



Contract Number

20-156 A-2

SAP Number

4400013691

Department of Behavioral Health

Department Contract Representative	Jesus Maciel
Telephone Number	909-388-0887
Contractor	
	Valley Star Behavioral Health, Inc.
Contractor Representative	Kent Dunlap
Telephone Number	310-221-6336
Contract Term	April 1, 2020 – March 31, 2025
Original Contract Amount	\$25,008,028
Amendment Amount	\$ 891,682
Total Contract Amount	\$25,899,710
Cost Center	920639220
Grant Number (if applicable)	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

Valley Star Behavioral Health, Inc.

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

► _____
Dawn Rowe, Chair, Board of Supervisors

By _____
(Authorized signature - sign in blue ink)

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

Name _____
(Print or type name of person signing contract)

Lynna Monell
Clerk of the Board of Supervisors
of San Bernardino County

Title _____
(Print or Type)

By _____
Deputy

Dated: _____

Address 1585 South D Street, Ste. 101

San Bernardino, CA 92408

FOR COUNTY USE ONLY

Approved as to Legal Form
► _____
Dawn Martin, Deputy County Counsel
Date _____

Reviewed for Contract Compliance
► _____
Ellayna Hoatson, Contracts Supervisor
Date _____

Reviewed/Approved by Department
► _____
Georgina Yoshioka, Director
Date _____

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 #

Prepared by: Sabina Waweru
Title: Senior Accountant

Mobile Crisis Response

FY 2023/2024

December 19, 2023 - June 30, 2024

Address: 12240 Hesperia Road, Suite A

Victorville, CA 92395

Date Form Completed 2/29/2024

Date Form Revised

100%		Distribution %	95.00%	4.00%	1.00%			
LINE		MODE OF SERVICE	15-Mobile Crisis	15-Crisis Intervention	15-Transportation			TOTAL
#		SERVICE FUNCTION	Mobile Crisis	Crisis Intervention	Transporation	Profit Margin		
EXPENSES								
1		SALARIES	593,924	25,007	6,252			625,183
2		BENEFITS	151,866	6,394	1,599			159,859
		(1+2 must equal total staffing costs)	745,790	31,402	7,850	0		785,042
3		OPERATING EXPENSES	224,637	9,458	2,365	46,432		282,892
4		TOTAL EXPENSES (1+2+3)	970,427	40,860	10,215	46,432		1,067,934
AGENCY REVENUES								
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
	Mix %	FUNDING	Share %					
11	100.00%	MHSA	100.00%	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)

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

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

PROVIDER AUTHORIZED SIGNATURE

DATE

DBH FISCAL SERVICES

DATE

DBH PROGRAM MANAGER

DATE

Gary Barnes

Anthony Altamirano

Christina Entz

PROVIDER AUTHORIZED SIGNER (Print Name)

DBH FISCAL SERVICES (Print Name)

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

25.57%

Name	Degree/ License	Position Title	Full Time Annual Salary*	Full Time Fringe Benefits*	Total Full Time Salaries & Benefits*	% Time Spent on Contract Services	Total Salaries and Benefits Charged to Contract Service	Budgeted Units of Contract Services	Total Salaries Charged to Contract Services	Total Benefits Charged to Contract Services
TBD	Bachelors/ Masters	Administrator	\$ 80,035	20,464	100,498	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	LMFT/LCSW	Licensed Clinician	\$ 56,384	14,417	70,801	100%	70,801		56,384	14,417
TBD	LMFT/LCSW	Mental Health Specialist II	\$ 47,474	12,138	59,612	100%	59,612		47,474	12,138
TBD	LMFT/LCSW	Mental Health Specialist II	\$ 47,474	12,138	59,612	100%	59,612		47,474	12,138
TBD	LMFT/LCSW	Mental Health Specialist II	\$ 47,474	12,138	59,612	100%	59,612		47,474	12,138
TBD	LMFT/LCSW	Mental Health Specialist II	\$ 47,474	12,138	59,612	100%	59,612		47,474	12,138
TBD	LMFT/LCSW	Mental Health Specialist II	\$ 47,474	12,138	59,612	100%	59,612		47,474	12,138
TBD	LMFT/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	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	\$ 66,409	16,980	83,388	14%	11,674		9,297	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	5,560	27,305	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

625,183 139,859

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**

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

Prepared by: Sabina Waweru
Title: Senior Accountant

Contractor Name: Valley Star Behavioral Health, Inc

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

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
SUBTOTAL B:	\$282,892		\$0		\$282,893

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 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. 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 historcial 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											
	July	August	September	October	November	December	January	February	March	April	May	June	Total
Units of Time (Hours) Mode 15	0	0	0	0	0	0	0	0	0	0	0	0	0
Projected Cost per Month of Service													
15-Mobile Crisis						\$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	\$40,860
15-Transportation						\$1,459	\$1,459	\$1,459	\$1,459	\$1,459	\$1,459	\$1,459	\$10,215
Number of Clients Served						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

SAN BERNARDINO COUNTY
DEPARTMENT OF BEHAVIORAL HEALTH

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

Actual Cost Contract (cost reimbursement)

Mobile Crisis Response

Prepared by: Sabina Waweru
Title: Senior Accountant

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

100%	Distribution %	95.00%	4.00%	1.00%			
LINE	MODE OF SERVICE	15-Mobile Crisis	15-Crisis Intervention	15-Transportation			TOTAL
#	SERVICE FUNCTION	Mobile Crisis	Crisis Intervention	Transporation	Profit Margin		
EXPENSES							
1	SALARIES	840,590	35,393	8,848			884,832
2	BENEFITS	214,939	9,050	2,263			226,252
	(1+2 must equal total staffing costs)	1,055,530	44,443	11,111	0		1,111,084
3	OPERATING EXPENSES	309,921	13,049	3,262	65,333		391,565
4	TOTAL EXPENSES (1+2+3)	1,365,451	57,493	14,373	65,333		1,502,649
AGENCY REVENUES							
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
FUNDING							
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)

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

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

PROVIDER AUTHORIZED SIGNATURE

DATE

DBH FISCAL SERVICES

DATE

DBH PROGRAM MANAGER

DATE

Gary Barnes

Anthony Altamirano

Christina Entz

PROVIDER AUTHORIZED SIGNER (Print Name)

DBH FISCAL SERVICES (Print Name)

DBH PROGRAM MANAGER (Print Name)

SAN BERNARDINO COUNTY DEPARTMENT OF BEHAVIORAL HEALTH

Schedule B

STAFFING DETAIL
FY 2023/2024

July 1, 2024 - March 31, 2025 (12 months)

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

CONTRACTOR NAME: Valley Star Behavioral Health, Inc

25.57%

Name	Degree/ License	Position Title	Full Time Annual Salary*	Full Time Fringe Benefits*	Total Full Time Salaries & Benefits*	% Time Spent on Contract Services	Total Salaries and Benefits Charged to Contract Service	Budgeted Units of Contract Services	Total Salaries Charged to Contract Services	Total Benefits Charged to Contract 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	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	\$ 98,181	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	10,929	53,671	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" Manning as operating expenses, not salaries & benefits.

**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

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
SUBTOTAL B:	\$391,565		\$0		\$391,565

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 historcial 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											
	July	August	September	October	November	December	January	February	March	April	May	June	Total
Units of Time (Hours) Mode 15	0	0	0	0	0	0	0	0	0				0
Projected Cost per Month of Service													
15-Mobile Crisis	\$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				\$57,493
15-Transportation	\$1,597	\$1,597	\$1,597	\$1,597	\$1,597	\$1,597	\$1,597	\$1,597	\$1,597				\$14,373
Number of Clients Served	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

- 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.

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.

- 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:

Qualified Mobile Crisis Team Members		
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.

- 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.

- 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 th) 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
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Mobile crisis encounter shall, at minimum, include:	<ol style="list-style-type: none"> 1. Initial face-to-face crisis assessment 2. Mobile crisis response 3. Complete crisis planning, as appropriate. 4. Follow-up check-in within 72 hours of crisis call.
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.

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