (4-9)                        | 970,427                    | 40,860                          | 10,215                     | 46,432        | 1,067,934      |
| <b>FUNDING</b>         |  |                            |                                 |                            |               |                |
| Mix %                  | Share %                                      |                            |                                 |                            |               |                |
| 11                     | 100.00% MHSA                                 | 970,427                    | 40,860                          | 10,215                     | 46,432        | 1,067,934      |
| 12                     |  |                            |                                 |                            |               | 0              |
| 13                     |  |                            |                                 |                            |               | 0              |
| 14                     |  |                            |                                 |                            |               | 0              |
| 15                     |  |                            |                                 |                            |               | 0              |
| 16                     |  |                            |                                 |                            |               | 0              |
| 17                     | FUNDING TOTAL                                | 970,427                    | 40,860                          | 10,215                     | 46,432        | 1,067,934      |
| 18                     | NET COUNTY FUNDS (Local Cost) MUST = ZERO    | 0                          | 0                               | 0                          | 0             | 0              |
| 19                     | STATE FUNDING (Including Realignment)        | 0                          | 0                               | 0                          | 0             | 0              |
| 20                     | FEDERAL FUNDING                              | 970,427                    | 40,860                          | 10,215                     | 46,432        | 1,067,934      |
| 21                     | TOTAL FUNDING                                | 970,427                    | 40,860                          | 10,215                     | 46,432        | 1,067,934      |

APPROVED:

*Gary Barnes*

Gary Barnes (May 9, 2024 09:14 PDT)

*Anthony Altamirano*

Anthony Altamirano (May 9, 2024 09:24 PDT)

*Christina Entz*

Christina Entz (May 9, 2024 10:59 PDT)

May 9, 2024

DATE

PROVIDER AUTHORIZED SIGNATURE

DATE

DBH FISCAL SERVICES

DATE

DBH PROGRAM MANAGER

DATE

**Gary Barnes**

PROVIDER AUTHORIZED SIGNER (Print Name)

**Anthony Altamirano**

DBH FISCAL SERVICES (Print Name)

**Christina Entz**

DBH PROGRAM MANAGER (Print Name)

SAN BERNARDINO COUNTY DEPARTMENT OF BEHAVIORAL HEALTH  
STAFFING-DETAIL

FY 2023/2024  
December 19, 2023 - June 30, 2024  
(12 months)

Schedule B

Staffing Detail - Personnel (Includes Personal Services Contracts for Professional Services)

CONTRACTOR NAME: Valley Star Behavioral Health, Inc

| Name | Degree/<br>License | Position<br>Title              | Full<br>Time<br>Annual<br>Salary* | Full<br>Time<br>Fringe<br>Benefits* | Total<br>Full Time<br>Salaries &<br>Benefits* | % Time<br>Spent on<br>Contract<br>Services | Total Salaries<br>and Benefits<br>Charged to<br>Contract<br>Services | Budgeted<br>Units of<br>Contract<br>Services | Total Salaries<br>Charged to Contract<br>Services | Total Benefits<br>Charged to Contract<br>Services |
|------|--------------------|--------------------------------|-----------------------------------|-------------------------------------|---|--|--|--|---|---|
| TBD  | Bachelors/ Masters | Administrator                  | \$ 80,035                         | 20,464                              | 100,499                                       | 26%  | 26,153   |  | 20,828  | 5,325   |
| TBD  | MS/LMFT            | Clinical Supervisor            | \$ 61,762                         | 15,792                              | 77,554  | 42%  | 32,529   |  | 25,905  | 6,624   |
| TBD  | LMF/LCSW           | Licensed Clinician             | \$ 56,384                         | 14,417                              | 70,801  | 100%                                       | 70,801   |  | 56,384  | 14,417  |
| TBD  | LMF/LCSW           | Mental Health Specialist II    | \$ 47,474                         | 12,138                              | 59,612  | 100%                                       | 59,612   |  | 47,474  | 12,138  |
| TBD  | LMF/LCSW           | Mental Health Specialist II    | \$ 47,474                         | 12,138                              | 59,612  | 100%                                       | 59,612   |  | 47,474  | 12,138  |
| TBD  | LMF/LCSW           | Mental Health Specialist II    | \$ 47,474                         | 12,138                              | 59,612  | 100%                                       | 59,612   |  | 47,474  | 12,138  |
| TBD  | LMF/LCSW           | Mental Health Specialist II    | \$ 47,474                         | 12,138                              | 59,612  | 100%                                       | 59,612   |  | 47,474  | 12,138  |
| TBD  | LMF/LCSW           | Mental Health Specialist II    | \$ 47,474                         | 12,138                              | 59,612  | 100%                                       | 59,612   |  | 47,474  | 12,138  |
| TBD  | LMF/LCSW           | Mental Health Specialist II    | \$ 47,474                         | 12,138                              | 59,612  | 100%                                       | 59,612   |  | 47,474  | 12,138  |
| TBD  | GED/HS Diploma     | Peer and Family Advocate       | \$ 32,525                         | 8,316                               | 40,841  | 100%                                       | 40,841   |  | 32,525  | 8,316   |
| TBD  | GED/HS Diploma     | Peer and Family Advocate       | \$ 32,525                         | 8,316                               | 40,841  | 100%                                       | 40,841   |  | 32,525  | 8,316   |
| TBD  | GED/HS Diploma     | Peer and Family Advocate       | \$ 32,525                         | 8,316                               | 40,841  | 100%                                       | 40,841   |  | 32,525  | 8,316   |
| TBD  | GED/HS Diploma     | Peer and Family Advocate       | \$ 32,525                         | 8,316                               | 40,841  | 100%                                       | 40,841   |  | 32,525  | 8,316   |
| TBD  | Bachelors/ Masters | Human Resource Manager         | \$ 53,259                         | 13,618                              | 66,876  | 9%   | 6,019  |  | 4,791   | 1,228   |
| TBD  | MS/LMFT            | Clinical Director              | \$ 68,409                         | 16,980                              | 85,388  | 14%  | 11,674   |  | 9,287   | 2,377   |
| TBD  | RN                 | Director of Nursing            | \$ 69,371                         | 17,737                              | 87,108  | 14%  | 12,195   |  | 9,712   | 2,483   |
| TBD  | GED/HS Diploma     | Training Clerk                 | \$ 21,745                         | 5,580                               | 27,325  | 9%   | 2,457  |  | 1,957   | 500   |
| TBD  | Bachelors          | HR Coordinator                 | \$ 30,201                         | 7,722                               | 37,923  | 28%  | 10,625   |  | 8,462   | 2,163   |
| TBD  | Bachelors          | Human Resources Assistant      | \$ 24,394                         | 6,237                               | 30,631  | 9%   | 2,757  |  | 2,195   | 562   |
| TBD  | Bachelors          | Specialist, Talent Acquisition | \$ 37,287                         | 9,534                               | 46,821  | 9%   | 4,214  |  | 3,356   | 858   |
| TBD  | Bachelors          | Specialist, Training           | \$ 25,579                         | 6,540                               | 32,119  | 9%   | 2,891  |  | 2,302   | 598   |
|      |                    |                                | 0                                 | 0                                   | 0   |  | 0  |  | 0   | 0   |
|      |                    |                                |                                   |                                     |   |  |  |  | 625,183   | 159,859   |

TOTAL  
COST: 785,042

Detail of Fringe Benefits: Employer FICA/Medicare, Workers Compensation,  
Unemployment, Vacation Pay, Sick Pay, Pension and Health Benefits

\* - Sub-Contracted Person listed on Schedule "A" Planning as operating expenses, not salaries & benefits.

**SAN BERNARDINO COUNTY  
DEPARTMENT OF BEHAVIORAL HEALTH  
SCHEDULE B**

Contractor Name: Valley Star Behavioral Health, Inc

FY 2023/2024  
December 19, 2023 - June 30, 2024

Address: 12240 Hesperia Road, Suite A  
Victorville, CA 92395

Prepared by: Sabina Waweru  
Title: Senior Accountant

Date Form Completed: 2/29/2024  
Updated

**Operating Expenses - Please list all operating costs charged to this program, including administrative support costs and management fees along with a detail explanation of the categories below.**

December 19, 2023 - June 30, 2024

| ITEM                            | TOTAL COST TO ORGANIZATION | PERCENT CHARGED TO OTHER FUNDING | TOTAL COST TO OTHER FUNDING SOURCE | PERCENT CHARGED TO CONTRACT | TOTAL COST TO CONTRACT |
|---------------------------------|----------------------------|----------------------------------|------------------------------------|-----------------------------|------------------------|
| 1 Centralized Services-Admin    | \$92,425                   | 0.00%                            | \$0                                | 100%                        | \$92,425               |
| 2 Centralized Services- Program | \$26,382                   | 0.00%                            | \$0                                | 100%                        | \$26,382               |
| 3 Depreciation Expense          | \$20,000                   | 0.00%                            | \$0                                | 100%                        | \$20,000               |
| 4 Education/Training            | \$5,900                    | 0.00%                            | \$0                                | 100%                        | \$5,900                |
| 5 Equipment IT                  | \$25,390                   | 0.00%                            | \$0                                | 100%                        | \$25,390               |
| 6 Insurance                     | \$3,970                    | 0.00%                            | \$0                                | 100%                        | \$3,970                |
| 7 Licenses                      | \$143                      | 0.00%                            | \$0                                | 100%                        | \$143                  |
| 8 Maintenance                   | \$5,717                    | 0.00%                            | \$0                                | 100%                        | \$5,717                |
| 9 Office Supplies               | \$2,500                    | 0.00%                            | \$0                                | 100%                        | \$2,500                |
| 10 Professional Fees            | \$953                      | 0.00%                            | \$0                                | 100%                        | \$953                  |
| 11 Purchased Services           | \$4,791                    | 0.00%                            | \$0                                | 100%                        | \$4,791                |
| 12 Recruiting                   | \$5,800                    | 0.00%                            | \$0                                | 100%                        | \$5,800                |
| 13 Rent                         | \$27,596                   | 0.00%                            | \$0                                | 100%                        | \$27,596               |
| 14 Telephone                    | \$1,000                    | 0.00%                            | \$0                                | 100%                        | \$1,000                |
| 15 Transportation Expense       | \$3,000                    | 0.00%                            | \$0                                | 100%                        | \$3,000                |
| 16 Travel                       | \$2,500                    | 0.00%                            | \$0                                | 100%                        | \$2,500                |
| 17 Office Furniture             | \$6,534                    | 0.00%                            | \$0                                | 100%                        | \$6,534                |
| 18 Client Support               | \$1,861                    | 0.00%                            | \$0                                | 100%                        | \$1,861                |
| 19 Profit Margin                | \$46,432                   | 0.00%                            | \$0                                | 100%                        | \$46,432               |
| <b>SUBTOTAL B:</b>              | <b>\$282,892</b>           |                                  | <b>\$0</b>                         |                             | <b>\$282,893</b>       |

Less: Operating Income (\$46,432)  
less flex funds \$0  
Operating expenses \$236,460

**SAN BERNARDINO COUNTY  
DEPARTMENT OF BEHAVIORAL HEALTH  
SCHEDULE B  
BUDGET NARRATIVE**

FY 2023/2024  
December 19, 2023 - June 30, 2024

Contractor Name: Valley Star Behavioral Health, Inc

Address: 12240 Hesperia Road, Suite A  
Victorville, CA 92395

Date Form Completed: 2/29/2024  
Updated

Prepared by: Sabina Waweru  
Title: Senior Accountant

**Budget Narrative for Operating Expenses. Explain each expense by line item. Provide an explanation for determination of all figures (rate, duration, quantity, Benefits, FTE's, etc.) for example explain how overhead or indirect cost were calculated.**

**December 19, 2023 - June 30, 2024**

| ITEM                            | Justification of Cost   |
|---------------------------------|---|
| 1 Centralized Services-Admin    | This is an allocation from SBHG of Administration, Information Technology, Human Resources, Communications, Finance, and associated fringe benefits and expense. Cost( Plus Operating Income) can be up to 15% of total direct costs based on historical costs. |
| 2 Centralized Services- Program | This is a program allocation from Stars Behavioral Health Group of training, outcome research and program's practices, electronic medical records, quality assurance, and associated employee benefits and expenses based on historical costs.                  |
| 3 Depreciation Expense          | Depreciation of company 4 vans at \$833 per month each.   |
| 4 Education/Training            | Continuing education for employees and required DBH trainings based on historical costs. Plus \$4,000 of start up costs for training.   |
| 5 Equipment IT                  | Includes: laptops, desktops, printers, network switch and software for staff. Based on historical costs.  |
| 6 Insurance                     | Costs of general liability, malpractice, fiduciary, director & officers, property insurance, auto, crime, sexual misconduct and umbrella coverage based on historical costs.  |
| 7 Licenses                      | Business license, and DMH fees based on historical costs.   |
| 8 Maintenance                   | Building maintenance and repairs based on historical costs.   |
| 9 Office Supplies               | General office supplies such as printing (paper/toner), presentation materials, pens & envelopes and other items that the staff need to perform their functions based on historical costs.  |
| 10 Professional Fees            | Audit fees based on historical cost.  |
| 11 Purchased Services           | Dayforce payroll services, shredding, medical waste service, and program expense (Training/Outcomes/EMR) based on historical costs.   |
| 12 Recruiting                   | Job advertising, background checks, and physical exams for new employees based on historical cost.  |
| 13 Rent                         | Est cost of sharing a facility at \$2,164/month (1,133sq. ft. at 1.91 per sq. ft)   |
| 14 Telephone                    | Phone system equipment and installation expense, monthly facility telephone charges and staff cellphone reimbursement based on historical costs.  |
| 15 Transportation Expense       | Client bus pass, cab fare, gasoline and routine maintenance expense for van.  |
| 16 Travel                       | Employee mileage reimbursement and parking.   |
| 17 Office Furniture             | Office furniture for the office.  |
| 18 Client Support               | To cover for Covid Supplies.  |
| 19 Profit Margin                | 5% of Direct Cost (The total of Indirect Admin. and Operating Income cannot exceed 15% of direct costs)   |

**SAN BERNARDINO COUNTY  
DEPARTMENT OF BEHAVIORAL HEALTH  
SCHEDULE B  
FY 2023/2024  
December 19, 2023 - June 30, 2024**

Contractor Name: Valley Star Behavioral Health, Inc  
Contract # \_\_\_\_\_  
Address: 12240 Hesperia Road, Suite A  
Victorville, CA 92395  
Date Form Completed: 2/29/2024  
Updated \_\_\_\_\_

| Client Service Projections for:            | December 19, 2023 - June 30, 2024 |        |           |         |          |           |           |           |           |           |           |           | Total     |           |           |
|--|-----------------------------------|--------|-----------|---------|----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
|  | July                              | August | September | October | November | December  | January   | February  | March     | April     | May       | June      |           |           |           |
| Units of Time (Hours)<br>Mode 15           | 0                                 | 0      | 0         | 0       | 0        | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         |           |
| <b>Projected Cost per Month of Service</b> |                                   |        |           |         |          |           |           |           |           |           |           |           |           |           |           |
| 15-Mobile Crisis                           |                                   |        |           |         |          | \$138,632 | \$138,632 | \$138,632 | \$138,632 | \$138,632 | \$138,632 | \$138,632 | \$138,632 | \$138,632 | \$970,427 |
| 15-Crisis Intervention                     |                                   |        |           |         |          | \$5,837   | \$5,837   | \$5,837   | \$5,837   | \$5,837   | \$5,837   | \$5,837   | \$5,837   | \$5,837   | \$40,860  |
| 15-Transportation                          |                                   |        |           |         |          | \$1,459   | \$1,459   | \$1,459   | \$1,459   | \$1,459   | \$1,459   | \$1,459   | \$1,459   | \$1,459   | \$10,215  |
| <b>Number of Clients Served</b>            |                                   |        |           |         |          | 32        | 32        | 32        | 32        | 32        | 32        | 32        | 32        | 32        | 224       |

Note: Total Units of time must equal total units of time reported on Schedule A

**SCHEDULE A - Planning Estimates**

**Actual Cost Contract (cost reimbursement)**

Prepared by: Sabina Waweru  
 Title: Senior Accountant

**SAN BERNARDINO COUNTY  
 DEPARTMENT OF BEHAVIORAL HEALTH**

**Mobile Crisis Response**

FY 2024/2025  
 July 1, 2024 - March 31, 2025

Contractor Name: Valley Star Behavioral Health, Inc  
 RFP #/Contract #  
 Address: 12240 Hesperia Road, Suite A  
Victorville, CA 92395  
 Date Form Completed 2/29/2024  
 Date Form Revised

| 100%<br>LINE           | Distribution %                               | 15-Mobile Crisis<br>95.00% | 15-Crisis Intervention<br>4.00% | 15-Transportation<br>1.00% | Profit Margin | TOTAL            |
|------------------------|--|----------------------------|---------------------------------|----------------------------|---------------|------------------|
| #                      | SERVICE FUNCTION                             | Mobile Crisis              | Crisis Intervention             | Transportation             |               |                  |
| <b>EXPENSES</b>        |  |                            |                                 |                            |               |                  |
| 1                      | SALARIES                                     | 840,590                    | 35,393                          | 8,848                      |               | 884,832          |
| 2                      | BENEFITS                                     | 214,939                    | 9,050                           | 2,263                      |               | 226,252          |
|                        | <b>(1+2 must equal total staffing costs)</b> | <b>1,055,530</b>           | <b>44,443</b>                   | <b>11,111</b>              | <b>0</b>      | <b>1,111,084</b> |
| 3                      | OPERATING EXPENSES                           | 309,921                    | 13,049                          | 3,262                      |               | 391,565          |
| 4                      | TOTAL EXPENSES (1+2+3)                       | 1,365,451                  | 57,493                          | 14,373                     | 65,333        | 1,502,649        |
| <b>AGENCY REVENUES</b> |  |                            |                                 |                            |               |                  |
| 5                      | PATIENT FEES                                 |                            |                                 |                            |               | 0                |
| 6                      | PATIENT INSURANCE                            |                            |                                 |                            |               | 0                |
| 7                      | MEDI-CARE                                    |                            |                                 |                            |               | 0                |
| 8                      | GRANTS/OTHER                                 |                            |                                 |                            |               | 0                |
| 9                      | TOTAL AGENCY REVENUES (5+6+7+8)              | 0                          | 0                               | 0                          | 0             | 0                |
| 10                     | CONTRACT AMOUNT (4-9)                        | 1,365,451                  | 57,493                          | 14,373                     | 65,333        | 1,502,649        |
| <b>FUNDING</b>         |  |                            |                                 |                            |               |                  |
| Mix %                  |  | Share %                    |                                 |                            |               |                  |
| 11                     | 100.00% MHSA                                 | 1,365,451                  | 57,493                          | 14,373                     | 65,333        | 1,502,649        |
| 12                     |  |                            |                                 |                            |               | 0                |
| 13                     |  |                            |                                 |                            |               | 0                |
| 14                     |  |                            |                                 |                            |               | 0                |
| 15                     |  |                            |                                 |                            |               | 0                |
| 16                     |  |                            |                                 |                            |               | 0                |
| 17                     | FUNDING TOTAL                                | 1,365,451                  | 57,493                          | 14,373                     | 65,333        | 1,502,649        |
| 18                     | NET COUNTY FUNDS (Local Cost) MUST = ZERO    | 0                          | 0                               | 0                          | 0             | 0                |
| 19                     | STATE FUNDING (Including Realignment)        | 0                          | 0                               | 0                          | 0             | 0                |
| 20                     | FEDERAL FUNDING                              | 1,365,451                  | 57,493                          | 14,373                     | 65,333        | 1,502,649        |
| 21                     | TOTAL FUNDING                                | 1,365,451                  | 57,493                          | 14,373                     | 65,333        | 1,502,649        |

APPROVED:

Gary Barnes

Gary Barnes (May 9, 2024 09:13 PDT)

[Signature]

Anthony Altamirano (May 9, 2024 09:23 PDT)

Christina Entz

Christina Entz (May 9, 2024 11:00 PDT)

May 9, 2024

PROVIDER AUTHORIZED SIGNATURE: Anthony Altamirano DATE: May 9, 2024  
 DBH FISCAL SERVICES

PROVIDER AUTHORIZED SIGNATURE: Christina Entz DATE: May 9, 2024  
 DBH PROGRAM MANAGER

PROVIDER AUTHORIZED SIGNATURE: Gary Barnes DATE: May 9, 2024  
 DBH FISCAL SERVICES

**Gary Barnes**

PROVIDER AUTHORIZED SIGNER (Print Name)

**Anthony Altamirano**

DBH FISCAL SERVICES (Print Name)

**Christina Entz**

DBH PROGRAM MANAGER (Print Name)



SAN BERNARDINO COUNTY DEPARTMENT OF BEHAVIORAL HEALTH  
STAFFING DETAIL

FY 2023/2024

July 1, 2024 - March 31, 2025

(12 months)

Schedule B

Staffing Detail - Personnel (Includes Personal Services Contracts for Professional Services)

CONTRACTOR NAME: Valley Star Behavioral Health, Inc

| Name | Degree/<br>License | Position<br>Title              | Full<br>Time<br>Annual<br>Salary* | Full<br>Time<br>Fringe<br>Benefits* | Total<br>Full Time<br>Salaries &<br>Benefits* | % Time<br>Spent on<br>Contract<br>Services | Total Salaries<br>and Benefits<br>Charged to<br>Contract<br>Services | Budgeted<br>Units of<br>Contract<br>Services | Total Salaries<br>Charged to Contract<br>Services | Total Benefits<br>Charged to Contract<br>Services |
|------|--------------------|--------------------------------|-----------------------------------|-------------------------------------|---|--|--|--|---|---|
| TBD  | Bachelors/ Masters | Administrator                  | \$ 113,273                        | 28,963                              | 142,236                                       | 26%  | 37,015   |  | 29,478  | 7,537   |
| TBD  | MS/LMFT            | Clinical Supervisor            | \$ 87,413                         | 22,350                              | 109,763                                       | 42%  | 46,039   |  | 36,664  | 9,375   |
| TBD  | LMFT/LCSW          | Licensed Clinician             | \$ 79,802                         | 20,404                              | 100,206                                       | 100%                                       | 100,206  |  | 79,802  | 20,395  |
| TBD  | LMFT/LCSW          | Mental Health Specialist II    | \$ 67,192                         | 17,180                              | 84,372  | 100%                                       | 84,372   |  | 67,192  | 17,180  |
| TBD  | LMFT/LCSW          | Mental Health Specialist II    | \$ 67,192                         | 17,180                              | 84,372  | 100%                                       | 84,372   |  | 67,192  | 17,180  |
| TBD  | LMFT/LCSW          | Mental Health Specialist II    | \$ 67,192                         | 17,180                              | 84,372  | 100%                                       | 84,372   |  | 67,192  | 17,180  |
| TBD  | LMFT/LCSW          | Mental Health Specialist II    | \$ 67,192                         | 17,180                              | 84,372  | 100%                                       | 84,372   |  | 67,192  | 17,180  |
| TBD  | LMFT/LCSW          | Mental Health Specialist II    | \$ 67,192                         | 17,180                              | 84,372  | 100%                                       | 84,372   |  | 67,192  | 17,180  |
| TBD  | GED/HS Diploma     | Peer and Family Advocate       | \$ 46,033                         | 11,770                              | 57,803  | 100%                                       | 57,803   |  | 46,033  | 11,770  |
| TBD  | GED/HS Diploma     | Peer and Family Advocate       | \$ 46,033                         | 11,770                              | 57,803  | 100%                                       | 57,803   |  | 46,033  | 11,770  |
| TBD  | GED/HS Diploma     | Peer and Family Advocate       | \$ 46,033                         | 11,770                              | 57,803  | 100%                                       | 57,803   |  | 46,033  | 11,770  |
| TBD  | GED/HS Diploma     | Peer and Family Advocate       | \$ 46,033                         | 11,770                              | 57,803  | 100%                                       | 57,803   |  | 46,033  | 11,770  |
| TBD  | Bachelors/ Masters | Human Resource Manager         | \$ 75,379                         | 19,273                              | 94,653  | 9%   | 8,519  |  | 6,784   | 1,735   |
| TBD  | MS/LMFT            | Clinical Director              | \$ 93,989                         | 24,032                              | 118,021                                       | 14%  | 16,523   |  | 13,158  | 3,365   |
| TBD  | RN                 | Director of Nursing            | \$ 98,191                         | 25,104                              | 123,285                                       | 14%  | 17,260   |  | 13,745  | 3,515   |
| TBD  | GED/HS Diploma     | Training Clerk                 | \$ 30,776                         | 7,869                               | 38,645  | 9%   | 3,478  |  | 2,770   | 708   |
| TBD  | Bachelors          | HR Coordinator                 | \$ 42,742                         | 10,829                              | 53,571  | 28%  | 15,037   |  | 11,966  | 3,071   |
| TBD  | Bachelors          | Human Resources Assistant      | \$ 34,525                         | 8,827                               | 43,352  | 9%   | 3,902  |  | 3,107   | 795   |
| TBD  | Bachelors          | Specialist, Talent Acquisition | \$ 52,774                         | 13,494                              | 66,267  | 9%   | 5,964  |  | 4,750   | 1,214   |
| TBD  | Bachelors          | Specialist, Training           | \$ 36,202                         | 9,256                               | 45,458  | 9%   | 4,091  |  | 3,258   | 842   |
|      |                    |                                |                                   | 0                                   | 0   |  | 0  |  | 0   | 0   |
|      |                    |                                |                                   |                                     |   |  |  |  | 884,832   | 226,252   |

TOTAL COST: 1,111,084

Detail of Fringe Benefits: Employer FICA/Medicare, Workers Compensation, Unemployment, Vacation Pay, Sick Pay, Pension and Health Benefits

\* = Sub-Contracted Person listed on Schedule "A" Planning as operating expenses, not salaries & benefits.

**SAN BERNARDINO COUNTY  
DEPARTMENT OF BEHAVIORAL HEALTH  
SCHEDULE B**

Contractor Name: Valley Star Behavioral Health, Inc

FY 2023/2024  
July 1, 2024 - March 31, 2025

Address: 12240 Hesperia Road, Suite A

Victorville, CA 92395

Date Form Completed: 2/29/2024  
Updated

Prepared by: Sabina Waweru  
Title: Senior Accountant

**Operating Expenses - Please list all operating costs charged to this program, including administrative support costs and management fees along with a detail explanation of the categories below.**

July 1, 2024 - March 31, 2025

| ITEM                            | TOTAL COST TO ORGANIZATION | PERCENT CHARGED TO OTHER FUNDING | TOTAL COST TO OTHER FUNDING SOURCE | PERCENT CHARGED TO CONTRACT | TOTAL COST TO CONTRACT |
|---------------------------------|----------------------------|----------------------------------|------------------------------------|-----------------------------|------------------------|
| 1 Centralized Services-Admin    | \$130,665                  | 0.00%                            | \$0                                | 100%                        | \$130,665              |
| 2 Centralized Services- Program | \$57,667                   | 0.00%                            | \$0                                | 100%                        | \$57,667               |
| 3 Depreciation Expense          | \$30,000                   | 0.00%                            | \$0                                | 100%                        | \$30,000               |
| 4 Education/Training            | \$4,000                    | 0.00%                            | \$0                                | 100%                        | \$4,000                |
| 5 Equipment IT                  | \$6,000                    | 0.00%                            | \$0                                | 100%                        | \$6,000                |
| 6 Insurance                     | \$7,000                    | 0.00%                            | \$0                                | 100%                        | \$7,000                |
| 7 Licenses                      | \$250                      | 0.00%                            | \$0                                | 100%                        | \$250                  |
| 8 Maintenance                   | \$10,735                   | 0.00%                            | \$0                                | 100%                        | \$10,735               |
| 9 Office Supplies               | \$5,105                    | 0.00%                            | \$0                                | 100%                        | \$5,105                |
| 10 Professional Fees            | \$850                      | 0.00%                            | \$0                                | 100%                        | \$850                  |
| 11 Purchased Services           | \$8,370                    | 0.00%                            | \$0                                | 100%                        | \$8,370                |
| 12 Recruiting                   | \$5,000                    | 0.00%                            | \$0                                | 100%                        | \$5,000                |
| 13 Rent                         | \$38,090                   | 0.00%                            | \$0                                | 100%                        | \$38,090               |
| 14 Telephone                    | \$2,000                    | 0.00%                            | \$0                                | 100%                        | \$2,000                |
| 15 Transportation Expense       | \$6,000                    | 0.00%                            | \$0                                | 100%                        | \$6,000                |
| 16 Travel                       | \$8,000                    | 0.00%                            | \$0                                | 100%                        | \$8,000                |
| 17 Office Furniture             | \$2,000                    | 0.00%                            | \$0                                | 100%                        | \$2,000                |
| 18 Client Support               | \$3,500                    | 0.00%                            | \$0                                | 100%                        | \$3,500                |
| 19 Food                         | \$1,000                    | 0.00%                            | \$0                                | 100%                        | \$1,000                |
| 20 Profit Margin                | \$65,333                   | 0.00%                            | \$0                                | 100%                        | \$65,333               |
| <b>SUBTOTAL B:</b>              | <b>\$391,565</b>           |                                  | <b>\$0</b>                         |                             | <b>\$391,565</b>       |

Less: Operating Income (\$65,333)  
less flex funds \$0  
Operating expenses \$326,232

**SAN BERNARDINO COUNTY  
DEPARTMENT OF BEHAVIORAL HEALTH  
SCHEDULE B**

**BUDGET NARRATIVE  
FY 2023/2024  
July 1, 2024 - March 31, 2025**

Contractor Name: Valley Star Behavioral Health, Inc

Address: 12240 Hesperia Road, Suite A  
Victorville, CA 92395

Date Form Completed: 2/29/2024  
Updated

Prepared by: Sabina Waweru  
Title: Senior Accountant

**Budget Narrative for Operating Expenses. Explain each expense by line item. Provide an explanation for determination of all figures ( rate, duration, quantity, Benefits, FTE's, etc.) for example explain how overhead or indirect cost were calculated.**

**July 1, 2024 - March 31, 2025**

| ITEM                            | Justification of Cost   |
|---------------------------------|---|
| 1 Centralized Services-Admin    | This is an allocation from SBHG of Administration, Information Technology, Human Resources, Communications, Finance, and associated fringe benefits and expense. Cost( Plus Operating Income) can be up to 15% of total direct costs based on historical costs. |
| 2 Centralized Services- Program | This is a program allocation from Stars Behavioral Health Group of training, outcome research and programs practices, electronic medical records, quality assurance, and associated employee benefits and expenses based on historical costs.                   |
| 3 Depreciation Expense          | Depreciation of company 4 vans at \$833 per month each.   |
| 4 Education/Training            | Continuing education for employees and required DBH trainings based on historical costs.  |
| 5 Equipment IT                  | Includes: laptops, desktops, printers, network switch and software for staff. Based on historical costs.  |
| 6 Insurance                     | Costs of general liability, malpractice, fiduciary, director & officers, property insurance, auto, crime, sexual misconduct and umbrella coverage based on historical costs.  |
| 7 Licenses                      | Business license, and DMH fees based on historical costs.   |
| 8 Maintenance                   | Building maintenance and repairs based on historical costs.   |
| 9 Office Supplies               | General office supplies such as printing (paper/toner), presentation materials, pens & envelopes and other items that the staff need to perform their functions based on historical costs.  |
| 10 Professional Fees            | Audit fees based on historical cost.  |
| 11 Purchased Services           | Dayforce payroll services, shredding, medical waste service, and program expense (Training/Outcomes/EMR) based on historical costs.   |
| 12 Recruiting                   | Job advertising, background checks, and physical exams for new employees based on historical cost.  |
| 13 Rent                         | Est cost of sharing a facility at \$2,164/month (1,133sq. ft. at 1.91 per sq. ft)   |
| 14 Telephone                    | Phone system equipment and installation expense, monthly facility telephone charges and staff cellphone reimbursement based on historical costs.  |
| 15 Transportation Expense       | Client bus pass, cab fare, gasoline and routine maintenance expense for van.  |
| 16 Travel                       | Employee mileage reimbursement and parking.   |
| 17 Office Furniture             | Office furniture for the office.  |
| 18 Client Support               | To cover for Covid Supplies.  |
| 19 Food                         | Client Food   |
| 20 Profit Margin                | 2.4% of Direct Cost (The total of Indirect Admin. and Operating Income cannot exceed 15% of direct costs)   |

**SAN BERNARDINO COUNTY  
DEPARTMENT OF BEHAVIORAL HEALTH  
SCHEDULE B  
FY 2023/2024  
July 1, 2024 - March 31, 2025**

Contractor Name: Valley Star Behavioral Health, Inc  
 Contract # \_\_\_\_\_  
 Address: 12240 Hesperia Road, Suite A  
 Victorville, CA 92395  
 Date Form Completed: 2/29/2024  
 Updated \_\_\_\_\_

| Client Service Projections for:            | July 1, 2024 - March 31, 2025 |           |           |           |           |           |           |           |           |           |           |           | Total       |
|--|-------------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-------------|
|  | July                          | August    | September | October   | November  | December  | January   | February  | March     | April     | May       | June      |             |
| Units of Time (Hours)<br>Mode 15           | 0                             | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         |           |           | 0           |
| <b>Projected Cost per Month of Service</b> |                               |           |           |           |           |           |           |           |           |           |           |           |             |
| 15-Mobile Crisis                           | \$151,717                     | \$151,717 | \$151,717 | \$151,717 | \$151,717 | \$151,717 | \$151,717 | \$151,717 | \$151,717 | \$151,717 | \$151,717 | \$151,717 | \$1,365,451 |
| 15-Crisis Intervention                     | \$6,388                       | \$6,388   | \$6,388   | \$6,388   | \$6,388   | \$6,388   | \$6,388   | \$6,388   | \$6,388   | \$6,388   | \$6,388   | \$6,388   | \$57,493    |
| 15-Transportation                          | \$1,597                       | \$1,597   | \$1,597   | \$1,597   | \$1,597   | \$1,597   | \$1,597   | \$1,597   | \$1,597   | \$1,597   | \$1,597   | \$1,597   | \$14,373    |
| <b>Number of Clients Served</b>            | 35                            | 35        | 35        | 35        | 35        | 35        | 35        | 35        | 35        | 35        | 35        | 35        | 314         |

Note: Total Units of time must equal total units of time reported on Schedule A

**DESCRIPTION OF PROGRAM SERVICES  
OVERNIGHT MOBILE CRISIS RESPONSE**

**Valley Star Behavioral Health, Inc.  
1585 South "D" Street, STE 101  
San Bernardino, CA 92408  
(510) 635-9705**

**I. DEFINITION OF RECOVERY, WELLNESS, AND RESILIENCE AND REHABILITATIVE MENTAL HEALTH SERVICES**

- A. Mental Health Recovery, Wellness, and Resilience (RWR) is an approach to helping the individual to live a healthy, satisfying, and hopeful life according to the individual's own values and cultural framework despite limitations and/or continuing effects caused by the individual's mental illness. RWR focuses on client strengths, skills, and possibilities, rather than on illness, deficits, and limitations, to encourage hope (in staff and clients) and progress toward the life the client desires. RWR involves collaboration with clients and their families, support systems and involved others to help take control of major life decisions and client care. RWR encourages involvement or re-involvement of clients in family, social, and community roles that are consistent with their values, culture, and preferred language; it facilitates hope and empowerment with the goal of counteracting internal and external "stigma"; it improves self-esteem; it encourages client self-management of the client's life and the making of the client's own choices and decisions, it re-integrates clients back into their communities as contributing members; and it achieves a satisfying and fulfilling life for the individual. It is believed that all clients can recover, even if that recovery is not complete. This may at times involve risks as clients move to new levels of functioning. The individual is ultimately responsible for his or her own recovery choices.
- B. For children, the goal of the RWR philosophy of care is to help children (hereinafter used to refer to both children and adolescents) to recover from mistreatment and trauma, to learn more adaptive methods of coping with environmental demands and with their own emotions, and to joyfully discover their potential and their place in the world. RWR focuses on a child's strengths, skills, and possibilities rather than on illness, deficits, and limitations. RWR encourages children to take increasing responsibility for their choices and their behavior, since these choices can lead either in the direction of recovery and growth or in the direction of stagnation and unhappiness. RWR encourages children to assume and to regain family, social, and community roles in which they can learn and grow toward maturity and that are consistent with their values and culture. RWR promotes acceptance by parents and other caregivers and by the community of all children, regardless of developmental level, illness, or disability, and it addresses issues of stigma and prejudice that are related to this. This may involve interacting with the community group's or cultural group's way of viewing mental and emotional problems and differences.
- C. Contractor's Mobile Crisis Response program will provide mobile mental health crisis response from 6:00 p.m. – 8:00 a.m. 365 days per year to individuals, their family members, and/or caregivers at the location where the crisis is occurring. Mobile crisis teams shall arrive at the community-based location where a crisis occurs in a timely manner in alignment with the Description of Specific Services to Be Provided article of this Addendum, section B.

II. **PERSONS TO BE SERVED**

- A. Contractor shall provide mobile crisis response to any individual of any age, gender, ethnicity, or race who is experiencing a mental health crisis and who has been determined by DBH's Crisis Contact Center (CCC) triage staff to require a field response.
- B. Mobile crisis response is available to all cities within the East/Central/West Valleys, and in most High Desert cities.
- C. Telehealth services may be provided to individuals in any city within San Bernardino County which includes East, Central and West Valleys, High Desert, Low Desert, and Mountain regions in accordance with the Description of Specific Services to Be Provided article of this Addendum, section C.

III. **PROGRAM DESCRIPTION**

- A. Contractor shall provide services as mandated and outlined in the Department of Health Care Services (DHCS) Behavioral Health Information Notice (BHIN) 23-025 or most current guidance issued by DHCS.
- B. Contractor shall have specially trained clinical and paraprofessional staff who provide mobile crisis response in the East/Central Valley, High Desert, and West Valley regions of the County.
- C. Department of Behavioral Health's (DBH) Community Crisis Services (CCS) Crisis Contact Center (CCC) will refer calls that require a mobile response between the hours of 6:00 p.m. and 8:00 a.m. to Contractor.
- D. Contractor shall receive mobile crisis field response call transfers from the CCC. Field responders will provide mobile response to community-based locations that include but are not limited to, schools, DBH clinics, group homes, long-term care facilities except those specified below, Board and Care facilities, parking lots, encampments, private residences, and any other safe location where the crisis is occurring.
  - 1. Mobile crisis services shall not be provided in the following setting due to restrictions in federal law and/or because these facilities and settings are already required to provide other crisis services:
    - a. Emergency Department
    - b. Inpatient Hospital
    - c. Inpatient Psychiatric Hospital
    - d. Intermediate Care Facility
    - e. Mental Health Rehabilitation Center
    - f. Psychiatric Health Facility (PHF)
    - g. Residential SUD treatment and withdrawal management facility
    - h. Special Treatment Program
    - i. Skilled Nursing Facility

## ADDENDUM II

- j. Settings subject to the inmate exclusion such as jails, prisons, and juvenile detention facilities
  - k. Other crisis stabilization and receiving facilities (e.g., sobering centers, crisis respite, crisis stabilization units, psychiatric inpatient hospitals, crisis residential treatment programs, etc.)
- E. Contractor shall provide mental health services to San Bernardino County residents in the least restrictive manner by providing services on site where the individual is experiencing the mental health crisis.

### IV. **DESCRIPTION OF SPECIFIC SERVICES TO BE PROVIDED**

- A. Contractor shall provide mobile crisis response to individuals experiencing a behavioral health crisis. Hours of operation are 6:00 p.m. to 8:00 a.m., 7 days per week, 365 days per year. Contractor will receive referrals directly from the DBH's Crisis Contact Center (CCC).
- B. Contractor is expected to answer each call and respond via mobile within timeframes outlined in BHIN 23-025 or most current guidance issued by DHCS. Pursuant to BHIN 23-025, mobile crisis teams shall arrive:
- i. Within 60 minutes of the individual being determined to require mobile crisis services in urban areas, and
  - ii. Within 120 minutes of the individual being determined to require mobile crisis services in rural areas.
    - a. A rural area is defined as an area with less than 50 people per square mile.
- C. Services include crisis intervention via field response or telehealth, as appropriate.
- 1. There may be situations in which DBH CCC determines that a field response is safe and appropriate; the consumer agrees to the response; the call is routed to the CWIC; and the nature of the call, needs of the consumer, or other situational factors change after the CCC provides a warm handoff to the CWIC. In these instances, Contractor may provide telehealth services. Such instances may include:
    - a. If the individual requests telehealth services only, or
    - b. If the location of the crisis is not within a service area, or
    - c. A team is not available to respond to a service location, or
    - d. For the safety of the team or individual, the most appropriate level of service is via telehealth.
  - 2. One (1) of the required mobile crisis responders may participate in a field response via telehealth in accordance with the "Staffing" chapter of this Addendum.
- D. Additionally, follow-up services must be provided within 72 hours of the initial crisis response to support the individual and/or family.

## ADDENDUM II

1. If Contractor is unable to provide follow-up services, DBH must be notified within 48 hours of the response so that follow-up may be provided in the remaining 24 hours and ensure appropriate billing. In these instances, Contractor must notate in the chart that DBH provided the follow-up check-in.
- E. Crisis intervention services include but are not limited to conducting a crisis assessment, de-escalation and intervention strategies, stabilization, W&I Code §5150/5585 application, safety planning, referrals and linkages, transportation to hospital, psychiatric facility, Crisis Stabilization Unit facility, or Crisis Walk-In Clinic, hospital sits, and follow-up supportive services.
1. Transportation:
    - a. Transportation determination is based on staff and consumer safety and is taken into consideration before each transport.
    - b. A mobile crisis team shall arrange for or provide transportation to an appropriate level of care or treatment setting. The mobile crisis team may transport the beneficiary directly as part of providing the mobile crisis service. If the mobile crisis team cannot provide transportation itself, or if there are outstanding medical or safety concerns, the mobile crisis team shall coordinate with non-medical transportation (NMT) providers, emergency medical services (EMS), or law enforcement, if necessary, to arrange transportation and ensure the beneficiary is connected with appropriate care. If EMS, NMT, or law enforcement is utilized to transport the beneficiary directly to a higher level of care, the mobile crisis team shall remain onsite until the transportation provider arrives. At its discretion, the mobile crisis team may have one or more team members accompany the beneficiary inside the vehicle to the higher level of care.
  2. Hospital Sits:
    - a. Hospital sits consist of sitting with an individual who has been placed on an involuntary psychiatric hold pursuant to WIC sections 5150 or 5585 and is awaiting admittance to an inpatient psychiatric unit or to Arrowhead Regional Medical Center's Psychiatric Emergency Services Unit.
    - b. The Contractor is expected to stay with the individual until admitted to the psychiatric unit. The length of each stay is unique; therefore, there is no specific amount of time allocated to the expectation of each sit. Hospital sits may occur:
      - i. when providing relief to law enforcement so they can return to the community to provide public safety services, or
      - ii. when Contractor staff has completed a 5150/5585 application and the individual is awaiting admittance to a psychiatric unit.
    - c. If Contractor is on a sit at 8:00 a.m., Contractor may contact DBH CCS for relief and provide a warm hand-off to CCS staff. If no CCS staff are available to relieve Contractor staff at the hospital, Contractor will remain on the sit for the full needed duration. CCS will contact the Contractor as soon as CCS staff become available to take over the sit. It will then be determined if CCS will take over the sit or if the Contractor will remain.



**V. BILLING UNIT**

For Medi-Cal eligible mobile crisis responses meeting specified criteria, the billing unit is by the encounter. Services may be billed by the encounter for Medi-Cal beneficiaries only. Each encounter must include at minimum, and associated chart documentation must reflect:

- A. Initial face-to-face crisis assessment
- B. Mobile crisis response
- C. Crisis planning
- D. Follow-up check-ins

For those mobile crisis responses that do not meet the above criteria, Contractor shall provide crisis intervention services, for which the billing unit is by the minute. Each unit of crisis intervention service reflects an increment of fifteen (15) minutes.

If the mobile crisis team provides transportation or accompanies a Medi-Cal beneficiary who is being transported by a non-medical transportation (NMT) provider, emergency medical services (EMS), or law enforcement, Contractor shall bill transportation minutes as an add-on service to reflect the expanded nature of the mobile crisis encounter in such circumstances. In these instances, the billing unit is by the minute, where each unit of service reflects an increment of fifteen (15) minutes.

**VI. FACILITY LOCATION**

Services will be provided in the field, with CWIC field response teams stationed at appropriate locations to enable prompt dispatch, pursuant to section IV.B. of this contract, with primary operations occurring at:

Crisis Walk-In Clinic  
 12240 Hesperia Road, Suite A  
 Victorville, CA 92395  
 (760) 245-8837  
 Open 24 hours a day

- A. Contractor shall obtain the prior written consent of the Director of DBH or designee before terminating mobile crisis services dispatched from the above primary facility location.
- B. Contractor shall notify DBH of all satellite/co-location/alternate dispatch sites.
- C. Changes in sites must be communicated to DBH in writing prior to implementation of the change.
- D. Contractor shall comply with all requirements of the State to maintain Medi-Cal certification for the provision of Mode 15 outpatient services.
- E. Contractor shall have enough vehicles to adequately respond to each mobile crisis field response within the mandated 60 minutes for urban responses and 120 minutes for rural responses.

**VII. STAFFING**

- A. All mobile crisis staff shall be employed by, or contracted for, by the Contractor. Subcontracted agencies are subject to the provisions in the "Subcontractor Status" chapter of this Agreement.

**ADDENDUM II**

- B. Staff described will work the designated number of hours per week in full time equivalents (FTEs), perform the job functions specified, and meet California Code of Regulations requirements.
- C. All treatment staff providing services with DBH funding shall be licensed, registered, or waived by the State, according to DBH's policy, and reflect the ethnic population of the community served.
- D. Licensed clinical staff (e.g., Licensed Clinical Social Worker, Licensed Marriage and Family Therapist, Licensed Professional Clinical Counselor), paraprofessional staff (e.g., Social Worker, Mental Health Specialist), and Peer Specialists may provide telehealth (phone or video), or field-based services.

A list of staff who may provide mobile crisis response, as authorized by DHCS, includes:

| <b>Qualified Mobile Crisis Team Members</b> |  |   |
|---|--|---|
| Physician                                   | Licensed Marriage and Family Therapist   | Psychiatric Technician                  |
| Psychologist                                | Waivered Marriage and Family Therapist   | Mental Health Rehabilitation Specialist |
| Waivered Psychologist                       | Registered Marriage and Family Therapist | Physician Assistant                     |
| Licensed Clinical Social Worker             | Registered Nurse                         | Nurse Practitioner                      |
| Waivered Clinical Social Worker             | Certified Nurse Specialist               | Pharmacist                              |
| Registered Clinical Social Worker           | Licensed Vocational Nurse                | Occupational Therapist                  |
| Licensed Professional Clinical Counselor    | Community Health Worker                  | Peer Support Specialist                 |
| Waivered Professional Clinical Counselor    | Emergency Medical Technician             | Other Qualified Provider                |
| Registered Professional Clinical Counselor  | Advanced Emergency Medical Technician    |   |

Mobile crisis teams shall meet the following standards:

- A. At least two (2) providers listed in the table above shall be available for the duration of the initial mobile crisis response. It is a best practice for at least two (2) providers to be physically present onsite, but one of the two (2) required team members may participate via telehealth, which includes both synchronous audio-only (e.g., telephone) and video interactions. Telehealth participation in a field response is allowable only when this arrangement:
  1. Is necessary because it otherwise would result in a marked delay in a mobile crisis team's response time; and
  2. The use of such an arrangement poses no safety concerns for the beneficiary or the single mobile crisis team member who is physically onsite during the initial mobile crisis response.

**ADDENDUM II**

- B. At least one (1) onsite mobile crisis team member shall be carrying, trained, and able to administer naloxone. Contractor may request naloxone from DBH.
- C. At least one (1) onsite mobile crisis team members shall be able to conduct a crisis assessment.
- D. The mobile crisis team providing the initial mobile crisis response shall include or have access to a Licensed Practitioner of the Healing Arts (LPHA) as defined in the “SUD (Substance Use Disorder) Treatment Services” or “Expanded SUD Treatment Services” section of Supplement 3 to Attachment 3.1-A of the [State Plan](#), or a Licensed Mental Health Professional, including a licensed physician, licensed psychologist, licensed clinical social worker, licensed professional clinical counselor, licensed marriage and family therapist, registered nurse, licensed vocational nurse, or licensed psychiatric technician. For example, a mobile crisis team could consist of one LPHA and one peer support specialist. It also could consist of two peer support specialists who have access to a LPHA via telehealth, which includes both synchronous audio-only (e.g., telephone) and video interactions.
- E. Contractor’s mobile crisis response staff will participate in mandatory trainings conducted by the DBH, State of California, or other approved third-party entities.

**VIII. ADMINISTRATIVE AND PROGRAMMATIC REQUIREMENTS**

Billing requirements:

- A. Contractor must meet Medi-Cal certification requirements to provide Mode 15 outpatient services.
- B. Contractor to utilize DBH’s myAvatar Electronic Health Record (EHR) and record all mobile or telehealth responses utilizing applicable billing codes and requirements provided by DBH.

Reporting Requirements:

- A. Contractor is required to upload ROIs within 24 hours of the end of the crisis call to a designated location provided by DBH.
- B. Contractor is required to complete a Progress Note within 24 hours of the mobile/telehealth response.
- C. Contractor shall track and report all mandatory trainings Contractor’s mobile crisis response staff attend.
- D. Contractor shall provide reports and/or data applicable to the provision of mobile crisis response as requested by DBH.
- E. In all applicable instances, Contractor shall abide by protocols related to Community Crisis Services (CCS) response procedures, placements and referrals, special consideration responses, legal issues and reporting, and other applicable components of the CCS Program Guide. DBH will provide Contractor with all applicable protocols.
- F. Contractor shall submit two (2) chart audits on a monthly basis to demonstrate compliance with chart documentation requirements. One (1) chart shall be for a documented mobile crisis service (meeting federal benefit criteria), and one (1) chart shall be for a documented crisis intervention service (not meeting federal benefit criteria). In the event that one of these services was not

provided within the given month, two (2) chart audits of the other service will be accepted. The tool to be used for these chart audits shall be provided by DBH.

#### Other Requirements

- A. Contractor acknowledges that the requirements outlined herein are consistent with BHIN 23-025 and may be updated at any time to align with the most current guidance issued by DHCS. Updates to these requirements will be communicated to Contractor in writing by DBH.

#### IX. **COUNTY DEPARTMENT OF BEHAVIORAL HEALTH RESPONSIBILITIES**

- A. DBH will provide standardized mobile crisis response tools.
- B. DBH shall provide Contractor with a list of mandatory mobile crisis response trainings.
- C. DBH shall provide Contractor with the Record of Intervention (ROI) which shall be used to capture required consumer related information. The ROI captures data-specific details of the crisis response, which may be used to prepare reports for DBH, and the State.
- D. DBH shall provide Contractor with training on how to complete the ROI.
- E. DBH shall provide Contractor with location of where to upload ROIs.
- F. DBH shall provide Contractor with training on how to determine which billing code to utilize.
- G. DBH shall provide any additional reporting tools, as needed, for capture of necessary data to comply with local, state, federal, and other reporting requirements of the department.
- H. DBH shall provide the Annual Review tool prior to the annual review.
- I. DBH shall provide an approved list of Medi-Cal billing codes.
- J. DBH shall provide training on the use of Naloxone.
- K. DBH shall monitor Contractor annually regarding compliance with the requirements outlined herein.
- L. DBH shall provide technical assistance to Contractor regarding service delivery and documentation requirements.
- M. DBH will provide training material as well as ongoing coaching to Contractor on best practices in partnering with agencies who interact frequently with DBH CCS.

#### X. **SPECIAL PROVISIONS**

- A. Contractor shall provide services from 6:00 p.m. to 8:00 a.m., 7 days per week, 365 days per year.
- B. Contractor is responsible for ensuring there is an adequate number of teams available to respond to each mobile crisis throughout the service regions of San Bernardino County.
- C. Contractor and DBH will work jointly to monitor outcome measurements.
- D. Contractor must comply with California Vehicle Restraint Laws which state children transported in motor vehicles must be restrained in the rear seat until they are eight years old or are at least 4 feet, 9 inches in height.

**ADDENDUM II**

- E. Contractor staff who respond to and/or witness medical emergencies involving the administration of intranasal naloxone must document details of the incident in the Unusual Occurrence/Incident Report form or other incident reporting form approved by DBH. Reports must be submitted immediately, but no later than within 24 hours, to the DBH contract monitor or designee.

Staff should attempt to capture elements such as, but not limited to:

1. Individual's respiration rate;
2. Quality of their respiration;
3. Individual's pulse;
4. Individual's pupil dilation;
5. Individual's level of consciousness;
6. Condition the individual was found in;
7. Times events transpired; and
8. Name/accounts of any witnesses to the medical emergency

**XI. OUTCOME MEASURES AND DATA REPORTING REQUIREMENTS**

Performance-Based Criteria: DBH shall evaluate Contractor on process and outcomes criteria related to program and operational measures indicative of quality mental health services.

A. Outcome Data Requirements:

1. Contractor shall be responsible for collecting and entering data via the data collection instrument developed by the County and the State on all clients served. Contractor shall ensure the data is entered electronically and submitted to DBH.
2. Data is captured on the Record of Intervention Form.

| DATA INSTRUMENT                                    | DATA SUBMISSION/TIMELINE   |
|--|--|
| County's billing and transactional database system | All CWIC mobile crisis client, episode, and service-related data shall be entered into the County's billing and transactional database system, by the seventh (7 <sup>th</sup> ) day of the month for the previous month's services. |
| Record of Intervention Form                        | The Record of Intervention Form shall be submitted to DBH within 24 hours of the end of the crisis call.   |

B. Performance-Based Criteria: DBH shall evaluate Contractor on process and outcomes criteria related to program and operational measures indicative of quality mental health services.

1. The following criteria are consistent with the requirements outlined in BHIN 23-025 and may be updated at any time via written notification from DBH to align with the most current guidance issued by DHCS.

| BHIN 23-025 Requirement | Performance Target |
|-------------------------|--------------------|
|                         |                    |

**ADDENDUM II**

|   |   |
|---|---|
| Mobile crisis encounter shall, at minimum, include: | <ol style="list-style-type: none"> <li>1. Initial face-to-face crisis assessment</li> <li>2. Mobile crisis response</li> <li>3. Complete crisis planning, as appropriate.</li> <li>4. Follow-up check-in within 72 hours of crisis call.</li> </ol> |
| Mobile crisis response to urban areas               | Arrived on scene of crisis within 60 minutes  |
| Mobile crisis response to rural areas               | Arrived on scene of crisis within 120 minutes   |
| Required State training                             | Staff has completed all required State training   |

2. The following criteria are consistent with DBH's Systemwide Performance Outcomes Framework.

| <b>MHSA Goals</b>                               | <b>Key Outcomes</b>   |
|---|---|
| Reduce unnecessary psychiatric hospitalizations | <ul style="list-style-type: none"> <li>• Increased use of crisis intervention alternatives (e.g., CRT, CSU)</li> <li>• Increase in number of individuals diverted from hospitalization</li> </ul> |