

**REPORT/RECOMMENDATION TO THE BOARD OF SUPERVISORS  
OF SAN BERNARDINO COUNTY  
AND RECORD OF ACTION**

**December 16, 2025**

**FROM**

**SHARON NEVINS, Director, Department of Aging and Adult Services**

**SUBJECT**

Non-Financial Memorandum of Understanding with Inland Empire Health Plan for Multipurpose Senior Services Program

**RECOMMENDATION(S)**

1. Approve non-financial **Memorandum of Understanding No. 25-1077** with Inland Empire Health Plan, including non-standard terms, to provide Multipurpose Senior Services Program services, for the period of January 1, 2026 through December 31, 2030.
2. Authorize the Director of the Department of Aging and Adult Services to execute the Memorandum of Understanding with Inland Empire Health Plan and any subsequent non-substantive amendments, on behalf of the County, subject to review by County Counsel.
3. Direct the Director of the Department of Aging and Adult Services to transmit the Memorandum of Understanding and all non-substantive amendments in relation to the Memorandum of Understanding for services to the Clerk of the Board within 30 days of execution.

(Presenter: Sharon Nevins, Director, 891-3917)

**COUNTY AND CHIEF EXECUTIVE OFFICER GOALS & OBJECTIVES**

**Provide for the Safety, Health and Social Service Needs of County Residents.**

**Pursue County Goals and Objectives by Working with Other Agencies and Stakeholders.**

**FINANCIAL IMPACT**

This item is non-financial in nature and as such, does not impact Discretionary General Funding (Net County Cost).

**BACKGROUND INFORMATION**

The Department of Aging and Adult Services (DAAS) provides for the safety, health, and social services needs of San Bernardino County (County) residents by administering the Multipurpose Senior Services Program (MSSP) to clients who are 60 years of age or older and who receive or are eligible for Medi-Cal under an appropriate aid code. The primary objective of MSSP is to avoid or delay, when appropriate, the placement of individuals in nursing facilities by fostering independent living in the community. MSSP ensures each client's physical health and behavioral health needs are met through their health plan, coordinates with In-Home Supportive Services, and helps maintain a safe living environment to support continued independence, including assistance with home repairs, appliances, furniture, and emergency response communication devices.

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This is a data-sharing and service coordination Memorandum of Understanding (MOU) between Inland Empire Health Plan (IEHP) and the County MSSP. The MOU's purpose is to formalize the collaboration for delivering MSSP services to eligible Medi-Cal beneficiaries, ensuring compliance with federal and state regulations. The MOU outlines mutual responsibilities for sharing member data, coordinating care, maintaining confidentiality under the Health Insurance Portability and Accountability Act and related laws, and supporting the safe, community-based living of qualified elderly individuals who are eligible for nursing facility-level care.

DAAS MSSP Registered Nurses and MSSP Social Workers provide each client with a complete health and psychosocial assessment to determine the services needed for the individual to remain independent and in their own home. IEHP offers case management and healthcare services to its clients.

MSSP case management services for IEHP members will continue to be coordinated between DAAS and IEHP to ensure no duplication of services occurs. DAAS provides MSSP services through contracted local medical providers. The County receives reimbursement from the California Department of Aging based on the contracted number of MSSP customers served and the services provided.

The terms and conditions of the MOU include terms that differ from the standard County agreement. The non-standard terms include the following:

1. The County is required to indemnify IEHP against any and all liability, expense, including defense costs and legal fees, and claims for damages of any nature whatsoever, including, but not limited to, bodily injury, death, personal injury, or property damage arising from or connected with any negligence in connection with IEHP's operations or its services hereunder including the operations and services of IEHP's affiliates, sub-contractors/vendors and their respective agents.
  - The County standard contract does not include any indemnification or defense by the County of a contractor.
  - Potential Impact: By agreeing to indemnify IEHP, the County could be contractually waiving the protection of sovereign immunity. Claims that may otherwise be barred against the County, time limited, or expense limited could be brought against IEHP without such limitations and the County could be responsible to defend and reimburse IEHP for costs, expenses, and damages, which could expose the County to financial liability.
2. This MOU does not require IEHP to meet the County's insurance standards as required pursuant to County Policies, 11-05, 11-07, and 11-07SP.
  - County policy requires contractors to carry appropriate insurance at limits and under conditions determined by the County's Risk Management Department and as set forth in County policy and in the County standard contract.
  - Potential Impact: The County has no assurance that IEHP will be financially responsible for claims that may arise under the Agreement, which could result in expenses to the County that exceed the total Agreement amount.
3. This MOU imposes insurance obligations on the County.
  - The standard County contract does not include any insurance requirements for the County.

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- **Potential Impact:** The County must be mindful of the insurance obligations and ensure that it maintains all the necessary insurance policies or programs of self-insurance required under the Agreement or risk being in breach of the Agreement terms

DAAS recommends approval of this MOU, including the non-standard terms, as IEHP is an approved local Medi-Cal health plan provider. Since 1996, IEHP has served residents of the county through Medi-Cal, Healthy Kids, and the Medicare Advantage Special Needs Program. IEHP will provide effective medical case management to all customers, ensuring customers receive needed, unduplicated services. In order to achieve this goal, IEHP maintains open communication with DAAS MSSP staff and IEHP customers, maintains accurate records, verifies customer eligibility, and develops and maintains strong working relationships with the medical providers.

**PROCUREMENT**

Not applicable.

**REVIEW BY OTHERS**

This item has been reviewed by Human Services (Lisa Rivas-Ordaz, Contracts Manager, 388-0222) on November 13, 2025; County Counsel (Jacqueline Carey-Wilson, Deputy County Counsel, 387-5455) on November 13, 2025; Risk Management (Stephanie Pacheco, Staff Analyst II, 386-9039) on October 30, 2025; and County Finance and Administration (John Hallen, Principal Administrative Analyst, 388-0208) on November 26, 2025.

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Record of Action of the Board of Supervisors  
San Bernardino County

**APPROVED (CONSENT CALENDAR)**

Moved: Curt Hagman Seconded: Jesse Armendarez  
Ayes: Col. Paul Cook (Ret.), Jesse Armendarez, Curt Hagman, Joe Baca, Jr.  
Absent: Dawn Rowe

Lynna Monell, CLERK OF THE BOARD

BY   
DATED: December 16, 2025



cc: DAAS - Maalouf w/agree for sign  
Contractor - c/o DAAS w/agree  
File - w/agree  
MBA 12/23/2025