



# HOPE. WELLNESS. COMMUNITY.

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## TRI-CITY MENTAL HEALTH AUTHORITY

### AGENDA

#### GOVERNING BOARD REGULAR MEETING

WEDNESDAY, SEPTEMBER 20, 2023 AT 5:00 P.M.  
MHSA ADMINISTRATION BUILDING  
2001 NORTH GAREY AVENUE, POMONA, CA 91767  
and via teleconference from  
SHERATON GRAND SACRAMENTO  
2ND FLOOR – BUSINESS CENTER ROOM (NEAR ELEVATOR)  
1230 J STREET, SACRAMENTO, CA 95814

To join the meeting on-line click on the following link:

<https://tricitymhs-org.zoom.us/j/85964682012?pwd=5jBsu4tdq5oTg9FZHRaocMU3pK2ga.1>  
Passcode: awFL+Wy4

Founded in 1960  
by the residents

of Pomona,  
Claremont and La  
Verne.

[www.tricitymhs.org](http://www.tricitymhs.org)

#### GOVERNING BOARD

Jed Leano, Chair  
(Claremont)  
John Nolte, Vice-Chair  
(Pomona)  
Carolyn Cockrell,  
Member  
(La Verne)  
Paula Lantz, Member  
(Pomona)  
Wendy Lau, Board  
Member  
(La Verne)  
Elizabeth Ontiveros-Cole,  
Member  
(Pomona)  
Ronald T. Vera, Member  
(Claremont)

#### **Administrative Office**

1717 North Indian Hill  
Boulevard, Suite B  
Claremont, CA 91711  
Phone (909) 623-6131  
Fax (909) 623-4073

#### **Clinical Office / Adult**

2008 North Garey Avenue  
Pomona, CA 91767  
Phone (909) 623-6131  
Fax (909) 865-9281

#### **Clinical Office / Child & Fam**

1900 Royalty Drive, Suite  
180  
Pomona, CA 91767  
Phone (909) 766-7340  
Fax (909) 865-0730

#### **MHSA Administrative Office**

2001 North Garey Avenue  
Pomona, CA 91767  
Phone (909) 623-6131  
Fax (909) 326-4690

**Public Participation.** Section 54954.3 of the Brown Act provides an opportunity for members of the public to address the Governing Board on any item of interest to the public, before or during the consideration of the item, that is within the subject matter jurisdiction of the Governing Board. Therefore, members of the public are invited to speak on any matter on or off the agenda. If the matter is an agenda item, you will be given the opportunity to address the legislative body when the matter is considered. If you wish to speak on a matter which is not on the agenda, you will be given the opportunity to do so at the Public Comment section. **No action shall be taken on any item not appearing on the Agenda. The Chair reserves the right to place limits on duration of comments.**

*In-person participation: raise your hand when the Governing Board Chair invites the public to speak.*

***Online participation:*** you may provide audio public comment by connecting to the meeting online through the zoom link provided; and use the Raise Hand feature to request to speak.

***Please note that virtual attendance is a courtesy offering and that technical difficulties shall not require that a meeting be postponed.***

***Written participation:*** you may also submit a comment by writing an email to [molmos@tricitymhs.org](mailto:molmos@tricitymhs.org). All email messages received by 3:00 p.m. will be shared with the Governing Board before the meeting.

*Any disclosable public records related to an open session item on a regular meeting agenda and distributed by Tri-City Mental Health Authority to all or a majority of the Governing Board less than 72 hours prior to this meeting, are available for public inspection at 1717 N. Indian Hill Blvd., Suite B, in Claremont during normal business hours.*

*In compliance with the American Disabilities Act, any person with a disability who requires an accommodation in order to participate in a meeting should contact JPA Administrator/Clerk Mica Olmos at (909) 451-6421 at least 48 hours prior to the meeting.*

**GOVERNING BOARD CALL TO ORDER**

Chair Leano calls the meeting to Order.

**ROLL CALL**

Board Members Carolyn Cockrell, Paula Lantz, Wendy Lau, Elizabeth Ontiveros-Cole, and Ron Vera; Vice-Chair John Nolte; and Chair Jed Leano.

**POSTING OF AGENDA**

The Agenda is posted 72 hours prior to each meeting at the following Tri-City locations: Clinical Facility, 2008 N. Garey Avenue in Pomona; Wellness Center, 1403 N. Garey Avenue in Pomona; Royalty Offices, 1900 Royalty Drive #180/280 in Pomona; MHSA Office, 2001 N. Garey Avenue in Pomona; and on the TCMHA's website: <http://www.tricitymhs.org>. The Agenda has also been posted at the teleconference location identified above pursuant to Government Code § 64654.

**CONSENT CALENDAR****1. APPROVAL OF MINUTES FROM THE JULY 19, 2023 GOVERNING BOARD REGULAR MEETING**

Recommendation: “A motion to approve the Minutes of the Governing Board Regular Meeting of July 19, 2023.”

**NEW BUSINESS****2. CONSIDERATION OF RESOLUTION NO. 720 APPROVING AN AMENDMENT TO A LEGAL SERVICES AGREEMENT WITH LIEBERT CASSIDY-WHITMORE AND AUHORIZING THE EXECUTIVE DIRECTOR TO EXECUTE THE SAME**

Recommendation: “A motion to adopt Resolution No. 720 approving an amendment to the agreement with Liebert Cassidy Whitmore for professional labor legal services.”

**3. CONSIDERATION OF RESOLUTION NO. 721 APPROVING AN AGREEMENT WITH LANGUAGE LINE SERVICES, INC. FOR LANGUAGE TRANSLATION AND INTERPRETATION SERVICES**

Recommendation: “A motion to approve Resolution No. 721 approving an agreement with Language Line Services, Inc. for language translation and interpretation services.”

**4. CONSIDERATION OF RESOLUTION NO. 722 APPROVING AN AGREEMENT REGARDING MENTAL HEALTH SERVICES WITH THE SCHOOL OF ARTS + ENTERPRISE**

Recommendation: “A motion to adopt Resolution No. 722 approving an Agreement regarding mental health services with the School of Arts + Enterprises”

**5. CONSIDERATION OF RESOLUTION NO. 723 APPROVING AN AGREEMENT WITH THE BONITA UNIFIED SCHOOL DISTRICT REGARDING MENTAL HEALTH SERVICES**

Recommendation: “A motion to adopt Resolution No. 723 approving the Agreement regarding mental health services with the Bonita Unified School District.”

**6. APPROVAL AND ADOPTION OF THE INNOVATION PROJECT PROPOSAL, COMMUNITY PLANNING PROCESS FOR INNOVATION PROJECT(S) FROM FISCAL YEARS 2023-2024 TO 2025-2026.**

Recommendation: “A motion to approve and adopt the Innovation Project proposal, Community Planning Process for Innovation Project(s) from Fiscal Years 2023-2024 to 2025-2026.”

**7. APPROVAL OF TRI-CITY MENTAL HEALTH AUTHORITY’S MEMBERSHIP IN CALIFORNIA BEHAVIORAL HEALTH DIRECTORS ASSOCIATION (CBHDA)**

Recommendation: “A motion to approve Tri-City Mental Health Authority’s membership in the California Behavioral Health Directors Association (CBHDA).”

**8. APPROVAL OF RESOLUTION NO. 724 ADOPTING A REVISED MASTER CLASSIFICATION AND SALARY SCHEDULE AND REVISED JOB DESCRIPTIONS FOR VARIOUS CLASSIFICATIONS INCLUDING DEPARTMENT HEADS AND THE EXECUTIVE DIRECTOR**

Recommendation: “A motion to adopt Resolution No. 724 adopting a revised master classification and salary schedule and revised job descriptions for various classifications including department heads and the executive director.”

**MONTHLY STAFF REPORTS**

**9. RIMMI HUNDAL, EXECUTIVE DIRECTOR REPORT**

**10. DIANA ACOSTA, CHIEF FINANCIAL OFFICER REPORT**

**11. LIZ RENTERIA, CHIEF CLINICAL OFFICER REPORT**

**12. SEEYAM TEIMOORI, MEDICAL DIRECTOR REPORT**

13. **DANA BARFORD, DIRECTOR OF MHSA AND ETHNIC SERVICES REPORT**
14. **NATALIE MAJORS-STEWART, CHIEF COMPLIANCE OFFICER REPORT**

**CLOSED SESSION**

The Governing Board will go into closed session to consider the following matters.

15. **CONFERENCE WITH LEGAL COUNSEL – EXISTING LITIGATION**  
(Gov. Code § 54956.9) (One case – *Patricia Kears v. Tri-City Mental Health Authority et al.*, L.A. Sup. Ct. Case No., 21PSCV00953)
16. **CONFERENCE WITH LEGAL COUNSEL—ANTICIPATED LITIGATION**  
(Gov. Code § 54956.9(d)(2) (One case).

**CLOSED SESSION REPORT**

**GOVERNING BOARD COMMENTS**

Members of the Governing Board may make brief comments or request information about mental health needs, services, facilities, or special problems that may need to be placed on a future Governing Board Agenda.

**PUBLIC COMMENT**

The Public may at this time speak regarding any Tri-City Mental Health Authority related issue, provided that no action shall be taken on any item not appearing on the Agenda. The Chair reserves the right to place limits on duration of comments.

**ADJOURNMENT**

The next Regular Meeting of the **Governing Board** will be held on **Wednesday, October 18, 2023 at 5:00 p.m.**, in the MHSA Administrative Office, 2001 North Garey Avenue, Pomona, California. The Governing Board is Dark during the month of August.

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MICAELA P. OLMOS  
JPA ADMINISTRATOR/CLERK



**Tri-City Mental Health Authority  
AGENDA REPORT**

**DATE:** September 20, 2023  
**TO:** Governing Board of Tri-City Mental Health Authority  
**FROM:** Rimmi Hundal, Executive Director  
**BY:** Kitha Torregano, Human Resources Manager  
**SUBJECT:** Amendment to Agreement for Labor Legal Services with Liebert Cassidy Whitmore

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Summary:

Staff are requesting Governing Board approval to amend the current agreement between Liebert Cassidy and Whitmore (LCW) and Tri-City Mental Health Authority (TCMHA) extending the current agreement through June 20, 2025 to provide labor legal services.

Background:

On February 19, 2020, TCMHA entered into an agreement with LCW to provide professional consulting, representational, and legal labor services pertaining to employment relations matters. LCW is currently the firm assisting TCMHA with current litigation and hence, the need to extend our existing agreement beyond the original agreement date of June 30, 2023 to June 30, 2025.

This extended amendment will incorporate LCW's new fees and costs hourly rates as reflected with the amendment and as referenced below:

"SCHEDULE I – HOURLY RATES

Partners	\$425.00
Senior Counsel	\$355.00
Associates	\$260.00 - \$335.00
Labor Relations/Human Resources Consultant	\$270.00
Paralegals	\$145.00
E-Discovery Specialists	\$145.00
Law Clerks	\$145.00 - \$185.00"

Provided for as attached is the First Amendment to Independent Contractor Agreement between Tri-City Mental Health Authority and Liebert Cassidy and Whitmore dated February 15, 2020 to be extended through June 30, 2025 and setting forth the current Schedule of Fees and Costs.

Fiscal Impact:

This cost is already budgeted for in the current Fiscal Year 2023-2024 budget as part of attorney fees.

Recommendation:

Staff recommends that the Governing Board adopt Resolution No. 720 authorizing an Amendment to the TCMHA and LCW Independent Contractor Agreement extending said agreement through June 30, 2025 for labor legal services.

Attachments

*Attachment –A:* Independent Contractor Agreement between the Tri-City Mental Health Authority and Liebert Cassidy Whitmore dated February 15, 2020.

*Attachment –B:* First Amendment

*Attachment –C:* Resolution No. 720



**INDEPENDENT CONTRACTOR AGREEMENT**

**BETWEEN THE**

**TRI-CITY MENTAL HEALTH AUTHORITY**

**AND**

**LIEBERT CASSIDY WHITMORE**

**DATED**

**February 15, 2020**

# TABLE OF CONTENTS

	<u>Section Page</u>
1. Parties and Date. ....	1
2. Contractor. ....	1
3. Scope of Services. ....	1
4. Performance of Services. ....	1
5. Subcontractors. ....	2
6. Time and Location of Work. ....	2
7. Terms. ....	2
a. Effective Date. ....	3
b. Agreement Extension. ....	3
c. Agreement Price Adjustment Parameters. ....	3
d. Compensation. ....	2
e. Termination. ....	3
a. Written Notice. ....	3
b. Breach. ....	3
c. Non-payment. ....	3
d. Effect of Termination. ....	3
f. Licenses. ....	4
g. Proprietary Information. ....	4
h. General Terms and Conditions. ....	4
a. Indemnity. ....	4
b. Insurance. ....	4
c. Non-Discrimination and Equal Employment Opportunity. ....	5
d. Changes to the Agreement. ....	5
e. Records. ....	5
f. Business Associate Agreement. ....	6
g. Contractor Attestation. ....	6
h. Governing Law, Jurisdiction, and Venue. ....	6
i. Representative and Notice. ....	6
a. Tri-City’s Representative. ....	6
b. Contractor’s Representative. ....	6
c. Delivery of Notices. ....	6
j. Exhibits. ....	7
k. Entire Agreement. ....	7
l. Execution. ....	8



## **AGREEMENT**

### **1. PARTIES AND DATE.**

THIS AGREEMENT (hereinafter “Contract” or “Agreement”) is made and entered into on the 19th day of February, 2020 (“Agreement Date”) by and between the TRI-CITY MENTAL HEALTH AUTHORITY (also known as Tri-City Mental Health Center), a joint powers agency organized under the laws of the State of California with its administrative office at 1717 N. Indian Hill Boulevard, #B, Claremont, California 91711 (hereinafter “Tri-City”) and LIEBERT CASSIDY WHITMORE, a professional corporation, with its principal place of business at 6033 West Century Boulevard, 5th Floor, Los Angeles, CA 90045 (hereinafter “Contractor”). Tri-City and Contractor are sometimes individually referred to as a “Party” and collectively as “Parties.”

### **2. CONTRACTOR.**

The express intention of the parties is that Contractor is an independent contractor and not an employee, agent, joint venture or partner of Tri-City. Nothing in this Agreement shall be interpreted or construed as creating or establishing the relationship of employee and employer between Contractor and Tri-City or any employee or agent of Contractor. At all times Contractor shall be an independent contractor and Contractor shall have no power to incur any debt, obligation, or liability on behalf of Tri-City without the express written consent of Tri-City. Neither Tri-City nor any of his agents shall have control over the conduct of Contractor or any of Contractor’s employees, except as set forth in this Agreement. In executing this Agreement, Contractor certifies that no one who has or will have any financial interest under this Agreement is an officer or employee of Tri-City.

### **3. SCOPE OF SERVICES.**

Contractor shall provide consulting, representational and legal services pertaining to employment relations matters, including representation in negotiation and in administrative and court proceedings, as requested by Tri-City or otherwise required by law.

### **4. PERFORMANCE OF SERVICES.**

Contractor reserves the sole right to control or direct the manner in which services are to be performed. Contractor shall retain the right to perform services for other entities during the term of this Agreement, so long as they are not competitive with the services to be performed under this Agreement. Contractor shall neither solicit remuneration nor accept any fees or commissions from any third party in connection with the Services provided to Tri-City under this Agreement without the expressed written permission of Tri-City. Contractor warrants that it is not a party to any other existing agreement which would prevent Contractor from entering into this Agreement or which would adversely affect Contractor’s ability to fully and faithfully, without any conflict of interest, perform the Services under this Agreement.

**5. SUBCONTRACTORS.**

Neither party hereto may assign this Agreement, nor will Contractor subcontract any service requested hereunder to contractor(s) unless consented to in writing by the Executive Director of Tri City.

**6. TIME AND LOCATION OF WORK.**

Contractor shall perform the services required by this Agreement at any place or location and at any time as Contractor deems necessary and appropriate, so long as the services are provided within the manner and time frames mutually agreed.

**7. TERMS.**

a. Effective Date. The services and/or materials furnished under this Agreement shall commence on February 19, 2020, and shall be and remain in full force and effect until June 30, 2023, with an option to extend two additional years, unless terminated in accordance with the provisions of Section 9 below.

b. Agreement Extension. Tri-City at its sole discretion, upon two months prior notice to the Contractor, extend the Agreement for two successive 12-month periods. Such extensions shall be under the same terms and conditions or as negotiated and revised in writing. At such time as Tri-City chooses to exercise the option to extend the Agreement, the Contractor will be notified and requested to submit a written proposal detailing the next 12-months offered price for the agreement services. If the option for any 12-month period extension is not exercised, the agreement shall terminate at the end of the current period term. Any extensions shall be subject to agreement between Tri-City and the Contractor and will be subject to the approval by Tri-City's Governing Board by a resolution adopted at a noticed public meeting of the Governing Board.

c. Agreement Price Adjustment Parameters. To be eligible for an Agreement Extension, the price shall either remain the same as proposed or, upon mutual agreement, can be adjusted by the 12-Month percentage change in the Consumer Price Index (CPI) for All Urban Consumers in the San Francisco, Oakland, San Jose, California index published by the Department of Labor for the most current yearly comparison three months prior to the Agreement expiration dates. For example, if the Agreement expires in February the CPI comparison would be between the November CPI for that year and the preceding year. Despite any changes in the CPI for any given twelve-month adjustment period, upward adjustment of Agreement amount shall not exceed 5 percent during any single twelve-month adjustment period.

**8. COMPENSATION.** For the full performance of this Agreement:

a. Tri-City shall pay Contractor for time spent in providing the services, including reasonable travel time and for necessary costs and expenses incurred by Contractor on behalf of Tri-City, an amount not to exceed as stated in Schedules I (Fees & Costs) and II (Litigation and E-Discovery Management), incorporated herein as 'Exhibit A', within thirty (30) days following

receipt of invoice and completion/delivery of services/goods as detailed in Sections 3 of this Agreement and only upon satisfactory delivery/completion of goods/services, in a manner consistent with professional/industry standards for the area in which Contractor operates. Tri-City is not responsible for paying for any work done by Contractor or any subcontractor above and beyond the not to exceed amount for the specified legal services and/or materials as set forth in 'Exhibit A.'

b. Contractor is responsible for monitoring its own forces/employees/agents/subcontractors to ensure delivery of goods/services within the terms of this Agreement. Tri-City will not accept or compensate Contractor for incomplete goods/services.

c. Contractor acknowledges and agrees that, as an independent contractor, the Contractor will be responsible for paying all required state and federal income taxes, social security contributions, and other mandatory taxes and contributions. Tri-City shall neither withhold any amounts from the Compensation for such taxes, nor pay such taxes on Contractor's behalf, nor reimburse for any of Contractor's costs or expenses to deliver any services/goods including, without limitation, all fees, fines, licenses, bonds, or taxes required of or imposed upon Contractor. Tri-City shall not be responsible for any interest or late charges on any payments from Tri-City to Contractor.

**9. TERMINATION.** This Agreement may be terminated only as follows:

a. Written Election. Either party may terminate this Agreement at any time, without cause, upon sixty (60) calendar days prior written notice to the other party. Contractor agrees to cooperate fully in any such transition, including the transfer of records and/or work performed.

b. Breach. Tri-City, in its sole discretion, may terminate this Agreement "for cause" effective upon written notice to Contractor if Contractor has committed a material default under, or a breach of, this Agreement or has committed an act of gross misconduct. Contractor's failure to complete the Legal Consulting Services on a timely basis shall constitute a material breach of this Agreement. For the purposes of this Agreement, the term "act of gross misconduct" shall mean the commission of any theft offense, misappropriation of funds, dishonest or fraudulent conduct, or any violation of any of the provisions under this Agreement.

c. Non-payment. Contractor, in its sole discretion, may terminate this Agreement effective upon written notice to Tri-City if Tri-City fails to pay the Compensation as defined in Section 8 (other than amounts which are subject to a good faith dispute between the parties) to Contractor within thirty (30) calendar days of the applicable payment's due date.

d. Effect of Termination. No termination of this Agreement shall affect or impair Contractor's right to receive compensation earned for work satisfactorily completed through the effective date of termination. In the event of termination, Contractor shall immediately deliver all written work product to Tri-City, which work product shall be consistent with all progress payments made to the date of termination.

## 10. LICENSES.

Contractor declares that Contractor has complied with all federal, state, and local business permits and licensing requirements necessary to conduct business.

## 11. PROPRIETARY INFORMATION.

The Contractor agrees that all information, whether or not in writing, of a private, secret or confidential nature concerning Tri-City's business, business relationships or financial affairs (collectively, "Proprietary Information") is and shall be the exclusive property of Tri-City. The Contractor will not disclose any Proprietary Information to any person or entity, other than persons who have a need to know about such information in order for Contractor to render services to Tri-City and employees of Tri-City, without written approval by Executive Director of Tri-City, either during or after its engagement with Tri-City, unless and until such Proprietary Information has become public knowledge without fault by the Contractor. Contractor shall also be bound by all the requirements of HIPAA.

## 12. GENERAL TERMS AND CONDITIONS.

a. **Indemnity.** Contractor agrees to indemnify, defend and hold harmless Tri-City, its officers, agents and employees from any and all demands, claims or liability of personal injury (including death) and property damage of any nature, caused by or arising out of the performance of Contractor under this Agreement. With regard to Contractor's work product, Contractor agrees to indemnify, defend and hold harmless Tri-City, its officers, agents and employees from any and all demands, claims or liability of any nature to the extent caused by the negligent performance of Contractor under this Agreement.

b. **Insurance.** Contractor shall obtain and file with Tri-City, at its expense, a certificate of insurance before commencing any services under this Agreement as follows:

i. **Workers Compensation Insurance:** Minimum statutory limits.

ii. **Automobile Insurance:** By its signature hereunder, Contractor certifies that Contractor and its employees performing services under this Agreement have automobile insurance.

iii. **Errors And Omissions Insurance:** \$2,000,000 per occurrence and \$4,000,000 annual aggregate.

iv. **Commercial General Liability And Property Damage Insurance:** General Liability and Property Damage Combined. \$2,000,000.00 per occurrence including comprehensive form, personal injury, broad form personal damage, contractual and premises/operation, all on an occurrence basis. If an aggregate limit exists, it shall apply separately or be no less than two (2) times the occurrence limit.

v. **Notice Of Cancellation:** Tri-City requires 30 days written notice of cancellation. Additionally, the notice statement on the certificate should not include the wording "endeavor to" or "but failure to mail such notice shall impose no obligation or liability of any kind upon the company, its agents or representatives."

vi. **Certificate Of Insurance:** Prior to commencement of services, evidence of insurance coverage must be shown by a properly executed certificate of insurance by an insurer licensed to do business in California, satisfactory to Tri-City, and it shall name "Tri-City Mental Health Authority, its elective and appointed officers, employees, and volunteers" as additional insureds.

vii. To prevent delay and ensure compliance with this Agreement, the insurance certificates and endorsements must be submitted to:

Tri-City Mental Health Authority  
Attn: JPA Administrator/Clerk  
1717 N. Indian Hill Boulevard, #B  
Claremont, CA 91711-2788

c. Non-Discrimination and Equal Employment Opportunity. In the performance of this Agreement, Contractor shall not discriminate against any employee, subcontractor, or applicant for employment because of race, color, creed, religion, sex, marital status, national origin, ancestry, age, physical or mental disability, medical condition, sexual orientation or gender identity. Contractor will take affirmative action to ensure that subcontractors and applicants are employed, and that employees are treated during employment, without regard to their race, color, creed, religion, sex, marital status, national origin, ancestry, age, physical or mental handicap, medical condition, sexual orientation or gender identity.

d. Changes to the Agreement. This Agreement shall not be assigned or transferred without advance written consent of Tri-City. No changes or variations of any kind are authorized without the written consent of the Executive Director. This Agreement may only be amended by a written instrument signed by both parties. The Contractor agrees that any written change or changes in compensation after the signing of this Agreement shall not affect the validity or scope of this Agreement and shall be deemed to be a supplement to this Agreement and shall specify any changes in the Scope of Services.

e. Records. All reports, data, maps, models, charts, studies, surveys, calculations, photographs, memoranda, plans, studies, specifications, records, files, or any other documents or materials, in electronic or any other form, that are prepared or obtained pursuant to this Agreement and that relate to the matters covered hereunder shall be and remain the property of Tri-City. Contractor will be responsible for and maintain such records during the term of this Agreement. Contractor hereby agrees to deliver those documents to Tri-City at any time upon demand of Tri-City. It is understood and agreed that the documents and other materials, including but not limited to those described above, prepared pursuant to this Agreement are prepared specifically for Tri-City and are not necessarily suitable for any future or other use. Failure by Contractor to deliver these documents to Tri-City within a reasonable time period or as specified by Tri-City shall be a material breach of this Agreement. Tri-City and Contractor agree that until final approval by Tri-City, all data, reports and other documents are preliminary drafts not kept by Tri-City in the ordinary course of business and will not be disclosed to third parties without prior written consent of both parties. All work products submitted to Tri-City pursuant to this Agreement shall be deemed a "work for hire."

Upon submission of any work for hire pursuant to this Agreement, and acceptance by Tri-City as complete, non-exclusive title to copyright of said work for hire shall transfer to Tri-City. The compensation recited in Section 8 shall be deemed to be sufficient consideration for said transfer of copyright. Contractor retains the right to use any project records, documents and materials for marketing of their professional services.

f. Business Associate Agreement. To the extent necessary, Tri-City will furnish Protected Health Information (PHI) to Contractor (Business Associate) in accordance with all applicable legal requirements to allow Contractor to perform Legal Consulting services on Tri-City's behalf. Contractor is required to appropriately safeguard the PHI disclosed to it. In accordance with Tri-City's policies and procedures, Contractor will sign a *Business Associate Agreement*, incorporated herein as 'Exhibit B', accepting liability for any breach of ePHI or PHI.

g. Contractor Attestation. Also in accordance with Tri-City's policies and procedures, Tri-City will not enter into contracts with individuals, or entities, or owners, officers, partners, directors, or other principals of entities, who have been convicted recently of a criminal offense related to health care or who are debarred, excluded or otherwise precluded from providing goods or services under Federal health care programs, or who are debarred, suspended, ineligible, or voluntarily suspended from securing Federally funded contracts. Tri-City requires that Contractor certifies that no staff member, officer, director, partner, or principal, or sub-contractor is excluded from any Federal health care program, or federally funded contract and will sign attached *Contractor's Attestation That It Nor Any Of Its Staff Members Is Restricted, Excluded Or Suspended From Providing Goods Or Services Under Any Federal Or State Health Care Program*, incorporated herein as 'Exhibit C'.

h. Governing Law, Jurisdiction and Venue. This Agreement shall be governed by, and construed in accordance with, the laws of the State of California. Contractor agrees and consents to the exclusive jurisdiction of the courts of the State of California for all purposes regarding this Agreement and further agrees and consents that venue of any action brought hereunder shall be exclusively in the County of Los Angeles, California.

### **13. REPRESENTATIVE AND NOTICE.**

a. Tri-City's Representative. Tri-City hereby designates its Executive Director to act as its representative for the performance of this Agreement ("Tri-City's Representative"). Tri-City's Representative shall have the power to act on behalf of Tri-City for all purposes under this Agreement.

b. Contractor's Representative. Contractor warrants that the individual who has signed the Agreement has the legal power, right, and authority to make this Agreement and to act on behalf of Contractor for all purposes under this Agreement.

c. Delivery of Notices. All notices permitted or required under this Agreement shall be given to the respective parties at the following address, or at such other address as the respective parties may provide in writing for this purpose:

If to Tri-City:

Tri-City Mental Health Authority  
1717 N. Indian Hill Boulevard, #B  
Claremont, CA 91711-2788  
Attn: Executive Director

If to Contractor:

Liebert Cassidy Whitmore  
6033 West Century Blvd, 5th Floor  
Los Angeles, CA 90045  
Attn: Managing Partner

Any notices required by this Agreement shall be deemed received on (a) the day of delivery if delivered by hand during receiving Party's regular business hours or by facsimile before or during receiving Party's regular business hours; or (b) on the third business day following deposit in the United States mail, postage prepaid, to the addresses set forth below, or to such other addresses as the Parties may, from time to time, designate in writing pursuant to the provision of this Section. Actual notice shall be deemed adequate notice on the date actual notice occurred, regardless of the method of service.

**14. EXHIBITS.** The following attached exhibits are hereby incorporated into and made a part of this Agreement:

Exhibit A: Schedule I - Fees & Costs; and  
Schedule II - Litigation and E-Discovery Management

Exhibit B: Business Associate Agreement

Exhibit C: Contractor's Attestation That It Nor Any Of Its Staff Members Is Restricted, Excluded Or Suspended From Providing Goods Or Services Under Any Federal Or State Health Care Program

**15. ENTIRE AGREEMENT.**

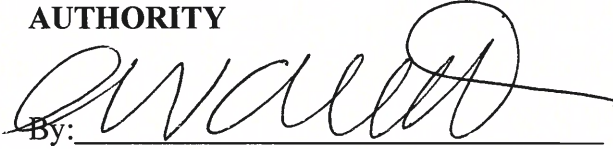
This Agreement shall become effective upon its approval and execution by Tri-City. This Agreement and any other documents incorporated herein by specific reference, represents the entire and integrated agreement between the Parties. Any ambiguities or disputed terms between this Agreement and any attached Exhibits shall be interpreted according to the language in this Agreement and not the Exhibits. This Agreement supersedes all prior agreements, written or oral, between the Contractor and Tri-City relating to the subject matter of this Agreement.

This Agreement may not be modified, changed or discharged in whole or in part, except by an agreement in writing signed by the Contractor and Tri-City. The validity or unenforceability of any provision of this Agreement declared by a valid judgment or decree of a court of competent jurisdiction, shall not affect the validity or enforceability of any other provision of this Agreement. No delay or omission by Tri-City in exercising any right under this Agreement will operate as a waiver of that or any other right. A waiver or consent given by Tri-City on any one occasion is effective only in that instance and will not be construed as a bar to or waiver of any right on any other occasion or a waiver of any other condition of performance under this Agreement.

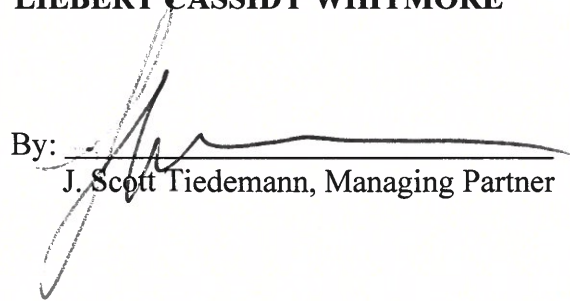
**16. EXECUTION.**

IN WITNESS WHEREOF, the Parties have executed this Agreement as of the Agreement Date.

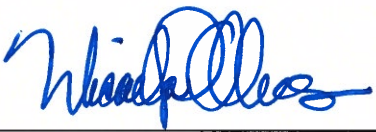
**TRI-CITY MENTAL HEALTH  
AUTHORITY**

By:   
Antonette Navarro, Executive Director

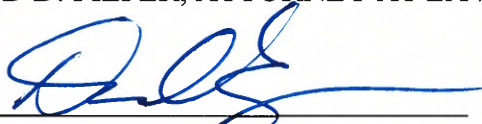
**LIEBERT CASSIDY WHITMORE**

By:   
J. Scott Tiedemann, Managing Partner

Attest:

By:   
Micaela P. Olmos,  
JPA Administrator/Clerk

Approved as to Form and Content:  
DAROLD D. PIEPER, ATTORNEY AT LAW

By:   
Darold D. Pieper, General Counsel



**EXHIBIT A**

**SCHEDULE I – FEES & COSTS**

1. Hourly Rates (As of Agreement Effective Date)

Partners	\$380.00 \$390.00 effective July 1, 2020
Senior Counsel	\$325.00
Associates	\$210.00 - \$305.00
Labor Relations/HR Consultant	\$240.00
Paralegals	\$135.00
E- Discovery Specialists	\$135.00
Law Clerks	\$135.00 - \$175.00

2. COSTS

1. Photocopies	\$0.15 per copy
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## SCHEDULE II

### LCW LITIGATION and E-DISCOVERY MANAGEMENT

LCW is committed to using state-of-the-art technology to efficiently manage and harness electronically-stored information (“ESI”) in compliance with Federal and State law requirements. LCW partners with an outside managed services provider to provide Relativity, the industry leading e-discovery software, for this purpose. The cost for each matter will depend on the volume and format of the data. For non-complex data up to 50 gigabytes, LCW charges a monthly fee of \$375 on all active litigation matters for data management, including data validation and security, ingestion, de-duplication, culling and streamlining, and creation of Relativity fields for expedited review. For data of 50 gigabytes and over and for complex data requiring specialized services (e.g., payroll data, spreadsheets with underlying formulas, video, advanced searches, etc.), additional charges are incurred and are passed through to the client. For such charges, we will provide an itemized bill from our managed services provider and obtain client approval prior to incurring the charges.

#### Litigation Case Staffing

LCW has organized its litigation practice to meet the challenges of today’s complex litigation cases. We employ a dedicated Litigation Manager – a non-billing attorney litigator – whose responsibility is to monitor all litigation cases to ensure quality, efficiency, and adherence to client and firm litigation guidelines. Each litigation case is staffed with a Partner, an Associate (or Associates, as required and as approved by the Client), a Paralegal and an E-Discovery Specialist. Our E-Discovery Specialists have extensive experience in the efficient management of electronic data through every stage of the e-discovery life cycle, and they strategize with attorneys and clients on effective ESI protocols. This makes the document review process more efficient and enables our attorneys to target the most relevant data to meet litigation objectives. Working with our e-discovery managed services provider, we are able to provide state-of-the-art data processing and hosting services at below-market rates.



## EXHIBIT B

### BUSINESS ASSOCIATE AGREEMENT

This BUSINESS ASSOCIATE AGREEMENT (“**BAA**”) is made as of this 19th day of February, 2020 (the “**Effective Date**”) by and between TRI-CITY MENTAL HEALTH AUTHORITY, a Covered Entity (“**Covered Entity**” or “**CE**”) and LIEBERT CASSIDY WHITMORE, a professional corporation, (“**Business Associate**” or “**BA**”) (each a “**party**” and, collectively, the “**parties**”).

#### RECITALS

A. CE is a “covered entity” under the Health Insurance Portability and Accountability Act of 1996, Public Law 104-191 (“**HIPAA**”) and, as such, must enter into so-called “business associate” contracts with certain contractors that may have access to certain consumer medical information.

B. Pursuant to the terms of one or more agreements between the parties, whether oral or in writing, (collectively, the “**Agreement**”), BA shall provide certain services to CE. To facilitate BA’s provision of such services, CE wishes to disclose certain information to BA, some of which may constitute Protected Health Information (“**PHI**”) (defined below).

C. CE and BA intend to protect the privacy and provide for the security of PHI disclosed to BA pursuant to the Agreement in compliance with HIPAA, the Health Information Technology for Economic and Clinical Health Act, Public Law 111-005 (“**HITECH Act**”), and regulations promulgated thereunder by the U.S. Department of Health and Human Services (“**HIPAA Regulations**”) and other applicable laws, including without limitation state patient privacy laws (including the Lanterman-Petris-Short Act), as such laws may be amended from time to time.

D. As part of the HIPAA Regulations, the Privacy Rule and the Security Rule (defined below) require CE to enter into a contract containing specific requirements with BA prior to the disclosure of PHI (defined below), as set forth in, but not limited to, Title 45, Sections 164.314(a), 164.502(e) and 164.504(e) of the Code of Federal Regulations (“**C.F.R.**”) and contained in this BAA.

**NOW, THEREFORE**, in consideration of the mutual promises below and the exchange of information pursuant to this BAA, CE and BA agree as follows:

#### AGREEMENT

##### **I. Definitions.**

**A. Breach** shall have the meaning given to such term under 42 U.S.C. § 17921(1) and 45 C.F.R. § 164.402.

**B. Business Associate** shall have the meaning given to such term under 42 U.S.C. § 17938 and 45 C.F.R. § 160.103.

1214051.2  
Business Associate Agreement  
[Revised September 20, 2016]

**C.** Consumer is an individual who is requesting or receiving mental health services and/or has received services in the past. Any consumer certified as eligible under the Medi-Cal program according to Title 22, Section 51001 is also known as a beneficiary.

**D. Covered Entity** shall have the meaning given to such term under 45 C.F.R. § 160.103.

**E. Data Aggregation** shall have the meaning given to such term under 45 C.F.R. § 164.501.

**F. Designated Record Set** shall have the meaning given to such term 45 C.F.R. § 164.501.

**G. Electronic Protected Health Information or EPHI** means Protected Health Information that is maintained in or transmitted by electronic media.

**H. Electronic Health Record** shall have the meaning given to such term under 42 U.S.C. § 17921(5).

**I. Health Care Operations** shall have the meaning given to such term under 45 C.F.R. § 164.501.

**J. Privacy Rule** shall mean the HIPAA Regulation that is codified at 45 C.F.R. Parts 160 and 164, Subparts A and E.

**K. Protected Health Information or PHI** means any information, whether oral or recorded in any form or medium: (i) that relates to the past, present or future physical or mental condition of an individual; the provision of health care to an individual; or the past, present or future payment for the provision of health care to an individual; and (ii) that identifies the individual or with respect to which there is a reasonable basis to believe the information can be used to identify the individual, and shall have the meaning given to such term under 45 C.F.R. § 160.103. Protected Health Information includes Electronic Protected Health Information.

**L. Protected Information** shall mean PHI provided by CE to BA or created or received by BA on CE's behalf.

**M. Security Rule** shall mean the HIPAA Regulation that is codified at 45 C.F.R. Parts 160 and 164, Subparts A and C.

**N. Subcontractor** shall mean a person to whom a business associate delegates a function, activity, or service, other than in the capacity of a member of the workforce of such business associate, pursuant to 45 C.F.R. § 160.103.

**O. Unsecured PHI** shall have the meaning given to such term under 42 U.S.C. § 17932(h), 45 C.F.R. § 164.402 and guidance issued pursuant to the HITECH Act including, but not limited to that issued on April 17, 2009 and published in 74 Federal Register 19006 (April 27, 2009), by the Secretary of the U.S. Department of Health and Human Services (“Secretary”).

## II. Obligations of Business Associate.

**A. Permitted Access, Use or Disclosure.** BA shall neither permit the unauthorized or unlawful access to, nor use or disclose, PHI other than as permitted or required by the Agreement, this BAA, or as permitted or required by law, including but not limited to the Privacy Rule. To the extent that BA carries out CE's obligations under the Privacy Rule, BA shall comply with the requirements of the Privacy Rule that apply to CE in the performance of such obligations. Except as otherwise limited in the Agreement, this BAA, or the Privacy Rule or Security Rule, BA may access, use, or disclose PHI (i) to perform its services as specified in the Agreement; and (ii) for the proper administration of BA, provided that such access, use, or disclosure would not violate HIPAA, the HITECH Act, the HIPAA Regulations, or applicable state law if done or maintained by CE. If BA discloses Protected Information to a third party, BA must obtain, prior to making any such disclosure, (i) reasonable assurances from such third party that such Protected Information will be held confidential as provided pursuant to this BAA and only disclosed as required by law or for the purposes for which it was disclosed to such third party, and (ii) agreement from such third party to promptly notify BA of any Breaches of confidentiality of the Protected Information, to the extent it has obtained knowledge of such Breach.

**B. Prohibited Uses and Disclosures.** Notwithstanding any other provision in this BAA, BA shall comply with the following requirements: (i) BA shall not use or disclose Protected Information for fundraising or marketing purposes, except as provided under the Agreement and consistent with the requirements of the HITECH Act, the HIPAA Regulations, and applicable state law, including but not limited to 42 U.S.C. § 17936, 45 C.F.R. § 164.508, and 45 C.F.R. § 164.514(f). (ii) BA shall not disclose Protected Information to a health plan for payment or health care operations purposes if the patient has requested this special restriction, and has paid out of pocket in full for the health care item or service to which the PHI solely relates, 42 U.S.C. § 17935(a); 45 C.F.R. § 164.522(a); (iii) BA shall not directly or indirectly receive remuneration in exchange for Protected Information, except with the prior written consent of CE and as permitted by the HITECH Act, 42 U.S.C. § 17935(d)(2); 45 C.F.R. § 164.502(a)(5); however, this prohibition shall not affect payment by CE to BA for services provided pursuant to the Agreement.

**C. Appropriate Safeguards.** BA shall comply, where applicable, with the HIPAA Security Rule, including but not limited to 45 C.F.R. §§ 164.308, 164.310, and 164.312 and the policies and procedures and documentation requirements set forth in 45 C.F.R. § 164.316, and shall implement appropriate safeguards designed to prevent the access, use or disclosure of Protected Information other than as permitted by the Agreement or this BAA. BA shall use administrative, physical and technical safeguards that reasonably and appropriately protect the confidentiality, integrity and availability of EPHI.

### **D. Reporting of Improper Access, Use, or Disclosure.**

**1. Generally.** BA shall provide an initial telephone report to CE's Compliance Contact within twenty-four (24) hours of any suspected or actual breach of security, intrusion or unauthorized access, use, or disclosure of PHI of which BA becomes aware and/or any actual or suspected access, use, or disclosure of data in violation of the Agreement, this

BAA, or any applicable federal or state laws or regulations. BA shall take (i) prompt corrective action to cure any deficiencies in its policies and procedures that may have led to the incident, and (ii) any action pertaining to such unauthorized access, use, or disclosure required of BA by applicable federal and state laws and regulations.

**2. Breaches of Unsecured PHI.** Without limiting the generality of the reporting requirements set forth in Section D(1), BA shall report to CE any use or disclosure of the information not permitted by this BAA, including any Breach of Unsecured PHI pursuant to 45 C.F.R. § 164.410. Following the discovery of any Breach of Unsecured PHI, BA shall notify CE in writing of such Breach without unreasonable delay and in no case later than three (3) days after discovery. The notice shall include the following information if known (or can be reasonably obtained) by BA: (i) contact information for the individuals who were or who may have been impacted by the Breach (*e.g.*, first and last name, mailing address, street address, phone number, email address); (ii) a brief description of the circumstances of the Breach, including the date of the Breach and date of discovery (as defined in 42 U.S.C. § 17932(c)); (iii) a description of the types of Unsecured PHI involved in the Breach (*e.g.*, names, social security numbers, date of birth, addresses, account numbers of any type, disability codes, diagnostic and/or billing codes and similar information); (iv) a brief description of what the BA has done or is doing to investigate the Breach and to mitigate harm to the individuals impacted by the Breach; (v) any other available information that CE is required to include in notification to the individual under 45 C.F.R. § 164.410.

**3. Mitigation.** BA shall establish and maintain safeguards to mitigate, to the extent practicable, any deleterious effects known to BA of any unauthorized or unlawful access or use or disclosure of PHI not authorized by the Agreement, this BAA, or applicable federal or state laws or regulations; provided, however, that such mitigation efforts by BA shall not require BA to bear the costs of notifying individuals impacted by such unauthorized or unlawful access, use, or disclosure of PHI, unless (i) otherwise agreed in writing by the parties, (2) BA bears responsibility for the unauthorized or unlawful access or use or disclosure of PHI, or (3) required by applicable federal or state laws or regulations; provided, further, however, that BA shall remain fully responsible for all aspects of its reporting duties to CE under Section D(1) and Section D(2).

**E. Business Associate's Subcontractors and Agents.** BA shall ensure that any agents or Subcontractors to whom it provides Protected Information agree to the same restrictions and conditions that apply to BA with respect to such PHI. To the extent that BA creates, maintains, receives or transmits EPHI on behalf of the CE, BA shall ensure that any of BA's agents or Subcontractors to whom it provides Protected Information agree to implement the safeguards required by Section C above with respect to such EPHI.

**F. Access to Protected Information.** To the extent BA maintains a Designated Record Set on behalf of the CE, BA shall make Protected Information maintained by BA or its agents or Subcontractors in Designated Record Sets available to CE for inspection and copying within ten (10) days of a request by CE to enable CE to fulfill its obligations under the Privacy Rule, including, but not limited to, 45 C.F.R. § 164.524. If BA maintains an Electronic Health Record, BA shall provide such information in electronic format to enable CE to fulfill its obligations under the HITECH Act, including, but not limited to, 42 U.S.C. § 17935(e).

**G. Amendment of PHI.** To the extent BA maintains a Designated Record Set on behalf of CE, within ten (10) days of receipt of a request from the CE for an amendment of Protected Information or a record about an individual contained in a Designated Record Set, BA or its agents or Subcontractors shall make PHI available to CE so that CE may make any amendments that CE directs or agrees to in accordance with the Privacy Rule.

**H. Accounting Rights.** Within ten (10) days of notice by CE of a request for an accounting of disclosures of Protected Information, BA and its agents or Subcontractors shall make available to CE the information required to provide an accounting of disclosures to enable CE to fulfill its obligations under the Privacy Rule, including, but not limited to, 45 C.F.R. § 164.528, and its obligations under the HITECH Act, including but not limited to 42 U.S.C. § 17935(c), as determined by CE. BA agrees to implement a process that allows for an accounting to be collected and maintained by BA and its agents or Subcontractors for at least six (6) years prior to the request. However, accounting of disclosures from an Electronic Health Record for treatment, payment, or health care operations purposes are required to be collected and maintained for three (3) years prior to the request, and only to the extent BA maintains an electronic health record and is subject to this requirement. At a minimum, the information collected and maintained shall include, to the extent known to BA: (i) the date of the disclosure; (ii) the name of the entity or person who received PHI and, if known, the address of the entity or person; (iii) a brief description of the PHI disclosed; and (iv) a brief statement of the purpose of the disclosure that reasonably informs the individual of the basis for the disclosure, or a copy of the individual's authorization, or a copy of the written request for disclosure. The accounting must be provided without cost to the individual or the requesting party if it is the first accounting requested by such individual within any twelve (12) month period. For subsequent accountings within a twelve (12) month period, BA may charge the individual or party requesting the accounting a reasonable fee based upon BA's labor costs in responding to the request and a cost-based fee for the production of non-electronic media copies, so long as BA informs the individual or requesting party in advance of the fee and the individual or requesting party is afforded an opportunity to withdraw or modify the request. BA shall notify CE within five (5) business days of receipt of any request by an individual or other requesting party for an accounting of disclosures. The provisions of this Section H shall survive the termination of this BAA.

**I. Governmental Access to Records.** BA shall make its internal practices, books and records relating to the use and disclosure of Protected Information available to CE and to the Secretary for purposes of determining BA's compliance with the Privacy Rule. BA shall immediately notify CE of any requests made by the Secretary and provide CE with copies of any documents produced in response to such request.

**J. Minimum Necessary.** BA (and its agents or Subcontractors) shall request, use, and disclose only the minimum amount of Protected Information necessary to accomplish the purpose of the request, use, or disclosure. Because the definition of "minimum necessary" is in flux, BA shall keep itself informed of guidance issued by the Secretary with respect to what constitutes "minimum necessary." Notwithstanding the foregoing, BA must limit its (and its agents or Subcontractors) uses and disclosures of Protected Information to be consistent with CE's minimum necessary policies and procedures as furnished to BA.

**K. Permissible Requests by Covered Entity.** CE shall not request BA to use or disclose PHI in any manner that would not be permissible under HIPAA or the HITECH Act if done by CE or BA. CE shall not direct BA to act in a manner that would not be compliant with the Security Rule, the Privacy Rule, or the HITECH Act.

**L. Breach Pattern or Practice.** If CE knows of a pattern of activity or practice of the BA that constitutes a material breach or violation of BA's obligations under this BAA or other arrangement, CE must take reasonable steps to cure the breach or end the violation. If the steps are unsuccessful, CE must terminate the applicable Agreement to which the breach and/or violation relates if feasible. If BA knows of a pattern of activity or practice of an agent or Subcontractor that constitutes a material breach or violation of the agent or Subcontractor's obligations under its BAA or other arrangement with BA, BA must take reasonable steps to cure the breach or end the violation. If the steps are unsuccessful, BA must terminate the applicable agreement to which the breach and/or violation relates if feasible.

**III. Indemnification; Limitation of Liability.** To the extent permitted by law, BA shall indemnify, defend and hold harmless CE from any and all liability, claim, lawsuit, injury, loss, expense or damage resulting from or relating to the negligent acts or omissions of BA or its agents, Subcontractors or employees in connection with the representations, duties and obligations of BA under this Agreement. Any limitation of liability contained in the Co shall not apply to the indemnification requirement of this provision. This provision shall survive the termination of this BAA.

**IV. Business Associate's Insurance.** BA shall obtain insurance for itself and all its employees, agents and independent contractors in an amount not less than One Million Dollars (\$1,000,000) per occurrence and Two Million Dollars (\$2,000,000) annual aggregate of Commercial General Liability insurance and Two Million Dollars (\$2,000,000) per occurrence and Four Million Dollars (\$4,000,000) annual aggregate of Errors and Omissions insurance. The Errors and Omissions insurance shall cover, among other things, Breaches. BA shall provide CE with certificates of insurance or other written evidence of the insurance policy or policies required herein prior to execution of this BAA (or as shortly thereafter as is practicable) and as of each annual renewal of such insurance policies during the period of such coverage. Further, in the event of any modification, termination, expiration, non-renewal or cancellation of any of such insurance policies, BA shall give written notice thereof to CE not more than ten (10) days following BA's receipt of such notification. If BA fails to procure, maintain or pay for the insurance required under this section, CE shall have the right, but not the obligation, to obtain such insurance. In such event, BA shall promptly reimburse CE for the cost thereof upon written request, and failure to repay the same upon demand by CE shall constitute a material breach of this BAA.

**V. Term and Termination.**

**A. Term.** The term of this BAA shall be effective as of the Effective Date and shall terminate when all of the PHI provided by CE to BA, or created or received by BA on behalf of CE, is destroyed or returned to CE.



## **B. Termination.**

**1. Material Breach by BA.** Upon any material breach of this BAA by BA, CE shall provide BA with written notice of such breach and such breach shall be cured by BA within thirty (30) business days of such notice. If such breach is not cured within such time period, CE may immediately terminate this BAA and the applicable Agreement.

**2. Effect of Termination.** Upon termination of any of the agreements comprising the Agreement for any reason, BA shall, if feasible, return or destroy all PHI relating to such agreements that BA or its agents or Subcontractors still maintain in any form, and shall retain no copies of such PHI. If return or destruction is not feasible, BA shall continue to extend the protections of this BAA to such information, and limit further use of such PHI to those purposes that make the return or destruction of such PHI infeasible.

**VI. Assistance in Litigation.** BA shall make itself and any subcontractors, employees or agents assisting BA in the performance of its obligations under the Agreements or this BAA available to CE, at no cost to CE, to testify as witnesses, or otherwise, in the event of litigation or administrative proceedings being commenced against CE, its shareholders, directors, officers, agents or employees based upon a claim of violation of HIPAA, the HITECH Act, or other laws related to security and privacy, except where BA or its subcontractor, employee or agent is named as an adverse party.

**VII. Compliance with State Law.** Nothing in this BAA shall be construed to require BA to use or disclose Protected Information without a written authorization from an individual who is a subject of the Protected Information, or without written authorization from any other person, where such authorization would be required under state law for such use or disclosure.

**VIII. Compliance with 42 C.F.R. Part 2.** CE is also subject to the Confidentiality of Alcohol and Drug Abuse Patient Records regulations, 42 C.F.R. Part 2, which requires certain programs to enter into contracts with qualified service organizations (as defined in 42 C.F.R. § 2.11) that may have access to certain patient medical information. BA acknowledges that in receiving, storing, processing, or otherwise dealing with any Records (as defined in 42 C.F.R. Part 2) from CE, BA is fully bound by 42 C.F.R. Part 2. BA agrees to resist in judicial proceedings any efforts to obtain access to patient records except as permitted by 42 C.F.R. Part 2. To the extent any provisions of 42 C.F.R. Part 2 restricting disclosure of Records are more protective of privacy rights than the provisions of this BAA, HIPAA, the HITECH Act, or other applicable laws, 42 C.F.R. Part 2 controls.

**IX. Amendment to Comply with Law.** Because state and federal laws relating to data security and privacy are rapidly evolving, amendment of the Agreement or this BAA may be required to provide for procedures to ensure compliance with such developments. BA and CE shall take such action as is necessary to implement the standards and requirements of HIPAA, the HITECH Act, the Privacy Rule, the Security Rule and other applicable laws relating to the security or confidentiality of PHI. BA shall provide to CE satisfactory written assurance that BA will adequately safeguard all PHI. Upon the request of either party, the other party shall promptly enter into negotiations concerning the terms of an amendment to this BAA embodying written assurances consistent with the standards and requirements of HIPAA, the HITECH Act,

the Privacy Rule, the Security Rule or other applicable laws. CE may terminate the applicable Agreement upon thirty (30) days written notice in the event (i) BA does not promptly enter into negotiations to amend the Agreement or this BAA when requested by CE pursuant to this Section or (ii) BA does not enter into an amendment to the Agreement or this BAA providing assurances regarding the safeguarding of PHI that CE, in its reasonable discretion, deems sufficient to satisfy the standards and requirements of applicable laws, within thirty (30) days following receipt of a written request for such amendment from CE.

**X. No Third-Party Beneficiaries.** Nothing express or implied in the Agreement or this BAA is intended to confer, nor shall anything herein confer upon any person other than CE, BA and their respective successors or assigns, any rights, remedies, obligations or liabilities whatsoever.

**XI. Notices.** All notices hereunder shall be in writing, delivered personally, by certified or registered mail, return receipt requested, or by overnight courier, and shall be deemed to have been duly given when delivered personally or when deposited in the United States mail, postage prepaid, or deposited with the overnight courier addressed as follows:

**If to CE:** Tri-City Mental Health Authority  
1717 N. Indian Hill Blvd., Suite B  
Claremont, CA 91711  
Attn: Privacy Officer

**If to BA:** Liebert Cassidy Whitmore  
6033 West Century Blvd, 5th Floor  
Los Angeles, CA 90045  
Attn: Managing Partner

**With a copy to:** Hooper, Lundy & Bookman, P.C.  
1875 Century Park East, Suite 1600  
Los Angeles, CA 90067  
Attn: Hope Levy-Biehl, Esq.  
Fax: 310-551-8181

or to such other persons or places as either party may from time to time designate by written notice to the other.

**XII. Interpretation.** The provisions of this BAA shall prevail over any provisions in the Agreement that may conflict or appear inconsistent with any provision in this BAA. This BAA and the Agreement shall be interpreted as broadly as necessary to implement and comply with HIPAA, the HITECH Act, the Privacy Rule and the Security Rule. Any ambiguity in this BAA shall be resolved in favor of a meaning that complies and is consistent with HIPAA, the HITECH Act, the Privacy Rule and the Security Rule. Except as specifically required to implement the purposes of this BAA, or to the extent inconsistent with this BAA, all other terms of the Agreement shall remain in force and effect.

**XIII. Entire Agreement of the Parties.** This BAA supersedes any and all prior and contemporaneous business associate agreements or addenda between the parties and constitutes the final and entire agreement between the parties hereto with respect to the subject matter hereof. Each party to this BAA acknowledges that no representations, inducements, promises, or agreements, oral or otherwise, with respect to the subject matter hereof, have been made by either party, or by anyone acting on behalf of either party, which are not embodied herein. No other agreement, statement or promise, with respect to the subject matter hereof, not contained in this BAA shall be valid or binding.

**XIV. Regulatory References.** A reference in this BAA to a section of regulations means the section as in effect or as amended, and for which compliance is required.


**XV. Counterparts.** This BAA may be executed in one or more counterparts, each of which shall be deemed to be an original, and all of which together shall constitute one and the same instrument.

**IN WITNESS WHEREOF,** the parties hereto have duly executed this BAA as of the BAA Effective Date.

**AGREED AND ACCEPTED:**

TRI-CITY MENTAL HEALTH  
AUTHORITY

Name of Covered Entity



Authorized Signature

Antonette Navarro

Print Name

Executive Director

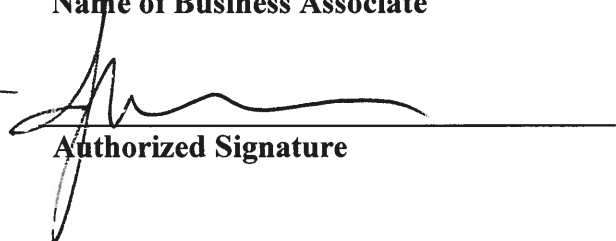
Print Title

3/30/2020

Date

LIEBERT CASSIDY WHITMORE

Name of Business Associate



Authorized Signature

J. Scott Tiedemann

Print Name

Managing Partner

Print Title

4/7/2020

Date

**EXHIBIT C**



**CONTRACTOR'S ATTESTATION THAT IT NOR ANY OF ITS STAFF MEMBERS IS RESTRICTED, EXCLUDED OR SUSPENDED FROM PROVIDING GOODS OR SERVICES UNDER ANY FEDERAL OR STATE HEALTH CARE PROGRAM**

LIEBERT CASSIDY WHITMORE, a Professional Corporation

Contractor's Name	Last	First
-------------------	------	-------

Contractor hereby warrants that neither it nor any of its staff members is restricted, excluded, or suspended from providing goods or services under any health care program funded by the Federal or State Government, directly or indirectly, in whole or in part, and the Contractor will notify the Tri-City Mental Health Authority (TCMHA) within thirty (30) days in writing of: 1) any event that would require Contractor or a staff member's mandatory exclusion or suspension from participation in a Federal or State funded health care program; and 2) any exclusionary action taken by any agency of the Federal or State Government against Contractor or one or more staff members barring it or the staff members from participation in a Federal or State funded health care program, whether such bar is direct or indirect, or whether such bar is in whole or in part.

Contractor shall indemnify and hold TCMHA harmless against any and all loss or damage Contractor may suffer arising from the Federal or State exclusion or suspension of Contractor or its staff members from such participation in a Federal or State funded health care program.

Failure by Contractor to meet the requirements of this paragraph shall constitute a material breach of contract upon which TCMHA may immediately terminate or suspend this Agreement.

**Is Contractor/Proposer/Vendor or any of its staff members currently barred from participation in any Federal or State funded health care program?**

**NO**, Contractor or any of its staff members is not currently barred from participation in any Federal or State funded health care program.

**YES**, Contractor or any of its staff members is currently barred from participation in any Federal or State funded health care program. Describe the particulars on a separate page.

<u>4/7/2020</u> Date	J. Scott Tiedemann, Managing Partner Contractor or Vendor's Name	 Contractor or Vendor's Signature
<u>3/30/2020</u> Date	Antonette Navarro, Executive Director TCMHA Executive Official's Name	 TCMHA Executive Official's Signature

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**FIRST AMENDMENT**

**TO**

**INDEPENDENT CONTRACTOR AGREEMENT**

**BETWEEN**

**TRI-CITY MENTAL HEALTH AUTHORITY**

**AND**

**LIEBERT CASSIDY WHITMORE**

**Administrative Office**

1717 North Indian Hill  
Boulevard, Suite B  
Claremont, CA 91711  
Phone (909) 623-6131  
Fax (909) 623-4073

**Clinical Office / Adult**

2008 North Garey Avenue  
Pomona, CA 91767  
Phone (909) 623-6131  
Fax (909) 865-9281

**Clinical Office / Child & Family**

1900 Royalty Drive, Suite 180  
Pomona, CA 91767  
Phone (909) 766-7340  
Fax (909) 865-0730

**MHSA Administrative Office**

2001 North Garey Avenue  
Pomona, CA 91767  
Phone (909) 623-6131  
Fax (909) 326-4690

**Wellness Center**

1403 North Garey Avenue  
Pomona, CA 91767  
Phone (909) 242-7600  
Fax (909) 242-7691

**DATED**

**FEBRUARY 15, 2020**

**ATTACHMENT 2-B**

## TABLE OF CONTENTS

	<u>Section Page</u>
1. PARTIES AND DATE .....	1
2. RECITALS .....	1
3. AMENDMENT – TERMS .....	1
4. AMENDMENT – FEE SCHEDULE .....	2
5. REAFFIRMATION OF OTHER TERMS .....	2
6. EXECUTION .....	3

DRAFT

**FIRST AMENDMENT**  
**AGREEMENT**  
**BY AND BETWEEN TRI-CITY MENTAL HEALTH AUTHORITY**  
**AND LIEBERT CASSIDY WHITMORE**  
**FOR PROFESSIONAL LABOR LEGAL SERVICES**

**1. PARTIES AND DATE.**

This FIRST AMENDMENT (“First Amendment”) is made and entered into as of September 20, 2023 (“First Amendment Date”), by and between TRI-CITY MENTAL HEALTH AUTHORITY, a California joint powers authority (“TCMHA” or “Tri-City”) and LIEBERT CASSIDY WHITMORE, a professional corporation (“Contractor”). TCMHA and Contractor are sometimes individually referred to as a “Party” and collectively as “Parties.”

**2. RECITALS.**

a. TCMHA and Contractor entered into an independent contractor Agreement effective February 15, 2020, (“Agreement”) for professional consulting, representational, and legal services pertaining to employment relations matters, through June 30, 2023.

b. The Parties desire to amend the Agreement by extending it for two additional years ending on June 30, 2025; and also increase the professional hourly rates, incorporated in and made part of this First Amendment as Exhibit 1.

c. In consideration of these Recitals and the performance by the Parties of the promises, covenants, and conditions herein contained, the Parties agree as provided in this First Amendment.

**3. AMENDMENT – TERMS.**

Section 7 (TERMS) is amended and restated in its entirety to read as follows:

**“7. TERMS.**

a. Effective Date. The services and/or materials furnished under this Agreement shall commence on February 19, 2020, and shall be and remain in full force and effect until June 30, 2025, with an option to extend two additional years, unless terminated in accordance with the provisions of Section 9 below.

b. Agreement Extension. Tri-City at its sole discretion, upon two months prior notice to the Contractor, extend the Agreement for two successive 12-month periods. Such extensions shall be under the same terms and conditions or as negotiated and revised in writing. At such time as Tri-City chooses to exercise the option to extend the Agreement, the Contractor will be notified and requested to submit a written proposal detailing the next 12-months offered price for the agreement services. If the option for any 12-month period extension is not

exercised, the agreement shall terminate at the end of the current period term. Any extensions shall be subject to agreement between Tri-City and the Contractor and will be subject to the approval by Tri-City’s Governing Board by a resolution adopted at a noticed public meeting of the Governing Board.

c. Agreement Price Adjustment Parameters. To be eligible for an Agreement Extension, the price shall either remain the same as proposed or, upon mutual agreement, can be adjusted by the 12-Month percentage change in the Consumer Price Index (CPI) for All Urban Consumers in the Los Angeles, California index published by the Department of Labor for the most current yearly comparison three months prior to the Agreement expiration dates. For example, if the Agreement expires in February the CPI comparison would be between the November CPI for that year and the preceding year. Despite any changes in the CPI for any given twelve-month adjustment period, upward adjustment of Agreement amount shall not exceed 5 percent during any single twelve-month adjustment period.”

**4. AMENDMENT – FEE SCHEDULE.**

Schedule I (FEES & COSTS) of Exhibit A to the Agreement is hereby amended and restated in its entirety to read as follows:

“SCHEDULE I – HOURLY RATES

Partners	\$425.00
Senior Counsel	\$355.00
Associates	\$260.00 - \$335.00
Labor Relations/Human Resources Consultant	\$270.00
Paralegals	\$145.00
E-Discovery Specialists	\$145.00
Law Clerks	\$145.00 - \$185.00”

Schedule II (LCW LITIGATION and E-DISCOVERY MANAGEMENT) of Exhibit A to the Agreement shall remain unchanged.

**5. REAFFIRMATION OF OTHER TERMS**

Except as expressly modified or changed herein, all of the terms and provisions of the Agreement, as amended by the First Amendment, shall remain in full force and effect.



**6. EXECUTION**

The Parties have executed this Agreement as of the First Amendment Date.

**TRI-CITY MENTAL HEALTH AUTHORITY**

**LIEBERT CASSIDY WHITMORE**

By: \_\_\_\_\_  
Rimmi Hundal, Executive Director

By: \_\_\_\_\_  
J. Scott Tiedemann, Managing Partner

**Attest:**

By: \_\_\_\_\_  
Micaela P. Olmos, JPA Administrator/Clerk

**Approved as to Form:**  
RICHARDS WATSON & GERSHON

By: \_\_\_\_\_  
Steven L. Flower, General Counsel

**RESOLUTION NO. 720**

**A RESOLUTION OF THE GOVERNING BOARD OF THE TRI-CITY MENTAL HEALTH AUTHORITY APPROVING AN AMENDMENT TO THE AGREEMENT WITH LIEBERT CASSIDY WHITMORE FOR PROFESSIONAL LABOR LEGAL SERVICES**

**The Governing Board of the Tri-City Mental Health Authority does hereby find and resolve as follows:**

1. The Tri-City Mental Health Authority (“Authority”) previously retained the law firm of Liebert Cassidy Whitmore (“LCW”) to provide professional legal services in labor and employment matters pursuant to an agreement having a term from February 15, 2020 and through June 30, 2023 (the “Agreement”).
2. The Governing Board hereby approves the amendment (“Amendment”) to the Agreement presented to the Board at its regular meeting on September 20, 2023.
3. The Executive Director is hereby authorized to execute the Amendment in substantially the same form as presented to the Board.

PASSED AND ADOPTED at a Regular Meeting of the Governing Board held on September 20, 2023, by the following vote:

AYES:

NOES:

ABSTAIN:

ABSENT

---

Jed Leano  
Chair

APPROVED AS TO FORM:

ATTEST:

---

Steven L. Flower  
General Counsel

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Micaela P. Olmos  
Recording Secretary



**Tri-City Mental Health Authority  
AGENDA REPORT**

**DATE:** September 20, 2023

**TO:** Governing Board of Tri-City Mental Health Authority

**FROM:** Rimmi Hundal, Executive Director

**BY:** Natalie Majors-Stewart, Chief Compliance Officer

**SUBJECT:** Consideration of Resolution No. 721 approving an Agreement with Language Line Services, Inc. for Language Translation and Interpretation Services

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Summary:

Staff recommends that the Governing Board approve a Master Services Agreement with Language Line Services, Inc. for Language Translation and Interpretation Services and authorize the Executive Director to execute the Agreement.

Background:

Tri-City Mental Health Authority (TCMHA) has worked with Language Line Services, Inc., for the past several years. It is recommended that we update our contract with Language Line Services, Inc. in order to continue using their interpretation services. Per our policy on *Cultural and Linguistic Inclusion and Competence*, TCMHA is required to provide linguistically appropriate services for our clients in their preferred language. In addition to promoting a workforce that is representative of the cultures and languages of the residents in our community, it is also essential to have a language service available for on demand interpretation, when needed. Language Line Services, Inc. uses certified language interpreters, who provide 24/7 on-demand language translation services, in well over 200 languages.

Fiscal Impact:

The average annual cost for Language Line Services, Inc. has ranged approximately between \$20,000.00 – \$30,000.00. It is anticipated that future costs will be comparable. Due to the amount of anticipated annual expenditure, Board approval is required.

Recommendation:

Staff recommends that the Governing Board approve Resolution No. 721, approving an agreement with Language Line Services, Inc. for language translation and interpretation services.

Attachments

*Attachment A:* Resolution No. 721

*Attachment B:* Language Line Services, Inc. Master Services Agreement

*Attachment C:* Language Line Services, Inc. Statement of Work 1 & 2

**RESOLUTION NO. 721**

**A RESOLUTION OF THE GOVERNING BOARD OF THE TRI-CITY MENTAL HEALTH AUTHORITY APPROVING AN AGREEMENT WITH LANGUAGE LINE SERVICES, INC. FOR LANGUAGE TRANSLATION AND INTERPRETATION SERVICES**

**The Governing Board of the Tri-City Mental Health Authority does hereby find and resolve as follows:**

1. Pursuant to Tri-City Mental Health Authority (“Authority” ) policy on Cultural and Linguistic Inclusion and Competence, the Authority is required to provide linguistically appropriate services to clients in their preferred language. Language Line Services, Inc. represents it can provide language translation and interpretation services necessary for this purpose.
2. The Governing Board hereby approves the Master Services Agreement (“Amendment”) presented to the Board at its regular meeting on September 20, 2023.
3. The Executive Director is hereby authorized to execute the Agreement.

PASSED AND ADOPTED at a Regular Meeting of the Governing Board held on September 20, 2023, by the following vote:

AYES:

NOES:

ABSTAIN:

ABSENT

---

Jed Leano  
Chair

APPROVED AS TO FORM:

ATTEST:

---

Steven L. Flower  
General Counsel

---

Micaela P. Olmos  
Recording Secretary

# Master Service Agreement

Customer Name ("Customer"): <b>Tri City Mental Health Authority</b>	Customer # (if applicable): <b>18280</b>
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Language Line Services, Inc. ("LanguageLine") and Tri-City Mental Health Authority, a joint powers agency organized under the laws of the State of California, with its administrative office at 1717 N. Indian Hill Boulevard, #B, Claremont, California 91711 ("TCMHA"), (together, the "Parties" and each a "Party") agree that the terms and conditions below apply to the Services selected by Customer under this Agreement.

## TERMS OF SERVICE

- 1. TERM OF AGREEMENT.** This Agreement is the Master Services Agreement for all the services currently offered by LanguageLine as individually identified below (the "Services"). This Master Services Agreement will apply to Services requested now or in the future by Customer. For each Service requested now or in the future by Customer, the fees and additional terms and conditions for the Service are set out in the applicable Statement of Work for the Service, which, when fully executed, is made a part of this Agreement. If Customer continues to request and receive Services after this Agreement has expired or has been terminated for any reason, this Agreement and the applicable Statement(s) of Work will continue in full force and effect until terminated as provided in Section 12 of this Agreement.

### Available LanguageLine Services:

<b>On-demand interpretation</b> <b>240+ languages 24/7/365, in seconds</b> <b>Via phone, video and mobile</b>	LanguageLine InSight Video Interpreting <sup>®</sup> LanguageLine Phone <sup>SM</sup> Interpreting LanguageLine Mobile <sup>SM</sup> LanguageLine Direct Response Telehealth and Virtual Meetings
<b>Face-to-face interpretation</b> <b>130+ languages via onsite or video</b>	Onsite Interpreting Virtual Onsite Interpreting
<b>Translation and Localization</b> <b>380+ languages</b> <b>Via human, machine translation, automation and other technologies</b>	Translation Localization Transcription Clarity <sup>®</sup>
<b>Testing and Training</b> <b>57 languages</b>	Testing Training

*Please note that by signing this Agreement, Customer is not agreeing to receive all of the above Service(s), but is only agreeing to receive the specific Service(s) that have been requested from its LanguageLine account executive and made a part of this Agreement in an applicable Statement of Work.*

- 2. INDEPENDENT CONTRACTOR.** The express intention of the Parties is that LanguageLine is an independent contractor and not an employee, agent, joint venture or partner of TCMHA. Nothing in this Master Services Agreement shall be interpreted or construed as creating or establishing the relationship of employee and employer between LanguageLine and TCMHA or any employee or agent of LanguageLine. At all times LanguageLine shall be an independent contractor and LanguageLine shall have no power to incur any debt, obligation, or liability on behalf of TCMHA without the express written consent of TCMHA. Neither TCMHA nor any of its agents shall have control over the conduct of LanguageLine, except as set forth in this Agreement.
- 3. PAYMENT TERMS.** Customer agrees to pay all undisputed invoiced charges for Services in full within

thirty (30) days of the invoice date. Payment can be made by check, ACH, wire, debit card or credit card. Any fees charged by a credit card provider for use of the card will be paid for by Customer. Any disputed charges in an invoice must be identified to LanguageLine within thirty (30) days of the invoice issue date or the right to dispute will be waived by Customer. Amounts subject to dispute once resolved will be (i) credited to Customer on the next invoice (if resolved in favor of Customer) or added to the next invoice (if resolved in favor of LanguageLine) or (ii) as otherwise mutually agreed upon. Invoices will be sent to the most current address or e-mail provided by Customer to LanguageLine, which may be updated by Customer upon written request to CustomerCare@languageline.com.

- 4. USE OF SERVICES.** Customer warrants that it will **not** (i) resell the Services to any third Parties; however, Customer may charge its own customers, clients or patients for the Services; or (ii) use the Services in any manner that may violate any applicable law, rule or regulation. Customer and each affiliate will be assigned a Client Identification Number (“CID”) for use in ordering Services. Customer shall be solely and fully responsible for charges resulting from the use of these CIDs, whether or not such use is authorized by Customer.
- 5. CONFIDENTIALITY AND PRIVACY.** The Parties agree that during the term of this Agreement and thereafter, neither Party will disclose any of the other’s Confidential Information to any third Party and each Party will use the other’s Confidential Information only for purposes specifically contemplated by this Agreement. These obligations do not apply to information that is expressly identified by a Party as not being confidential or that is in the public domain. If either Party has been requested to disclose or is required by discovery request in a litigation, subpoena, civil investigative demand or similar process to disclose any such information then that Party so compelled may disclose such information without liability after giving reasonable notice to the other Party promptly to assert whatever objections the other Party desires to prevent such disclosure within such deadlines as are required by the governing statutes, rules or regulations. For purpose of this Agreement, the term “**Confidential Information**” includes (a) information (including data) identified by a Party as being Confidential Information, (b) personally identifiable personal, financial, health or other personal information protected under a law or regulation, including without limitation HIPAA, Gramm-Leach-Bliley, US federal and state privacy laws, the General Data Protection Regulation (EU) 2016/679 (the “GDPR”), and the UK Data Protection Act, (c) the terms and conditions of this Agreement, (d) LanguageLine pricing for its Services, and (e) all of the information provided in any invoices or other non-public documents or in oral communications between the Parties relating to the Services. LanguageLine will not record any interpretation calls except that some calls may be monitored for training and quality assurance purposes.
- 6. LANGUAGELINE PERSONNEL.** Customer understands and acknowledges that in providing the Services, LanguageLine’s linguist workforce consists of its own employees, individual independent contractor linguists and linguists provided through trusted professional linguist staffing agencies, which are located within and outside of the United States unless Customer requires US domestic only personnel (collectively, “LanguageLine Personnel”). All LanguageLine Personnel are subject to LanguageLine’s stringent quality control standards, confidentiality and privacy obligations and certification criteria, and LanguageLine is solely responsible for ensuring that the terms and conditions of this Agreement are met by LanguageLine Personnel. Customer hereby consents to the use of all LanguageLine Personnel by LanguageLine.
- 7. RELATIONSHIP OF PARTIES.** The Parties are independent contractors, and nothing in this Agreement will be deemed to place the Parties in the relationship of employer-employee, principal-agent, partners or joint venturers. Each Party will be responsible for paying its own payroll taxes, disability insurance payments, unemployment taxes, employee benefits (if applicable) and other similar taxes, benefits or charges.
- 8. LIMITED WARRANTIES AND LIABILITY.** (a) LANGUAGELINE WILL PERFORM ALL OF THE SERVICES IN A PROFESSIONAL MANNER CONSISTENT WITH INDUSTRY STANDARDS. LANGUAGELINE MAKES NO OTHER REPRESENTATION, WARRANTY OR GUARANTEE, EXPRESS OR IMPLIED, OF ANY KIND, AND LANGUAGELINE SPECIFICALLY DISCLAIMS ANY WARRANTY OR CONDITION OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. CUSTOMER ACKNOWLEDGES THAT INTERPRETATIONS, TRANSLATIONS, AND

LOCALIZATIONS MAY NOT BE ENTIRELY ACCURATE IN ALL CASES AND THAT EVENTS OUTSIDE OF THE CONTROL OF LANGUAGE LINE MAY RESULT IN UNCOMPLETED OR INTERRUPTED SERVICE. (b) EXCEPT FOR THE PARTIES' OBLIGATIONS UNDER SECTIONS 4 (CONFIDENTIALITY), 8 (INDEMNIFICATION) AND CUSTOMER'S OBLIGATIONS UNDER SECTION 2 (PAYMENT TERMS), AND TO THE EXTENT NOT PROHIBITED BY APPLICABLE LAW, EACH PARTY'S AGGREGATE LIABILITY TO THE OTHER FOR CLAIMS RELATING TO THIS AGREEMENT, WHETHER FOR BREACH OR IN TORT AND INCLUDING BUT NOT LIMITED TO NEGLIGENCE, SHALL BE LIMITED TO THE GREATER OF THE AMOUNT INVOICED TO CUSTOMER BY LANGUAGELINE WITHIN THE PREVIOUS 12 MONTHS, AND (c) EXCEPT AS IS PROHIBITED BY LAW AND SUBJECT TO A PARTY'S OBLIGATIONS UNDER SECTION 8 (INDEMNIFICATION), NEITHER PARTY WILL BE LIABLE FOR ANY INDIRECT, PUNITIVE, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGE IN CONNECTION WITH OR ARISING OUT OF THIS AGREEMENT (INCLUDING LOSS OF BUSINESS, REVENUE, PROFITS, USE, DATA OR OTHER ECONOMIC ADVANTAGE), HOWEVER IT ARISES, WHETHER FOR BREACH OR IN TORT, EVEN IF THAT PARTY HAS BEEN PREVIOUSLY ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

- 9. INDEMNIFICATION.** To the maximum extent permitted by law, each Party agrees to hold harmless and indemnify the other Party and their respective officers, directors, employees, affiliates and agents from and against any claims, causes of action, damages, costs, fees, expenses, settlement, or any other form of damage or expense in any manner arising out of or incident to any acts or omissions of the indemnifying Party and its their respective officers, directors, employees, affiliates and agents, including without limitation the payment of all consequential damages and attorneys' fees and other related costs and expenses, except for such loss or damage arising from the sole negligence or willful misconduct of the otherwise indemnified Party or persons. LanguageLine will not be liable for intellectual property infringement arising merely from LanguageLine's interpretation or translation of Customer communications or documents, respectively. LanguageLine maintains extensive global insurance coverage for all its Services and all of its personnel. A copy of the Certificate of Insurance will be supplied to Customer upon request. The obligations of the Parties under this paragraph shall survive the termination or expiration of this Agreement.
- 10. ASSIGNMENT.** Neither Party may assign this Agreement without the prior written consent of the other Party, except that LanguageLine may assign its right to payment to an affiliated company and, either Party may assign this Agreement to a successor company without consent, provided that the successor company ratifies and assumes this Agreement in its entirety and provides notice of the assignment to the other Party, provided, however, that Customer may not assign this Agreement to any other language services company or portfolio company that owns a 5% or more interest in a language services company.
- 11. ACQUISITION OR MERGER OF CUSTOMER.** If Customer is (a) acquired by or merged into or with an existing LanguageLine customer, or (b) acquires an existing LanguageLine customer, the terms and conditions of this Agreement and that of the other LanguageLine customer, including pricing as set out in the applicable Statements of Work, shall remain unaffected unless the Parties otherwise agree in a signed, written amendment to this Agreement.
- 12. TERMINATION.** Either Party may terminate this Agreement (a) on thirty (30) days' notice for any reason, or (b)(i) on thirty (30) days' written notice of breach if the other Party has not cured the breach in thirty (30) days from receipt of the notice of breach, or (ii) if the breach cannot be cured in thirty (30) days, on the date agreed to by the Parties for cure to be completed. Upon termination of this Agreement for any reason, Customer shall pay the final invoice from LanguageLine within thirty (30) days of its receipt of the final invoice (the "30-day period"). Any disputed charges must be identified by Customer within the 30-day period and the Parties shall use good faith efforts to resolve any disputed charges within the 30-day period and any adjustment paid or credited will be made within thirty (30) days after the dispute has been resolved.
- 13. ADDITIONAL TERMS.**



- (a) **WAIVER OR DELAY.** Any express waiver or failure to exercise promptly any right under this Agreement will not create a continuing waiver or any expectation of non-enforcement.
- (b) **SURVIVAL OF OBLIGATIONS.** The obligations of the Party under this Agreement which by their nature should continue beyond the termination or expiration of this Agreement will remain in effect after termination or expiration.
- (c) **NO THIRD-PARTY BENEFICIARIES.** Neither this Agreement nor the provision of Services shall be construed to create any duty or obligation on the part of LanguageLine to any third parties, including, without limitation, any persons participating in or the subject of communications for which Services are provided, and except as provided by law, does not provide any third party with any right, privilege, remedy, claim or cause of action against LanguageLine, its affiliates or their respective successors.
- (d) **CHOICE OF LAW.** Any action arising out of this Agreement, as well as the validity, construction and interpretation of this Agreement, will be governed by California law relating to contracts made in the State of California and controlling U.S. federal law. No choice of law rules of any jurisdiction will apply.
- (e) **BINDING EFFECT.** This Agreement shall be binding upon the Parties hereto, their successors, or assigns, and upon any and all others acting by or through them, or in privity with them, or under their direction.
- (f) **CONSTRUCTION.** This Agreement is deemed to have been drafted jointly by the Parties. Any uncertainty or ambiguity shall not be construed against either Party based on the attribution of drafting by either Party.
- (g) **COUNTERPARTS; HEADINGS.** This Agreement may be executed in counterparts and as so executed shall constitute one agreement, binding on all Parties. The Headings have no substantive effect and are used merely for convenience.
- (h) **FORCE MAJEURE.** A Party is not liable under this Agreement for non-performance or delayed or interrupted performance caused by events or conditions beyond that Party's control if the Party makes reasonable efforts to perform. This provision does not relieve Customer of its obligation to make all payments when due.
- (i) **NOTICES.** All notices to be given under this Agreement must be in writing and addressed as follows: (a) to LanguageLine at One Lower Ragsdale Drive, Bldg. 2, Monterey, CA 94930 Attn: Contract Administration, or by e-mail to CustomerCare@languageline.com with a copy to Contracts@languageline.com, and (b) to Customer at the most current address or e-mail provided by Customer to LanguageLine. Any notices sent by overnight courier (such as FedEx, DHL, USPS, etc.), or by first class mail, postage prepaid, is effective upon deposit with the post office or the overnight courier and any notice sent by e-mail shall be effective on the date the e-mail is sent except that any e-mail sent on a weekend or holiday shall be effective on the next business day.
- (j) **COMPLIANCE.** Language Line Services, Inc. is an equal opportunity employer and federal contractor. Consequently, as and if applicable, the Parties will abide by the requirements of Title 41 of the United States Code of Federal Regulations (CFR) §§ 60-1.4(a), 60-300.5(a) and 60-741.5(a), which are incorporated herein by reference. These regulations prohibit discrimination against qualified individuals based on their status as protected veterans or individuals with disabilities and prohibit discrimination against all individuals based on their race, color, creed, sex, sexual orientation, gender identity, or national origin. These regulations require that covered prime contractors and subcontractors take affirmative action to employ and advance in employment individuals without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, protected veteran status or disability. If and as applicable, the Parties will abide by the requirements of Executive Order 13496 (29 CFR Part 471, Appendix A to Subpart A), relating to the notice of employee rights under federal labor laws.
- (k) **BUSINESS ASSOCIATE AGREEMENT.** To the extent necessary, TCMHA will disclose Protected Health Information (PHI) to LanguageLine (Business Associate) in accordance with all applicable legal requirements to allow LanguageLine to perform interpreting and/or translating services on TCMHA's behalf. LanguageLine is required to appropriately safeguard the PHI disclosed to it, and to sign a *Business Associate Agreement* accepting liability for any breach of ePHI or PHI.
- (l) **ATTESTATION.** TCMHA will not enter into contracts with individuals, or entities, or owners, officers, partners, directors, or other principals of entities, who have been convicted recently of a criminal offense related to health care or who are debarred, excluded or otherwise precluded from providing goods or services under Federal health care programs, or who are debarred, suspended, ineligible, or voluntarily

# Master Service Agreement

suspended from securing Federally funded contracts. TCMHA requires that LanguageLine certifies that no staff member, officer, director, partner, or principal, or sub-contractor is excluded from any Federal health care program, or federally funded contract and will sign a *Contractor's Attestation That Neither It Nor Any Of Its Staff Members Are Restricted, Excluded Or Suspended From Providing Goods Or Services Under Any Federal Or State Health Care Program*.

**14. ENTIRE AGREEMENT.** This Agreement, including all addenda, Schedules and Statements of Work, constitute the Parties' entire agreement relating to its subject matter. It supersedes all prior or contemporaneous oral or written communications, proposals, conditions, representations and warranties and prevails over any conflicting or additional terms of any quote, order, acknowledgment, or other communication between the Parties relating to its subject matter during the term of this Agreement. No modification to this Agreement will be binding unless in writing and signed by an authorized representative of each Party. If any provision, or part thereof, in this Agreement is held to be invalid, void or illegal, it shall be severed from this Agreement and shall not affect, impair, or invalidate any other provision, or part thereof, and it shall be replaced by a provision which comes closest to the severed provision, or part thereof, in language and intent, without being invalid, void, or illegal.

The person signing this Agreement on behalf of Customer certifies that such person has read, acknowledges, and understands all of the terms and conditions, and is fully authorized to execute this Agreement on behalf of and bind the Customer to all its terms and conditions. Both Parties agree the delivery of the signed Agreement by facsimile or e-mail or use of a facsimile signature or electronic signature or other similar electronic reproduction of a signature shall have the same force and effect of execution and delivery as the original signature, and in the absence of an original signature, shall constitute the original signature.

Tri-City Mental Health Authority (Customer)	LanguageLine Services, Inc. (Contractor)
Date:	Date:
Signature:	Signature:
Name:	Name: Bonaventura A. Cavaliere
Title:	Title: CFO

Customer Name ("Customer"): <b>Tri City Mental Health Authority</b>	Customer # (if applicable): <b>18280</b>
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This Statement of Work is subject to the Master Service Agreement between Customer and Language Line Services, Inc. ("LanguageLine"). This document is the sole document that reflects pricing for these services and must be signed by an authorized representative from the Customer. Pricing is only approved upon a signature by an authorized officer of LanguageLine. Pricing changes, if any, will be reflected on next month's invoice.

**1. LANGUAGELINE PHONE INTERPRETING**

**1.1. SCOPE OF WORK**

- (a) **DESCRIPTION OF SERVICES.** LanguageLine will provide qualified and trained interpreters for Phone Interpreting to facilitate effective communication between Customer's service providers and Limited English Proficient (LEP) individuals by converting spoken language statements between English and another language.
- (b) **SERVICE DELIVERY.** Services are delivered on-demand via telephone, as initiated by Customer's service providers and invoiced monthly following service delivery. Services are available twenty-four (24) hours a day; seven (7) days a week; 365 days a year, including holidays, in over 240 spoken languages.

**1.2. PHONE INTERPRETING FEES**

- (a) **INITIAL ENROLLMENT** including Client Identification ("CID") service accounts ..... Waived
- (b) **ADDITIONAL SERVICE ACCOUNTS** after initial enrollment, per CID..... \$125.00
- (c) **MONTHLY MINIMUM** per CID ..... \$100.00
- (d) **PLATFORM ACCESS FEE** per call .....\$0.25
- (e) **THIRD PARTY DIAL OUT FEE** per call .....\$5.00
- (f) **TELECOMMUNICATION SURCHARGE** in accordance with the Telecommunications Act of 1996
- (g) **OPTIONAL INTERPRETER APPOINTMENT AT SPECIFIC TIME.** See 1.2(h) for Per Minute Usage Fees. No additional fees apply to schedule an interpreter appointment. Cancellation fee for any cancelled or missed appointment ..... \$200.00
- (h) **PER MINUTE USAGE FEES** for LanguageLine Phone and InSight Audio Interpreting

Language Tiers	Languages	Per Minute Charge
1	Spanish	\$1.85
2	Chinese (Mandarin and Cantonese), French, Japanese, Korean, Russian, and Vietnamese	\$1.95
3	Armenian, German, Haitian Creole, Italian, Cambodian (Khmer), Polish, and Portuguese	\$1.95
4	Farsi, Tagalog, Thai, Urdu, and all other languages	\$1.95

**1.3. PHONE INTERPRETING EQUIPMENT**

- (a) **OPTIONS AND DEFINITIONS.** Equipment purchase and lease options are available for the equipment identified below for use with the Phone Interpreting services. All Equipment requests must be submitted in writing over the term of this Agreement and the appropriate fees will apply.
- (b) **PHONE INTERPRETING EQUIPMENT LEASE FEES.** A monthly lease fee per unit applies, and the Equipment remains the property of LanguageLine. The monthly fee covers the cost of equipment programming and providing any necessary replacements and maintenance.
  - 1Solution™ Analog Dual Handset Phone.....\$4.50
  - 1Solution Dual Handset IP Phone .....\$12.50

- Panasonic® Cordless Phone with Dual Handsets .....\$10.50
- (c) **PHONE INTERPRETING LEASED EQUIPMENT ADDITIONAL TERMS.** Upon the termination of the Agreement, Customer shall, at its cost, return the Equipment to Language Line Services within thirty (30) days following the termination date. Customer acknowledges that ownership of the Equipment remains with Language Line Services, and that the Equipment must be returned upon the termination of the Agreement. If Customer fails to return the Equipment to Language Line Services within the 30-day period, Language Line Services may invoice Customer \$175.00 per each equipment item not returned and Customer agrees to pay that invoice within thirty (30) days of the invoice date.
- (d) **PHONE INTERPRETING EQUIPMENT PURCHASES.** The following Equipment is available for purchase from LanguageLine during the life of the agreement. Upon depletion of current Equipment models and release of new Equipment models, updated pricing will automatically apply. Purchased equipment is covered by a one-year replacement warranty from the manufacturer. Standard rates at the time of purchase will apply. If applicable, proof of sales tax exemption must be provided to TaxDepartment@languageline.com and Activations@languageline.com. Details will be available from your Account Executive.
- 1Solution Analog Dual Handset Phone .....\$60.00
  - 1Solution Dual Handset IP Phone ..... \$150.00
  - Panasonic Cordless Phone with Dual Handsets .....\$85.00
  - Panasonic Headset.....\$25.00
  - Handsets.....\$10.00
  - Handset Splitters (price per unit).....\$6.00
  - Wall Splitters (price per unit).....\$6.00

**2. LANGUAGELINE INSIGHT VIDEO INTERPRETING**

**2.1. SCOPE OF WORK**

- (a) **DESCRIPTION OF SERVICES.** LanguageLine will provide qualified and trained interpreters for InSight Video Interpreting to facilitate effective communication between Customer’s service providers and Limited English Proficient (LEP) individuals by converting spoken or signed language statements between English and another language. Equipment purchases are optional.
- (b) **SERVICE DELIVERY.** Services are delivered on-demand via a native iOS or Android Application (the “App”) or a Mac/PC using a Chrome, Edge, or Firefox browser. Each call has full end-to-end encryption ensuring privacy. Services are available 24/7 for ASL, Spanish, Mandarin, Arabic, Polish, Cantonese, French, Korean, Portuguese, Vietnamese and Russian, and during business or extended business hours for 30 or more additional languages of lesser diffusion.

**2.2. INSIGHT VIDEO INTERPRETING FEES**

- (a) **ACTIVATION.** Please check the appropriate box below to indicate your choice. ....
- Monthly Service Fee applied per Client Identification number (“CID”) based on the total number of activated devices:
- Up to 10 Activated Devices .....\$30.00/month
  - Up to 100 Activated Devices ..... \$75.00/month
  - 101+ Activated Devices.....\$200.00/month
- OR**
- One-time Activation Fee applied per Customer for unlimited activated devices.....\$2,500.00/one-time fee
- (b) **PER MINUTE USAGE FEES** for LanguageLine InSight Video Interpreting

Language Tiers	Languages	Per Minute Charge
1	Sign Language	\$2.95
2	Spanish	\$1.85

Language Tiers	Languages	Per Minute Charge
3	Other Spoken Languages	\$1.95

**2.3. INSIGHT VIDEO INTERPRETING EQUIPMENT**

(a) **OPTIONS AND DEFINITIONS.** Equipment purchase (“Customer-Owned”) and lease (“LanguageLine-Owned”) options are available for the equipment identified below for use with InSight Services (collectively, the “Equipment”). All Equipment requests must be submitted in writing over the term of this Agreement and the appropriate fees will apply.

LanguageLine-Owned: Leased by the Customer from LanguageLine.

Customer-Supplied: Purchased by the Customer from a supplier other than LanguageLine.

Customer-Owned: Purchased by the Customer from LanguageLine.

(b) **INSIGHT EQUIPMENT LEASE FEES.** A monthly lease fee per unit applies, and the Equipment remains the property of LanguageLine (“LanguageLine-Owned”).

iPad and LanguageLine Rolling Cart ..... \$75.00/month

iPad and Table Top Stand ..... \$45.00/month

(c) **INSIGHT EQUIPMENT PURCHASES.** The following Equipment is available for purchase from LanguageLine during the life of the agreement (“Customer-Owned”). Upon depletion of current Equipment models and release of new Equipment models, updated pricing will automatically apply. Purchased Equipment is covered by the following replacement warranties from the manufacturers: (i) iPads: 1-year; (ii) LanguageLine Rolling Cart: 3 years standard warranty, plus an additional 1 year on all mechanical items except wheels; and (iii) Table Top Stands: 1-year. Standard rates at the time of purchase will apply. If applicable, proof of sales tax exemption must be provided to TaxDepartment@languageline.com and Activations@languageline.com. Details will be available from your Account Executive.

32GB 8th Generation iPad (10.2-inch, Wi-Fi Only) with Screen Protector (iPad Model: MHNG3LL/A or MYLA2VC/A) ..... \$425.00

128GB iPad Pro (12.9-inch, Wi-Fi Only) with Screen Protector (iPad Model: MY2J2LL/A) ..... \$1,250.00

10.2-inch Screen Protector (Model: SP-AGF-APL-ID2019-2 or AWV102GL) ..... \$15.00

12.9-inch Screen Protector (Model: AWV330GL) ..... \$40.00

LanguageLine Rolling Cart with 10.2-inch LanguageLine TrueSound<sup>SM</sup> (Model: 478-00197) ..... \$1,195.00

Table Top Stand with Enclosure (Models: 303W75-LL/185-01065, 303W299PSENW-LL or 303W290SENW-LL) ..... \$275.00

Table Top Stand without Enclosure (Models: 303W-LL or 303W75-LL) ..... \$145.00

LanguageLine TrueSound® Enclosure for 10.2-inch iPad (Models: 185-00999 or 185-01064) ..... \$195.00

12.9-inch Non-TrueSound iPad Enclosure (Models: 290SENW-LL or 299PSENW-LL) ..... \$130.00

**2.4. ADDITIONAL TERMS AND CONDITIONS FOR INSIGHT VIDEO INTERPRETING**

(a) **TERMS REGARDING SOFTWARE APPLICATION.** The InSight video interpretation Services (the “Services”) are provided by LanguageLine through a proprietary desktop and/or tablet Application owned by LanguageLine (the “App”). The App must be downloaded by Customer to Customer-Supplied or Customer-Owned devices to use the Services (see Subsection (g) below for additional terms). The App is pre-installed and configured on LanguageLine-provided leased Equipment (see Subsection (h) below for additional terms). Customer agrees (a) that it will not make any copies of the App or attempt to reverse engineer it or make any changes to it; (b) that it will only download the App onto any iPad, tablet, or other digital computer device that is (i) Customer-Owned, (ii) LanguageLine-Owned, or (iii) purchased by Customer from an authorized seller of such devices, excluding other language services providers. Further, Customer will not use any iPad, tablet, or other digital computer device on which the InSight App is installed with any equipment provided by other language service providers; and (c) that the following uses of the Services are prohibited: the

- transmission of any message or other material which constitutes an infringement of any third party copyright or trademark; an unauthorized disclosure of a trade secret; the transfer of information or technology abroad in violation of any applicable export law or regulation; a violation of Section 223 of the Communications Act of 1934, as amended, 47 U.S.C. Section 223, or other criminal prohibitions regarding the use of telephonic or video devices to transmit obscene, threatening, harassing or other messages specified therein; a libelous or slanderous statement; or a violation of any other applicable statute or government regulation.
- (b) **INTELLECTUAL PROPERTY.** Customer acknowledges and agrees that all rights including copyright throughout the world in the App, in the LanguageLine TrueSound, Notepad™, InSight, and Interpreter on Wheels trademarks (collectively, the “Trademarks”), and in the issued patents and pending patents relating to the Equipment, are exclusively owned by LanguageLine, and that neither this Agreement, nor Customer’s use of the Services, the App or the Equipment grants to Customer any right, title, or interest in or to the Services, the Equipment, the App, the Trademarks, or any of the other technology, systems, processes or other aspect of the Services, including but not limited to any intellectual property rights therein (collectively, the “LanguageLine Properties”). Customer expressly agrees that it shall not assert any rights in any of the LanguageLine Properties, or challenge LanguageLine’s rights in or the validity of any of the LanguageLine Properties in any country, nation, or jurisdiction in the world, and Customer agrees that it shall not directly or through others copy, decompile, reverse engineer, disassemble, modify, or create derivative works of the App, or any aspect thereof. Customer agrees that this Paragraph shall survive the expiration of this Agreement and will continue to apply after the Agreement ends.
- (c) **ENCRYPTION.** Encryption is built into the App and the Services platform, ensuring the security of the live video as it traverses the Internet. This encryption allows LanguageLine to fulfill its obligation under any Customer Business Associate Agreement (“BAA”) with respect to the Services. LanguageLine does not record any phone or video calls and therefore has no record of the call content. With respect to the App’s electronic Notepad™ function, written information relayed during the call is encrypted. As with the live video, no recording or storing is made of information written on the Notepad™ and therefore this information cannot be retrieved after the call’s completion.
- (d) **RESPONSIBILITY FOR UNAUTHORIZED USE.** Customer will safeguard its use of the Services against use by unauthorized persons and will be responsible for charges resulting from use of its Services, whether or not such use is authorized.
- (e) **AVAILABILITY OF SERVICES.** The Services may not be available at all times due to interruptions, technical problems, and/or system upgrades and maintenance. All interpreters provided in conjunction with the Services may not be available at all times and interpreters will be assigned solely by LanguageLine.
- (f) **QUALITY CONTROL.** Customer acknowledges that LanguageLine from time to time will monitor calls made through the Service for purposes of quality control.
- (g) **PURCHASED EQUIPMENT ADDITIONAL TERMS** (applies to the InSight App with Customer-Owned Equipment option only): Customer agrees that (a) the TrueSound patented technology and related audio equipment will not be used with any non-LanguageLine equipment/devices, and (b) the Equipment purchased from LanguageLine will not be used with or for any non-LanguageLine language interpretation services (including software and Apps).
- (h) **LEASED EQUIPMENT ADDITIONAL TERMS:** Under this option, LanguageLine will lease Equipment mutually agreed upon by LanguageLine and Customer for the duration of this Agreement for a monthly fee. The Parties acknowledge and agree that this Equipment remains the sole property of LanguageLine and will be returned to LanguageLine, undamaged, upon termination of this Agreement, unless superseded by a purchasing agreement. The Parties agree that the Equipment will be used for the sole and exclusive purpose of the Services and may not be configured, fixed and/or altered for any other purpose without express prior written consent from LanguageLine. Customer may not use any leased Equipment or the InSight App with any equipment, app, software or language services provided (through purchase, lease or otherwise) by a language services provider

other than LanguageLine. LanguageLine will enroll LanguageLine-Owned iPads in LanguageLine’s MDM (Mobile Device Management) system. As a condition of the lease on LanguageLine-Owned Equipment, location services must be enabled “on” at all times, with “Always Allow Location Access” selected within the Hub application. Customer agrees that Equipment will be kept only at the Customer locations listed in this Agreement, or as otherwise mutually agreed by LanguageLine and Customer in writing. From time to time, upon twenty-four (24) hours’ notice to Customer, LanguageLine, during a Customer’s regular business hours, may enter the Customer’s premises where the Equipment is located to inspect and maintain Equipment. Customer hereby agrees to such inspection by LanguageLine and agrees to provide such support and cooperation as is requested by LanguageLine. Customer assumes and bears all risk of loss and/or damage of Equipment, other than normal wear and tear, from the time that Equipment is delivered until returned to LanguageLine following the expiration of this Agreement. Customer will be charged and agrees to pay for any lost, stolen, or damaged Equipment. LanguageLine reserves all rights and remedies to re-take possession of the Equipment if Customer fails to pay any undisputed invoiced amounts owed hereunder.

- (i) **LIMITED WARRANTIES FOR EQUIPMENT.** LanguageLine warrants that Equipment shall be free from defects in materials and workmanship, except that all warranties are waived if (i) the Equipment has been altered or modified or the App, Equipment or components thereof are used other than as authorized under this Agreement, or (ii) the Equipment has been used by a person or entity other than the Customer or other permitted users. LANGUAGELINE DISCLAIMS ANY AND ALL OTHER WARRANTIES, INCLUDING ALL IMPLIED AND EXPRESS WARRANTIES OF EVERY KIND AND NATURE. Customer agrees that the sole and exclusive remedy for breach of warranty, damages or loss relating to Equipment is limited to the repair or replacement of the Equipment. Customer waives any and all legal claims for damages in connection with the Equipment.

**3. OTHER FEES**

**3.1. FINANCE FEE.** Finance fee is applied to any past due balance. Interest will accrue from the date on which payment is due at a rate equal to the lesser of 1.5% per month or the maximum permitted by applicable law.

**3.2. OPTIONAL PAPER INVOICE.** Electronic invoices are provided at no charge. Paper invoice fee is applied if a paper invoice is required by the Customer..... Waived

**3.3. OPTIONAL CUSTOMIZATIONS**

(a) Report configuration per hour	\$0.00
(b) Report maintenance per month	\$0.00
(c) Training assistance on site per day per training	\$0.00
(d) Training materials development per hour	\$0.00

The person signing this SOW on behalf of Customer certifies that such person has read, acknowledges, and understands all of the terms and conditions, and is fully authorized to execute this SOW on behalf of and bind the Customer to all its terms and conditions. Both Parties agree the delivery of the signed SOW by facsimile or e-mail or use of a facsimile signature or electronic signature or other similar electronic reproduction of a signature shall have the same force and effect of execution and delivery as the original signature, and in the absence of an original signature, shall constitute the original signature.

Customer	LanguageLine
Date:	Date:
Signature:	Signature:
Name:	Name: Bonaventura A. Cavaliere
Title:	Title: CFO



Customer Name ("Customer"): <b>Tri City Mental Health Authority</b>	Customer # (if applicable): <b>18280</b>
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This Statement of Work ("SOW") is subject to the Master Service Agreement between Customer and Language Line Services, Inc. ("LanguageLine"). This document is the sole document that reflects pricing for these services and must be signed by an authorized representative from the Customer. Pricing is only approved upon a signature by an authorized officer of LanguageLine. Pricing changes, if any, will be reflected on next month's invoice.

**1. SCOPE OF WORK**

**1.1. DESCRIPTION OF SERVICES.** LanguageLine will provide highly qualified interpreters in-person onsite at Customer's business locations or using Customer's online conferencing platform (virtual onsite) to perform consecutive interpreting between Customer's Service Providers and Limited English Proficient (LEP) individuals, by converting spoken or signed language statements between English and another language.

**1.2. SERVICE DELIVERY**

- (a) Services are scheduled in advance, with language availability dependent upon local resources.
- (b) Maximum advance notice is preferred for both in-person onsite assignments and virtual onsite assignments. Recognizing advance notice is not always possible, short notice requests may also be accommodated.
  - For same day or next day requests, assignments must be scheduled via phone at 1-888-225-6056, option 1.
  - For advance notice requests, assignments may be scheduled via email to [onsiterequests@languageline.com](mailto:onsiterequests@languageline.com) or phone at 1-888-225-6056, option 1.
- (c) Business locations (city/state/region) where in-person onsite assignments will be requested:

City and State: <b>Claremont, California</b>
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**2. LANGUAGELINE ONSITE INTERPRETING FEES**

**2.1. MINIMUM ASSIGNMENT TIME** is two (2) hours, with time beyond minimum assignment time billed in 15-minute increments.

**2.2. MILEAGE/TRAVEL REIMBURSEMENT**

- (a) Mileage will be charged at the prevailing IRS rate, currently \$0.655 per mile.
- (b) For one-way travel exceeding sixty (60) miles, travel time may be charged at the applicable hourly rate.
- (c) Parking and/or tolls will be charged, if applicable.

**2.3. CANCELTION.** Assignments canceled with less than one full business days' notice will be charged at the applicable hourly rate for the greater of time reserved or the minimum assignment time.

**2.4. PRICING TABLE**

Rate	Spanish	American Sign Language	Other Spoken Languages
Standard Hourly Rate	\$125.00	\$125.00	\$125.00
Non-Standard Hourly Rate	\$187.50	\$187.50	\$187.50
Emergency/Holiday Hourly Rate	\$250.00	\$250.00	\$250.00

- (a) Standard Hourly Rate is applied for assignments between 8:00 a.m. and 5:00 p.m. local time Monday through Friday, with one full business days' notice or more.
- (b) Non-Standard Hourly Rate is applied for assignments before 8:00 a.m. or after 5:00 p.m. local time Monday through Friday, assignments on Saturday and/or Sunday or assignments with one hour's notice or more but less than one full business days' notice.

(c) Emergency/Holiday Rate is applied for assignments with less than one hour's notice or assignments on federally recognized holidays. Emergency service not available in all areas.

**2.5. BILLING.** Billing will be for the greater of time reserved or actual time, subject to the minimum assignment time.

**2.6. CONSECUTIVE MODE.** Spoken language interpreting pricing is for consecutive mode only.

**2.7. VIRTUAL ONSITE INTERPRETING.** Rates, charges and terms apply to both in-person onsite assignments and virtual onsite assignments.

The person signing this SOW on behalf of Customer certifies that such person has read, acknowledges, and understands all of the terms and conditions, and is fully authorized to execute this SOW on behalf of and bind the Customer to all its terms and conditions. Both Parties agree the delivery of the signed SOW by facsimile or e-mail or use of a facsimile signature or electronic signature or other similar electronic reproduction of a signature shall have the same force and effect of execution and delivery as the original signature, and in the absence of an original signature, shall constitute the original signature.

Customer	LanguageLine
Date:	Date:
Signature:	Signature:
Name:	Name: Bonaventura A. Cavaliere
Title:	Title: CFO



Tri-City Mental Health Authority  
**AGENDA REPORT**

**DATE:** September 20,2023

**TO:** Governing Board of Tri-City Mental Health Authority

**FROM:** Rimmi Hundal, Executive Director

**BY:** Elizabeth Renteria, Chief Clinical Officer  
Deborah Johnson, Program Manager

**SUBJECT:** Consideration of Resolution No. 722 approving an agreement regarding mental health services with The School of Arts + Enterprise in Pomona.

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Summary:

The Agreement between Tri-City Mental Health and the School of Arts & Enterprise (SAE) to improve collaboration and access to important specialty mental health services for SAE students. Staff requests for approval of the Agreement to continue services beginning September 20, 2023 to June 30, 2026.

Background:

For over three years, Tri-City Mental Health has partnered with School of Arts and Enterprise to improve communication, collaboration, referral and mental health treatment support for the students and families. In 2022, SAE became a core partner in the Mental Health Students Services Act Grant from the application process, to planning and current implementation. This agreement allows for Tri-City staff to provide services on-site at School of Arts and Enterprise as requested by students and families.

Fiscal Impact:

There is no funding impact. The purpose of this Agreement is to foster collaboration between SAE and Tri-City staff to ensure timeliness of care and the expansion of access points to care for SAE students already eligible for Tri-City services.

Recommendation:

Staff recommends that the Governing Board adopt Resolution No. 722 approving the Agreement with SAE and authorize Executive Director to execute the Agreement.

Attachments

*Attachment 4-A:* Agreement regarding Mental Health Services between the Tri-City Mental Health Authority and the School of Arts and Enterprises  
*Attachment 4-B:* Resolution No. 722



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by the residents of  
Pomona, Claremont  
and La Verne.

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**AGREEMENT REGARDING MENTAL HEALTH SERVICES**

**BETWEEN THE**

**TRI-CITY MENTAL HEALTH AUTHORITY**

**AND**

**THE SCHOOL OF ARTS + ENTERPRISE**

**DATED**

**SEPTEMBER 20, 2023**

**Administrative Office**

1717 North Indian Hill  
Boulevard, Suite B  
Claremont, CA 91711  
Phone (909) 623-6131  
Fax (909) 623-4073

**Clinical Office / Adult**

2008 North Garey Avenue  
Pomona, CA 91767  
Phone (909) 623-6131  
Fax (909) 865-9281

**Clinical Office / Child & Family**

1900 Royalty Drive, Suite 180  
Pomona, CA 91767  
Phone (909) 766-7340  
Fax (909) 865-0730

**MHSA Administrative Office**

2001 North Garey Avenue  
Pomona, CA 91767  
Phone (909) 623-6131  
Fax (909) 326-4690

**Wellness Center**

1403 North Garey Avenue  
Pomona, CA 91767  
Phone (909) 242-7600  
Fax (909) 242-7691

**TABLE OF CONTENTS**

	<u>Section Page</u>
1. Parties and Date. ....	1
2. Recitals. ....	1
3. Term. ....	1
4. Scope of Services. ....	1
5. Remuneration. ....	1
6. Independent Contractor. ....	2
7. Criminal Background Check. ....	3
8. Child Abuse Reporting. ....	3
9. Confidentiality. ....	3
10. Health Insurance Portability And Accountability Act (“HIPAA”). ....	3
11. Business Associate Agreement. ....	4
12. Federal and State Health Care Program Eligibility. ....	4
13. Mutual Indemnity. ....	4
14. Insurance. ....	5
15. Termination. ....	5
16. Delivery of Notices. ....	5
17. Non-Discrimination and Equal Employment Opportunity. ....	6
18. Licenses. ....	6
19. Entire Agreement. ....	6
20. Severability. ....	6
21. Waiver. ....	6
22. Authority. ....	6
23. Governing Law, Jurisdiction, and Venue. ....	7
24. Counterparts. ....	7
25. Execution. ....	7

## AGREEMENT

### 1. PARTIES AND DATE

This AGREEMENT REGARDING MENTAL HEALTH SERVICES (“Agreement”) is made and entered into as of September 20, 2023 (“Agreement Date”) by and between THE SCHOOL OF ARTS + ENTERPRISE, a public charter school in the State of California located at 295 North Garey Avenue, Pomona, California 91767 (“The SAE”), and TRI-CITY MENTAL HEALTH AUTHORITY, a joint powers agency organized under the laws of the State of California with its administrative office at 1717 N. Indian Hill Boulevard, #B, Claremont, California 91711 (“TCMHA”). The SAE and TCMHA are sometimes individually referred to as a “Party” and collectively as “Parties.”

### 2. RECITALS

A. The SAE desires mental health services to be provided to certain The SAE’s students and their families identified and referred by The SAE.

B. TCMHA is certified by the California Board of Behavioral Sciences as a provider of mental health services and is experienced in the provision of such services.

C. The SAE desires to TCMHA to provide the Services (as defined below) and TCMHA desires to render the Services pursuant to the terms of this Agreement.

### 3. TERM

The term of this Agreement (“Term”) shall be October 1, 2023 through June 30, 2026, unless terminated earlier pursuant to Section 15 of this Agreement.

### 4. SCOPE OF SERVICES

A. TCMHA shall provide appropriate mental health services to those of The SAE’s student children and their families who are specialty mental health services-eligible and have been referred by to TCMHA by The SAE, such services to include, without implied limitation, the following: individual, collateral, family and group psychotherapy services, counseling and case management services to be provided at The SAE’s school site. The services described in this Section and shall hereinafter collectively be referred to as the (“Services”).

B. The SAE shall make available to TCMHA, as necessary and to the extent reasonably possible, The SAE facilities suitable for the confidential nature of the Services to be provided hereunder. In the event such The SAE facilities are not available or appropriate at a given time for a student/family receiving Services hereunder. The SAE shall make arrangements with TCMHA for a suitable alternative location approved by The SAE.

### 5. REMUNERATION

A. TCMHA shall not be entitled to any compensation or benefit from The SAE of any kind or type for the Services to be provided hereunder. TCMHA understands and acknowledges

that its sole source of remuneration for the Services provided hereunder is any reimbursement TCMHA may successfully obtain from Medi-Cal or other available funding sources.

B. TCMHA shall not charge families for any Services rendered under this Agreement unless such Services and charges are clearly identified in writing signed by the parents/guardians. In no event shall the agreed-upon charges obligate The SAE financially, or shall The SAE incur any obligation or expense in connection therewith.

C. The SAE shall not be entitled to any compensation or benefit from TCMHA under this Agreement in exchange for referring students and parents to TCMHA or providing facilities to TCMHA for this purpose.

## **6. INDEPENDENT CONTRACTOR**

A. In connection with the performance of the Services, The SAE and TCMHA acknowledge that TCMHA is an independent contractor and not an officer, agent or employee of The SAE. Consequently, TCMHA shall be responsible for paying all required state and federal income taxes, social security contributions, and other mandatory taxes and contributions. TCMHA acknowledges that, as an independent contractor, TCMHA is not covered by The SAE under California workers' compensation, unemployment insurance or other employment-related laws.

B. The SAE and TCMHA hereby acknowledge that the TCMHA shall determine TCMHA's own hours of work and work location; purchase, lease and/or maintain TCMHA's own office, facilities and equipment, except those The SAE facilities made available to TCMHA to provide the Services hereunder; hire, fire, direct and control TCMHA's agent(s), employee(s) or other representative(s) at TCMHA's sole discretion; and shall be available to perform services for other schools and/or the general public.

C. TCMHA shall assume all ordinary expenses incurred in the performance of this Agreement. Such ordinary expenses shall include, without implied limitation, document reproduction expenses and telephone charges. Services and expenses that are above the ordinary and may require shall not be reimbursable unless previously authorized in writing by the The SAE's designee.

D. In performing the Services specified by The SAE as set forth above, TCMHA shall determine the methods, details, and means of providing such Services. However, upon request, TCMHA shall submit an oral summary of TCMHA's methods, details and means of providing such Services.

E. TCMHA shall provide all services under this Agreement in a skillful and competent manner, consistent with the standards generally recognized as employed by others in the same profession in California. TCMHA represents and maintains that TCMHA is skilled in the professional calling necessary to perform the Services. TCMHA warrants that all employees shall have sufficient skill and experience to perform the Services assigned to them. TCMHA represents that TCMHA, TCMHA's employees have all licenses, permits, qualification and approvals of whatever nature that are legally required to perform the Services.

## **7. CRIMINAL BACKGROUND CHECK**

TCMHA and all of its employees shall comply with all requirements related to fingerprinting set forth in California Education Code Section 45125.1, and any The SAE regulations related to fingerprinting and background checks provided to TCMHA in writing, prior to any substantial contact with any students, including, without implied limitation, prior to coming onto The SAE's school grounds or having any contact with The SAE's students in locations other than The SAE school grounds.

## **8. CHILD ABUSE REPORTING**

A. TCMHA warrants and represents to The SAE that all TCMHA employees and volunteers who will provide the Services are familiar with and agree to adhere to child abuse reporting obligations and procedures under California law, including, but not limited to, California Education Code Section 49370 and California Penal Code Section 11166 et seq. TCMHA shall provide annual training to its employees regarding mandated reporting of child abuse. TCMHA warrants and represents that TCMHA employees providing the Services will abide by such laws in a timely manner.

B. Unless prohibited by law, TCMHA shall submit immediately, and no later than twenty-four (24) hours, by facsimile and mail, provide an accident or incident report to The SAE when it becomes aware of reportable circumstances, including, but not limited to, allegations of molestation or child abuse, pertaining to children under TCMHA's supervision pursuant to this Agreement.

## **9. CONFIDENTIALITY**

TCMHA shall maintain the confidentiality of all information and records received in the course of providing the Services, in accordance with the provision of applicable federal and state status and regulations including but not limited to California Welfare and Institution Code Section 5328. This requirement shall survive the termination or expiration of this Agreement. This Section shall not be construed as prohibiting either party hereto from disclosing information to the extent required by law regulation, or court order, provided such party notifies the other promptly after becoming aware of such obligations and permits the other party to seek a protective order or otherwise to challenge or limit such required disclosure.

## **10. HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT ("HIPAA")**

In accordance with the Health Insurance Portability and Accountability Act and the associated HIPAA regulations (45 CFR Parts 160 and 164), the parties to this Agreement shall establish and implement appropriate safeguards for any Protected Health Information (PHI), as deferred under HIPAA, that may be created, received, used or disclosed by them in connection with the Services and this Agreement.



## 11. BUSINESS ASSOCIATE AGREEMENT

To the extent necessary, TCMHA will furnish Protected Health Information (PHI) to The SAE (Business Associate) in accordance with all applicable legal requirements. The SAE is required to appropriately safeguard the PHI disclosed to it. In accordance with TCMHA's policies and procedures, The SAE agrees to sign a *Business Associate Agreement*, attached hereto as 'Exhibit A' and incorporated herein by this reference.

## 12. FEDERAL AND STATE HEALTH CARE PROGRAM ELIGIBILITY

In accordance with TCMHA's policies and procedures, TCMHA will not enter into contracts with individuals, or entities, or owners, officers, partners, directors, or other principals of entities, who have been convicted recently of a criminal offense related to health care or who are debarred, excluded or otherwise precluded from providing goods or services under Federal health care programs, or who are debarred, suspended, ineligible, or voluntarily suspended from securing Federally funded contracts. The SAE certifies that no The SAE employ, officer, director, partner, or principal, or sub-contractor is excluded from any Federal health care program, or federally funded contract and will sign attached *Attestation That Neither It Nor Any Of Its Staff Members Are Restricted, Excluded Or Suspended From Providing Goods Or Services Under Any Federal Or State Health Care Program*, attached hereto as 'Exhibit B' and incorporated herein by this reference.

## 13. MUTUAL INDEMNITY

A. TCMHA agrees to indemnify, defend and hold harmless The SAE, its board members or trustees, officers, agents, employees, representatives, and volunteers from any and all demands, claims or liability of personal injury, including wrongful death, and property damage of any nature, caused by or arising out of negligent acts, errors or omissions of TCMHA, its board members or trustees, elective and appointed officers, agents, employees, volunteers, and contractors who serve as TCMHA officers, officials, or staff arising out of or in connection with the performance of Services under this Agreement, including, without implied limitation, the payment of all consequential damages and reasonable attorneys' fees and other related costs and expenses.

B. The SAE agrees to indemnify, defend and hold harmless TCMHA, its board members or trustees, elective and appointed officers, agents, employees, volunteers, and contractors who serve as TCMHA officers, officials, or staff from any and all demands, claims or liability of personal injury, including wrongful death, and property damage of any nature, caused by or arising out of negligent acts, errors or omissions of The SAE, its board members or trustees, officers, agents, employees, representatives, and volunteers arising out of or in connection with the performance of Services under this Agreement, including, without implied limitation, the payment of all consequential damages and reasonable attorneys' fees and other related costs and expenses.

C. The respective obligations of the Parties under this Section 13 shall survive the expiration or termination of this Agreement.

#### 14. INSURANCE

TCMHA shall, at TCMHA's expense, obtain and file with The SAE, a certificate of insurance before commencing any services under this Agreement as follows:

- A. **Workers Compensation Insurance:** Minimum statutory limits.
- B. **Commercial General Liability And Property Damage Insurance:** General Liability and Property Damage Combined \$2,000,000.00 per occurrence including comprehensive form, personal injury, broad form personal damage, contractual and premises/operation, all on an occurrence basis. If an aggregate limit exists, it shall apply separately or be no less than two (2) times the occurrence limit.
- C. **Automobile Insurance:** \$1,000,000.00 per occurrence.
- D. **Sexual Abuse and Molestation Insurance:** \$1,000,000.00 per occurrence.
- E. **Notice Of Cancellation:** The SAE requires 30 days written notice of cancellation. Additionally, the notice statement on the certificate should include the wording "failure to mail such notice shall impose no obligation or liability of any kind upon the company, its agents or representatives."
- F. **Certificate Of Insurance:** Shall name The SAE, its board members or trustees, officers, agents, employees, representatives, and volunteers" as additional insureds.

#### 15. TERMINATION

Except as provided in this Agreement, this Agreement may be terminated by either Party, for any reason, during the Term of this Agreement by giving thirty (30) days' written notice to the other Party.

#### 16. DELIVERY OF NOTICES

All notices permitted or required under this Agreement shall be given to the respective parties at the following address, or at such other address as the respective parties may provide in writing for this purpose:

Tri-City Mental Health Authority  
1717 N. Indian Hill Boulevard, #B  
Claremont, California 91711  
Attn: Executive Director

The School of Arts + Enterprise  
295 North Garey Avenue  
Pomona, California 91767  
Attn: Senior Director

Such notice shall be deemed made when personally delivered or when mailed, forty-eight (48) hours, after deposit in the US. Mail, first class postage prepaid and addressed to the party at its applicable address. Actual notice shall be deemed adequate notice on the date actual notice occurred, regardless of the method of service.

## **17. NON-DISCRIMINATION AND EQUAL EMPLOYMENT OPPORTUNITY**

In the performance of this Agreement, Neither Party shall discriminate against any employee or applicant for employment because of race, color, creed, religion, sex, marital status, national origin, ancestry, age, physical or mental disability, medical condition, sexual orientation or gender identity. Each Party will take affirmative steps to ensure its respective applicants are employed, and that employees are treated during employment, without regard to their race, color, creed, religion, sex, marital status, national origin, ancestry, age, physical or mental handicap, medical condition, sexual orientation, or gender identity.

## **18. LICENSES**

TCMHA declares that TCMHA has complied with all federal, state, and local business permits and licensing requirements necessary to provide Services under this Agreement.

## **19. ENTIRE AGREEMENT**

This Agreement and any other documents incorporated herein by specific reference, represents the entire and integrated agreement between the Parties. This Agreement supersedes all prior agreements, written or oral, between The SAE and TCMHA relating to the subject matter of this Agreement. This Agreement may not be modified, changed or discharged in whole or in part, except by an agreement in writing signed by The SAE and TCMHA.

## **20. SEVERABILITY**

The validity or unenforceability of any provision of this Agreement declared by a valid judgment or decree of a court of competent jurisdiction, shall not affect the validity or enforceability of any other provision of this Agreement.

## **21. WAIVER**

No delay or omission by The SAE or TCMHA in exercising any right under this Agreement will operate as a waiver of that or any other right. A waiver or consent given by The SAE or TCMHA on any one occasion is effective only in that instance and will not be construed as a bar to or waive of any right on any other occasion or a waiver of any other condition of performance under this Agreement.

## **22. AUTHORITY**

Each Party warrants that the individuals who have signed the Agreement its behalf have the legal power, right, and authority to make this Agreement and bind each that Party.

## **23. GOVERNING LAW, JURISDICTION AND VENUE**

This Agreement shall be governed by, and construed in accordance with, the laws of the State of California. Each Party agrees and consents to the exclusive jurisdiction of the courts of the State of California for all purposes regarding this Agreement and further agrees and consents

that venue of any action brought hereunder shall be exclusively in the County of Los Angeles, California.

**24. COUNTERPARTS**

This Agreement may be executed in counterparts, each of which shall be deemed an original, but all of which together shall constitute one and the same instrument.

**25. EXECUTION**

IN WITNESS WHEREOF, the Parties have executed this Agreement as of the Agreement Date.

**TRI-CITY MENTAL HEALTH  
AUTHORITY**

**THE SCHOOL OF ARTS + ENTERPRISE**

By: \_\_\_\_\_  
Rimmi Hundal, Executive Director

By: Alexandra Oliva  
Alexandra Oliva, Senior Director

**ATTEST:**

By: \_\_\_\_\_  
Micaela P. Olmos, JPA Administrator/Clerk

**APPROVED AS TO FORM:  
RICHARDS WATSON & GERSHON**

By: \_\_\_\_\_  
Steven L. Flower, General Counsel

**EXHIBIT A****BUSINESS ASSOCIATE AGREEMENT**

This BUSINESS ASSOCIATE AGREEMENT (“**BAA**”) is made as of this 20th day of September, 2023 (the “**Effective Date**”) by and between TRI-CITY MENTAL HEALTH AUTHORITY, a Covered Entity (“**Covered Entity**” or “**CE**”) and THE SCHOOL OF ARTS + ENTERPRISE (“**Business Associate**” or “**BA**”) (each a “**party**” and, collectively, the “**parties**”).

**RECITALS**

A. CE is a “covered entity” under the Health Insurance Portability and Accountability Act of 1996, Public Law 104-191 (“**HIPAA**”) and, as such, must enter into so-called “business associate” contracts with certain contractors that may have access to certain consumer medical information.

B. Pursuant to the terms of one or more agreements between the parties, whether oral or in writing, (collectively, the “**Agreement**”), BA shall provide certain services to CE. To facilitate BA’s provision of such services, CE wishes to disclose certain information to BA, some of which may constitute Protected Health Information (“**PHI**”) (defined below).

C. CE and BA intend to protect the privacy and provide for the security of PHI disclosed to BA pursuant to the Agreement in compliance with HIPAA, the Health Information Technology for Economic and Clinical Health Act, Public Law 111-005 (“**HITECH Act**”), and regulations promulgated thereunder by the U.S. Department of Health and Human Services (“**HIPAA Regulations**”) and other applicable laws, including without limitation state patient privacy laws (including the Lanterman-Petris-Short Act), as such laws may be amended from time to time. This BAA shall be governed by and construed in accordance with the laws of the State of California.

D. As part of the HIPAA Regulations, the Privacy Rule and the Security Rule (defined below) require CE to enter into a contract containing specific requirements with BA prior to the disclosure of PHI (defined below), as set forth in, but not limited to, Title 45, Sections 164.314(a), 164.502(e) and 164.504(e) of the Code of Federal Regulations (“**C.F.R.**”) and contained in this BAA.

**NOW, THEREFORE**, in consideration of the mutual promises below and the exchange of information pursuant to this BAA, CE and BA agree as follows:

**AGREEMENT****I. Definitions.**

A. **Breach** shall have the meaning given to such term under 42 U.S.C. § 17921(1) and 45 C.F.R. § 164.402.

B. **Business Associate** shall have the meaning given to such term under 42 U.S.C. § 17921 and 45 C.F.R. § 160.103.

**C. Consumer** is an individual who is requesting or receiving mental health services and/or has received services in the past. Any consumer certified as eligible under the Medi-Cal program according to Title 22, Section 51001 is also known as a beneficiary.

**D. Covered Entity** shall have the meaning given to such term under 45 C.F.R. § 160.103.

**E. Data Aggregation** shall have the meaning given to such term under 45 C.F.R. § 164.501.

**F. Designated Record Set** shall have the meaning given to such term 45 C.F.R. § 164.501.

**G. Electronic Protected Health Information or EPHI** means Protected Health Information that is maintained in or transmitted by electronic media.

**H. Electronic Health Record** shall have the meaning given to such term under 42 U.S.C. § 17921(5).

**I. Health Care Operations** shall have the meaning given to such term under 45 C.F.R. § 164.501.

**J. Privacy Rule** shall mean the HIPAA Regulation that is codified at 45 C.F.R. Parts 160 and 164, Subparts A and E.

**K. Protected Health Information or PHI** means any information, whether oral or recorded in any form or medium: (i) that relates to the past, present or future physical or mental condition of an individual; the provision of health care to an individual; or the past, present or future payment for the provision of health care to an individual; and (ii) that identifies the individual or with respect to which there is a reasonable basis to believe the information can be used to identify the individual, and shall have the meaning given to such term under 45 C.F.R. § 160.103. Protected Health Information includes Electronic Protected Health Information.

**L. Protected Information** shall mean PHI provided by CE to BA or created or received by BA on CE's behalf.

**M. Security Rule** shall mean the HIPAA Regulation that is codified at 45 C.F.R. Parts 160 and 164, Subparts A and C.

**N. Subcontractor** shall mean a person to whom a business associate delegates a function, activity, or service, other than in the capacity of a member of the workforce of such business associate, pursuant to 45 C.F.R. § 160.103.

**O. Unsecured PHI** shall have the meaning given to such term under 42 U.S.C. § 17932(h), 45 C.F.R. § 164.402 and guidance issued pursuant to the HITECH Act including, but not limited to that issued on April 17, 2009 and published in 74 Federal Register 19006 (April 27, 2009), by the Secretary of the U.S. Department of Health and Human Services (“Secretary”).

## II. Obligations of Business Associate.

**A. Permitted Access, Use or Disclosure.** BA shall neither permit the unauthorized or unlawful access to, nor use or disclose, PHI other than as permitted or required by the Agreement, this BAA, or as required by law, including but not limited to the Privacy Rule. To the extent that BA carries out CE's obligations under the Privacy Rule, BA shall comply with the requirements of the Privacy Rule that apply to CE in the performance of such obligations. Except as otherwise limited in the Agreement, this BAA, or the Privacy Rule or Security Rule, BA may access, use, or disclose PHI (i) to perform its services as specified in the Agreement; and (ii) for the proper administration of BA, provided that such access, use, or disclosure would not violate HIPAA, the HITECH Act, the HIPAA Regulations, or applicable state law if done or maintained by CE. If BA discloses Protected Information to a third party, BA must obtain, prior to making any such disclosure, (i) reasonable assurances from such third party that such Protected Information will be held confidential as provided pursuant to this BAA and only disclosed as required by law or for the purposes for which it was disclosed to such third party, and (ii) agreement from such third party to promptly notify BA of any Breaches of confidentiality of the Protected Information, to the extent it has obtained knowledge of such Breach.

**B. Prohibited Uses and Disclosures.** Notwithstanding any other provision in this BAA, BA shall comply with the following requirements: (i) BA shall not use or disclose Protected Information for fundraising or marketing purposes, except as provided under the Agreement and consistent with the requirements of the HITECH Act, the HIPAA Regulations, and applicable state law, including but not limited to 42 U.S.C. § 17936, 45 C.F.R. § 164.508, and 45 C.F.R. § 164.514(f); (ii) BA shall not disclose Protected Information to a health plan for payment or health care operations purposes if the patient has requested this special restriction, and has paid out of pocket in full for the health care item or service to which the PHI solely relates, 42 U.S.C. § 17935(a); 45 C.F.R. § 164.522(a); (iii) BA shall not directly or indirectly receive remuneration in exchange for Protected Information, except with the prior written consent of CE and as permitted by the HITECH Act, 42 U.S.C. § 17935(d)(2); 45 C.F.R. § 164.502(a)(5); however, this prohibition shall not affect payment by CE to BA for services provided pursuant to the Agreement.

**C. Appropriate Safeguards.** BA shall comply, where applicable, with the HIPAA Security Rule, including but not limited to 45 C.F.R. §§ 164.308, 164.310, and 164.312 and the policies and procedures and documentation requirements set forth in 45 C.F.R. § 164.316, and shall implement appropriate safeguards designed to prevent the access, use or disclosure of Protected Information other than as permitted by the Agreement or this BAA. BA shall use administrative, physical and technical safeguards that reasonably and appropriately protect the confidentiality, integrity and availability of EPHI.

### D. Reporting of Improper Access, Use, or Disclosure.

**1. Generally.** BA shall provide an initial telephone report to CE's Compliance Contact within twenty-four (24) hours of any suspected or actual breach of security, intrusion or unauthorized access, use, or disclosure of PHI of which BA becomes aware and/or any actual or suspected access, use, or disclosure of data in violation of the Agreement, this BAA, or any applicable federal or state laws or regulations, including, for the avoidance of doubt, any Security Incident (as defined in 45 C.F.R. § 164.304). BA shall take (i) prompt corrective action to cure any deficiencies in its policies and procedures that may have led to the incident, and (ii) any

action pertaining to such unauthorized access, use, or disclosure required of BA by applicable federal and state laws and regulations.

**2. Breaches of Unsecured PHI.** Without limiting the generality of the reporting requirements set forth in Section D(1), BA shall report to CE any use or disclosure of the information not permitted by this BAA, including any Breach of Unsecured PHI pursuant to 45 C.F.R. § 164.410. Following the discovery of any Breach of Unsecured PHI, BA shall notify CE in writing of such Breach without unreasonable delay and in no case later than three (3) days after discovery. The notice shall include the following information if known (or can be reasonably obtained) by BA: (i) contact information for the individuals who were or who may have been impacted by the Breach (*e.g.*, first and last name, mailing address, street address, phone number, email address); (ii) a brief description of the circumstances of the Breach, including the date of the Breach and date of discovery (as defined in 42 U.S.C. § 17932(c)); (iii) a description of the types of Unsecured PHI involved in the Breach (*e.g.*, names, social security numbers, date of birth, addresses, account numbers of any type, disability codes, diagnostic and/or billing codes and similar information); (iv) a brief description of what the BA has done or is doing to investigate the Breach and to mitigate harm to the individuals impacted by the Breach; (v) any other available information that CE is required to include in notification to the individual under 45 C.F.R. § 164.404.

**3. Mitigation.** BA shall establish and maintain safeguards to mitigate, to the extent practicable, any deleterious effects known to BA of any unauthorized or unlawful access or use or disclosure of PHI not authorized by the Agreement, this BAA, or applicable federal or state laws or regulations; provided, however, that such mitigation efforts by BA shall not require BA to bear the costs of notifying individuals impacted by such unauthorized or unlawful access, use, or disclosure of PHI, unless (i) otherwise agreed in writing by the parties, (2) BA bears responsibility for the unauthorized or unlawful access or use or disclosure of PHI, or (3) required by applicable federal or state laws or regulations; provided, further, however, that BA shall remain fully responsible for all aspects of its reporting duties to CE under Section D(1) and Section D(2).

**E. Business Associate's Subcontractors and Agents.** BA shall ensure that any agents or Subcontractors to whom it provides Protected Information agree to the same restrictions and conditions that apply to BA with respect to such PHI. To the extent that BA creates, maintains, receives or transmits EPHI on behalf of the CE, BA shall ensure that any of BA's agents or Subcontractors to whom it provides Protected Information agree to implement the safeguards required by Section C above with respect to such EPHI.

**F. Access to Protected Information.** To the extent BA maintains a Designated Record Set on behalf of the CE, BA shall make Protected Information maintained by BA or its agents or Subcontractors in Designated Record Sets available to CE for inspection and copying within ten (10) days of a request by CE to enable CE to fulfill its obligations under the Privacy Rule, including, but not limited to, 45 C.F.R. § 164.524. If BA maintains an Electronic Health Record, BA shall provide such information in electronic format to enable CE to fulfill its obligations under the HITECH Act, including, but not limited to, 42 U.S.C. § 17935(e).

**G. Amendment of PHI.** To the extent BA maintains a Designated Record Set on behalf of CE, within ten (10) days of receipt of a request from the CE for an amendment of Protected Information or a record about an individual contained in a Designated Record Set, BA



or its agents or Subcontractors shall make PHI available to CE so that CE may make any amendments that CE directs or agrees to in accordance with the Privacy Rule.

**H. Accounting Rights.** Within ten (10) days of notice by CE of a request for an accounting of disclosures of Protected Information, BA and its agents or Subcontractors shall make available to CE the information required to provide an accounting of disclosures to enable CE to fulfill its obligations under the Privacy Rule, including, but not limited to, 45 C.F.R. § 164.528, and its obligations under the HITECH Act, including but not limited to 42 U.S.C. § 17935(c), as determined by CE. BA agrees to implement a process that allows for an accounting to be collected and maintained by BA and its agents or Subcontractors for at least six (6) years prior to the request. However, accounting of disclosures from an Electronic Health Record for treatment, payment, or health care operations purposes are required to be collected and maintained for three (3) years prior to the request, and only to the extent BA maintains an electronic health record and is subject to this requirement. At a minimum, the information collected and maintained shall include, to the extent known to BA: (i) the date of the disclosure; (ii) the name of the entity or person who received PHI and, if known, the address of the entity or person; (iii) a brief description of the PHI disclosed; and (iv) a brief statement of the purpose of the disclosure that reasonably informs the individual of the basis for the disclosure, or a copy of the individual's authorization, or a copy of the written request for disclosure. The accounting must be provided without cost to the individual or the requesting party if it is the first accounting requested by such individual within any twelve (12) month period. For subsequent accountings within a twelve (12) month period, BA may charge the individual or party requesting the accounting a reasonable cost-based fee in responding to the request, to the extent permitted by applicable law, so long as BA informs the individual or requesting party in advance of the fee and the individual or requesting party is afforded an opportunity to withdraw or modify the request. BA shall notify CE within five (5) business days of receipt of any request by an individual or other requesting party for an accounting of disclosures. The provisions of this Section H shall survive the termination of this BAA.

**I. Governmental Access to Records.** BA shall make its internal practices, books and records relating to the use and disclosure of Protected Information available to CE and to the Secretary for purposes of determining BA's compliance with the Privacy Rule. BA shall immediately notify CE of any requests made by the Secretary and provide CE with copies of any documents produced in response to such request.

**J. Minimum Necessary.** BA (and its agents or Subcontractors) shall request, use, and disclose only the minimum amount of Protected Information necessary to accomplish the purpose of the request, use, or disclosure. Because the definition of "minimum necessary" is in flux, BA shall keep itself informed of guidance issued by the Secretary with respect to what constitutes "minimum necessary." Notwithstanding the foregoing, BA must limit its (and its agents or Subcontractors) uses and disclosures of Protected Information to be consistent with CE's minimum necessary policies and procedures as furnished to BA.

**K. Permissible Requests by Covered Entity.** CE shall not request BA to use or disclose PHI in any manner that would not be permissible under HIPAA or the HITECH Act if done by CE or BA. CE shall not direct BA to act in a manner that would not be compliant with the Security Rule, the Privacy Rule, or the HITECH Act.

**L. Breach Pattern or Practice.** If CE knows of a pattern of activity or practice of the BA that constitutes a material breach or violation of BA's obligations under this BAA or other arrangement, CE must take reasonable steps to cure the breach or end the violation. If the steps are unsuccessful, CE must terminate the applicable Agreement to which the breach and/or violation relates if feasible. If BA knows of a pattern of activity or practice of an agent or Subcontractor that constitutes a material breach or violation of the agent or Subcontractor's obligations under its BAA or other arrangement with BA, BA must take reasonable steps to cure the breach or end the violation. If the steps are unsuccessful, BA must terminate the applicable agreement to which the breach and/or violation relates if feasible.

**III. Indemnification; Limitation of Liability.** To the extent permitted by law, BA shall indemnify, defend and hold harmless CE from any and all liability, claim, lawsuit, injury, loss, expense or damage resulting from or relating to the acts or omissions of BA or its agents, Subcontractors or employees in connection with the representations, duties and obligations of BA under this Agreement. Any limitation of liability contained in the applicable Agreement shall not apply to the indemnification requirement of this provision. This provision shall survive the termination of this BAA.

**IV. Business Associate's Insurance.** BA shall obtain insurance for itself and all its employees, agents and independent contractors in an amount not less than One Million Dollars (\$1,000,000) per occurrence and Two Million Dollars (\$2,000,000) annual aggregate of Commercial General Liability insurance, and Two Million Dollars (\$2,000,000) per occurrence and Four Million Dollars (\$4,000,000) annual aggregate of Errors and Omissions insurance. The Errors and Omissions insurance shall cover, among other things, Breaches. If the general liability or the errors and omissions insurance do not cover, among other things, Breaches, Business Associate should also carry Two Million Dollars (\$2,000,000) per occurrence and Four Million Dollars (\$4,000,000) annual aggregate of Cyber/Privacy insurance that covers, among other things, Breaches. BA shall provide CE with certificates of insurance or other written evidence of the insurance policy or policies required herein prior to execution of this BAA (or as shortly thereafter as is practicable) and as of each annual renewal of such insurance policies during the period of such coverage. Further, in the event of any modification, termination, expiration, non-renewal or cancellation of any of such insurance policies, BA shall give written notice thereof to CE not more than ten (10) days following BA's receipt of such notification. If BA fails to procure, maintain or pay for the insurance required under this section, CE shall have the right, but not the obligation, to obtain such insurance. In such event, BA shall promptly reimburse CE for the cost thereof upon written request, and failure to repay the same upon demand by CE shall constitute a material breach of this BAA.

**V. Term and Termination.**

**A. Term.** The term of this BAA shall be effective as of the Effective Date and shall terminate when all of the PHI provided by CE to BA, or created or received by BA on behalf of CE, is destroyed or returned to CE.

**B. Termination.**

**1. Material Breach by BA.** Upon any material breach of this BAA by BA, CE shall provide BA with written notice of such breach and such breach shall be cured by BA

within thirty (30) business days of such notice. If such breach is not cured within such time period, CE may immediately terminate this BAA and the applicable Agreement.

**2. Effect of Termination.** Upon termination of any of the agreements comprising the Agreement for any reason, BA shall, if feasible, return or destroy all PHI relating to such agreements that BA or its agents or Subcontractors still maintain in any form, and shall retain no copies of such PHI. If return or destruction is not feasible, BA shall continue to extend the protections of this BAA to such information, and limit further use of such PHI to those purposes that make the return or destruction of such PHI infeasible.

**VI. Assistance in Litigation.** BA shall make itself and any subcontractors, employees or agents assisting BA in the performance of its obligations under the Agreements or this BAA available to CE, at no cost to CE, to testify as witnesses, or otherwise, in the event of litigation or administrative proceedings being commenced against CE, its shareholders, directors, officers, agents or employees based upon a claim of violation of HIPAA, the HITECH Act, or other laws related to security and privacy, except where BA or its subcontractor, employee or agent is named as an adverse party.

**VII. Compliance with State Law.** Nothing in this BAA shall be construed to require BA to use or disclose Protected Information without a written authorization from an individual who is a subject of the Protected Information, or without written authorization from any other person, where such authorization would be required under state law for such use or disclosure.

**VIII. Compliance with 42 C.F.R. Part 2.** CE is also subject to the Confidentiality of Alcohol and Drug Abuse Patient Records regulations, 42 C.F.R. Part 2, which requires certain programs to enter into contracts with qualified service organizations (as defined in 42 C.F.R. § 2.11) that may have access to certain patient medical information. BA acknowledges that in receiving, storing, processing, or otherwise dealing with any Records (as defined in 42 C.F.R. Part 2) from CE, BA is fully bound by 42 C.F.R. Part 2. BA agrees to resist in judicial proceedings any efforts to obtain access to patient records except as permitted by 42 C.F.R. Part 2. To the extent any provisions of 42 C.F.R. Part 2 restricting disclosure of Records are more protective of privacy rights than the provisions of this BAA, HIPAA, the HITECH Act, or other applicable laws, 42 C.F.R. Part 2 controls.

**IX. Amendment to Comply with Law.** Because state and federal laws relating to data security and privacy are rapidly evolving, amendment of the Agreement or this BAA may be required to provide for procedures to ensure compliance with such developments. BA and CE shall take such action as is necessary to implement the standards and requirements of HIPAA, the HITECH Act, the Privacy Rule, the Security Rule and other applicable laws relating to the security or confidentiality of PHI. BA shall provide to CE satisfactory written assurance that BA will adequately safeguard all PHI. Upon the request of either party, the other party shall promptly enter into negotiations concerning the terms of an amendment to this BAA embodying written assurances consistent with the standards and requirements of HIPAA, the HITECH Act, the Privacy Rule, the Security Rule or other applicable laws. CE may terminate the applicable Agreement upon thirty (30) days written notice in the event (i) BA does not promptly enter into negotiations to amend the Agreement or this BAA when requested by CE pursuant to this Section or (ii) BA does not enter into an amendment to the Agreement or this BAA providing assurances regarding the safeguarding of PHI that CE, in its reasonable discretion, deems sufficient to satisfy

the standards and requirements of applicable laws, within thirty (30) days following receipt of a written request for such amendment from CE.

**X. No Third-Party Beneficiaries.** Nothing express or implied in the Agreement or this BAA is intended to confer, nor shall anything herein confer upon any person other than CE, BA and their respective successors or assigns, any rights, remedies, obligations or liabilities whatsoever.

**XI. Notices.** All notices hereunder shall be in writing, delivered personally, by certified or registered mail, return receipt requested, or by overnight courier, and shall be deemed to have been duly given when delivered personally or when deposited in the United States mail, postage prepaid, or deposited with the overnight courier addressed as follows:

**If to CE:** Tri-City Mental Health Authority  
1717 N. Indian Hill Blvd., Suite B  
Claremont, CA 91711  
Attn: Privacy Officer

**If to BA:** The School of Arts + Enterprise  
295 North Garey Avenue  
Pomona, California 91767  
Attn: Senior Director

**With a copy to:** Hooper, Lundy & Bookman, P.C.  
1875 Century Park East, Suite 1600  
Los Angeles, CA 90067  
Attn: Linda Kollar, Esq.  
Fax: 310-551-8181

or to such other persons or places as either party may from time to time designate by written notice to the other.

**XII. Interpretation.** The provisions of this BAA shall prevail over any provisions in the Agreement that may conflict or appear inconsistent with any provision in this BAA. This BAA and the Agreement shall be interpreted as broadly as necessary to implement and comply with HIPAA, the HITECH Act, the Privacy Rule and the Security Rule. Any ambiguity in this BAA shall be resolved in favor of a meaning that complies and is consistent with HIPAA, the HITECH Act, the Privacy Rule and the Security Rule. Except as specifically required to implement the purposes of this BAA, or to the extent inconsistent with this BAA, all other terms of the Agreement shall remain in force and effect.

**XIII. Entire Agreement of the Parties.** This BAA supersedes any and all prior and contemporaneous business associate agreements or addenda between the parties and constitutes the final and entire agreement between the parties hereto with respect to the subject matter hereof. Each party to this BAA acknowledges that no representations, inducements, promises, or agreements, oral or otherwise, with respect to the subject matter hereof, have been made by either party, or by anyone acting on behalf of either party, which are not embodied herein. No other agreement, statement or promise, with respect to the subject matter hereof, not contained in this BAA shall be valid or binding.

**XIV. Regulatory References.** A reference in this BAA to a section of regulations means the section as in effect or as amended, and for which compliance is required.

**XV. Counterparts.** This BAA may be executed in one or more counterparts, each of which shall be deemed to be an original, and all of which together shall constitute one and the same instrument.

**IN WITNESS WHEREOF**, the parties hereto have duly executed this BAA as of the BAA Effective Date.

**AGREED AND ACCEPTED:**

TRI-CITY MENTAL HEALTH  
AUTHORITY  
\_\_\_\_\_  
**Name of Covered Entity**

\_\_\_\_\_  
**Authorized Signature**

RIMMI HUNDAL  
\_\_\_\_\_  
**Print Name**

EXECUTIVE DIRECTOR  
\_\_\_\_\_  
**Print Title**

\_\_\_\_\_  
**Date**

THE SCHOOL OF ARTS + ENTERPRISE  
\_\_\_\_\_  
**Name of Business Associate**

*Alexandra Oliva*  
\_\_\_\_\_  
**Authorized Signature**

ALEXANDRA OLIVA  
\_\_\_\_\_  
**Print Name**

SENIOR DIRECTOR  
\_\_\_\_\_  
**Print Title**

09/13/23  
\_\_\_\_\_  
**Date**

**EXHIBIT B**

**ATTESTATION OF CONTRACTOR/PROVIDER THAT NEITHER IT NOR ANY OF ITS STAFF MEMBERS ARE RESTRICTED, EXCLUDED OR SUSPENDED FROM PROVIDING GOODS OR SERVICES UNDER ANY FEDERAL OR STATE HEALTH CARE PROGRAM**

THE SCHOOL OF ARTS + ENTERPRISE

**Name of Contractor/Provider**

Contractor/Provider hereby warrants that neither it nor any of its staff members is restricted, excluded, or suspended from providing goods or services under any health care program funded by the Federal or State Government, directly or indirectly, in whole or in part, and the Contractor/Provider will notify the Tri-City Mental Health Authority (TCMHA) within thirty (30) days in writing of: 1) any event that would require Contractor/Provider or a staff member's mandatory exclusion or suspension from participation in a Federal or State funded health care program; and 2) any exclusionary action taken by any agency of the Federal or State Government against Contractor/Provider or one or more staff members barring it or the staff members from participation in a Federal or State funded health care program, whether such bar is direct or indirect, or whether such bar is in whole or in part.

Contractor/Provider shall indemnify and hold TCMHA harmless against any and all loss or damage Contractor/Provider may suffer arising from the Federal or State exclusion or suspension of Contractor/Provider or its staff members from such participation in a Federal or State funded health care program.

Failure by Contractor/Provider to meet the requirements of this paragraph shall constitute a material breach of contract upon which TCMHA may immediately terminate or suspend this Agreement.

**Is Contractor/Provider or any of its staff members currently barred from participation in any Federal or State funded health care program?**

       **NO**, neither Contractor/Provider nor members of its staff is not currently barred from participation in any Federal or State funded health care program.

       **YES**, Contractor/Provider and/or member(s) of its staff members is/are currently barred from participation in any Federal or State funded health care program. Describe the particulars on a separate page.

**TCMHA**

**THE SCHOOL OF ARTS + ENTERPRISE**

\_\_\_\_\_  
TCMHA Executive Official's Signature

*Alexandra Oliva*  
\_\_\_\_\_  
Contractor or Provider's Signature

Rimmi Hundal, Executive Director

Alexandra Oliva, Senior Director

\_\_\_\_\_  
TCMHA Executive Official's Name Date

\_\_\_\_\_  
Contractor or Provider's Name

09/13/23

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

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**RESOLUTION NO. 722**

**A RESOLUTION OF THE GOVERNING BOARD OF THE TRI-CITY MENTAL HEALTH AUTHORITY APPROVING AN AGREEMENT REGARDING MENTAL HEALTH SERVICES WITH THE SCHOOL OF ARTS + ENTERPRISE**

**The Governing Board of the Tri-City Mental Health Authority does hereby find and resolve as follows:**

1. The Tri-City Mental Health Authority (“Authority” ) has previously collaborated with The School of the Arts + Enterprise in Pomona, California (“School”) to provide mental health services to the School’s students and their families, and the Authority and the School mutually desire to continue doing so under a new Agreement for the period of October 1, 2023 through June 30, 2026 (“Agreement”).
2. The Governing Board hereby approves the Agreement as presented to the Board at its regular meeting on September 20, 2023.
3. The Executive Director is hereby authorized to execute the Agreement.

PASSED AND ADOPTED at a Regular Meeting of the Governing Board held on September 20, 2023, by the following vote:

AYES:

NOES:

ABSTAIN:

ABSENT

---

Jed Leano  
Chair

APPROVED AS TO FORM:

ATTEST:

---

Steven L. Flower  
General Counsel

---

Micaela P. Olmos  
Recording Secretary



**Tri-City Mental Health Authority  
AGENDA REPORT**

**DATE:** September 20,2023

**TO:** Governing Board of Tri-City Mental Health Authority

**FROM:** Rimmi Hundal, Executive Director

**BY:** Elizabeth Renteria, Chief Clinical Officer  
Deborah Johnson, Program Manager

**SUBJECT:** Consideration of Resolution No. 723 Approving an Agreement with the Bonita Unified School District regarding mental health services

---

Summary:

An agreement between Tri-City Mental Health and the Bonita Unified School District to improve collaboration and access to important specialty mental health services for BUSD students expired on June 30, 2021. Staff requests for approval of the Agreement to continue services beginning September 20, 2023 to June 30, 2024.

Background:

For nearly a decade, Tri-City Mental Health has partnered with Bonita Unified School District to improve communication, collaboration, referral and mental health treatment support for the students and families of BUSD. The Agreement to continue that partnership and allows for Tri-City staff to provide services on-site at BUSD schools as requested by students and families. In fiscal year 2020-2021, BUSD approved for one of their sites, Ramona Middle School, to be Medi-Cal certified for Tri-City program services, thus allowing for the designation of specific office space and the placement of Tri-City clinical staff on those campuses during the school year academic year. In addition in 2022, BUSD became a core partner in the Mental Health Students Services Act Grant from the application process, to planning and current implementation.

Fiscal Impact:

There is no funding impact. The purpose of this Agreement is to foster collaboration between BUSD and Tri-City staff to ensure timeliness of care and the expansion of access points to care for BUSD students already eligible for Tri-City services.

Recommendation:

Staff recommends that the Governing Board adopt Resolution No. 723 approving the Agreement with BUSD and authorize Executive Director to execute the Agreement.



Attachments

*Attachment A:* Agreement with BUSD re Mental Health Services  
*Attachment B:* Resolution 723



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**AGREEMENT REGARDING MENTAL HEALTH SERVICES**

**BETWEEN THE**

**TRI-CITY MENTAL HEALTH AUTHORITY**

**AND**

**BONITA UNIFIED SCHOOL DISTRICT**

**DATED**

**SEPTEMBER 20, 2023**

**Administrative Office**

1717 North Indian Hill  
Boulevard, Suite B  
Claremont, CA 91711  
Phone (909) 623-6131  
Fax (909) 623-4073

**Clinical Office / Adult**

2008 North Garey Avenue  
Pomona, CA 91767  
Phone (909) 623-6131  
Fax (909) 865-9281

**Clinical Office / Child & Family**

1900 Royalty Drive, Suite 180  
Pomona, CA 91767  
Phone (909) 766-7340  
Fax (909) 865-0730

**MHSA Administrative Office**

2001 North Garey Avenue  
Pomona, CA 91767  
Phone (909) 623-6131  
Fax (909) 326-4690

**Wellness Center**

1403 North Garey Avenue  
Pomona, CA 91767  
Phone (909) 242-7600  
Fax (909) 242-7691

**TABLE OF CONTENTS**

	<u>Section Page</u>
1. Parties and Date. ....	1
2. Recitals. ....	1
3. Term. ....	1
4. Scope of Services. ....	1
5. Remuneration. ....	1
6. Independent Contractor. ....	2
7. Criminal Background Check. ....	3
8. Child Abuse Reporting. ....	3
9. Confidentiality. ....	3
10. Health Insurance Portability And Accountability Act (“HIPAA”). ....	3
11. Business Associate Agreement. ....	4
12. Federal and State Health Care Program Eligibility. ....	4
13. Mutual Indemnity. ....	4
14. Insurance. ....	5
15. Termination. ....	5
16. Delivery of Notices. ....	5
17. Non-Discrimination and Equal Employment Opportunity. ....	6
18. Licenses. ....	6
19. Entire Agreement. ....	6
20. Severability. ....	6
21. Waiver. ....	6
22. Authority. ....	6
23. Governing Law, Jurisdiction, and Venue. ....	7
24. Counterparts. ....	7
25. Execution. ....	7

## AGREEMENT

### 1. PARTIES AND DATE

This AGREEMENT REGARDING MENTAL HEALTH SERVICES (“Agreement”) is made and entered into as of September 20, 2023 (“Agreement Date”) by and between BONITA UNIFIED SCHOOL DISTRICT, a California unified school district located at 115 W Allen Ave, San Dimas, CA 91773 (“BUSD”), and TRI-CITY MENTAL HEALTH AUTHORITY, a joint powers agency organized under the laws of the State of California with its administrative office at 1717 N. Indian Hill Boulevard, #B, Claremont, California 91711 (“TCMHA”). BUSD and TCMHA are sometimes individually referred to as a “Party” and collectively as “Parties.”

### 2. RECITALS

A. BUSD desires mental health services to be provided to certain BUSD students and their families identified and referred by BUSD.

B. TCMHA is certified by the California Board of Behavioral Sciences as a provider of mental health services and is experienced in the provision of such services.

C. BUSD desires to TCMHA to provide the Services (as defined below) and TCMHA desires to render the Services pursuant to the terms of this Agreement.

### 3. TERM

The term of this Agreement (“Term”) shall be October 1, 2023 through June 30, 2026, unless terminated earlier pursuant to Section 15 of this Agreement.

### 4. SCOPE OF SERVICES

A. TCMHA shall provide appropriate mental health services to those of BUSD’s student children and their families who are specialty mental health services-eligible and have been referred by to TCMHA by BUSD, such services to include, without implied limitation, the following: individual, collateral, family and group psychotherapy services, counseling and case management services to be provided at BUSD’s school site. The services described in this Section and shall hereinafter collectively be referred to as the (“Services”).

B. BUSD shall make available to TCMHA, as necessary and to the extent reasonably possible, BUSD facilities suitable for the confidential nature of the Services to be provided hereunder. In the event such BUSD facilities are not available or appropriate at a given time for a student/family receiving Services hereunder. BUSD shall make arrangements with TCMHA for a suitable alternative location approved by BUSD.

### 5. REMUNERATION

A. TCMHA shall not be entitled to any compensation or benefit from BUSD of any kind or type for the Services to be provided hereunder. TCMHA understands and acknowledges that its sole source of remuneration for the Services provided hereunder is any reimbursement TCMHA may successfully obtain from Medi-Cal or other available funding sources.

B. TCMHA shall not charge families for any Services rendered under this Agreement unless such Services and charges are clearly identified in writing signed by the parents/guardians. In no event shall the agreed-upon charges obligate BUSD financially, or shall BUSD incur any obligation or expense in connection therewith.

C. BUSD shall not be entitled to any compensation or benefit from TCMHA under this Agreement in exchange for referring students and parents to TCMHA or providing facilities to TCMHA for this purpose.

## **6. INDEPENDENT CONTRACTOR**

A. In connection with the performance of the Services, BUSD and TCMHA acknowledge that TCMHA is an independent contractor and not an officer, agent or employee of the BUSD. Consequently, TCMHA shall be responsible for paying all required state and federal income taxes, social security contributions, and other mandatory taxes and contributions. TCMHA acknowledges that, as an independent contractor, TCMHA is not covered by BUSD under California workers' compensation, unemployment insurance or other employment-related laws.

B. BUSD and TCMHA hereby acknowledge that the TCMHA shall determine TCMHA's own hours of work and work location; purchase, lease and/or maintain TCMHA's own office, facilities and equipment, except those BUSD facilities made available to TCMHA to provide the Services hereunder; hire, fire, direct and control TCMHA's agent(s), employee(s) or other representative(s) at TCMHA's sole discretion; and shall be available to perform services for other schools and/or the general public.

C. TCMHA shall assume all ordinary expenses incurred in the performance of this Agreement. Such ordinary expenses shall include, without implied limitation, document reproduction expenses and telephone charges. Services and expenses that are above the ordinary and may require shall not be reimbursable unless previously authorized in writing by the BUSD's designee.

D. In performing the Services specified by BUSD as set forth above, TCMHA shall determine the methods, details, and means of providing such Services. However, upon request, TCMHA shall submit an oral summary of TCMHA's methods, details and means of providing such Services.

E. TCMHA shall provide all services under this Agreement in a skillful and competent manner, consistent with the standards generally recognized as employed by others in the same profession in California. TCMHA represents and maintains that TCMHA is skilled in the professional calling necessary to perform the Services. TCMHA warrants that all employees shall have sufficient skill and experience to perform the Services assigned to them. TCMHA represents that TCMHA, TCMHA's employees have all licenses, permits, qualification and approvals of whatever nature that are legally required to perform the Services.

## **7. CRIMINAL BACKGROUND CHECK**

TCMHA and all of its employees shall comply with all requirements related to fingerprinting set forth in California Education Code Section 45125.1, and any BUSD regulations

related to fingerprinting and background checks provided to TCMHA in writing, prior to any substantial contact with any students, including, without implied limitation, prior to coming onto BUSD's school grounds or having any contact with BUSD's students in locations other than BUSD school grounds.

## **8. CHILD ABUSE REPORTING**

A. TCMHA warrants and represents to BUSD that all TCMHA employees and volunteers who will provide the Services are familiar with and agree to adhere to child abuse reporting obligations and procedures under California law, including, but not limited to, California Education Code Section 49370 and California Penal Code Section 11166 et seq. TCMHA shall provide annual training to its employees regarding mandated reporting of child abuse. TCMHA warrants and represents that TCMHA employees providing the Services will abide by such laws in a timely manner.

B. Unless prohibited by law, TCMHA shall submit immediately, and no later than twenty-four (24) hours, by facsimile and mail, provide an accident or incident report to BUSD when it becomes aware of reportable circumstances, including, but not limited to, allegations of molestation or child abuse, pertaining to children under TCMHA's supervision pursuant to this Agreement.

## **9. CONFIDENTIALITY**

TCMHA shall maintain the confidentiality of all information and records received in the course of providing the Services, in accordance with the provision of applicable federal and state status and regulations including but not limited to California Welfare and Institution Code Section 5328. This requirement shall survive the termination or expiration of this Agreement. This Section shall not be construed as prohibiting either party hereto from disclosing information to the extent required by law regulation, or court order, provided such party notifies the other promptly after becoming aware of such obligations and permits the other party to seek a protective order or otherwise to challenge or limit such required disclosure.

## **10. HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT ("HIPAA")**

In accordance with the Health Insurance Portability and Accountability Act and the associated HIPAA regulations (45 CFR Parts 160 and 164), the parties to this Agreement shall establish and implement appropriate safeguards for any Protected Health Information (PHI), as deferred under HIPAA, that may be created, received, used or disclosed by them in connection with the Services and this Agreement.

## **11. BUSINESS ASSOCIATE AGREEMENT**

To the extent necessary, TCMHA will furnish Protected Health Information (PHI) to BUSD (Business Associate) in accordance with all applicable legal requirements. BUSD is required to appropriately safeguard the PHI disclosed to it. In accordance with TCMHA's policies and procedures, BUSD agrees to sign a *Business Associate Agreement*, attached hereto as 'Exhibit A' and incorporated herein by this reference.

## 12. FEDERAL AND STATE HEALTH CARE PROGRAM ELIBILITY

In accordance with TCMHA's policies and procedures, TCMHA will not enter into contracts with individuals, or entities, or owners, officers, partners, directors, or other principals of entities, who have been convicted recently of a criminal offense related to health care or who are debarred, excluded or otherwise precluded from providing goods or services under Federal health care programs, or who are debarred, suspended, ineligible, or voluntarily suspended from securing Federally funded contracts. BUSD certifies that no BUSD employ, officer, director, partner, or principal, or sub-contractor is excluded from any Federal health care program, or federally funded contract and will sign attached *Attestation That Neither It Nor Any Of Its Staff Members Are Restricted, Excluded Or Suspended From Providing Goods Or Services Under Any Federal Or State Health Care Program*, attached hereto as 'Exhibit B' and incorporated herein by this reference.

## 13. MUTUAL INDEMNITY

A. TCMHA agrees to indemnify, defend and hold harmless BUSD, its board members or trustees, officers, agents, employees, representatives, and volunteers from any and all demands, claims or liability of personal injury, including wrongful death, and property damage of any nature, caused by or arising out of negligent acts, errors or omissions of TCMHA, its board members or trustees, elective and appointed officers, agents, employees, volunteers, and contractors who serve as TCMHA officers, officials, or staff arising out of or in connection with the performance of Services under this Agreement, including, without implied limitation, the payment of all consequential damages and reasonable attorneys' fees and other related costs and expenses.

B. BUSD agrees to indemnify, defend and hold harmless TCMHA, its board members or trustees, elective and appointed officers, agents, employees, volunteers, and contractors who serve as TCMHA officers, officials, or staff from any and all demands, claims or liability of personal injury, including wrongful death, and property damage of any nature, caused by or arising out of negligent acts, errors or omissions of BUSD, its board members or trustees, officers, agents, employees, representatives, and volunteers arising out of or in connection with the performance of Services under this Agreement, including, without implied limitation, the payment of all consequential damages and reasonable attorneys' fees and other related costs and expenses.

C. The respective obligations of the Parties under this Section 13 shall survive the expiration or termination of this Agreement.

## 14. INSURANCE

TCMHA shall, at TCMHA's expense, obtain and file with BUSD, a certificate of insurance before commencing any services under this Agreement as follows:

A. **Workers Compensation Insurance:** Minimum statutory limits.

B. **Commercial General Liability And Property Damage Insurance:** General Liability and Property Damage Combined \$2,000,000.00 per occurrence including comprehensive form, personal injury, broad form personal damage, contractual and premises/operation, all on an

occurrence basis. If an aggregate limit exists, it shall apply separately or be no less than two (2) times the occurrence limit.

C. **Automobile Insurance:** \$1,000,000.00 per occurrence.

D. **Sexual Abuse and Molestation Insurance:** \$1,000,000.00 per occurrence.

E. **Notice Of Cancellation:** BUSD requires 30 days written notice of cancellation. Additionally, the notice statement on the certificate should include the wording “failure to mail such notice shall impose no obligation or liability of any kind upon the company, its agents or representatives.”

F. **Certificate Of Insurance:** Shall name the BUSD, its board members or trustees, officers, agents, employees, representatives, and volunteers" as additional insureds.

## 15. TERMINATION

Except as provided in this Agreement, this Agreement may be terminated by either Party, for any reason, during the Term of this Agreement by giving thirty (30) days’ written notice to the other Party.

## 16. DELIVERY OF NOTICES

All notices permitted or required under this Agreement shall be given to the respective parties at the following address, or at such other address as the respective parties may provide in writing for this purpose:

Tri-City Mental Health Authority  
1717 N. Indian Hill Boulevard, #B  
Claremont, California 91711  
Attn: Executive Director

Bonita Unified School District  
115 W. Allen Avenue  
San Dimas, California 91773  
Attn: \_\_\_\_\_

Such notice shall be deemed made when personally delivered or when mailed, forty-eight (48) hours, after deposit in the US. Mail, first class postage prepaid and addressed to the party at its applicable address. Actual notice shall be deemed adequate notice on the date actual notice occurred, regardless of the method of service.

## 17. NON-DISCRIMINATION AND EQUAL EMPLOYMENT OPPORTUNITY

In the performance of this Agreement, Neither Party shall discriminate against any employee or applicant for employment because of race, color, creed, religion, sex, marital status, national origin, ancestry, age, physical or mental disability, medical condition, sexual orientation or gender identity. Each Party will take affirmative steps to ensure its respective applicants are employed, and that employees are treated during employment, without regard to their race, color, creed, religion, sex, marital status, national origin, ancestry, age, physical or mental handicap, medical condition, sexual orientation, or gender identity.



**18. LICENSES**

TCMHA declares that TCMHA has complied with all federal, state, and local business permits and licensing requirements necessary to provide Services under this Agreement.

**19. ENTIRE AGREEMENT**

This Agreement and any other documents incorporated herein by specific reference, represents the entire and integrated agreement between the Parties. This Agreement supersedes all prior agreements, written or oral, between the BUSD and TCMHA relating to the subject matter of this Agreement. This Agreement may not be modified, changed or discharged in whole or in part, except by an agreement in writing signed by the BUSD and TCMHA.

**20. SEVERABILITY**

The validity or unenforceability of any provision of this Agreement declared by a valid judgment or decree of a court of competent jurisdiction, shall not affect the validity or enforceability of any other provision of this Agreement.

**21. WAIVER**

No delay or omission by BUSD or TCMHA in exercising any right under this Agreement will operate as a waiver of that or any other right. A waiver or consent given by BUSD or TCMHA on any one occasion is effective only in that instance and will not be construed as a bar to or waive of any right on any other occasion or a waiver of any other condition of performance under this Agreement.

**22. AUTHORITY**

Each Party warrants that the individuals who have signed the Agreement its behalf have the legal power, right, and authority to make this Agreement and bind each that Party.

**23. GOVERNING LAW, JURISDICTION AND VENUE**

This Agreement shall be governed by, and construed in accordance with, the laws of the State of California. Each Party agrees and consents to the exclusive jurisdiction of the courts of the State of California for all purposes regarding this Agreement and further agrees and consents that venue of any action brought hereunder shall be exclusively in the County of Los Angeles, California.

**24. COUNTERPARTS**

This Agreement may be executed in counterparts, each of which shall be deemed an original, but all of which together shall constitute one and the same instrument.


**25. EXECUTION**

IN WITNESS WHEREOF, the Parties have executed this Agreement as of the Agreement Date.

**TRI-CITY MENTAL HEALTH  
AUTHORITY**

**BONITA UNIFIED SCHOOL DISTRICT**

By: \_\_\_\_\_  
Rimmi Hundal, Executive Director

By: \_\_\_\_\_  


**ATTEST:**

By: \_\_\_\_\_  
Micaela P. Olmos, JPA Administrator/Clerk

**APPROVED AS TO FORM:  
RICHARDS WATSON & GERSHON**

By: \_\_\_\_\_  
Steven L. Flower, General Counsel

**EXHIBIT A****BUSINESS ASSOCIATE AGREEMENT**

This BUSINESS ASSOCIATE AGREEMENT (“**BAA**”) is made as of this 20th day of September, 2023 (the “**Effective Date**”) by and between TRI-CITY MENTAL HEALTH AUTHORITY, a Covered Entity (“**Covered Entity**” or “**CE**”) and THE SCHOOL OF ARTS + ENTERPRISE (“**Business Associate**” or “**BA**”) (each a “**party**” and, collectively, the “**parties**”).

**RECITALS**

A. CE is a “covered entity” under the Health Insurance Portability and Accountability Act of 1996, Public Law 104-191 (“**HIPAA**”) and, as such, must enter into so-called “business associate” contracts with certain contractors that may have access to certain consumer medical information.

B. Pursuant to the terms of one or more agreements between the parties, whether oral or in writing, (collectively, the “**Agreement**”), BA shall provide certain services to CE. To facilitate BA’s provision of such services, CE wishes to disclose certain information to BA, some of which may constitute Protected Health Information (“**PHI**”) (defined below).

C. CE and BA intend to protect the privacy and provide for the security of PHI disclosed to BA pursuant to the Agreement in compliance with HIPAA, the Health Information Technology for Economic and Clinical Health Act, Public Law 111-005 (“**HITECH Act**”), and regulations promulgated thereunder by the U.S. Department of Health and Human Services (“**HIPAA Regulations**”) and other applicable laws, including without limitation state patient privacy laws (including the Lanterman-Petris-Short Act), as such laws may be amended from time to time. This BAA shall be governed by and construed in accordance with the laws of the State of California.

D. As part of the HIPAA Regulations, the Privacy Rule and the Security Rule (defined below) require CE to enter into a contract containing specific requirements with BA prior to the disclosure of PHI (defined below), as set forth in, but not limited to, Title 45, Sections 164.314(a), 164.502(e) and 164.504(e) of the Code of Federal Regulations (“**C.F.R.**”) and contained in this BAA.

**NOW, THEREFORE**, in consideration of the mutual promises below and the exchange of information pursuant to this BAA, CE and BA agree as follows:

**AGREEMENT****I. Definitions.**

A. **Breach** shall have the meaning given to such term under 42 U.S.C. § 17921(1) and 45 C.F.R. § 164.402.

**B. Business Associate** shall have the meaning given to such term under 42 U.S.C. § 17921 and 45 C.F.R. § 160.103.

**C. Consumer** is an individual who is requesting or receiving mental health services and/or has received services in the past. Any consumer certified as eligible under the Medi-Cal program according to Title 22, Section 51001 is also known as a beneficiary.

**D. Covered Entity** shall have the meaning given to such term under 45 C.F.R. § 160.103.

**E. Data Aggregation** shall have the meaning given to such term under 45 C.F.R. § 164.501.

**F. Designated Record Set** shall have the meaning given to such term 45 C.F.R. § 164.501.

**G. Electronic Protected Health Information or EPHI** means Protected Health Information that is maintained in or transmitted by electronic media.

**H. Electronic Health Record** shall have the meaning given to such term under 42 U.S.C. § 17921(5).

**I. Health Care Operations** shall have the meaning given to such term under 45 C.F.R. § 164.501.

**J. Privacy Rule** shall mean the HIPAA Regulation that is codified at 45 C.F.R. Parts 160 and 164, Subparts A and E.

**K. Protected Health Information or PHI** means any information, whether oral or recorded in any form or medium: (i) that relates to the past, present or future physical or mental condition of an individual; the provision of health care to an individual; or the past, present or future payment for the provision of health care to an individual; and (ii) that identifies the individual or with respect to which there is a reasonable basis to believe the information can be used to identify the individual, and shall have the meaning given to such term under 45 C.F.R. § 160.103. Protected Health Information includes Electronic Protected Health Information.

**L. Protected Information** shall mean PHI provided by CE to BA or created or received by BA on CE's behalf.

**M. Security Rule** shall mean the HIPAA Regulation that is codified at 45 C.F.R. Parts 160 and 164, Subparts A and C.

**N. Subcontractor** shall mean a person to whom a business associate delegates a function, activity, or service, other than in the capacity of a member of the workforce of such business associate, pursuant to 45 C.F.R. § 160.103.

**O. Unsecured PHI** shall have the meaning given to such term under 42 U.S.C. § 17932(h), 45 C.F.R. § 164.402 and guidance issued pursuant to the HITECH Act including, but

not limited to that issued on April 17, 2009 and published in 74 Federal Register 19006 (April 27, 2009), by the Secretary of the U.S. Department of Health and Human Services (“**Secretary**”).

## **II. Obligations of Business Associate.**

**A. Permitted Access, Use or Disclosure.** BA shall neither permit the unauthorized or unlawful access to, nor use or disclose, PHI other than as permitted or required by the Agreement, this BAA, or as required by law, including but not limited to the Privacy Rule. To the extent that BA carries out CE’s obligations under the Privacy Rule, BA shall comply with the requirements of the Privacy Rule that apply to CE in the performance of such obligations. Except as otherwise limited in the Agreement, this BAA, or the Privacy Rule or Security Rule, BA may access, use, or disclose PHI (i) to perform its services as specified in the Agreement; and (ii) for the proper administration of BA, provided that such access, use, or disclosure would not violate HIPAA, the HITECH Act, the HIPAA Regulations, or applicable state law if done or maintained by CE. If BA discloses Protected Information to a third party, BA must obtain, prior to making any such disclosure, (i) reasonable assurances from such third party that such Protected Information will be held confidential as provided pursuant to this BAA and only disclosed as required by law or for the purposes for which it was disclosed to such third party, and (ii) agreement from such third party to promptly notify BA of any Breaches of confidentiality of the Protected Information, to the extent it has obtained knowledge of such Breach.

**B. Prohibited Uses and Disclosures.** Notwithstanding any other provision in this BAA, BA shall comply with the following requirements: (i) BA shall not use or disclose Protected Information for fundraising or marketing purposes, except as provided under the Agreement and consistent with the requirements of the HITECH Act, the HIPAA Regulations, and applicable state law, including but not limited to 42 U.S.C. § 17936, 45 C.F.R. § 164.508, and 45 C.F.R. § 164.514(f); (ii) BA shall not disclose Protected Information to a health plan for payment or health care operations purposes if the patient has requested this special restriction, and has paid out of pocket in full for the health care item or service to which the PHI solely relates, 42 U.S.C. § 17935(a); 45 C.F.R. § 164.522(a); (iii) BA shall not directly or indirectly receive remuneration in exchange for Protected Information, except with the prior written consent of CE and as permitted by the HITECH Act, 42 U.S.C. § 17935(d)(2); 45 C.F.R. § 164.502(a)(5); however, this prohibition shall not affect payment by CE to BA for services provided pursuant to the Agreement.

**C. Appropriate Safeguards.** BA shall comply, where applicable, with the HIPAA Security Rule, including but not limited to 45 C.F.R. §§ 164.308, 164.310, and 164.312 and the policies and procedures and documentation requirements set forth in 45 C.F.R. § 164.316, and shall implement appropriate safeguards designed to prevent the access, use or disclosure of Protected Information other than as permitted by the Agreement or this BAA. BA shall use administrative, physical and technical safeguards that reasonably and appropriately protect the confidentiality, integrity and availability of EPHI.

### **D. Reporting of Improper Access, Use, or Disclosure.**

**1. Generally.** BA shall provide an initial telephone report to CE’s Compliance Contact within twenty-four (24) hours of any suspected or actual breach of security, intrusion or unauthorized access, use, or disclosure of PHI of which BA becomes aware and/or any actual or suspected access, use, or disclosure of data in violation of the Agreement, this BAA,

or any applicable federal or state laws or regulations, including, for the avoidance of doubt, any Security Incident (as defined in 45 C.F.R. § 164.304). BA shall take (i) prompt corrective action to cure any deficiencies in its policies and procedures that may have led to the incident, and (ii) any action pertaining to such unauthorized access, use, or disclosure required of BA by applicable federal and state laws and regulations.

**2. Breaches of Unsecured PHI.** Without limiting the generality of the reporting requirements set forth in Section D(1), BA shall report to CE any use or disclosure of the information not permitted by this BAA, including any Breach of Unsecured PHI pursuant to 45 C.F.R. § 164.410. Following the discovery of any Breach of Unsecured PHI, BA shall notify CE in writing of such Breach without unreasonable delay and in no case later than three (3) days after discovery. The notice shall include the following information if known (or can be reasonably obtained) by BA: (i) contact information for the individuals who were or who may have been impacted by the Breach (*e.g.*, first and last name, mailing address, street address, phone number, email address); (ii) a brief description of the circumstances of the Breach, including the date of the Breach and date of discovery (as defined in 42 U.S.C. § 17932(c)); (iii) a description of the types of Unsecured PHI involved in the Breach (*e.g.*, names, social security numbers, date of birth, addresses, account numbers of any type, disability codes, diagnostic and/or billing codes and similar information); (iv) a brief description of what the BA has done or is doing to investigate the Breach and to mitigate harm to the individuals impacted by the Breach; (v) any other available information that CE is required to include in notification to the individual under 45 C.F.R. § 164.404.

**3. Mitigation.** BA shall establish and maintain safeguards to mitigate, to the extent practicable, any deleterious effects known to BA of any unauthorized or unlawful access or use or disclosure of PHI not authorized by the Agreement, this BAA, or applicable federal or state laws or regulations; provided, however, that such mitigation efforts by BA shall not require BA to bear the costs of notifying individuals impacted by such unauthorized or unlawful access, use, or disclosure of PHI, unless (i) otherwise agreed in writing by the parties, (2) BA bears responsibility for the unauthorized or unlawful access or use or disclosure of PHI, or (3) required by applicable federal or state laws or regulations; provided, further, however, that BA shall remain fully responsible for all aspects of its reporting duties to CE under Section D(1) and Section D(2).

**E. Business Associate's Subcontractors and Agents.** BA shall ensure that any agents or Subcontractors to whom it provides Protected Information agree to the same restrictions and conditions that apply to BA with respect to such PHI. To the extent that BA creates, maintains, receives or transmits EPHI on behalf of the CE, BA shall ensure that any of BA's agents or Subcontractors to whom it provides Protected Information agree to implement the safeguards required by Section C above with respect to such EPHI.

**F. Access to Protected Information.** To the extent BA maintains a Designated Record Set on behalf of the CE, BA shall make Protected Information maintained by BA or its agents or Subcontractors in Designated Record Sets available to CE for inspection and copying within ten (10) days of a request by CE to enable CE to fulfill its obligations under the Privacy Rule, including, but not limited to, 45 C.F.R. § 164.524. If BA maintains an Electronic Health Record, BA shall provide such information in electronic format to enable CE to fulfill its obligations under the HITECH Act, including, but not limited to, 42 U.S.C. § 17935(e).

**G. Amendment of PHI.** To the extent BA maintains a Designated Record Set on behalf of CE, within ten (10) days of receipt of a request from the CE for an amendment of Protected Information or a record about an individual contained in a Designated Record Set, BA or its agents or Subcontractors shall make PHI available to CE so that CE may make any amendments that CE directs or agrees to in accordance with the Privacy Rule.

**H. Accounting Rights.** Within ten (10) days of notice by CE of a request for an accounting of disclosures of Protected Information, BA and its agents or Subcontractors shall make available to CE the information required to provide an accounting of disclosures to enable CE to fulfill its obligations under the Privacy Rule, including, but not limited to, 45 C.F.R. § 164.528, and its obligations under the HITECH Act, including but not limited to 42 U.S.C. § 17935(c), as determined by CE. BA agrees to implement a process that allows for an accounting to be collected and maintained by BA and its agents or Subcontractors for at least six (6) years prior to the request. However, accounting of disclosures from an Electronic Health Record for treatment, payment, or health care operations purposes are required to be collected and maintained for three (3) years prior to the request, and only to the extent BA maintains an electronic health record and is subject to this requirement. At a minimum, the information collected and maintained shall include, to the extent known to BA: (i) the date of the disclosure; (ii) the name of the entity or person who received PHI and, if known, the address of the entity or person; (iii) a brief description of the PHI disclosed; and (iv) a brief statement of the purpose of the disclosure that reasonably informs the individual of the basis for the disclosure, or a copy of the individual's authorization, or a copy of the written request for disclosure. The accounting must be provided without cost to the individual or the requesting party if it is the first accounting requested by such individual within any twelve (12) month period. For subsequent accountings within a twelve (12) month period, BA may charge the individual or party requesting the accounting a reasonable cost-based fee in responding to the request, to the extent permitted by applicable law, so long as BA informs the individual or requesting party in advance of the fee and the individual or requesting party is afforded an opportunity to withdraw or modify the request. BA shall notify CE within five (5) business days of receipt of any request by an individual or other requesting party for an accounting of disclosures. The provisions of this Section H shall survive the termination of this BAA.

**I. Governmental Access to Records.** BA shall make its internal practices, books and records relating to the use and disclosure of Protected Information available to CE and to the Secretary for purposes of determining BA's compliance with the Privacy Rule. BA shall immediately notify CE of any requests made by the Secretary and provide CE with copies of any documents produced in response to such request.

**J. Minimum Necessary.** BA (and its agents or Subcontractors) shall request, use, and disclose only the minimum amount of Protected Information necessary to accomplish the purpose of the request, use, or disclosure. Because the definition of "minimum necessary" is in flux, BA shall keep itself informed of guidance issued by the Secretary with respect to what constitutes "minimum necessary." Notwithstanding the foregoing, BA must limit its (and its agents or Subcontractors) uses and disclosures of Protected Information to be consistent with CE's minimum necessary policies and procedures as furnished to BA.

**K. Permissible Requests by Covered Entity.** CE shall not request BA to use or disclose PHI in any manner that would not be permissible under HIPAA or the HITECH Act if

done by CE or BA. CE shall not direct BA to act in a manner that would not be compliant with the Security Rule, the Privacy Rule, or the HITECH Act.

**L. Breach Pattern or Practice.** If CE knows of a pattern of activity or practice of the BA that constitutes a material breach or violation of BA's obligations under this BAA or other arrangement, CE must take reasonable steps to cure the breach or end the violation. If the steps are unsuccessful, CE must terminate the applicable Agreement to which the breach and/or violation relates if feasible. If BA knows of a pattern of activity or practice of an agent or Subcontractor that constitutes a material breach or violation of the agent or Subcontractor's obligations under its BAA or other arrangement with BA, BA must take reasonable steps to cure the breach or end the violation. If the steps are unsuccessful, BA must terminate the applicable agreement to which the breach and/or violation relates if feasible.

**III. Indemnification; Limitation of Liability.** To the extent permitted by law, BA shall indemnify, defend and hold harmless CE from any and all liability, claim, lawsuit, injury, loss, expense or damage resulting from or relating to the acts or omissions of BA or its agents, Subcontractors or employees in connection with the representations, duties and obligations of BA under this Agreement. Any limitation of liability contained in the applicable Agreement shall not apply to the indemnification requirement of this provision. This provision shall survive the termination of this BAA.

**IV. Business Associate's Insurance.** BA shall obtain insurance for itself and all its employees, agents and independent contractors in an amount not less than One Million Dollars (\$1,000,000) per occurrence and Two Million Dollars (\$2,000,000) annual aggregate of Commercial General Liability insurance, and Two Million Dollars (\$2,000,000) per occurrence and Four Million Dollars (\$4,000,000) annual aggregate of Errors and Omissions insurance. The Errors and Omissions insurance shall cover, among other things, Breaches. If the general liability or the errors and omissions insurance do not cover, among other things, Breaches, Business Associate should also carry Two Million Dollars (\$2,000,000) per occurrence and Four Million Dollars (\$4,000,000) annual aggregate of Cyber/Privacy insurance that covers, among other things, Breaches. BA shall provide CE with certificates of insurance or other written evidence of the insurance policy or policies required herein prior to execution of this BAA (or as shortly thereafter as is practicable) and as of each annual renewal of such insurance policies during the period of such coverage. Further, in the event of any modification, termination, expiration, non-renewal or cancellation of any of such insurance policies, BA shall give written notice thereof to CE not more than ten (10) days following BA's receipt of such notification. If BA fails to procure, maintain or pay for the insurance required under this section, CE shall have the right, but not the obligation, to obtain such insurance. In such event, BA shall promptly reimburse CE for the cost thereof upon written request, and failure to repay the same upon demand by CE shall constitute a material breach of this BAA.

**V. Term and Termination.**

**A. Term.** The term of this BAA shall be effective as of the Effective Date and shall terminate when all of the PHI provided by CE to BA, or created or received by BA on behalf of CE, is destroyed or returned to CE.



**B. Termination.**

**1. Material Breach by BA.** Upon any material breach of this BAA by BA, CE shall provide BA with written notice of such breach and such breach shall be cured by BA within thirty (30) business days of such notice. If such breach is not cured within such time period, CE may immediately terminate this BAA and the applicable Agreement.

**2. Effect of Termination.** Upon termination of any of the agreements comprising the Agreement for any reason, BA shall, if feasible, return or destroy all PHI relating to such agreements that BA or its agents or Subcontractors still maintain in any form, and shall retain no copies of such PHI. If return or destruction is not feasible, BA shall continue to extend the protections of this BAA to such information, and limit further use of such PHI to those purposes that make the return or destruction of such PHI infeasible.

**VI. Assistance in Litigation.** BA shall make itself and any subcontractors, employees or agents assisting BA in the performance of its obligations under the Agreements or this BAA available to CE, at no cost to CE, to testify as witnesses, or otherwise, in the event of litigation or administrative proceedings being commenced against CE, its shareholders, directors, officers, agents or employees based upon a claim of violation of HIPAA, the HITECH Act, or other laws related to security and privacy, except where BA or its subcontractor, employee or agent is named as an adverse party.

**VII. Compliance with State Law.** Nothing in this BAA shall be construed to require BA to use or disclose Protected Information without a written authorization from an individual who is a subject of the Protected Information, or without written authorization from any other person, where such authorization would be required under state law for such use or disclosure.

**VIII. Compliance with 42 C.F.R. Part 2.** CE is also subject to the Confidentiality of Alcohol and Drug Abuse Patient Records regulations, 42 C.F.R. Part 2, which requires certain programs to enter into contracts with qualified service organizations (as defined in 42 C.F.R. § 2.11) that may have access to certain patient medical information. BA acknowledges that in receiving, storing, processing, or otherwise dealing with any Records (as defined in 42 C.F.R. Part 2) from CE, BA is fully bound by 42 C.F.R. Part 2. BA agrees to resist in judicial proceedings any efforts to obtain access to patient records except as permitted by 42 C.F.R. Part 2. To the extent any provisions of 42 C.F.R. Part 2 restricting disclosure of Records are more protective of privacy rights than the provisions of this BAA, HIPAA, the HITECH Act, or other applicable laws, 42 C.F.R. Part 2 controls.

**IX. Amendment to Comply with Law.** Because state and federal laws relating to data security and privacy are rapidly evolving, amendment of the Agreement or this BAA may be required to provide for procedures to ensure compliance with such developments. BA and CE shall take such action as is necessary to implement the standards and requirements of HIPAA, the HITECH Act, the Privacy Rule, the Security Rule and other applicable laws relating to the security or confidentiality of PHI. BA shall provide to CE satisfactory written assurance that BA will adequately safeguard all PHI. Upon the request of either party, the other party shall promptly enter into negotiations concerning the terms of an amendment to this BAA embodying written assurances consistent with the standards and requirements of HIPAA, the HITECH Act, the Privacy Rule, the Security Rule or other applicable laws. CE may terminate the applicable

Agreement upon thirty (30) days written notice in the event (i) BA does not promptly enter into negotiations to amend the Agreement or this BAA when requested by CE pursuant to this Section or (ii) BA does not enter into an amendment to the Agreement or this BAA providing assurances regarding the safeguarding of PHI that CE, in its reasonable discretion, deems sufficient to satisfy the standards and requirements of applicable laws, within thirty (30) days following receipt of a written request for such amendment from CE.

**X. No Third-Party Beneficiaries.** Nothing express or implied in the Agreement or this BAA is intended to confer, nor shall anything herein confer upon any person other than CE, BA and their respective successors or assigns, any rights, remedies, obligations or liabilities whatsoever.

**XI. Notices.** All notices hereunder shall be in writing, delivered personally, by certified or registered mail, return receipt requested, or by overnight courier, and shall be deemed to have been duly given when delivered personally or when deposited in the United States mail, postage prepaid, or deposited with the overnight courier addressed as follows:

**If to CE:** Tri-City Mental Health Authority  
1717 N. Indian Hill Blvd., Suite B  
Claremont, CA 91711  
Attn: Privacy Officer

**If to BA:** The School of Arts + Enterprise  
295 North Garey Avenue  
Pomona, California 91767  
Attn: Senior Director

**With a copy to:** Hooper, Lundy & Bookman, P.C.  
1875 Century Park East, Suite 1600  
Los Angeles, CA 90067  
Attn: Linda Kollar, Esq.  
Fax: 310-551-8181

or to such other persons or places as either party may from time to time designate by written notice to the other.

**XII. Interpretation.** The provisions of this BAA shall prevail over any provisions in the Agreement that may conflict or appear inconsistent with any provision in this BAA. This BAA and the Agreement shall be interpreted as broadly as necessary to implement and comply with HIPAA, the HITECH Act, the Privacy Rule and the Security Rule. Any ambiguity in this BAA shall be resolved in favor of a meaning that complies and is consistent with HIPAA, the HITECH Act, the Privacy Rule and the Security Rule. Except as specifically required to implement the purposes of this BAA, or to the extent inconsistent with this BAA, all other terms of the Agreement shall remain in force and effect.

**XIII. Entire Agreement of the Parties.** This BAA supersedes any and all prior and contemporaneous business associate agreements or addenda between the parties and constitutes the final and entire agreement between the parties hereto with respect to the subject matter hereof. Each party to this BAA acknowledges that no representations, inducements, promises, or agreements, oral or otherwise, with respect to the subject matter hereof, have been made by either

party, or by anyone acting on behalf of either party, which are not embodied herein. No other agreement, statement or promise, with respect to the subject matter hereof, not contained in this BAA shall be valid or binding.

**XIV. Regulatory References.** A reference in this BAA to a section of regulations means the section as in effect or as amended, and for which compliance is required.

**XV. Counterparts.** This BAA may be executed in one or more counterparts, each of which shall be deemed to be an original, and all of which together shall constitute one and the same instrument.

**IN WITNESS WHEREOF**, the parties hereto have duly executed this BAA as of the BAA Effective Date.

**AGREED AND ACCEPTED:**

TRI-CITY MENTAL HEALTH  
AUTHORITY  
\_\_\_\_\_  
**Name of Covered Entity**

BONITA UNIFIED SCHOOL DISTRICT  
\_\_\_\_\_  
**Name of Business Associate**

\_\_\_\_\_  
**Authorized Signature**

\_\_\_\_\_  
**Authorized Signature**

RIMMI HUNDAL  
\_\_\_\_\_  
**Print Name**

\_\_\_\_\_  
**Print Name**

EXECUTIVE DIRECTOR  
\_\_\_\_\_  
**Print Title**

\_\_\_\_\_  
**Print Title**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Date**

**EXHIBIT B**

**ATTESTATION OF CONTRACTOR/PROVIDER THAT NEITHER IT NOR ANY OF ITS STAFF MEMBERS ARE RESTRICTED, EXCLUDED OR SUSPENDED FROM PROVIDING GOODS OR SERVICES UNDER ANY FEDERAL OR STATE HEALTH CARE PROGRAM**

**BONITA UNIFIED SCHOOL DISTRICT**

**Name of Contractor/Provider**

Contractor/Provider hereby warrants that neither it nor any of its staff members is restricted, excluded, or suspended from providing goods or services under any health care program funded by the Federal or State Government, directly or indirectly, in whole or in part, and the Contractor/Provider will notify the Tri-City Mental Health Authority (TCMHA) within thirty (30) days in writing of: 1) any event that would require Contractor/Provider or a staff member's mandatory exclusion or suspension from participation in a Federal or State funded health care program; and 2) any exclusionary action taken by any agency of the Federal or State Government against Contractor/Provider or one or more staff members barring it or the staff members from participation in a Federal or State funded health care program, whether such bar is direct or indirect, or whether such bar is in whole or in part.

Contractor/Provider shall indemnify and hold TCMHA harmless against any and all loss or damage Contractor/Provider may suffer arising from the Federal or State exclusion or suspension of Contractor/Provider or its staff members from such participation in a Federal or State funded health care program.

Failure by Contractor/Provider to meet the requirements of this paragraph shall constitute a material breach of contract upon which TCMHA may immediately terminate or suspend this Agreement.

**Is Contractor/Provider or any of its staff members currently barred from participation in any Federal or State funded health care program?**

\_\_\_\_\_ **NO**, neither Contractor/Provider nor members of its staff is not currently barred from participation in any Federal or State funded health care program.

\_\_\_\_\_ **YES**, Contractor/Provider and/or member(s) of its staff members is/are currently barred from participation in any Federal or State funded health care program. Describe the particulars on a separate page.

**Contractor/Provider**

BONITA UNIFIED SCHOOL DISTRICT

Signed \_\_\_\_\_  
**Name & Title**

Date

**TCMHA**

Signed \_\_\_\_\_  
 Rimmi Hundal, Executive Director

Name & Title

Date

**DISTRIBUTION**

- ORIGINAL Agreement
- COPIES Contractor/Provider
- Finance

**RESOLUTION NO. 723**

**A RESOLUTION OF THE GOVERNING BOARD OF THE TRI-CITY MENTAL HEALTH AUTHORITY APPROVING AN AGREEMENT REGARDING MENTAL HEALTH SERVICES WITH THE BONITA UNIFIED SCHOOL DISTRICT**

**The Governing Board of the Tri-City Mental Health Authority does hereby find and resolve as follows:**

1. The Tri-City Mental Health Authority (“Authority” ) has previously collaborated with The Bonita Unified School District (“District”) to provide mental health services to the School’s students and their families, and the Authority and the District mutually desire to continue doing so under a new Agreement for the period of October 1, 2023 through June 30, 2026 (“Agreement”).
2. The Governing Board hereby approves the Agreement as presented to the Board at its regular meeting on September 20, 2023.
3. The Executive Director is hereby authorized to execute the Agreement in substantially the same form presented to the Board.

PASSED AND ADOPTED at a Regular Meeting of the Governing Board held on September 20, 2023, by the following vote:

AYES:

NOES:

ABSTAIN:

ABSENT

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Jed Leano  
Chair

APPROVED AS TO FORM:

ATTEST:

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Steven L. Flower  
General Counsel

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Micaela P. Olmos  
Recording Secretary



**Tri-City Mental Health Authority  
AGENDA REPORT**

**DATE:** September 20, 2023

**TO:** Governing Board of Tri-City Mental Health Authority

**FROM:** Rimmi Hundal, Executive Director

**BY:** Dana Barford, Director of MHSA and Ethnic Services  
Sara Rodriguez, MHSA Projects Manager

**SUBJECT:** Approval and Adoption of the Innovation Project proposal, Community Planning Process for Innovation Project(s) FY 2023-24 – FY 2025-26

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Summary

This MHSA INN project proposal, Community Planning Process for Innovation Project(s) was developed out of a need to strengthen community member and stakeholder engagement. The estimated funding for this three-year project is \$675,000 and will begin upon approval by Tri-City's Governing Board and Mental Health Services Oversight and Accountability Commission (MHSAOAC) for FY 2023-2024 through FY 2025-2026. On September 12, 2023, a public hearing was held and this proposal was presented to the Mental Health Commission. The Mental Health Commission is recommending to the TCMHA Governing Board that they approve and adopt the Innovation project proposal, Community Planning Process for Innovation Project(s) FY 2023-24 – FY 2025-26.

Background

In June 2021, Tri-City Mental Health submitted a new Innovation project, Restorative Practices for Improving Mental Health, for approval to the Mental Health Service Oversight and Accountability Commission (MHSAOAC). However, upon further review the MHSAOAC stated that Tri-City did not have enough stakeholder involvement in the planning and decision-making process and denied the project for approval. Tri-City responded by moving forward with a new community planning season in which they held 5 workgroups throughout FY 2022-2023. Although a robust effort was made to engage community members, the workgroup numbers began to decline. The remaining members decided to focus on the community planning process as the next Innovation project.

The goal of this project is to help Tri-City strengthen their community planning process and expand stakeholder involvement. The plan aims to develop a robust and effective strategic community planning process and related activities resulting in future Innovation plans that are calculated, meaningful, and effective. This project will also provide feedback that can be used by Tri-City for the development of other MHSA plans as well as by the Mental Health Commission and Governing Board to aid in future decision-making.

### Stakeholder Process

A draft of this proposal was posted on August 11, 2023, for a 30-day review process which ended on September 12, 2023. Staff circulated a draft of the Innovation Plan by posting a copy of the plan on TCMH's website as well as promoting the posting on social media. Copies of the plan were also placed at local city halls, community centers and libraries. Comments were welcomed via email, fax or phone. There were no written comments received during this comment period. On September 12, 2023, a public hearing was held and this proposal was presented to the Mental Health Commission where public comments included a request to expand the target audience to include additional populations: Asian American/Pacific Islander, Native/Indigenous Americans, people with Disabilities, and caregivers. These modifications are included in this updated plan. Following the public hearing, the Mental Health Commission voted unanimously to endorse and recommend this plan to the Governing Board of Tri-City Mental Health Authority for approval and adoption.

Fiscal Impact: The Agency has funds available under MHSA INN Plan Component to support the INN Plan from FY 2023 to FY 2026.

Recommendation: Staff recommends that the TCMHA Governing Board to approve and adopt the Innovation project proposal, Community Planning Process for Innovation Project(s) FY 2023-24 – FY 2025-26.

### Attachments

*Attachment 6-A:* Innovation project proposal, Community Planning Process for Innovation Project(s) FY 2023-24 – FY 2025-26



# Request for Approval for Use of Innovation Funds for Community Planning Process for Innovation Project(s)

<b>Innovation Project Name</b>	Community Planning Process for Innovation Project(s)
<b>Total INN Funding Requested</b>	\$675,000
<b>Duration of Innovation Project</b>	3 Years (FY 2023-24 - FY 2025-26)
<b>Primary Purpose</b>	Promote interagency and community collaboration related to mental health services or supports or outcomes

## Introduction

In 1960, Tri-City Mental Health Authority was formed and established through a Joint Powers Authority Agreement between the cities of Pomona, Claremont, and La Verne. This union established Tri-City as a “county” and mental health authority for these three cities. For more than 60 years, Tri-City has provided services that are clinically, culturally, and linguistically appropriate for community members. Tri-City’s commitment and belief in wellness and recovery for each of our clients has guided our service delivery and program development.

Community involvement and stakeholder input has been the cornerstone of MHSA program planning and development for Tri-City since the passage of the Mental Health Services Act in 2004. The community planning process is a required element of the Mental Health Services Act (MHSA), intended to meaningfully involve the community in identifying mental health needs and priorities, program planning, implementation, etc. (Welfare and Institutions Code, [WIC] §5845[a]) Tri-City is fully invested in having a robust community planning process and we value our community and the feedback they provide us. With this in mind, and the approval of this plan, we are committed to developing and improving our approach to stakeholder involvement to ensure meaningful input from all those we serve.

## Previous Efforts

Tri-City has consistently engaged in a community planning process that ensures our culturally, economically, and generationally diverse community needs are factored into and addressed in our MHSA Three-Year Plans and Annual Updates as well as specific projects and plans. Efforts to reach community stakeholders include multiple community stakeholder meetings, providing both paper and online community capacity surveys in both English and Spanish, seeking feedback at meetings where stakeholders are present, request for providers to conduct feedback forums with clients, and





the creation of an online Innovation Idea survey where stakeholders can submit new ideas year-round. Yet despite these efforts, Tri-City still struggles to attract participants for our stakeholder meetings and have a low completion rate for surveys and online feedback opportunities.

With the onset of the COVID pandemic, Tri-City was able to pivot from in-person stakeholder meetings to a virtual platform. However, we found that many of our community members did not have the ability to access meetings online or found it difficult to navigate the platform. Access to computers was also a challenge for some individuals as well. Although we provided computers at our Wellness Center, access to the Center was limited due to COVID restrictions and lack of transportation also contributed to low participation.

Additional issues that were discovered included:

- Loss of connection with the community we serve.
- Need for face-to-face interactions to learn about the needs of the diverse groups in our catchment area.
- Desire to go out into the community and “meet them where they are” at local centers and locations frequented by stakeholders.
- Focused advertisement in local community papers and newsletters where stakeholder have access and will read based on their interests.
- Lack of knowledge as to when and where to hold stakeholder meetings that will draw the largest attendance.
- Adequate staff to manage Tri-City’s current Innovation projects while conducting focus groups with stakeholders that provide meaningful feedback to develop and new and viable project that will meet the needs of the community, MHSOAC standards and Innovation regulations.

As with many agencies and organizations, Tri-City has struggled with both staff recruitment and retention. While it still is increasingly difficult to remain competitive, attract, and retain qualified staff, Tri-City’s implementation of hiring incentives such as our sign-on bonus, hybrid work schedules, hazard and longevity pay have helped to create a more attractive compensation and benefit package. Tri-City currently has one FTE Innovation Coordinator who is overseeing two current Innovation projects both of which are in collaboration with other counties:

1. Help@Hand
2. Psychiatric Advance Directives (PADs)

Although Tri-City has found it helpful to engage with other counties in collaborative projects, not all projects offered are appropriate for the needs of Tri-City. Therefore, it is important that Tri-City have



the opportunity and support to develop projects that are designed specifically for the needs of our community members.

## Why This Project is Needed

In June 2021, Tri-City met with the MHSOAC through the Delegated Authority process to present a new Innovation project, Restorative Practices for Improving Mental Health (RPIMH). Although this project was the product of stakeholder involvement, including workgroups, stakeholder meetings, Public Hearing, Mental Health Commission and Governing Board approval, the project was denied by the MHSOAC resulting in a reversion of Innovation funds. Reasons given for the rejection included that the concept was not innovative enough and there were not enough stakeholders involved in the decision process even though the community planning process took place during the pandemic, which contributed to the low turnout. It is our hope that this new approach will allow us the time to develop a long-term strategy for how to engage, assess, and create an effective Innovation Community Planning Process and thereby create a project that is truly built on the needs and desires of our clients, consumers, and community members.

With the pending reduction in COVID restrictions, we feel this is the ideal time to restructure our community outreach and engagement approach to community planning for our next Innovation project(s). Our goal is to be strategic when connecting with community members and taking the necessary time to research, plan and develop future Innovation projects that are meaningful and will have an impact on our community. The post COVID world is far different from what we experienced before and many of the previous ways of collecting community feedback may not be as effective as they were pre COVID. By engaging outside contractors with an expertise in specific areas to support these efforts, our staff will be able to work faster and collaboratively while incorporating lessons learned into future projects.

Tri-City is ready to finalize the community planning process for the next Innovation project. With this in mind, Tri-City has learned and recognized that planning for an Innovation project requires consistent input from stakeholders as well as a high level of education and review of Innovation plan guidelines and regulations. In addition, identifying a plan that can be developed based on community needs and/or gaps in access to services, can be time consuming and requires multiple interactions, and opportunity for feedback.

In preparation for this plan, five virtual Innovation workgroups were held. In addition, several ideas were proposed through the Innovation Idea Survey which is posted on Tri-City's website. After multiple discussions and project proposals, the group agreed that it was important to expand the pool of participants and implement a more formal process which would include focus groups embedded in the community, developing relationships with cultural brokers, and stronger peer involvement including playing a role in community outreach and engagement.



## The Plan

This proposal seeks approval to utilize Innovation funds in the amount of \$675,000 over three years to develop a robust and effective strategic community planning process and related activities resulting in future Innovation plans that are calculated, meaningful, and effective. Innovation community planning and related activities include, but not be limited to:

- Peer support contracted through provider whose peer staff are subject matter experts specializing in providing population-center training, programming, focus groups and advocacy.
- Marketing strategies and materials to reach the broader community (i.e., flyers/announcements, online surveys, etc.)
- Program Supplies (i.e., stipends for consumers and family members; transportation cost for consumers and family members to attend in person meetings, as appropriate; presentation/discussion materials; printing cost, etc.)
- Innovation staff time, such as researching concepts, developing materials, coordinating and/or facilitating meetings, drafting proposals, etc.
- Peer to conduct focus groups in collaboration with other staff and/or marketing personnel to outreach to and engage the following populations:
  - Peers including Tri-City staff, clients and community members
  - African American
  - Hispanic
  - Asian American/Pacific Islander
  - Native/Indigenous Americans
  - Older Adults (60+)
  - LGBTQ+
  - Transition age youth (16-25)
  - Family/caregivers of persons served by Tri-City
  - Law Enforcement and First Responders
  - School Officials and Child Services



- People experiencing homelessness or who are at risk
- People with Substance use disorders
- People with Disabilities
- Focus groups will provide feedback on awareness of Tri-City's current work, participants level of comfort/awareness with mental health as a topic, best ways to reach target populations with information/resources, areas of concern or need for improvement.
- Focus groups and outreach will also give Tri-City a better understanding of the issues faced by persons with Substance use disorders as well as people experiencing homelessness. This will allow Tri-City to understand the type of programming or housing resources/supports will be most helpful to individuals with SUD or unhoused individuals in our three cities.
- Contract with a marketing/communication firm to work with participants on creating effective outreach materials and social media posts, in addition to researching and writing project proposals based off ideas garnered from focus groups and stakeholders.
- Assess the learning goals annually and apply lessons learned to each new Innovation project idea that is under consideration as well as MHSa Three-Year plans and Annual Updates.
- Post the results for each Innovation project component on Tri-City's Innovation page located on our website. This information will include a dashboard for current and newly proposed projects that track:
  - Dates and locations for Innovation stakeholder meetings and workgroups
  - Number and description of project proposals submitted
  - Number and description of survey ideas received
  - Marketing efforts and results
  - Number and demographics of stakeholder meetings and workgroup attendees
  - Financial summary for Innovation plans and proposed projects



## Learning Questions

1. Will peer led focus groups result in an increase in peer participation and continued involvement in the community planning process?
2. Will the return to in-person and face-to-face meetings with stakeholders and community members result in a deeper understanding of the needs of the community we serve?
3. Will a focus marketing approach targeting specific populations and age groups result in an increase in attendance and participation in the community planning process?
4. Will providing UpToDate information on a website page about the Innovation community planning process and the results of community outreach and engagement strengthen the knowledge of participants who are seeking to learn more about Innovation and the process for creating unique projects that are relevant to their community?

## Budget Narrative

Tri-City Mental Health Authority (TCMHA) has allocated \$675,000 in Innovation funds for the following project: Community Planning Process for Innovation Project(s). This three-year project is expected to commence in FY 2023-24, pending approval from the MHSOAC, and conclude in FY 2025-26.

**Direct salaries are estimated to be \$125,000 annually over three years and include the following positions:**

### Program Coordinator

33% of Innovation Coordinator salary to oversee the implementation of the project including the planning, organizing, training, and directing of activities as they relate to this project. Innovation staff time includes researching concepts, developing materials, coordinating and/or facilitating meetings, drafting proposals, etc.

### Peer (FTE)

Individual with lived experience, fluent in Spanish (preferably), and able to build trusting relationships with unserved and underserved community members who may be experiencing barriers due to culture or stigma. Facilitate focus groups that will provide feedback on awareness of Tri-City's current work, participants level of comfort/awareness with mental health as a topic, best ways to reach target



populations with information/resources, gaps in services and areas of concern or need for improvement.

Peer Consultant

Cost is estimated to be \$120,000 over three years. Peer support contracted through provider whose peer staff are subject matter experts specializing in providing population-center training, programming, focus groups and advocacy.

Marketing

Estimated cost is \$120,000 over three years. Marketing firm to work on researching and writing plan based off ideas garnered from focus groups and stakeholders. Incorporate Human-Centered Design, a creative approach to problem solving that is people-centered, where Tri-City staff and stakeholders work together to design and direct marketing efforts based on mutual needs and goals.

Stipends/Meals

Estimated cost to be \$30,000 over three years. Financial incentives provided to focus group participants to encourage their attendance and contribution to the community planning process. Meals and/or snacks for each event to encourage longer conversations.

Supplies/Transportation Vouchers

Estimated cost \$30,000 over three years. Presentation/discussion materials including printing cost. Vouchers for transportation for stakeholders, consumers, and family members to attend in person meetings

Description	Year 1	Year 2	Year 3	Total
Direct Salaries	\$125,000	\$125,000	\$125,000	\$375,000
Peer Consultant	\$40,000	\$40,000	\$40,000	\$120,000
Marketing	\$40,000	\$40,000	\$40,000	\$120,000
Stipends/Meals	\$10,000	\$10,000	\$10,000	\$30,000
Supplies/Transportation Vehicles	\$10,000	\$10,000	\$10,000	\$30,000
<b>Total</b>	<b>\$225,000</b>	<b>\$225,000</b>	<b>\$225,000</b>	<b>\$675,000</b>



## Outcomes

By expanding our community planning process, we can better serve our diverse community members. We will also be able to track and report our efforts over the course of the two years to show transparency and most of all, transformation. Tri-City will be able to better report on our community planning process by showcasing the types of advertising utilized, number of community members who participated in the planning process, number of focus groups and outreach events attended and how these efforts support new Innovation plan development.

## Stakeholder Process

During FY 2022-23, five virtual Innovation workgroups were held where this plan was developed. A draft of this proposal was posted on August 11, 2023, for a 30-day review process which ended on September 12, 2023. Staff circulated a draft of the Innovation Plan by posting a copy of the plan on TCMH's website as well as promoting the posting on social media. Copies of the plan were also placed at local city halls, community centers and libraries. Comments were welcomed via email, fax or phone. There were no written comments received during this comment period. On September 12, 2023, this proposal was presented to the Mental Health Commission where public comments included a request to expand the target audience to include additional populations: Asian American/Pacific Islander, Native/Indigenous Americans, People with Disabilities, and caregivers. These modifications are included in this updated plan. Following the public hearing, the Mental Health Commission voted unanimously to endorse and recommend this plan to the Governing Board of Tri-City Mental Health Authority for approval and adoption.

# Community Planning Process for Innovation Project(s)



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Amanda Colt, Workforce Education & Training Supervisor



# Path to Community Planning Process Plan

- ⦿ RPIMH denied by MHSOAC 06/2021
- ⦿ Workgroups held 6/1/22, 7/13/22, 8/17/22, 9/7/22 & 01/17/23 with attendance declining each meeting
- ⦿ Lack of stakeholder participation
- ⦿ No new ideas provided
- ⦿ \$271,000 up for reversion



# Community Planning Process For Innovation Project(s)

- 3 year project to expand our current Community Planning Process
- Plan will focus on:
  - Focus groups embedded in the community
  - Developing relationships with cultural brokers
  - A stronger peer involvement including playing a role in community outreach and engagement
- Feedback from focus groups will be used to develop innovation ideas for future projects as well as inform decision on 3-year Plan, Annual Update and Cultural Competency Plan



Estimated Cost: \$675,000

# Goals of Community Planning Process For Innovation Project(s)

- Increase participation numbers for Community Planning Process
- Gain feedback from targeted focus groups on: participants level of comfort/awareness with mental health as a topic, best ways to reach target populations with information/resources, areas of concern or need for improvement
- Gain a better understanding of the issues faced by persons with Substance use disorders as well as people experiencing homelessness
- Increase marketing/communication through increased marketing materials/social media post
- Apply knowledge learned through CPP process to new innovation ideas as well as MHSA 3-year plan and Annual Updates.

# Learning Questions



- Will Peer lead focus groups result in an increase in peer participation and continued involvement in the community planning process?
- Will the return to in-person and face-to-face meetings with stakeholders and community members result in a deeper understanding of the need of the community we serve?
- Will a focus marketing approach targeting specific populations and age groups result in an increase in attendance and participation in the community planning process?
- Will providing UpToDate information on a website page about the Innovation community planning process and the results of community outreach and engagement strengthen the knowledge of participants who are seeking to learn more about Innovation and the process for creating unique projects that are relevant to their community?



## Target Populations

- Peers including Tri-City staff, clients and community members
- African American
- Hispanic
- Asian American/Pacific Islander
- Native/Indigenous Americans
- Older Adults (60+)
- LGBTQ+
- Transition age youth (16–25)
- Family/caregivers of persons served by Tri-City
- Law Enforcement and First Responders
- School Officials and Child Services
- People experiencing homelessness or who are at risk
- People with Substance use disorders
- People with Disabilities



# CPP Budget

Description	Year 1	Year 2	Year 3	Total
Direct Salaries	\$125,000	\$125,000	\$125,000	\$375,000
Peer Consultant	\$40,000	\$40,000	\$40,000	\$120,000
Marketing	\$40,000	\$40,000	\$40,000	\$120,000
Stipends/Meals	\$10,000	\$10,000	\$10,000	\$30,000
Supplies/Transportation Vouchers	\$10,000	\$10,000	\$10,000	\$30,000
<b>Total</b>	<b>\$225,000</b>	<b>\$225,000</b>	<b>\$225,000</b>	<b>\$675,000</b>



# Roadmap to Approval

RPIMH Denied 6/21



Plan research and write up Jan-Mar 2023



CPP Draft Plan Posted for 30 Days August 11, 2023



October MHSOAC Approval



Innovation Workgroups held 2022-2023



MHSOAC Technical Assistance received May 2023



September 2023 Mental Health Commission and Governing Board Approval





# Thanks!

*Any questions ?*

You can find me at:

Amanda Colt  
acolt@tricitymhs.org  
(909) 326-4638





**Tri-City Mental Health Authority  
AGENDA REPORT**

**DATE:** September 20, 2023  
**TO:** Governing Board of Tri-City Mental Health Authority  
**FROM:** Rimmi Hundal, Executive Director  
**SUBJECT:** APPROVAL OF TRI-CITY'S MEMBERSHIP IN CALIFORNIA  
BEHAVIORAL HEALTH DIRECTORS ASSOCIATION (CBHDA)

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**SUMMARY**

The County Behavioral Health Directors Association of California (**CBHDA**) is a non-profit association provide leadership, advocacy, programs, and support to the behavioral health directors from California's 58 counties, the City of Berkeley, and Tri-City Mental Health Authority. They Tri-City staff seeks the Governing Board's approval for payment of Tri-City's annual dues to continue membership in CBHDA.

**BACKGROUND**

As the state has continued its climb out of the effects of the pandemic, policymakers have continued to focus intensely on making significant changes in the behavioral health space, with an eye toward reforms that target the safety net, particularly on issues related to homelessness, and themes of accountability for the consumers and the delivery system. CBHDA has remained an essential partner to the state in building out its policy agenda and guiding implementation of numerous, significant, concurrent system reforms.

With the Governor's announcement in March of proposed major overhaul of county behavioral health financing under the Mental Health Services Act (MHSA) with a ballot measure in March of 2024, CBHDA's role as an advocate for county behavioral health remains more important than ever.

**FISCAL IMPACT**

Tri-City will pay \$52,611 to continue its membership and this expense will be covered by both MHSA and Realignment funds. Due to the amount of this expenditure, Board approval is required.

**RECOMMENDATION**

Staff is seeking board approval by minute action to continue its membership with CBHDA by paying \$52,611 for the fiscal year 2023/2024 which started on July 1, 2023 and ends on June 30, 2024.



Tri-City Mental Health Authority  
**AGENDA REPORT**

**DATE:** September 20, 2023

**TO:** Governing Board of Tri-City Mental Health Authority

**FROM:** Rimmi Hundal, Executive Director  
Diana Acosta, Chief Financial Officer

**BY:** Kitha Torregano, Human Resources Manager  
Trevor Bogle, Controller

**SUBJECT:** Approval of Resolution No. 724 adopting a Revised Master Classification and Salary Schedule and revised job descriptions for various classifications including Department Heads and the Executive Director

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Summary:

Over the last several weeks, Tri-City's Finance and Human Resources Departments have been working together to conclude the final phase of the classification and compensation study. This phase included reviewing all compensation data for our 55 benchmark classifications provided by our Governing Board approved consultant, Koff and Associates, and migrating all of our existing classifications from our old classification and salary schedule to our new six-step Master Classification and Salary Schedule in accordance with market data, and updating various corresponding job descriptions.

Background:

In March of 2022, the Governing Board approved the revised job descriptions, salary ranges and new six-step salary schedule for the Clinical Therapist I/II and Clinical Supervisor I/II classifications in accordance with classification and compensation data accessed and provided by Koff and Associates in accordance with our comparators. The model of the new salary schedule, the *Master Classification and Salary Schedule*, provided salary ranges approximately 30% wide, divided into 6 steps (5% wide). Based on the market evaluations, we allocated classifications into ranges that were competitive against like markets (County of LA, San Bernardino, Riverside, San Diego, etc.). Once classifications were placed in the appropriate range, incumbents of said classifications were placed into the appropriate step, within the range, based on the numbers of years one had occupied the current classification. Salary adjustments, if any, were made at that time. The Clinical Therapist I/II and Clinical Supervisor I/II were the first classifications to be migrated over as they were the most critical and difficult-to-recruit classifications.

In January 2023, staff brought forward an agenda item that was Governing Board approved, to amend the existing agreement with Koff and Associates, Inc. in an effort to complete the final phase of our Total Classification and Compensation study which

consisted all of the remaining Tri-City classifications excluding the Clinical Therapist I/II (approximately 53 benchmark classifications).

The results of said final phase of the study are now complete. In summary, Koff and Associates, Inc. provided data that of the total 55 Tri-City benchmark classifications surveyed and studied, approximately 20% of Tri-City classifications were below market; 45.45% were above market and 32.72% were unique in the market.

Over the last several weeks, Human Resources and Finance staff, using the same methodology as the implementation and migration of the Clinical Therapist I/II and Clinical Supervisor I/II classifications mentioned above, worked to migrate classifications to appropriate ranges on the new Master Classification and Salary Schedule and then place incumbents on the appropriate step within their classification range based on the numbers of years one has occupied their current classification. Additionally, as part of the final phase, staff have included the revised job descriptions for the classifications studied as recommended and drafted by Koff and Associates, Inc. and reviewed by staff.

We are excited to conclude this chapter in Tri-City's history as the first total classification and compensation study and we are hopeful that these changes will create a sustainable salary structure that will continue to attract and retain qualified behavioral health professionals for years to come. Today, staff are asking for approval of the revised Master Classification and Salary Schedule for our existing classifications as well as the corresponding revised job descriptions.

Fiscal Impact:

The approximate annual increase to salaries and wages is estimated to be \$1.5 million for existing employees for fiscal year 2023-24 and moving forward. Management estimates that an overall increase to the existing budget will not be required at this time due to the existing vacancies that are not anticipated to be filled prior to year-end.

As noted above, the Classification and Compensation Study was completed in two phases with the first phase completed in March of 2022 and the remaining classifications to be completed over several months, and at the completion, retroactively adjust salaries to the effective date of March 7, 2022 as was previously approved by the Governing Board. While a final amount has not yet been determined, the approximate range of salaries that will be retroactively paid is estimated to be anywhere between \$1.5 Million and \$2.25 Million. At this time a budget amendment is not required for the potential payouts, also due to the estimated existing vacancies that are not anticipated to be filled prior to year-end. The retroactive payments are expected to be paid out over the course of the fiscal year in order to smooth out the impact of cash outflow.

Recommendation:

Staff recommends that the Governing Board adopt Resolution No. 724 adopting a Revised Master Classification and Salary Schedule and revised job descriptions for various classifications including Department Heads and the Executive Director.

Attachments

*Attachment 8-A: Resolution 724*

*Attachment 8-B: TCMHA Master Classification Salary Schedule*

*Attachment 8-C: Multiple Job Description Attachments*

## **RESOLUTION NO. 724**

### **A RESOLUTION OF THE GOVERNING BOARD OF THE TRI-CITY MENTAL HEALTH AUTHORITY ADOPTING A REVISED MASTER CLASSIFICATION AND SALARY SCHEDULE AND REVISED JOB DESCRIPTIONS FOR VARIOUS CLASSIFICATIONS INCLUDING DEPARTMENT HEADS AND THE EXECUTIVE DIRECTOR**

**The Governing Board of the Tri-City Mental Health Authority does hereby find and resolve as follows:**

- 1.** The Tri-City Mental Health Authority (“Authority” ) Governing Board previously approved Resolution No. 517 authorizing the Authority’s Executive Director to enter into an agreement for consulting services with Koff and Associates for a total classification and compensation study (“Koff Study”) and Resolution 696 approving an amendment to that agreement.
- 2.** The Koff Study determined that approximately 20% of the Authority’s current classifications are below market; 45.45% are above market and 32.72% are unique in the market.
- 3.** Based on the Koff Study, the Authority’s staff has prepared a revised master classification and salary schedule (“Revised Master Classification and Salary Schedule”), revised job descriptions for various classifications, migrated existing classifications to the appropriate ranges on the new Revised Master Classification and Salary Schedule, and placed incumbents on the appropriate step within their classification range based on the numbers of years of service.
- 4.** The Revised Master Classification and Salary Schedule and revised job descriptions for various classifications were presented to the Governing Board at its regular meeting on September 20, 2023, at which time the Authority’s General Counsel provided an oral report and summary of the proposed action on the salaries, salary schedules, and compensation of the Authority’s Executive Director and Department Heads pursuant Government Code § 54953 (c)(3).
- 5.** The Governing Board hereby adopts the General Counsel’s oral report as its own and approves and adopts the Revised Master Classification and Salary Schedule and revised job descriptions for various classifications as presented to the Board at its regular meeting on September 20, 2023.

PASSED AND ADOPTED at a Regular Meeting of the Governing Board held on September 20, 2023, by the following vote:

AYES:

NOES:

ABSTAIN:

ABSENT

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Jed Leano  
Chair

APPROVED AS TO FORM:

ATTEST:

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Steven L. Flower  
General Counsel

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Micaela P. Olmos  
Recording Secretary

Client  
Proposed Salary Plan  
Month Year

Salary Range	Annually					Monthly						Per Pay Period						Hourly						
	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6
1	31,163.60	32,721.73	34,357.86	36,075.73	37,879.50	39,773.34	2,696.97	2,726.81	2,863.15	3,006.31	3,156.63	3,314.45	1,198.60	1,258.53	1,321.46	1,387.53	1,456.90	1,529.74	14,982.50	15,731.60	16,518.20	17,344.10	18,213.30	19,128.60
2	31,942.56	33,539.79	35,216.69	36,977.62	38,826.53	40,776.79	2,661.88	2,794.98	2,934.72	3,081.47	3,235.54	3,397.32	1,228.56	1,289.99	1,354.49	1,422.22	1,493.33	1,567.99	15,357.00	16,124.90	16,931.10	17,777.00	18,666.90	19,599.90
3	32,741.28	34,378.24	36,097.15	37,901.97	39,797.06	41,786.99	2,728.44	2,864.85	3,008.10	3,158.50	3,316.42	3,482.25	1,259.28	1,322.24	1,388.35	1,457.77	1,530.66	1,607.19	15,741.00	16,528.00	17,354.40	18,222.10	19,133.20	20,089.00
4	33,559.62	35,237.70	36,999.66	38,849.62	40,792.13	42,831.57	2,796.65	2,936.47	3,089.34	3,237.47	3,393.67	3,562.30	1,290.76	1,355.20	1,423.06	1,494.22	1,568.93	1,647.37	16,134.50	16,941.20	17,788.30	18,677.10	19,611.60	20,592.10
5	34,398.62	36,118.58	37,924.64	39,820.77	41,811.74	43,902.35	2,866.55	3,009.88	3,160.39	3,318.40	3,484.31	3,658.53	1,323.02	1,389.18	1,458.64	1,531.57	1,608.14	1,688.55	16,537.00	17,364.70	18,233.00	19,144.60	20,101.80	21,109.60
6	35,258.70	37,021.71	38,872.70	40,816.26	42,857.15	44,999.97	2,938.23	3,085.14	3,239.39	3,401.35	3,571.43	3,750.00	1,356.10	1,423.91	1,495.10	1,569.86	1,648.35	1,730.77	16,931.80	17,799.80	18,688.20	19,623.20	20,604.40	21,634.60
7	36,140.21	37,947.10	39,844.48	41,836.70	43,928.56	46,125.04	3,011.68	3,162.26	3,320.37	3,486.39	3,660.71	3,843.75	1,390.01	1,459.50	1,532.48	1,609.10	1,689.56	1,774.04	17,375.10	18,243.80	19,156.00	20,113.80	21,119.50	22,175.50
8	37,043.55	38,857.79	40,840.59	42,882.74	45,026.80	47,278.19	3,086.96	3,241.32	3,403.58	3,573.52	3,752.23	3,939.85	1,424.75	1,495.99	1,570.79	1,649.34	1,731.80	1,818.39	17,804.00	18,699.90	19,634.90	20,617.00	21,647.50	22,729.90
9	37,969.78	39,868.19	41,861.66	43,954.77	46,152.50	48,460.05	3,164.15	3,322.35	3,488.47	3,662.90	3,846.04	4,038.34	1,460.38	1,533.39	1,610.06	1,690.57	1,775.10	1,863.85	18,254.70	19,167.40	20,125.80	21,132.10	22,188.70	23,298.10
10	38,918.88	40,864.93	42,908.11	45,053.63	47,306.27	49,671.65	3,243.24	3,405.41	3,575.68	3,754.47	3,942.19	4,139.30	1,496.88	1,571.73	1,650.31	1,732.83	1,819.47	1,910.45	18,711.00	19,646.60	20,628.90	21,660.40	22,743.40	23,880.60
11	39,891.90	41,886.62	43,980.98	46,179.95	48,488.96	50,913.41	3,324.33	3,490.55	3,665.08	3,848.33	4,040.75	4,242.78	1,534.30	1,611.02	1,691.58	1,776.15	1,864.96	1,958.21	19,178.00	20,137.80	21,147.70	22,201.90	23,312.00	24,477.60
12	40,889.26	42,933.70	45,080.46	47,334.35	49,701.18	52,186.16	3,407.44	3,577.81	3,756.71	3,944.53	4,141.77	4,348.85	1,572.66	1,651.30	1,733.86	1,820.55	1,911.58	2,007.16	19,658.30	20,641.20	21,673.30	22,756.90	23,894.80	25,089.50
13	41,911.58	44,006.98	46,207.41	48,517.87	50,943.78	53,490.94	3,492.63	3,667.25	3,850.62	4,043.16	4,245.31	4,457.58	1,611.98	1,692.58	1,777.21	1,866.50	1,959.38	2,057.34	20,149.80	21,157.20	22,215.10	23,325.90	24,492.20	25,716.80
14	42,959.28	45,107.30	47,362.64	49,730.72	52,217.36	54,828.18	3,579.94	3,758.94	3,946.89	4,144.23	4,351.45	4,569.01	1,652.28	1,734.90	1,821.64	1,912.72	2,008.36	2,108.78	20,653.50	21,686.20	22,770.50	23,909.00	25,104.50	26,359.70
15	44,033.18	46,234.86	48,546.58	50,973.94	53,522.77	56,198.90	3,669.43	3,852.91	4,045.55	4,247.83	4,460.23	4,683.24	1,693.58	1,778.26	1,867.18	1,960.54	2,058.57	2,161.50	21,169.80	22,238.30	23,339.70	24,506.70	25,732.10	27,018.70
16	45,134.13	47,390.72	49,760.26	52,248.35	54,860.83	57,603.73	3,761.18	3,949.23	4,146.69	4,354.03	4,571.74	4,800.31	1,735.93	1,822.72	1,913.86	2,009.55	2,110.03	2,215.53	21,699.10	22,784.00	23,923.20	25,119.40	26,375.40	27,694.10
17	46,262.53	48,575.49	51,004.30	53,554.59	56,232.38	59,043.92	3,855.21	4,047.96	4,250.36	4,462.88	4,686.03	4,920.33	1,779.33	1,868.29	1,961.70	2,059.79	2,162.78	2,270.92	22,241.60	23,356.00	24,513.10	25,714.70	27,034.80	28,386.50
18	47,419.01	49,790.00	52,279.55	54,893.49	57,638.05	60,520.10	3,951.58	4,149.17	4,356.63	4,574.46	4,803.17	5,043.34	1,823.81	1,915.00	2,010.75	2,111.29	2,216.85	2,327.70	22,797.60	23,937.50	25,134.40	26,391.10	27,710.60	29,096.20
19	48,604.40	51,034.67	53,586.42	56,265.66	59,079.07	62,003.09	4,050.37	4,252.89	4,465.53	4,688.40	4,923.26	5,169.42	1,869.40	1,962.87	2,061.02	2,164.06	2,272.27	2,385.89	23,367.50	24,539.20	25,762.70	27,050.80	28,403.40	29,823.60
20	49,819.54	52,310.54	54,926.14	57,672.37	60,556.08	63,583.73	4,151.63	4,359.21	4,577.18	4,806.03	5,046.34	5,298.64	1,916.14	2,011.94	2,112.54	2,218.17	2,329.08	2,445.53	23,951.70	25,149.30	26,406.80	27,722.10	29,113.50	30,569.10
21	51,065.04	53,641.74	56,299.15	59,114.22	62,069.90	65,173.47	4,255.42	4,468.19	4,691.60	4,925.16	5,172.49	5,431.12	1,964.04	2,062.24	2,165.55	2,273.62	2,387.30	2,506.67	24,550.20	25,778.00	27,069.90	28,420.30	29,835.30	31,334.00
22	52,341.74	54,958.80	57,706.69	60,592.06	63,621.58	66,802.74	4,361.81	4,579.90	4,808.89	5,049.34	5,301.80	5,566.89	2,013.14	2,113.80	2,219.49	2,330.46	2,446.98	2,569.34	25,164.30	26,422.50	27,743.60	29,130.80	30,587.30	32,116.70
23	53,650.27	56,332.85	59,149.38	62,076.93	65,126.92	68,472.77	4,470.86	4,694.40	4,929.11	5,175.59	5,434.35	5,706.06	2,063.47	2,164.28	2,274.98	2,388.73	2,508.16	2,633.57	25,798.00	27,102.30	28,435.10	29,811.50	31,235.00	32,719.60
24	54,991.46	57,741.01	60,628.05	63,659.44	66,842.46	70,184.61	4,582.62	4,811.75	5,052.34	5,304.95	5,570.21	5,848.72	2,115.06	2,220.81	2,331.85	2,448.44	2,570.86	2,699.41	26,438.20	27,761.00	29,148.10	30,605.50	32,135.80	33,742.60
25	56,366.34	59,184.53	62,143.74	65,251.06	68,513.54	71,939.30	4,697.19	4,932.04	5,178.65	5,437.59	5,698.94	5,974.94	2,167.94	2,276.33	2,390.14	2,509.66	2,635.14	2,766.90	27,099.20	28,454.10	29,876.80	31,370.70	32,939.20	34,560.70
26	57,775.54	60,664.24	63,697.50	66,882.40	70,226.42	73,737.66	4,814.63	5,055.35	5,308.13	5,573.53	5,852.20	6,144.81	2,222.14	2,333.24	2,449.90	2,572.40	2,701.02	2,836.06	27,776.70	29,165.50	30,623.80	32,155.00	33,762.70	35,430.70
27	59,219.89	62,180.77	65,289.95	68,554.30	71,982.14	75,781.17	4,934.99	5,181.73	5,440.83	5,712.86	6,002.99	6,298.43	2,277.69	2,391.57	2,511.15	2,636.70	2,768.54	2,906.97	28,471.10	29,894.60	31,358.80	32,958.00	34,606.80	36,337.10
28	60,700.43	63,735.36	66,922.13	70,268.22	73,781.55	77,470.64	5,058.37	5,311.28	5,576.84	5,855.69	6,148.46	6,455.89	2,334.63	2,451.36	2,578.93	2,702.62	2,837.75	2,979.64	29,129.90	30,642.00	32,174.10	33,782.50	35,471.90	37,245.50
29	62,217.79	65,328.64	68,595.07	72,024.99	75,626.10	79,407.54	5,184.82	5,444.05	5,716.26	6,002.08	6,302.17	6,617.29	2,392.99	2,512.64	2,638.27	2,770.19	2,908.70	3,054.14	29,814.50	31,400.80	32,978.40	34,627.40	36,358.70	38,176.70
30	63,773.22	66,961.86	70,310.03	73,825.65	77,516.82	81,392.69	5,314.43	5,580.15	5,859.17	6,152.14	6,459.73	6,782.72	2,452.82	2,575.46	2,704.23	2,839.45	2,981.42	3,130.49	30,602.20	32,193.20	33,802.90	35,430.30	37,267.70	39,131.10
31	65,367.54	68,630.05	72,067.06	75,671.23	79,454.75	83,427.55	5,447.29	5,719.67	6,005.65	6,304.92	6,621.23	6,952.30	2,514.14	2,639.85	2,771.84	2,910.43	3,055.95	3,208.75	31,426.70	33,042.30	34,680.30	36,343.00	38,199.40	40,104.90
32	67,001.79	70,351.84	73,869.54	77,562.99	81,441.15	85,513.17	5,583.48	5,862.65	6,155.79	6,463.58	6,786.76	7,126.10	2,576.99	2,705.84	2,841.14	2,983.19	3,132.35	3,288.97	32,214.00	33,820.30	35,442.00	37,089.90	38,844.10	40,648.70
33	68,676.82	72,110.69	75,716.16	79,501.97	83,477.06	87,650.99	5,723.07	6,009.22	6,308.68	6,625.65	6,956.42	7,304.25	2,641.42	2,773.91	2,912.16	3,057.77	3,210.66	3,371.19	33,017.70	34,668.60	36,402.00	38,222.10	40,133.20	42,119.90
34	70,393.86	73,913.42	77,609.17	81,489.62	85,564.13	89,842.27	5,866.15	6,159.45	6,467.43	6,790.80	7,130.34	7,486.86	2,707.46	2,842.82	2,984.97	3,134.22	3,290.93	3,455.47	33,843.20	35,535.30	37,271.00	39,051.40	40,934.00	42,919.40
35	72,153.54	75,761.30	79,549.39	83,526.77	87,703.20	92,088.26	6,012.79	6,313.44	6,629.12	6,960.56	7,308.60	7,674.02	2,775.14	2,913.90	3,059.59	3,212.57	3,373.20	3,541.86	34,689.20	36,423.70	38,211.00	40,157.10	42,165.00	44,232.00
36	73,957.52	77,655.34	81,538.08	85,615.09	89,895.73	94,390.61	6,163.13	6,471.28	6,794.84	7,134.59	7,491.31	7,865.88	2,844.52	2,986.74	3,136.08	3,292.89	3,457.53	3,630.41						

Client  
Proposed Salary Plan  
Month Year

Salary Range	Annually						Monthly						Per Pay Period						Hourly					
	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6
76	198,580.51	208,509.60	218,934.98	229,881.81	241,375.89	253,444.67	16,548.38	17,375.80	18,244.58	19,156.82	20,114.66	21,120.39	7,637.71	8,019.60	8,420.58	8,841.61	9,283.69	9,747.87	95,471.40	100,245.00	105,257.20	110,520.10	116,046.10	121,848.40
77	203,545.06	213,722.29	224,408.29	235,628.85	247,410.18	259,780.77	16,962.09	17,810.19	18,700.69	19,635.74	20,617.51	21,648.40	7,828.66	8,220.09	8,631.09	9,062.65	9,515.78	9,991.57	97,858.20	102,751.10	107,888.60	113,283.10	118,947.20	124,894.60
78	208,633.57	219,065.39	230,018.67	241,519.62	253,595.47	266,275.36	17,386.13	18,255.45	19,168.22	20,126.63	21,132.96	22,189.61	8,024.37	8,425.59	8,846.87	9,289.22	9,753.67	10,241.36	100,304.60	105,319.90	110,589.90	116,115.20	121,920.90	128,017.00
79	213,849.38	224,542.03	235,769.04	247,557.44	259,935.31	272,932.19	17,820.78	18,711.84	19,647.42	20,629.79	21,661.28	22,744.35	8,224.98	8,636.23	9,068.04	9,521.44	9,997.51	10,497.39	102,812.20	107,952.90	113,350.50	119,018.00	124,968.90	131,217.40
80	219,195.81	230,155.54	241,663.34	253,746.48	266,433.86	279,755.42	18,266.32	19,179.63	20,138.61	21,145.54	22,202.82	23,312.95	8,430.61	8,852.14	9,294.74	9,759.48	10,247.46	10,759.82	105,382.60	110,651.70	116,184.30	121,993.50	128,093.20	134,497.80
81	224,675.57	235,909.44	247,704.91	260,090.06	273,094.64	286,749.42	18,722.96	19,659.12	20,642.08	21,674.17	22,757.89	23,895.79	8,641.37	9,073.44	9,527.11	10,003.46	10,503.64	11,028.82	108,017.10	113,418.00	119,088.90	125,043.30	131,295.50	137,860.30
82	230,292.40	241,807.07	253,897.49	266,592.35	279,922.03	293,918.14	19,191.03	20,150.59	21,158.12	22,216.03	23,326.84	24,493.18	8,857.40	9,300.27	9,765.29	10,253.55	10,766.23	11,304.54	110,717.50	116,253.40	122,066.10	128,169.40	134,577.90	141,306.80
83	236,049.84	247,852.38	260,244.82	273,257.09	286,919.98	301,265.95	19,670.82	20,654.37	21,687.07	22,771.42	23,910.00	25,105.50	9,078.84	9,532.78	10,009.42	10,509.89	11,035.38	11,587.15	113,485.50	119,159.80	125,117.70	131,373.60	137,942.30	144,839.40
84	241,951.01	254,048.70	266,751.06	280,088.64	294,093.07	308,797.63	20,162.58	21,170.73	22,229.25	23,340.72	24,507.76	25,733.14	9,305.81	9,771.10	10,259.66	10,772.64	11,311.27	11,876.83	116,322.60	122,138.80	128,245.70	134,658.00	141,390.90	148,460.40
85	247,999.86	260,399.78	273,419.74	287,090.75	301,445.25	316,517.55	20,666.65	21,699.98	22,784.98	23,924.23	25,120.44	26,376.46	9,538.46	10,015.38	10,516.14	11,041.95	11,594.05	12,173.75	119,230.70	125,192.20	131,451.80	138,024.40	144,925.60	152,171.90
86	254,199.92	266,909.76	280,255.25	294,268.00	308,981.50	324,430.50	21,183.33	22,242.48	23,354.60	24,522.33	25,748.46	27,035.87	9,776.92	10,265.76	10,779.05	11,318.00	11,883.90	12,478.10	122,211.50	128,322.00	134,738.10	141,475.00	148,548.80	155,976.20
87	260,554.74	273,582.61	287,261.73	301,624.75	316,706.00	332,541.25	21,712.89	22,798.55	23,938.48	25,135.40	26,392.17	27,711.77	10,021.34	10,522.41	11,048.53	11,600.95	12,181.00	12,790.05	125,266.70	131,530.10	138,106.60	145,011.90	152,262.50	159,875.60
88	267,068.67	280,422.06	294,443.14	309,165.38	324,623.73	340,854.80	22,255.72	23,368.51	24,536.93	25,763.78	27,051.98	28,404.57	10,271.87	10,785.46	11,324.74	11,890.98	12,485.53	13,109.80	128,398.40	134,818.30	141,559.20	148,637.20	156,069.10	163,872.50
89	273,745.47	287,432.70	301,804.26	316,894.45	332,739.26	349,376.14	22,812.12	23,952.73	25,150.35	26,407.87	27,728.27	29,114.68	10,528.67	11,055.10	11,607.86	12,188.25	12,797.66	13,437.54	131,608.40	138,188.80	145,098.20	152,353.10	159,970.80	167,969.90
90	280,589.09	294,618.48	309,349.46	324,816.96	341,057.81	358,110.69	23,382.42	24,551.54	25,779.12	27,068.08	28,421.48	29,842.56	10,791.89	11,331.48	11,898.06	12,492.96	13,117.61	13,773.49	134,896.60	141,643.50	148,725.70	156,162.00	163,970.10	172,168.60
91	287,603.68	301,983.97	317,083.10	332,937.28	349,584.14	367,063.42	23,966.97	25,165.33	26,423.59	27,744.77	29,132.01	30,588.62	11,061.68	11,614.77	12,195.50	12,805.28	13,445.54	14,117.82	138,271.00	145,184.60	152,443.80	160,066.00	168,069.30	176,472.80
92	294,793.82	309,533.54	325,010.19	341,260.82	358,323.89	376,239.97	24,566.15	25,794.46	27,084.18	28,438.40	29,860.32	31,353.33	11,338.22	11,905.14	12,500.39	13,125.42	13,781.69	14,470.77	141,727.80	148,814.20	156,254.90	164,067.70	172,271.10	180,884.60
93	302,163.68	317,271.97	333,135.50	349,792.35	367,281.82	385,645.94	25,180.31	26,439.33	27,761.29	29,149.36	30,606.82	32,137.16	11,621.68	12,202.77	12,812.90	13,453.55	14,126.22	14,832.54	145,271.00	152,534.60	160,161.30	168,169.40	176,577.80	185,406.70
94	309,717.82	325,203.63	341,463.82	358,537.09	376,463.98	395,287.15	25,809.82	27,100.30	28,455.32	29,878.09	31,372.00	32,940.60	11,912.22	12,507.83	13,133.22	13,789.89	14,479.38	15,203.35	148,902.80	156,347.90	164,165.30	172,373.60	180,992.30	190,041.90
95	317,460.83	333,333.73	350,000.56	367,500.43	385,875.57	405,169.23	26,455.07	27,777.81	29,166.71	30,625.04	32,156.30	33,764.10	12,210.03	12,820.53	13,461.56	14,134.63	14,841.37	15,583.43	152,625.40	160,256.60	168,269.50	176,682.90	185,517.10	194,792.90
96	325,397.28	341,667.04	358,750.50	376,688.00	395,522.40	415,298.62	27,116.44	28,472.25	29,895.87	31,390.67	32,960.20	34,608.22	12,515.28	13,141.04	13,798.10	14,488.00	15,212.40	15,973.02	156,441.00	164,263.00	172,476.20	181,100.00	190,155.00	199,662.80
97	333,532.16	350,208.77	367,719.25	386,105.20	405,410.51	425,680.94	27,794.35	29,184.06	30,643.27	32,175.43	33,784.21	35,473.41	12,828.16	13,469.57	14,143.05	14,850.20	15,592.71	16,372.34	160,352.00	168,369.60	176,788.10	185,627.50	194,908.90	204,654.30
98	341,870.46	358,964.11	376,912.22	395,757.86	415,545.73	436,323.06	28,489.21	29,913.68	31,409.35	32,979.82	34,628.81	36,360.25	13,148.86	13,806.31	14,496.62	15,221.46	15,982.53	16,781.66	164,360.80	172,578.90	181,207.80	190,268.20	199,781.60	209,770.70
99	350,417.18	367,938.06	386,335.04	405,651.79	425,934.29	447,231.20	29,201.43	30,661.51	32,194.59	33,804.32	35,494.52	37,269.27	13,477.58	14,151.46	14,859.04	15,601.99	16,382.09	17,201.20	168,469.80	176,893.30	185,738.00	195,024.90	204,776.10	215,015.00
100	359,177.73	377,136.66	395,993.31	415,793.04	436,582.64	458,411.82	29,931.48	31,428.05	32,999.44	34,649.42	36,381.89	38,200.99	13,814.53	14,505.26	15,230.51	15,992.04	16,791.64	17,631.22	172,681.60	181,315.70	190,381.40	199,900.50	209,895.50	220,390.30



**TRI-CITY MENTAL HEALTH AUTHORITY  
 MASTER CLASSIFICATION AND SALARY SCHEDULE  
 EFFECTIVE MARCH 7, 2022  
 ADOPTED SEPTEMBER 20, 2023**

<b>Classifications/Job Titles</b>	<b>Range</b>
Accountant	31
Accounting Manager	52
Accounting Technician	22
Administrative Assistant	26
Administrative Services Manager	46
Behavioral Health Advocate I	6
Behavioral Health Advocate II	10
Behavioral Health Program Supervisor	43
Behavioral Health Specialist	22
Behavioral Health Specialist Coordinator	30
Behavioral Health Worker	14
Chief Clinical Officer	70
Chief Compliance Officer and Privacy Officer	65
Chief Financial Officer	70
Chief Information Officer	65
Chief Operations Officer	70
Clinical Program Manager	53
Clinical Supervisor I	45
Clinical Supervisor II	49
Clinical Therapist I	37
Clinical Therapist II	41
Communications Coordinator	32
Community Capacity Organizer	37
Community Behavioral Health Trainer	37
Community Navigator	19
Compliance Administrator	37
Controller	57
Counselor	31
Crisis Intervention and Medication Support Manager	52
Crisis Intervention and Medication Support Supervisor	52
Data Analyst	42
Data Specialist	38
Data Supervisor	46
Deputy Chief Clinical Officer	61
Director of MHSA and Ethnic Services	65
Diversity and Inclusion Coordinator	37
Electronic Health Records Specialist	37
Executive Director	92
Facilities and Safety Manager	46

Facilities Coordinator	42
Facilities Maintenance Worker	19
Grants Manager	47
Housing Manager	52
Housing Outreach Specialist	26
Housing Supervisor	46
Human Resources Analyst	38
Senior Human Resources Analyst	42
Human Resources Assistant	19
Human Resources Director	60
Human Resources Technician	25
Intern	4
IT Service Desk & Project Supervisor	46
Information Technology Specialist I	30
Information Technology Specialist II	34
IT Systems Administrator	52
JPA Administrator Clerk	52
Manager of Best Practices	52
Medical Assistant	15
Medical Director	92
MHSA Program Coordinator	42
MHSA Projects Manager	52
Nurse Practitioner I	56
Nurse Practitioner II	60
Occupational Therapist	50
Office Assistant	11
Office Specialist	15
Peer Support Specialist I	10
Peer Support Specialist II	14
Program Analyst	42
Program Manager	52
Program Manager	52
Program Manager	52
Program Manager	52
Program Supervisor	46
Program Supervisor	46
Program Supervisor	46
Program Supervisor	46
Program Supervisor	46
Program Support Supervisor	31
Psychiatric Technician I	22
Psychiatric Technician II	26
Psychiatrist I	82
Psychiatrist II	86
Psychiatrist III	90
Psychologist	46
Quality Assurance Specialist I	38
Quality Assurance Specialist II	42

<b>Quality Assurance Supervisor</b>	46
<b>Residential Services Coordinator</b>	18
<b>Revenue Billing Manager</b>	52
<b>Senior Accountant</b>	37
<b>Senior Behavioral Health Specialist</b>	26
<b>Senior Facilities Maintenance Worker</b>	23
<b>Senior Information Technology Specialist</b>	52
<b>TCG Gardener</b>	10
<b>WET Supervisor</b>	46



## ADMINISTRATIVE ASSISTANT

Classification specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications *may not include all* duties performed by individuals within a classification. In addition, specifications are intended to outline the *minimum* qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

**FLSA STATUS:** Non-Exempt

### DEFINITION

Under direction, provides a variety of highly responsible and confidential administrative, program support and secretarial services in assigned departmental and program operations; composes and prepares correspondence; serves as first point of contact for client phone calls and provides information to the public and staff; provides assistance for a wide variety of assignments related to administration of department programs; and performs related duties, as assigned.

### SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned management personnel. Exercises no direct supervision over staff.

### DISTINGUISHING CHARACTERISTICS

This journey-level classification is responsible for independently performing administrative and clerical duties in support of an assigned department. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

**EXAMPLE OF ESSENTIAL DUTIES:** Essential duties include, but are not limited to, the following:

- Performs a variety of administrative functions involved in the operation of the assigned department; researches, prioritizes, and addresses incoming issues and concerns; provides information and handles issues that may require sensitivity and use of sound, independent judgment.
- Composes, formats, edits, revises, proofreads, and prints a variety of documents including reports, forms, charts, memoranda, informational materials, meeting minutes and general business documents and correspondence; develops, revises, and maintains standard documents.
- Receives and responds to enquiries; provides information and answers questions; addresses requestor's issues or concerns and/or directs them to appropriate information sources; makes appointments and maintains calendars.
- Prepares and processes various invoices and reimbursements for payment; processes pre-

**Administrative Assistant**

**09/20/2023**

**Page 1 of 4**

payments for client service purchases; processes and reconciles Authority credit card payments for assigned staff; researches and compiles statistical records and financial data.

- Organizes and maintains departmental policy manuals; recommends updates to policy manuals.
- Organizes and coordinates meetings, seminars, conferences, and training sessions for department staff; creates staff schedules and calendars; initiates travel arrangements and itineraries; coordinates the preparation of meeting rooms and catering for community partner, training and departmental meetings.
- Coordinates training requests from outside agencies, including community provider and business partners; maintains training schedules and collaborates session evaluations.
- Within established guidelines, sources and purchases items for special events and on-going project program needs, including equipment, supplies and materials.
- Creates and maintains departmental computerized and hard copy filing systems; applies a variety of database, spreadsheet, word processing, and graphics software programs and functions for reports.
- Observes and complies with all Authority and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

## **QUALIFICATIONS**

Any combination of education, training, and experience that provides the required knowledge, skills, and abilities to perform the essential duties of the position is qualifying. The incumbent will possess the most desirable combination of education, training, skills, and experience, as demonstrated in his/her past and current employment history. A typical example includes:

### **Education and Experience**

#### Education:

- Equivalent to completion of the twelfth (12<sup>th</sup>) grade.

#### Experience:

- Five (5) years of increasingly responsible office administrative or secretarial experience.

### **Licenses and Certifications:**

- None.

### **Knowledge of:**

- General office and business administrative operations and practices..
- Principles and practices of data collection and report preparation.
- Principles and practices of documenting and preparing specialized documents for committees including, but not limited to, agendas, minutes, and resolutions.

- Principles and practices of data collection and report generation.
- Basic budget monitoring and tracking techniques.
- Business mathematics.
- Principles, practices, methods, and techniques of business correspondence and report writing.
- Principles and procedures of record keeping, document processing, and filing systems.
- Authority and department programs, goals, and policies and procedures of the assigned department/division.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility, including the Health Insurance Portability and Accountability Act (HIPAA).
- Authority and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service, interacting and effectively dealing with the public, community based organizations and service providers, stakeholders, and Authority staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

**Ability to:**

- Perform responsible administrative and secretarial support work with accuracy and speed.
- Learn, interpret, and apply departmental policies and procedures.
- Process and track specialized department documents.
- Review and process invoices from vendors for payment; monitor expenditures.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials using correct punctuation and grammar.
- Demonstrate responsibility when handling sensitive matters or confidential documents; maintain the confidentiality of client information.
- Organize and prepare supplies and materials for programs and activities
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Implement new or revised departmental programs as directed.
- Maintain comprehensive files and records.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with clients, their families, Authority staff, and the behavioral health community.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

**PHYSICAL DEMANDS (ADA)**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

## **ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

## **WORKING CONDITIONS**

In accordance with California Government Code Section 3100, Tri-City Mental Health Center employees, in the event of a disaster, are considered disaster service workers and may be asked to protect the health, safety, lives, and property of the people of the State.

Receive satisfactory results from a background investigation, which includes fingerprinting; a pre-employment physical examination, which includes a drug/alcohol test; and an administrative review.



## ADMINISTRATIVE SERVICES MANAGER

Classification specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications *may not include all* duties performed by individuals within a classification. In addition, specifications are intended to outline the *minimum* qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

**FLSA STATUS:** Exempt

### DEFINITION:

Under general direction, plans, organizes, oversees, coordinates, and manages the support systems function, which includes front desk support, switchboard, and medical records services; participates in the development of policies and procedures for assigned operations, manages the effective use of resources to improve organizational productivity and customer service; and performs related duties, as assigned.

### SUPERVISION RECEIVED AND EXERCISED:

Receives general direction from senior management staff. Exercises direct supervision and administrative support staff.

### DISTINGUISHING CHARACTERISTICS:

This is a management classification responsible for planning, organizing, reviewing, and evaluating support services programs in the Authority. Incumbents are responsible for performing diverse, specialized, and complex work involving significant accountability and decision-making responsibilities, which include developing and implementing policies and procedures for assigned programs, program evaluation, and ensuring compliance with regulatory requirements. Incumbents serve as a professional-level resource for organizational, managerial, and operational analyses and studies. Performance of the work requires the use of considerable independence, initiative, and discretion within broad guidelines.

**EXAMPLES OF ESSENTIAL DUTIES:** Essential duties include, but are not limited to, the following:

- Plans, manages, and oversees the daily functions, operations, and activities of assigned support operations, including front desk support, switchboard support, and medical records services.
- Participates in the development and implementation of goals, objectives, policies, and priorities for the division; recommends within division policy, appropriate service, and staffing levels; recommends and administers policies and procedures.
- Participates in the administration, and oversight of budget; determines funding needed for staffing, equipment, materials, and supplies; ensures compliance with budgeted funding.



- Participates in the selection of, trains, motivates, and evaluates assigned personnel; works with employees to correct deficiencies; recommends and implements discipline and termination procedures.
- Monitors and oversees medical records operations for adult and children's clinics; oversees the archiving of medical records, charts, and forms, ensuring compliance with the Authority's record retention and destruction policies.
- Monitors the work of staff processing client events such as intakes diagnoses, transfers and related actions, as well as Release of Information requests; ensures timelines and regulations are followed.
- Purchases and distributes supplies for various programs and facilities throughout the Authority; reconciles all purchases with credit card statements and prepares and submits requisitions for all purchases made monthly; completes work orders for large items such as furniture.
- Oversees front desk staff and switchboard operator staff; ensures adequate coverage at the front desk and switchboard; ensures that staff process client payments and reconcile payments with the accounting staff.
- Collaborates with Clinical Program Managers to resolve client complaints.
- Participates in meetings, conferences and trainings to keep informed of all current regulations that govern the program support operations of publicly-funded mental health agencies in California, as well as to stay abreast of issues being brought forth and/or changes in public policy and legislation that may impact the Authority's operations.
- Establishes and enforces medical records filing and tracking policies and practices within the practice, as required by state and federal regulation, and to allow qualified individuals to review or receive a report on access activity.
- Ensures staff observe and comply with all Authority and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

## **QUALIFICATIONS:**

Any combination of education, training, and experience that provides the required knowledge, skills, and abilities to perform the essential duties of the position is qualifying. The incumbent will possess the most desirable combination of education, training, skills, and experience, as demonstrated in their past and current employment history. A typical example includes:

### **Education and Experience:**

#### Education:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in public administration, business administration, or a related field.

#### Experience:

- Five (5) years of increasingly responsible administrative or management experience in a public agency.

### **Licenses and Certifications:**

- None

**Knowledge of:**

- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Administrative principles, practices, and methods including goal setting, program development, implementation and evaluation, policy and procedure development, quality control, and work standards.
- Principles and practices of electronic health records processing and archiving.
- Methods and techniques of developing work flow processes.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Principles of financial administration, including public budgeting, reporting and management of budgets.
- Principles of research, analysis, and report preparation.
- Community and governmental services and resources.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility, including the Health Insurance Portability and Accountability Act (HIPAA).
- Authority and mandated safety rules, regulations, and protocols
- Techniques for providing a high level of customer service, interacting and effectively dealing with the public, community based organizations and service providers, stakeholders, and Authority staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

**Ability to:**

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Manage a diverse range of administrative functions including front desk and medical records.
- Provide administrative, management, and professional leadership for the Authority and the division.

- Analyze and interpret factual data and a variety of administrative issues; make sound policy and procedural recommendations; implement effective solutions; and prepare complex reports.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Understand scope of authority in making independent decisions.
- Prepare clear and concise reports, correspondence, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships Authority staff, and the general public.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

### **PHYSICAL DEMANDS (ADA)**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

### **ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

### **WORKING CONDITIONS**

In accordance with California Government Code Section 3100, Tri-City Mental Health Center employees, in the event of a disaster, are considered disaster service workers and may be asked to protect the health, safety, lives, and property of the people of the State.

Receive satisfactory results from a background investigation, which includes fingerprinting; a pre-employment physical examination, which includes a drug/alcohol test; and an administrative review.



## BEHAVIORAL HEALTH ADVOCATE I/II

Classification specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications *may not include all* duties performed by individuals within a classification. In addition, specifications are intended to outline the *minimum* qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

**FLSA STATUS:** Non-Exempt

### DEFINITION:

Under immediate (Behavioral Health Advocate I) or general (Behavioral Health Advocate II) supervision, utilizes lived experience to build rapport and provide support, guidance, and advocacy to clients and their families; assists clients with accessing and navigating behavioral health care services, resources, and systems of care; encourages full client engagement in services to promote wellness and recovery; and performs related duties, as assigned.

### SUPERVISION RECEIVED AND EXERCISED:

Receives immediate (Behavioral Health Advocate I) or general (Behavioral Health Advocate II) supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

### DISTINGUISHING CHARACTERISTICS:

*Behavioral Health Advocate I:* This is the entry-level classification in the non-certified Behavioral Health Advocate series. Initially under close supervision, incumbents learn and perform routine support and advocacy duties while learning Authority policies and procedures. As experience is gained, assignments become more varied, complex, and difficult; close supervision and frequent review of work lessen as an incumbent demonstrates skill to perform the work independently. Positions at this level usually perform most of the duties required of the positions at the Behavioral Health Advocate II level but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

*Behavioral Health Advocate II:* This is the journey-level classification in the non-certified Behavioral Health Advocate series. Positions at this level are distinguished from the Behavioral Health Advocate I by the performance of the full range of duties as assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

This classification series is distinguished from the Peer Support Specialist series in that the latter requires Peer Specialist certification and may perform billable activities.

Positions in the Behavioral Health Advocate series are flexibly staffed; positions at the Behavioral Health Advocate II level are normally filled by advancement from the Behavioral Health Advocate I level; progression to the Behavioral Health Advocate II level is dependent on (i) management affirmation that the position is performing the full range of duties assigned to the classification; (ii) satisfactory work performance; (iii) the incumbent meeting the minimum qualifications for the classification including any licenses and certifications; and (iv) management approval for progression to the Behavioral Health Advocate II level.

### **EXAMPLES OF ESSENTIAL DUTIES:**

Essential duties include, but are not limited to, the following:

*Positions at the Behavioral Health Advocate I level may perform some of these duties and responsibilities in a learning capacity.*

- Provides peer to peer support services in the office and/or in the field including, but not limited to outreach, support, encouragement, guidance, advocacy, and referrals to external resources and services for clients and their families; builds rapport with clients and their families through sharing stories of lived experience and recovery.
- Encourages and supports clients to fully engage in services; provides outreach and assists clients in addressing and overcoming barriers to treatment.
- Prepares and facilitates a variety of wellness groups and group activities; monitors groups to ensure compliance with group rules and encourages client participation.
- Assists clients and families to understand behavioral health problems and steps to recovery.
- Serves as a role model to build and sustain connections and relationships with clients and the community.
- Accompanies clients to meetings and appointments to support their self-advocacy and facilitate better communication with service providers.
- Conducts tours of Authority facilities and provides information and resources to clients and the public.
- Assists with administrative and clerical tasks as assigned; maintains files and records.
- Maintains client confidentiality in compliance with all Health Insurance Portability and Accountability (HIPAA) regulations.
- Observes and complies with all Authority and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

### **QUALIFICATIONS:**

Any combination of education, training, and experience that provides the required knowledge, skills, and abilities to perform the essential duties of the position is qualifying. The incumbent will possess the most desirable combination of education, training, skills, and experience, as demonstrated in their past and current employment history. A typical example includes:

#### **Education and Experience**

Education:

- Behavioral Health Advocate I/II: Equivalent to completion of the twelfth (12<sup>th</sup>) grade.

Experience:

- Behavioral Health Advocate I: Direct lived experience either personally or as a caregiver of someone who has recovered from behavioral health illness and/or substance use disorder.
- Behavioral Health Advocate II: Two (2) years of experience providing peer support services to clients in a behavioral health care setting.

**Licenses and Certifications**

- Behavioral Health Advocate I/II: Some positions may require possession of a valid California Driver's License, a satisfactory driving record, and a properly registered and insured vehicle, to be maintained throughout employment.

**Knowledge of:**

*Positions at the Behavioral Health Advocate I level may exercise some of these knowledge and abilities statements in a learning capacity.*

- Behavioral health care system and services.
- Impact of mental health issues on life functioning.
- Group facilitation methods and techniques.
- Principles and practices of building and maintaining strong relationships and connections with peers.
- Principles and practices of direct client service delivery.
- Principles of behavioral health education.
- Cultural, social, and environmental factors and influences affecting behavioral health.
- Community and governmental services and resources.
- Basic needs and challenges for individuals and families accessing behavioral health services, including cultural barriers.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility, including the Health Insurance Portability and Accountability Act (HIPAA).
- Authority and mandated safety rules, regulations, and protocols
- Techniques for providing a high level of customer service, interacting and effectively dealing with the public, community-based organizations and service providers, stakeholders, and Authority staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

**Ability to:**

- Engage and encourage clients to participate in treatment services by sharing stories of lived experience and inspiring hope.

- Assist clients in identifying and addressing barriers to treatment.
- Interpret Authority programs and policies to clients, the general public, and outside agencies/organizations.
- Establish and maintain the confidence of clients and family/caregivers with diverse cultural, ethnic, and socio-economic backgrounds.
- Understand scope of authority in making independent decisions.
- Effectively utilize community resources to assist clients.
- Listen attentively to clients and address their needs and issues fairly and professionally.
- Work well with and provide services to a variety of clients in various stages of behavioral health illness/treatment; maintain appropriate boundaries, identify and nurture strengths, and support their right to make independent decisions as appropriate.
- Prepare clear and concise correspondence, documentation, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Maintain the confidentiality of client information.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with clients, their families, Authority staff, and the behavioral health community.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

## **PHYSICAL DEMANDS (ADA)**

When assigned to an office environment, must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone; ability to stand and walk between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

When performing field work, must possess mobility to work in changing site conditions; to sit, stand, and walk on level, uneven, or slippery surfaces; to reach, twist, turn, kneel, and bend; and to operate a motor vehicle and visit various sites throughout the Tri-Cities; vision to observe client behavior, signs of illness, and potential hazards. The job involves frequent walking to locate, assist, and deliver services to clients, with exposure to hazardous materials and waste in some locations. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 10 pounds, or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

## **ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees also work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, and may be exposed to blood and bodily fluids, and other hazardous physical substances and fumes. Employees interact with clients with behavioral disorders who may display

erratic and assaultive behavior, including those who require emergency crisis intervention. Employees may also interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

## **WORKING CONDITIONS**

In accordance with California Government Code Section 3100, Tri-City Mental Health Center employees, in the event of a disaster, are considered disaster service workers and may be asked to protect the health, safety, lives, and property of the people of the State.

Receive satisfactory results from a background investigation, which includes fingerprinting; a pre-employment physical examination, which includes a drug/alcohol test; and an administrative review.





## BEHAVIORAL HEALTH SPECIALIST

Classification specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications *may not include all* duties performed by individuals within a classification. In addition, specifications are intended to outline the *minimum* qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

**FLSA STATUS:** Non-Exempt

### DEFINITION:

Under general supervision, provides a variety of rehabilitative support services to clients to facilitate behavior modification, skill building, and self-care and safety in individual and/or group settings; demonstrates and coaches clients to promote and reinforce the use of effective coping strategies and techniques based on individual needs and treatment plans; performs outreach and provides linkages and referrals to a variety of behavioral health, community, and social services, resources, and systems of care; encourages full client engagement in services to promote wellness and recovery; and performs related duties as assigned.

### SUPERVISION RECEIVED AND EXERCISED:

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

### DISTINGUISHING CHARACTERISTICS:

This journey-level classification is responsible for independently performing specialized rehabilitative support duties to facilitate behavior modification in support of client goals, wellness, and recovery. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

This class is distinguished from the Senior Behavioral Health Specialist in that the latter provides technical and functional direction over lower-level staff.

**EXAMPLES OF ESSENTIAL DUTIES:** Essential duties include, but are not limited to, the following:

- Provides individual, group, family, and collateral rehabilitative support services to facilitate behavior modification including skill building, needs assessment, self-care/safety, and coping strategies and techniques; may provide case management services in the office and in the field.
- Develops, monitors, and evaluates client rehabilitative and case management goals and increases/decreases in targeted behavior according to client needs; monitors goal progress/regression.

- Provides linkages, resources, and referrals to address basic needs and other barriers to wellness and recovery including food, housing, clothing, transportation, and other financial resources.
- Encourages and supports clients to fully engage in services; provides outreach and assists clients in addressing and overcoming barriers to treatment.
- Plans and facilitates and/or co-facilitates group sessions for clients and community members focused on skill building; tracks client attendance and follows-up with individual clients, as necessary.
- Provides advocacy for clients to ensure inclusion in all aspects of the community including socialization, employment, education, and housing to meet client needs.
- Participates as a member of multidisciplinary treatment teams; addresses client goals, barriers, progress, and other relevant information to enhance treatment services; assists and supports clients in maintaining cooperative and effective relationships with treatment teams.
- Attends and participates in a variety of meetings, trainings, utilization and peer review activities, and other functions involving supervision, case consultation and public information and education.
- Maintains accurate, detailed, and thorough documentation, case records, and notes of all billable and non-billable activities and services related to client care; completes necessary documentation for billing purposes.
- Maintains client confidentiality in compliance with all Health Insurance Portability and Accountability (HIPAA) regulations.
- Performs crisis intervention counseling within scope; assists professional staff in coordinating or arranging for the provision of appropriate care services.
- Performs a variety of office administrative and clerical duties in support of assigned program/function, as necessary.
- Provides transportation to clients as necessary or as assigned.
- Observes and complies with all Authority and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

## **QUALIFICATIONS:**

Any combination of education, training, and experience that provides the required knowledge, skills, and abilities to perform the essential duties of the position is qualifying. Incumbents will possess the most desirable combination of education, training, skills, and experience, as demonstrated in their past and current employment history. A typical example includes:

### **Education and Experience**

#### Education:

- Equivalent to an associate degree from an accredited college with major coursework in psychology, sociology, social work, criminal justice, or related field.

#### Experience:

- Two (2) years of experience providing behavioral modification, physical restoration, social adjustment, or vocational adjustment services to clients in a behavioral health setting.

### **Licenses and Certifications**

- Possession of a valid California Driver's License, a satisfactory driving record, and a properly registered and insured vehicle, to be maintained throughout employment.

**Knowledge of:**

- Social, emotional, and behavioral aspects of behavioral health disorders and illness.
- Rehabilitative support services utilized to facilitate behavior modification.
- Behavioral health care systems and services.
- Principles and practices of direct client service delivery.
- Principles and practices of case management for behavioral health clients, including client charting and process documentation.
- Principles of crisis intervention.
- Cultural, social, and environmental factors and influences affecting behavioral health.
- Community and governmental services and resources.
- Basic needs and challenges for individuals and families accessing behavioral health services, including cultural barriers.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility, including the Health Insurance Portability and Accountability Act (HIPAA).
- Authority and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service, interacting and effectively dealing with the public, community-based organizations and service providers, stakeholders, and Authority staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

**Ability to:**

- Provide, teach, and model effective rehabilitative services/skills to facilitate behavior modification.
- Conduct individual, group, family, and collateral skill building sessions.
- Monitor the progress of clients toward established goals.
- Assist clients in identifying and addressing barriers to treatment.
- Interpret Authority programs and policies to clients, the general public, and outside agencies/organizations.
- Establish and maintain the confidence of clients and family/caregivers from diverse cultural, ethnic, and socio-economic backgrounds.
- Understand scope of authority in making independent decisions.
- Effectively utilize community resources to assist clients.
- Effectively manage a caseload.
- Listen attentively to clients and address their needs and issues fairly and professionally.
- Work well with and provide services to a variety of clients in various stages of behavioral health illness/treatment; maintain appropriate boundaries, identify and nurture strengths, and support their right to make independent decisions as appropriate.

- Perform crisis intervention, respond promptly to client emergency situations and take effective action within scope of authority.
- Prepare clear and concise correspondence, client case documentation, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Maintain the confidentiality of client information.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with clients, their families, Authority staff, and the behavioral health community.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

### **PHYSICAL DEMANDS (ADA)**

When assigned to an office environment, must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone; ability to stand and walk between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

When performing field work, must possess mobility to work in changing site conditions; to sit, stand, and walk on level, uneven, or slippery surfaces; to reach, twist, kneel, and bend; and to operate a motor vehicle and visit various sites throughout the Tri-Cities; vision to observe client behavior, signs of illness, and potential hazards. The job involves frequent walking to locate, assist, and deliver services to clients, with exposure to hazardous materials and waste in some locations. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 15 pounds, or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

### **ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees also work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, and may be exposed to blood and bodily fluids, and other hazardous physical substances and fumes. Employees interact with clients with behavioral disorders who may display erratic and assaultive behavior, including those who require emergency crisis intervention. Employees may also interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

### **WORKING CONDITIONS**

In accordance with California Government Code Section 3100, Tri-City Mental Health Center employees, in the event of a disaster, are considered disaster service workers and may be asked to protect the health, safety, lives, and property of the people of the State.

Employees serve as members of the Authority's on-call crisis intervention team and may be required to be available and respond to crisis situation 24/7 during on-call rotation.

Receive satisfactory results from a background investigation, which includes fingerprinting; a pre-employment physical examination, which includes a drug/alcohol test; and an administrative review.



## CHIEF CLINICAL OFFICER

Classification specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications *may not include all* duties performed by individuals within a classification. In addition, specifications are intended to outline the *minimum* qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

**FLSA STATUS:** Exempt

### **DEFINITION:**

Under administrative direction, plans, organizes, manages, and provides clinical and administrative direction and oversight for all clinical functions and activities including adult outpatient, children's outpatient, and full-service partnership clinical programs and clinical aspects of non-clinical programs; formulates departmental policies, goals, and directives; evaluates existing clinical services and treatment methods to ensure their effectiveness; coordinates assigned activities with other Authority departments, officials, outside agencies, and the public; fosters cooperative working relationships among Authority departments and with intergovernmental, regulatory agencies, and various public and private groups; provides highly responsible and complex professional assistance to the Executive Director in areas of expertise.

### **SUPERVISION RECEIVED AND EXERCISED:**

Receives administrative direction from the Executive Director. Exercises direct supervision over supervisory, professional, technical, and administrative support staff through subordinate levels of supervision.

### **DISTINGUISHING CHARACTERISTICS:**

The Chief Clinical Officer is a department director classification that oversees, directs, and participates in all activities of the Clinical Department, including short- and longer-term planning as well as development and administration of departmental policies, procedures, and services. This class provides assistance to the Executive Director in a variety of administrative, coordinative, clinical, analytical, and liaison capacities. Successful performance of the work requires knowledge of public policy and clinical mental health treatment and care, Authority functions and activities, including the role of the Governing Board and Mental Health Commission, and the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include coordinating the activities of the department with those of other departments and outside agencies and managing and overseeing the complex and varied functions of the department. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives, and for furthering the Authority's mission, goals, and objectives within general policy guidelines.

**EXAMPLES OF ESSENTIAL DUTIES:** Essential duties include, but are not limited to, the following:

- Assumes full management responsibility for all clinical programs, services, and activities including adult outpatient, child outpatient, full-service partnership operations and clinical aspects of non-clinical programs with the exception of those under the direction of the Medical Director; plans and organizes the development of a comprehensive system of care which utilizes all the available resources within the community, including other public and private institutions.
- Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the Department; establishes, within Authority policy, appropriate budget, service, and staffing levels; contributes to the strategic plan and works collaboratively with other agency executives, department heads and management.
- Manages and participates in the development and administration of the department's budget; directs the forecast of additional funds needed for staffing, equipment, and supplies; directs the monitoring of and approves expenditures; directs and implements budgetary adjustments, as necessary.
- Selects, trains, motivates, and directs Department personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with employees to correct deficiencies; implements discipline and termination procedures; responds to staff questions and concerns.
- Develops, interprets, and implements policies and procedures for clinical operations; determines standards of treatment; evaluates the effectiveness of program services provided by the Authority; oversees mandated and discretionary quality assurance mechanisms; determines priorities of services to be provided, including program expansion, reduction, or elimination based on Authority policy and legislative mandates.
- Analyzes and prepares recommendations on proposed legislation; interprets and disseminates local, county, state, and federal policy, initiatives and regulations pertaining to behavioral health services.
- Acts as liaison to other health care, community, private, and public agencies concerning community service and program needs, both at the state and local level.
- Assigns special management studies and administrative tasks to subordinate personnel on an as needed basis; prepares and approves various grants, reports, and documents regarding clinical services for the management team or Executive Director.
- Oversees clinical programs; trains and arranges for staff training according to clinical/general staff development plan; monitors the productivity of services and staff members through the production of monthly reports and contacts with program staff; insures overall optimal use of personnel within the clinical program and maximum generation of revenues for treatment services; confers with administrators and managers on services and operational problems to determine needs, efficiency, and effectiveness; resolves productivity, budget, staffing, equipment, and related problems.
- Participates in proposal/grant writing; determines program services standards and evaluation; and serves as program resource on grant-related matters.
- Develops and implements mandated and discretionary quality assurance monitoring procedures in conjunction with Best Practices unit.
- Attends professional meetings and makes informational presentations to community groups.

- Works collaboratively with the Director of MHSA and Ethnic Services and the Chief Compliance Officer; develops and effectively implements a comprehensive system of behavioral health care, from prevention to early intervention to treatment to maintenance and well-being that is based on research and responsive to outcomes from performance measures evaluation.
- Participates in and makes presentations to a wide variety of committees, boards, and commissions.
- Directs the maintenance of working and official departmental files.
- Ensures staff observe and comply with all Authority and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

**QUALIFICATIONS:**

Any combination of education, training, and experience that provides the required knowledge, skills, and abilities to perform the essential duties of the position is qualifying. The incumbent will possess the most desirable combination of education, training, skills, and experience, as demonstrated in their past and current employment history. A typical example includes:

**Education and Experience**

As required by the California Code of Regulations and Tri-City Mental Health Authority position requirements, which includes:

Option I: A doctorate degree in psychology and at least three years of clinical psychology experience, including two years of administrative experience.

Option II: A master’s degree in social work, marriage and family counseling and at least five years mental health experience, including two years of administrative experience.

**Licensure/Registration/Certification:**

Option I: A psychologist, licensed in California by the State Board of Medical Quality Assurance.

Option II: A clinical social worker, licensed in California by the State Board of Behavioral Science Examiners; OR a marriage family therapist, licensed in California by the State Board of Behavioral Science Examiners.

**Knowledge of:**

- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.



- Principles and practices of leadership.
- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and supervision of staff, either directly or through subordinate levels of supervision.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Principles and practices of budget administration.
- Techniques and theories of modern behavioral health assessment and treatment, to include psychological tests.
- Modern techniques and procedures of clinical practices as applied to multidisciplinary behavioral health programs.
- Methods and techniques of developing technical and administrative reports, and business correspondence.
- Social, emotional, and behavioral aspects of mental disorders and illness.
- Principles and practices of direct client service delivery.
- Principles of behavioral health education.
- Cultural, social, and environmental factors and influences affecting behavioral health.
- Case management principles, practices, and processes related to the assessment, care, treatment, and documentation of individuals with behavioral disorders.
- Community and governmental services and resources.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility, including the Health Insurance Portability and Accountability Act (HIPAA).
- Authority and mandated safety rules, regulations, and protocols
- Techniques for providing a high level of customer service, interacting, and effectively dealing with the public, community-based organizations and service providers, stakeholders, and Authority staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

**Ability to:**

- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative, management, and professional leadership for all clinical operations.
- Perform difficult and complex administrative and analytical work requiring sensitivity to issues.
- Implement and oversee use of advanced assessment, treatment, and diagnostic procedures.
- Analyze, interpret, recommend, and oversee implementation for clinical services and activities as based on research.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.

- Effectively represent the department and the Authority in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Understand scope of authority in making independent decisions.
- Effectively utilize community resources to assist clients.
- Work well with and provide services to a variety of clients in various stages of behavioral health illness/treatment; maintain appropriate boundaries, identify, and nurture strengths, and support their right to make independent decisions as appropriate.
- Perform crisis intervention, respond promptly to client emergency situations, and take effective action within scope of authority.
- Prepare clear and concise reports, correspondence, client case documentation, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Maintain the confidentiality of client information.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with clients, their families, Authority staff, and the behavioral health community.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

### **PHYSICAL DEMANDS (ADA)**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various Authority sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

### **ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

### **WORKING CONDITIONS**

In accordance with California Government Code Section 3100, Tri-City Mental Health Authority employees, in the event of a disaster, are considered disaster service workers and may be asked to protect the health, safety, lives, and property of the people of the State.

Receive satisfactory results from a background investigation, which includes fingerprinting; a pre-employment physical examination, which includes a drug/alcohol test; and an administrative review.



## **CHIEF COMPLIANCE AND PRIVACY OFFICER**

Classification specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications *may not include all* duties performed by individuals within a classification. In addition, specifications are intended to outline the *minimum* qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

**FLSA STATUS:** Exempt

### **DEFINITION:**

Under administrative direction, to plan, establish, direct, and manage the Agency's Best Practices Division; its privacy practices in accordance with the Health Insurance Portability and Accountability Act (HIPAA) and The Health Information Technology for Economic and Clinical Health Act, Public Law 111-005 ("HITECH Act"); and the Agency's Compliance Program, functioning as an independent and objective body that reviews and evaluates compliance within the Agency. This position ensures the Management, Governing Board and employees are in compliance with State and federal rules issued by regulatory agencies, that Agency policies and procedures are being followed, and that behavior in the Agency meets the Agency's Standards of Conduct. Perform other duties as required.

### **DISTINGUISHING CHARACTERISTICS:**

The Chief Compliance and Privacy Officer is an executive management level class which is responsible for the direction and oversight of Agency's Best Practices (Compliance) Division including the quality improvement and quality assurance programs; the development, administration, and analysis of the Agency's privacy practices and compliance efforts, including those pertaining to Agency policies and practices, as well as those pertaining to health and welfare laws and regulations. The Chief Compliance and Privacy Officer develops policies, procedures, training programs and other resources to ensure regulatory compliance requirements across the broad spectrum of service areas, including client information, privacy, security, and health care compliance and Medi-Cal and Medicare reimbursements; and is responsible to plan and direct the Agency's quality improvement activities. The Chief Compliance and Privacy Officer reports to the Executive Director.

### **EXAMPLES OF ESSENTIAL DUTIES:**

Essential duties include, but are not limited to, the following:

- Maintain current knowledge of applicable federal and State laws, pending legislation reported in the federal register, revised accreditations standards, updated OIG (Office of Inspector General) work plans and monitor advancements in information privacy, security, and compliance technologies to determine the level and need for Agency adaptation.
- Ensure that Accounting staff and clinical providers understand the scope of practice directives for clinicians regarding which services can be claimed for reimbursement, and that such information is maintained and distributed appropriately.
- Develop, evaluate, implement, and manage Agency Ethics and Compliance Program goals and objectives consistent with federal and State laws and regulations, and Agency rules,

guidelines, and values; develop systems and standards for program evaluation; develop, implement, audit, process, and assure Agency activities are in compliance with specified laws; and recommend ways to integrate the ethics message into all aspects of the Agency's business and human relations practices.

- Work with legal counsel, executive and departmental management, and committees to ensure the Agency maintains appropriate HIPAA and compliance; consents, authorization forms, information logs and other materials reflecting current Agency and legal practices and requirements.
- Collaborate with IT Systems Administrator to monitor key indicators of HITECH ACT and ensure the security of electronic information.
- Plan, develop, track, and direct the implementation of appropriate training programs designed to promote understanding of HIPAA regulations, compliance issues, laws, regulations and the consequences of non-compliance, to employees, volunteers, physicians, contractors, business associates, and appropriate third parties.
- Respond in a timely manner to alleged regulatory violations, or unethical or improper conduct; initiate investigative and corrective actions as necessary; document all actions taken; ensure consistent application of appropriate sanctions for failure to comply with privacy and compliance regulations; and use appropriate levels of confidentiality.
- Analyze and recommend policies, procedures, and systems governing the operations of Agency programs necessary to meet County, State, and federal laws and regulations, objectives, and requirements; develop recommendations for improving Agency compliance processes; and prepare special and recurring reports and analytical studies on complex administrative issues.
- Cooperate with the Office of Civil Rights (OCR), and other governmental agencies or officers in HIPAA or regulatory investigations. Elicit legal counsel's assistance in responding to governmental inquiries or investigations.
- Review information security plans and policies for the Agency to ensure proper implementation and alignment of HIPPA security and privacy regulations.
- Coordinates with other departments, such as Agency Human Resources and Agency Counsel, to direct issues to appropriate channels for investigation and resolution.
- Coordinate activities with the Accounting and Quality Assurance *personnel* to assure that billing and Electronic Health Records systems produce reliable and accurate claims and reports.
- Ensure that resolution occurs in a timely manner; consult with Agency Counsel and Agency Human Resources as needed to resolve difficult compliance issues, including disciplinary actions and policy development.
- Conduct ongoing privacy and compliance audits, including coding audits and risk assessment studies. Ensure corrective action plans are developed to reduce future risk; review and monitor the implementations of plans.

- Participate in CaPSCO (California Privacy, Security, and Compliance Officials') Quarterly Meetings and share information and resources with Agency privacy, security, and compliance and quality assurance management.
- Serve and respond as principal point of contact for all governmental investigations and inquiries.
- Ensure continuous quality improvement across the Agency in order to facilitate data-driven and best practice decision-making for program and policy development.

## **QUALIFICATIONS:**

Any combination of education, training, and experience that provides the required knowledge, skills, and abilities to perform the essential duties of the position is qualifying. The incumbent will possess the most desirable combination of education, training, skills, and experience, as demonstrated in their past and current employment history. A typical example includes:

### **Education, Training, and Experience:**

Advanced degree/training in a particular field may be required depending on grant funding or licensure/registration requirements by law.

Bachelor's Degree in public health, social work, statistics, economics, business/public administration or a related field, and four years of progressively responsible experience in management, administrative, professional, investigative functions, and technical or other responsible work directly related to safeguarding, maintenance and processing of private and confidential health and/or social services information.

A Master's Degree in public health, social work, business/administration or a related field may be substituted for one year of the required experience.

### **Licensure/Registration/Certification:**

Licensure/registration in a particular field may be required depending on grant funding or licensure/registration requirements by law.

Possession of a Healthcare Compliance Certificate issued by the Health Care Compliance Certification Board is highly desirable.

### **Knowledge of:**

- Principles and practices of organization, public administration, budget and personnel management.
- Current trends in health care policy, planning, finance and related laws.
- Codes and regulations governing mental health care, including quality assurance standards, privacy and security standards, billing and coding, and corporate compliance regulations.
- Rules, regulations, policies, and standards related to the development, evaluation, and audit of mental health programs for conformance with specified laws.

- Investigation methods, techniques, and procedures including research of alleged non-compliance of mandated regulations, information gathering, and process documentation.
- Federal and State privacy laws and Agency privacy policy as it pertains to HIPAA.
- Principles of research and analysis.
- Principles, procedures and techniques used in mental health program planning and evaluation.
- Methods of quality improvement design and implementation.
- Current trends in the field of mental health, and local, State and federal laws, rules policies and procedures which affect the operation of mental health programs and clinical services.
- The evaluation, use, and implementation of evidenced-based/community-informed practices and protocols.
- Assessment techniques to identify key ethical, compliance, and quality assurance issues.
- Standard paper, as well as electronic, record documentation, including methods and techniques of record keeping, report preparation, and writing.
- Mandated training programs; and design and delivery of training to improve and maintain Agency's awareness and compliance to legal standards.
- California Welfare and Institutions Code pertaining to mental health.
- Data processing systems/applications.

**Skill to:**

- Operate a personal computer and utilize a variety of software programs.

**Ability to:**

- Keep abreast of all local, State, federal, and other regulatory laws, rules, and regulations, and Agency policies and procedures to assure compliance with ethical, legal, and professional requirements.
- Develop, implement and interpret objectives, goals, policies and procedures that meet standards for quality client care and satisfy all regulatory standards.
- Establish and maintain effective working relationships with executive management, other departments, agencies, community groups, supervisory personnel, and employees.
- Develop and maintain the Agency's Compliance Committee.
- Conduct periodic risk assessments and response plans.
- Respond promptly to detected offenses, developing corrective action, and reporting findings to the government via established channels.
- Prepare clear and concise reports, policies, contracts and correspondence.
- Supervise, train and evaluate subordinate staff

- Conduct research of laws and other regulatory standards; develop policies, procedures, and practices to ensure Agency compliance with federal and State laws and regulations governing assigned programs.
- Function as an effective member of the agency's executive management team providing support for, and collaboration with, all team members.
- Serve as a resource to Agency staff tasked with ethics, compliance, and quality improvement responsibilities.
- Enforce standards through well publicized disciplinary guidelines and develop policies addressing dealings with sanctioned individuals.
- Provide effective leadership and consultation to staff related to ethics, compliance, quality improvement and best practice standards in the mental health field.
- Assemble, organize, and present factual data derived from a variety of sources in making recommendations to administration.
- Provide effective training and evaluation programs to ensure proper application of Agency rules, regulations, and guidelines governing workplace behaviors and ethics.
- Research and analyze laws, policies, and other regulatory requirements and changes.
- Periodically audit Agency departments for compliance with ethical, legal, and professional requirements.
- Prepare in-depth and complex reports and analyses.
- Perform program reviews to ensure appropriate and uniform application of program requirements.
- Communicate effectively, both verbally and in writing.
- Analyze and interpret factual data and a variety of administrative issues; make sound policy and procedural recommendations; implement effective solutions; and prepare complex reports.
- Follow verbal and written directions.
- Function with minimal supervision.

**Special Requirements:**

- Possess a current valid California Driver License, a satisfactory driving record, and a properly registered and insured vehicle.
- Receive satisfactory results from a background investigation, which includes fingerprinting; a pre-employment physical examination, which includes a drug/alcohol test; and an administrative review.
- In accordance with California Government Code 3100, Tri City Mental Health Authority employees, the in event of a disaster, are considered disaster service workers and may be asked to protect the health, safety, lives and property of the people of the State.

**PHYSICAL STANDARDS:**

The position requires prolonged sitting, reaching, twisting, turning, bending, stooping, lifting, and carrying paper and documents weighing up to 15 pounds in the performance of daily activities;



body mobility to move from one work area to another, and operate a vehicle; grasping, repetitive hand movement and fine coordination in preparing reports, data entry, and using a computer keyboard; vision sufficient for observing work performed, reading correspondence and reports, statistical data, computer screen and other standard text; and communicating with others on the phone, in person, and in meetings.



## CHIEF FINANCIAL OFFICER

Classification specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications *may not include all* duties performed by individuals within a classification. In addition, specifications are intended to outline the *minimum* qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

**FLSA STATUS:** Exempt

### **DEFINITION:**

Under administrative direction, plans, organizes, manages, and provides administrative direction and oversight for the Authority's finance, information technology (IT), facilities maintenance and safety, and purchasing divisions; formulates departmental policies, goals, and directives; coordinates assigned activities with other Authority departments, officials, outside agencies, and the public; fosters cooperative working relationships among Authority departments and with intergovernmental, regulatory agencies, and various public and private groups; provides highly responsible and complex professional assistance to the Executive Director in areas of expertise; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED:**

Receives administrative direction from the Executive Director. Exercises direct supervision over supervisory, professional, technical, and administrative support staff through subordinate levels of supervision.

### **DISTINGUISHING CHARACTERISTICS:**

The Chief Financial Officer is a department director classification that oversees, directs, and manages the Finance, Purchasing, IT, and Facilities and Safety Management Department, including short- and longer-term planning as well as development and administration of departmental policies, procedures, and services. This class provides assistance to the Executive Director in a variety of administrative, coordinative, clinical, analytical, and liaison capacities. Successful performance of the work requires knowledge of public policy, Authority functions and activities, including the role of the Governing Board and Mental Health Commission, and the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include coordinating the activities of the department with those of other departments and outside agencies and managing and overseeing the complex and varied functions of the departments. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives, and for furthering the Authority's mission, goals, and objectives within general policy guidelines.

**EXAMPLES OF ESSENTIAL DUTIES:** Essential duties include, but are not limited to, the following:

- Assumes full management responsibility for the staff, operations and activities of the Finance Department; areas of responsibility include finance, budget, information technology, facilities maintenance and safety, and purchasing.
- Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the Department; establishes, within Authority policy, appropriate budget, service, and staffing levels.
- Manages and participates in the development and administration of the department's budget; directs the forecast of additional funds needed for staffing, equipment, and supplies; directs the monitoring of and approves expenditures; directs and implements budgetary adjustments as necessary.
- Selects, trains, motivates, and directs Department personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with employees to correct deficiencies; implements discipline and termination procedures; responds to staff questions and concerns.
- Participates in the development and implementation of the operating and administrative policies, potential new programs to facilitate long and short-term strategies, and financial plan objectives, for Finance, Procurement, IT, and Facilities Maintenance and Safety, including major financial plans such as capital expenditures.
- Develops and monitors the accounting systems, practices, and related information systems to ensure efficient and effective operations of the Authority in compliance with local, state, and federal regulations and generally accepted accounting practices guidelines.
- Directs, participates in, and oversees all financial management and financial information system activities; evaluates effectiveness of all financial, accounting, collection, billing and remittance posting systems; establishes procedures to ensure reporting compliance with local, state, and federal laws, rules, and regulations; recommends improvements to administrative and financial internal control systems and procedures; prepares fiscal and budgetary analyses, and projections on operational results, introduction of new services, impact of service delivery designs, and capital funding requirements; and reports the overall financial position and results of business operations.
- Directs and establishes the Authority's cost accounting system and procedures in compliance with the mandated laws and regulations, including those set forth by the Mental Health Services Act; recommends fees and policies for various services based on cost experience, projected trends, and financial objectives.
- Serves as liaison with state, county, and local agencies, and financial institutions; provides responsible and complex staff support to the Executive Director, the Governing Board, and governmental entities, including the development and presentation of reports or information on departmental operations.
- Supervises and participates in the preparation of the annual cash, operating, and capital budgets; reviews, revises, and approves the budget in accordance with Authority policy and procedure; submits the budget to the Executive Director and Governing Board for final approval.

- Represents the Authority in various professional, community, and board meetings as required, including serving as Authority representative on the County Behavioral Health Directors Association of California Finance Committee; as well as to stay abreast of issues being brought forth and/or changes in public policy and legislation that may impact the Authority's operations.
- Prepares annual cost reports to Los Angeles County Department of Mental Health; prepares and submits other financial reports to local, state, and federal agencies in compliance with mandated requirements; and coordinates annual audits and filings.
- Participates in all contractual negotiations including contracts with service providers, capital procurement for fixed assets, and other expenditures and capital lease arrangements.
- Directs the maintenance of working and official departmental files.
- Ensures staff observe and comply with all Authority and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

#### **QUALIFICATIONS:**

Any combination of education, training, and experience that provides the required knowledge, skills, and abilities to perform the essential duties of the position is qualifying. The incumbent will possess the most desirable combination of education, training, skills, and experience, as demonstrated in their past and current employment history. A typical example includes:

#### **Education and Experience:**

##### Education

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in accounting, finance, business administration or a related field.

##### Experience

- Seven (7) years of progressively responsible experience as a Certified Public Accountant (CPA), five (5) of which must be in a senior management capacity in a public agency.

#### **Licenses and Certifications**

- Possession of a valid California Driver's License, a satisfactory driving record, and a properly registered and insured vehicle, to be maintained throughout employment.
- Certification as a Certified Public Accountant (CPA).

#### **Knowledge of:**

- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and supervision of staff, either directly or through subordinate levels of supervision.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Generally Accepted Accounting Principles (GAAP).
- Governmental accounting and financial reporting standards established by the Governmental Accounting Standards Board (GASB).
- Principles and practices of general and cost accounting and auditing.
- Principles and regulations regarding health care/behavioral health reimbursement.
- Budget preparation, program analyses, and revenue forecasting.
- Principles and practices of grant financial management.
- Operational characteristic and optimal use of data processing systems/applications.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Methods and techniques of developing technical and administrative reports, and business correspondence.
- Authority and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service, interacting and effectively dealing with the public, community based organizations and service providers, stakeholders, and Authority staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

**Ability to:**

- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative, management, and professional leadership for all department operations.
- Plan, organize, direct, and coordinate the work of management, supervisory, professional, and technical personnel; delegate authority and responsibility.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Analyze, plan, and direct sound accounting and financing procedures which comply with various local, state, and federal laws, rules, and regulations.
- Examine and verify financial documents, reports, and transactions.
- Analyze complex organizational, administrative, and budgetary matters, and recommend effective courses of action.
- Serve effectively as the chief financial advisor of the Authority.
- Negotiate terms and manage contracts.
- Prepare clear, concise, and complete financial statements, reports, and written materials.

- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the Authority in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with clients, their families, Authority staff, and the behavioral health community.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

### **PHYSICAL DEMANDS (ADA)**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various Authority sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

### **ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

### **WORKING CONDITIONS**

In accordance with California Government Code Section 3100, Tri-City Mental Health Center employees, in the event of a disaster, are considered disaster service workers and may be asked to protect the health, safety, lives, and property of the people of the State.

Receive satisfactory results from a background investigation, which includes fingerprinting; a pre-employment physical examination, which includes a drug/alcohol test; and an administrative review.



## CHIEF INFORMATION OFFICER

Classification specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications *may not include all* duties performed by individuals within a classification. In addition, specifications are intended to outline the *minimum* qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

**FLSA STATUS:** Exempt

### DEFINITION:

Under administrative direction, plans, organizes, manages, and provides administrative direction and oversight for the Authority's Information Technology Department; formulates department policies, goals, and directives; oversees the Authority's information technology strategies and computer systems to ensure that they support the Authority's goals. streamlines operations by implementing relevant technologies, ensuring support and security, and developing technological systems that will improve Authority process efficiencies; provides highly responsible and complex professional assistance to the Executive Director in area of expertise; and performs related duties, as assigned.

### SUPERVISION RECEIVED AND EXERCISED:

Receives administrative direction from the Executive Director. Exercises direct supervision over professional, technical, and administrative support staff.

### DISTINGUISHING CHARACTERISTICS:

This is a director classification that oversees, directs, and participates in all activities of the information technology operations, including short- and long-term planning as well as development and administration of departmental policies, procedures, and services. This class provides assistance to the Executive Director in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of public policy, Authority functions and activities, including the role of the Governing Board, and the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include coordinating the activities of the function with those of other departments and outside agencies and managing and overseeing the complex and varied functions of the department. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives, and for furthering the Authority's mission, goals and objectives within general policy guidelines.

**EXAMPLES OF ESSENTIAL DUTIES:** Essential duties include, but are not limited to, the following:

- Assumes full management responsibility for all Information Technology operations, services, and activities and plans; establishes ongoing change management capabilities to support major innovation and transformation programs.

- Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for information technology programs; establishes, within Authority policy, appropriate budget, service, and staffing levels.
- Manages and participates in the development and administration of the department's budget; directs the forecast of additional funds needed for staffing, equipment, and supplies; directs the monitoring of and approves expenditures; directs and implements budgetary adjustments as necessary.
- Selects, trains, motivates, and directs department personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with employees to correct deficiencies; implements discipline and termination procedures; responds to staff questions and concerns.
- Directs and organizes the implementation of new technology systems with an emphasis on system expansion for remote access needs and other changing priorities; analyzes the costs, value, and risks of information technologies to advise management and recommend actions; directs and oversees technology-related projects.
- Oversees the technological infrastructure (networks and computer systems) in the organization to ensure optimal performance; creates and adapts technological platforms to improve the client experience; collaborates with other executives and directors to measure system and resource use and allocation.
- Approves purchases of technological equipment and software and establishes partnerships with information technology providers.
- Closely collaborates with the Chief Compliance and Privacy Officer and the Best Practices Department to ensure optimization of the Electronic Health Record platform and related workflows; establishes technology services frameworks and best practices for rolling out systems and policies to users.
- Directs and monitors compliance with security practices with consistent application of sanctions for failure to comply with security policies for all individuals in the practice's workforce and for all business associates (BAs); ensures the development of appropriate policies, standards, guidelines, and procedures for information security systems; stays up to date with cybersecurity threats, trends, and technology.
- Maintains a current, up-to-date, knowledge of federal and state privacy laws and accreditation standards; stays informed of technology sector developments and evaluates potential Authority applications; selects and implements suitable technology to streamline all internal operations and help optimize their strategic benefits.
- Assembles and directs an incident response team, with specifically designated roles and responsibilities for each member; team accountabilities include investigating the breach, determining why or how it occurred, and taking corrective and/or preventive measures.
- Directs and monitors the establishment of a mechanism to track access to patient information within the practice, as required by state and federal regulation, and to allow qualified individuals to review or receive a report on access activity.
- Ensures staff observe and comply with all Authority and mandated safety rules, regulations, and protocols.
- Performs related duties as required.



## **QUALIFICATIONS:**

Any combination of education, training, and experience that provides the required knowledge, skills, and abilities to perform the essential duties of the position is qualifying. The incumbent will possess the most desirable combination of education, training, skills, and experience, as demonstrated in their past and current employment history. A typical example includes:

### **Education and Experience:**

#### Education:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in computer science, information technology, system administration or a related field.

#### Experience:

- Eight (8) years of increasingly responsible experience in database, network administration, or system administration, including four (4) years of management experience.

### **Licenses and Certifications:**

- Possession of a valid California Driver's License, a satisfactory driving record, and a properly registered and insured vehicle, to be maintained throughout employment.

### **Knowledge of:**

- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Administrative principles, practices, and methods including goal setting, program development, implementation and evaluation, policy and procedure development, quality control, and work standard
- Principles and practices of leadership.
- Principles and practices of strategic plan development.
- Principles and practices of project management.
- Principles of contract management.
- Risk management principles inherent in technology systems.
- Concepts, theories and practices for data management as it relates to diverse services and programs.
- Principles and practices of designing and managing technology services infrastructure, unified communication systems and associated software.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Principles of financial administration, including public budgeting, reporting and management of budgets.

- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility, including the Health Insurance Portability and Accountability Act (HIPAA).
- Authority and mandated safety rules, regulations, and protocols
- Techniques for providing a high level of customer service, interacting and effectively dealing with the public, community based organizations and service providers, stakeholders, and Authority staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

**Ability to:**

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative, management, and professional leadership for the Authority and the Department
- Analyze and interpret factual data and a variety of administrative issues; make sound policy and procedural recommendations; implement effective solutions; and prepare complex reports.
- Design, develop, and implement information technology systems and infrastructure.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Organize, manage and implement technology systems and programs, ensuring the integrity and security of its operations and data.
- Oversee and direct the Authority's technology services projects including those performed by external service providers.
- Effectively represent the department and the Authority in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Understand scope of authority in making independent decisions.
- Prepare clear and concise reports, correspondence, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships Authority staff, and the general public.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

## **PHYSICAL DEMANDS (ADA)**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various Authority sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

## **ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

## **WORKING CONDITIONS**

In accordance with California Government Code Section 3100, Tri-City Mental Health Center employees, in the event of a disaster, are considered disaster service workers and may be asked to protect the health, safety, lives, and property of the people of the State.

Receive satisfactory results from a background investigation, which includes fingerprinting; a pre-employment physical examination, which includes a drug/alcohol test; and an administrative review.



## CLINICAL THERAPIST I/II

Classification specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications *may not include all* duties performed by individuals within a classification. In addition, specifications are intended to outline the *minimum* qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

**FLSA STATUS:** Exempt

### **DEFINITION:**

Under general supervision (Clinical Therapist I) or direction (Clinical Therapist II), provides behavioral health clinical intervention and recovery services to assigned clients and their families; develops treatment plans and performs individual, group, and family psychotherapeutic counseling, routine and emergency assessment, crisis intervention, and related treatment services; manages an assigned caseload of adults, juveniles, and/or children; provides consultation to other staff, programs, and agencies related to treatment needs and plans; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED:**

Receives clinical and general supervision (Clinical Therapist I) or direction (Clinical Therapist II) from assigned supervisory or management personnel. Exercises no direct supervision over staff.

### **DISTINGUISHING CHARACTERISTICS:**

Clinical Therapist I: This is the unlicensed, entry-level classification in the Clinical Therapist series. Initially under close supervision, incumbents learn and perform routine professional psychotherapy and case management duties while learning Authority policies and procedures. As experience is gained, assignments become more varied, complex, and difficult; close supervision and frequent review of work lessen as an incumbent demonstrates skill to perform the work independently. Positions at this level usually perform most of the duties required of the positions at the Clinical Therapist II level but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

Clinical Therapist II: This is the licensed, journey-level classification in the Clinical Therapist series. Positions at this level are distinguished from the Clinical Therapist I by professional licensure, and the performance of the full range of duties as assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

Positions in the Clinical Therapist series are flexibly staffed; positions at the Clinical Therapist II level are normally filled by advancement from the Clinical Therapist I level; progression to the Clinical Therapist II level is dependent on (i) management affirmation that the position is

performing the full range of duties assigned to the classification; (ii) satisfactory work performance; (iii) the incumbent meeting the minimum qualifications for the classification including any licenses and certifications; and (iv) management approval for progression to the Clinical Therapist II level.

**EXAMPLES OF ESSENTIAL DUTIES:** Essential duties include, but are not limited to, the following:

*Positions at the Clinical Therapist I level may perform some of these duties and responsibilities in a learning capacity.*

- Provides individual, group, and family interventions, rehabilitation, and treatment services including counseling, therapy, case management, and referral and linkage to community services to a variety of clients including high acuity clients.
- Within scope of authority, assesses, diagnoses, and treats a variety of clients with mental health disorders; collaborates with clients and creates individualized treatments plans according to client's needs and circumstances.
- Initiates and conducts individual, group, and family counseling and biopsychosocial therapy sessions utilizing a variety of techniques and modalities; provides case management services in the office and in the field.
- Performs routine and emergency intake evaluations according to Authority procedure; completes appropriate forms and documents relating to the intake process; and prepares medical and demographic case history for use in diagnosis.
- Assists clients and family members in understanding behavioral health diagnosis, contributing factors/causes, effects, prognosis, rehabilitation, and treatment.
- Works with clients to address stressors and barriers to treatment and/or social functioning; identifies and focuses on client strengths and personal resources to effectively engage and treat client.
- Performs crisis intervention for clients and walk-in non-clients; evaluates individuals to identify level of stable behavior; provides support and assistance in problem resolution; coordinates or arranges for the provision of appropriate care services; and places holds as necessary within scope of authority.
- Attends and participates in a variety of meetings, staff trainings, utilization and peer review activities, clinical supervision and case consultation, and public information and education functions.
- As a member of a multidisciplinary treatment team, provides critical clinical input related to client diagnosis and recommended treatment; presents findings and clinical observations; and makes recommendations for additional services.

- Maintains and submits accurate, detailed, and thorough documentation, case records, and notes of all billable and non-billable activities and services related to client care; completes necessary documentation for billing purposes.
- Provides resources and referrals to address basic needs and other barriers to wellness and recovery including food, housing, clothing, transportation, and other financial resources.
- Maintains client confidentiality in compliance with all Health Insurance Portability and Accountability (HIPAA) regulations.
- Observes and complies with all Authority and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

## **QUALIFICATIONS:**

Any combination of education, training, and experience that provides the required knowledge, skills, and abilities to perform the essential duties of the position is qualifying. The incumbents will possess the most desirable combination of education, training, skills, and experience, as demonstrated in their past and current employment history. A typical example includes:

### **Education and Experience**

#### Education:

- Clinical Therapist I/II: Equivalent to a master's degree from an accredited college or university with major coursework in social work, psychology, counseling, marriage and family therapy, or a related field.

#### Experience:

- Clinical Therapist I: One (1) year of experience providing professional counseling/therapy services in a behavioral health setting.
- Clinical Therapist II: Two (2) years of experience providing professional counseling/therapy services in a behavioral health setting.

### **Licenses and Certifications**

- Clinical Therapist I: Possession of valid registration as an Associate Clinical Social Worker (ACSW), Associate Marriage and Family Therapist (AMFT), or Associate Professional Clinical Counselor (APCC) issued by the California Board of Behavioral Sciences (BBS), to be maintained throughout employment.
- Clinical Therapist II: Possession of valid licensure as a Licensed Clinical Social Worker (LCSW), Marriage and Family Therapist (LMFT), or Licensed Professional Clinical Counselor (LPCC) issued by the California Board of Behavioral Sciences (BBS), to be maintained throughout employment.
- Clinical Therapist I/II: Possession of a valid California Driver's License, a satisfactory driving record, and a properly registered and insured vehicle, to be maintained throughout employment.

## **Knowledge of:**

*Positions at the Clinical Therapist I level may exercise some of these knowledge and abilities statements in a learning capacity.*

- Operations, services, and activities of a comprehensive behavioral health program which encompasses adult, juvenile, and children's services.
- Principles, methods, and techniques of clinical diagnosis, assessment, and treatment of behavioral health disorders and illness.
- Short- and long-term therapeutic methods.
- Principles and practices of direct client service delivery.
- Application of counseling and psychotherapeutic techniques to identify and remediate cognitive, mental, and emotional issues in adults, juveniles, and children.
- Principles and practices of clinical casework.
- Case management principles, practices, and processes related to the assessment, care, treatment, and documentation of individuals with behavioral disorders.
- Theories, principles, and practices of group and individual counseling and therapies.
- Latest trends and research in the diagnosis and treatment of behavioral health disorders.
- Principles of behavioral health education.
- Principles of crisis intervention.
- Characteristics of familial and social relationships, family, and group dynamics, and understanding of the biopsychosocial aspects in the treatment and management of behavioral health disorders.
- Cultural, social, and environmental factors and influences affecting behavioral health.
- Community and governmental services and resources.
- Basic needs and challenges for individuals and families accessing behavioral health services, including cultural barriers.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility, including the Health Insurance Portability and Accountability Act (HIPAA).
- Authority and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service, interacting, and effectively dealing with the public, community-based organizations and service providers, stakeholders, and Authority staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

## **Ability to:**

- Provide professional behavioral health clinical intervention, recovery, and case management services to a variety of clients in the office and in the field.
- Conduct individual, group, and family counseling/therapy sessions to clinically assess, diagnose, and treat clients.

- Develop and implement treatment plans and monitor the progress of clients toward established goals.
- Understand and apply criteria for various diagnoses.
- Utilize evidence-based interventions.
- Analyze client behavior and apply appropriate treatment techniques in a coordinated care, social rehabilitation, and recovery model focused environment.
- Develop and maintain the confidence and cooperation of clients to secure pertinent information and to effectively deliver services.
- Understand scope of authority in making independent decisions.
- Coordinate with internal and external treatment team members.
- Effectively utilize community resources to assist clients.
- Listen attentively to clients and address their needs and issues fairly and professionally.
- Work well with and provide services to a variety of clients in various stages of behavioral health illness/treatment; maintain appropriate boundaries, identify and nurture strengths, and support their right to make independent decisions as appropriate.
- Perform crisis intervention, respond promptly to client emergency situations and take effective action within scope of authority.
- Prepare clear and concise correspondence, client case documentation, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Maintain Service Standard Hours according to policy.
- Maintain the confidentiality of client information.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with clients, their families, Authority staff, and the behavioral health community.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

### **PHYSICAL DEMANDS (ADA)**

When assigned to an office environment, must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone; ability to stand and walk between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

When performing field work, must possess mobility to work in changing site conditions; to sit, stand, and walk on level, uneven, or slippery surfaces; to reach, twist, turn, kneel, and bend; and to operate a motor vehicle and visit various sites throughout the Tri-Cities; vision to observe client behavior, signs of illness, and potential hazards. The job involves frequent walking to locate, assist, and deliver services to clients, with exposure to hazardous materials and waste in some locations. Employees must possess the ability to lift, carry, push, and pull materials and objects



averaging a weight of 10 pounds, or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

## **ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees also work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, and may be exposed to blood and bodily fluids, and other hazardous physical substances and fumes. Employees interact with clients with behavioral disorders who may display erratic and assaultive behavior, including those who require emergency crisis intervention. Employees may also interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

## **WORKING CONDITIONS**

In accordance with California Government Code Section 3100, Tri-City Mental Health Center employees, in the event of a disaster, are considered disaster service workers and may be asked to protect the health, safety, lives, and property of the people of the State.

Employees serve as members of the Authority's on-call crisis intervention team and may be required to be available and respond to crisis situation 24/7 during on-call rotation.

Receive satisfactory results from a background investigation, which includes fingerprinting; a pre-employment physical examination, which includes a drug/alcohol test; and an administrative review.



## COMMUNICATIONS COORDINATOR

Classification specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications *may not include all* duties performed by individuals within a classification. In addition, specifications are intended to outline the *minimum* qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

**FLSA STATUS:** Exempt

### DEFINITION

Under direction, organizes, plans, and develops website, social, educational, marketing, media, and other content for assigned programs across the Authority to be utilized in various forms of internal communication; reviews content created by Authority staff to ensure consistent messaging, styling, and branding; and performs other duties as assigned.

### SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned supervisory or management personnel. Exercises no direct supervision over staff.

### DISTINGUISHING CHARACTERISTICS

This classification is responsible for the coordination of one or more programs or activities focused on the promotion of Authority services. Incumbents serve as a liaison and advocate for the assigned program(s), and provide information and resources to clients, community members, and the public, and regularly collaborate with community partners and program stakeholders. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines and methods to deliver program services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

### EXAMPLES OF ESSENTIAL DUTIES

Essential duties include, but are not limited to, the following:

- Develops and creates promotional, marketing, outreach, and informational content for the Authority's website and internal publications; creates various marketing literature such as brochures, flyers, newspaper advertorials, and other forms of informational and graphic displays; writes information related to Center activities and programs to invite stakeholder participation; reviews and updates current communication materials to ensure accuracy of information provided regarding current services, programs, and activities.
- Develops and maintains website content, including content writing, editing, and creation, and web design function; requests technological maintenance and structural updates for website design changes; updates the website with upcoming events, news, and key publications; uploads documents to website server; gathers input from Authority staff to ensure the website is current and accurately reflects ongoing activities, services, and Authority information.

- Serves as a liaison between the Authority's departments to gather and collect information regarding program updates, success stories, and other highlights; maintains cross-departmental awareness of program activities, resources, and organizational successes that can be communicated to external stakeholders; collaborates with Authority staff to generate and release newspaper advertorials around key mental health issues.
- Reviews content created by Authority staff to ensure consistent messaging, styling, and branding; provides information regarding appropriate use of Authority branding materials.
- Establishes and utilizes social media networks to promote Authority resources and share and highlight success stories, clarify programs, and respond to network user questions related to the Authority.
- Assists in compiling data required for quarterly reports, annual updates, and other analyses and evaluations for assigned MHSA programs; reviews, edits, and proofreads reports.
- Functions as liaison representative to other departments, community groups, agencies and stakeholders; responds to general inquiries and requests for information related to Authority programming; refers inquiries to the appropriate resource within the Authority's system of care.
- Attends and participates in Authority committees, including the Cultural Diversity and Inclusion Committee (CDIC); collaborates with committee members to support the development of events; participates in event planning and preparation; develops marketing material and informational handouts for CDIC meetings, events, and activities.
- Stays abreast of new trends and innovations in communication; researches emerging products and enhancements and their applicability to Authority needs.
- Maintains files, databases, and records related to communications; performs data entry, logs volunteer hours, updates profiles, and processes records for new volunteer candidates.
- Ensures confidentiality and integrity of Protected Health Information (PHI) of clients served by Center to comply with all Health Insurance Portability and Accountability (HIPAA) regulations.
- Observes and complies with Authority and mandated rules, regulations, and protocols.
- Performs related duties as required.

## **QUALIFICATIONS**

Any combination of education, training, and experience that provides the required knowledge, skills, and abilities to perform the essential duties of the position is qualifying. The incumbent will possess the most desirable combination of education, training, skills, and experience, as demonstrated in their past and current employment history. A typical example includes:

### **Education and Experience:**

#### Education:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in communications, journalism, social work, or a related field.

#### Experience:

- Three (3) years of experience in communications, marketing, health services administration, mental health, local government, or related field.

**Licenses and Certifications:**

- Possession of a valid California Driver's License, a satisfactory driving record, and a properly registered and insured vehicle, to be maintained throughout employment.

**Knowledge of:**

- Principles, practices and methods of marketing, public information and community relations.
- Strategic use of communications methods, Internet resources, and social media networks.
- Current trends in social media and digital marketing, including email and content marketing.
- Multiple media requirements and formats used in public relations such as video production, written communications, and art work layout.
- Principles and techniques of graphic design and print production, including an understanding of design concepts and software applications.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Principles of research, analysis, and report preparation.
- Principles and practices of direct client service delivery.
- Cultural, social, and environmental factors and influences affecting behavioral health.
- Community and governmental services and resources.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility, including the Health Insurance Portability and Accountability Act (HIPAA).
- Authority and mandated safety rules, regulations, and protocols
- Techniques for providing a high level of customer service, interacting and effectively dealing with the public, community based organizations and service providers, stakeholders, and Authority staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

**Ability to:**

- Creatively organize and present wide variety of information and data relevant to the operations, functions events and outcomes of the Tri-City System of Care.
- Plan, develop, and implement a diverse range of marketing and community relations communications and events.
- Prepare and present information designed for a diverse community.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Develop media content, articles, flyers and related communication on Tri-City services and offerings.
- Effectively represent the department and the Authority in meetings with governmental agencies; community groups; various business, and professional organizations; and in meetings with individuals.

- Understand scope of authority in making independent decisions.
- Prepare clear and concise reports, correspondence, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with clients, their families, Authority staff, and the behavioral health community.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

### **PHYSICAL DEMANDS (ADA)**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various Authority sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

### **ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

### **WORKING CONDITIONS**

In accordance with California Government Code Section 3100, Tri-City Mental Health Center employees, in the event of a disaster, are considered disaster service workers and may be asked to protect the health, safety, lives, and property of the people of the State.

Receive satisfactory results from a background investigation, which includes fingerprinting; a pre-employment physical examination, which includes a drug/alcohol test; and an administrative review.



## COMMUNITY BEHAVIORAL HEALTH TRAINER

Classification specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications *may not include all* duties performed by individuals within a classification. In addition, specifications are intended to outline the *minimum* qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

**FLSA STATUS:** Exempt

### **DEFINITION:**

Under direction, provides training, information, feedback, and support to help communities gain awareness, understanding, and knowledge about behavioral health issues and preventative and early intervention techniques; develops curricula to address communities' needs and interests and evaluates the effectiveness of the curricula and training programs; and performs other duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED:**

Receives direction from assigned supervisory or management personnel. Exercises no direct supervision over staff.

### **DISTINGUISHING CHARACTERISTICS:**

This journey-level classification is responsible for independently performing professional duties in support of curriculum development and community training related to Mental Health Services Act (MHSA) programs. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

### **EXAMPLES OF ESSENTIAL DUTIES:**

Essential duties include, but are not limited to, the following:

- Develops curricula to address communities' needs and interests in the areas of behavioral health and wellbeing; researches and designs community mental health training materials and reference guides within the guidelines of the prevention and early intervention plan; assesses programs, workshops, and materials for effectiveness; updates trainings as necessary.
- Either directly or collaboratively, provides training to communities on behavioral health and wellbeing.
- Assists in the preparation of required quarterly reports, annual updates, and other analyses and evaluations for assigned MHSA programs; maintains records and documentation of program activities and events.

- Engages and organizes a wide range of community groups to solicit data and assess communities' understanding of behavioral health and wellbeing; identifies and evaluates strategies that promote and effect behavioral health well-being; effectively translates communities' activities and goals into coherent actions steps that can be evaluated and duplicated.
- Collaborates with Tri-City staff to ensure that principles of the Agency's MHSA (PEI) Plan are adhered to in the community organizing process.
- Functions as liaison representative to other departments, community groups, community members, agencies and stakeholders; provides resources and referrals to community members, clients, and staff when requested.
- Stays abreast of new trends and innovations in behavioral health, prevention and early intervention, curriculum development, training, and other areas of assignment.
- Maintains files, databases, and records related to area of assignment; performs data entry, logs volunteer hours, updates profiles, and processes records for new volunteer candidates.
- Ensure confidentiality and integrity of Protected Health Information (PHI) of clients served by Center to comply with all Health Insurance Portability and Accountability (HIPAA) regulations.
- Observes and complies with Authority and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

## **QUALIFICATIONS:**

Any combination of education, training, and experience that provides the required knowledge, skills, and abilities to perform the essential duties of the position is qualifying. The incumbent will possess the most desirable combination of education, training, skills, and experience, as demonstrated in their past and current employment history. A typical example includes:

### **Education and Experience:**

#### Education:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in public administration, behavioral health, or a related field.

#### Experience:

- Three (3) years of experience in health services administration, community organizing, behavioral health, curriculum development, training, or related field.

### **Licenses and Certifications:**

- Possession of a valid California Driver's License, a satisfactory driving record, and a properly registered and insured vehicle, to be maintained throughout employment.

### **Knowledge of:**

- Principles of community organization and group dynamics.
- Principles and practices of curriculum development, management, implementation, review, analysis, and evaluation.

- Research and reporting methods, techniques, and procedures.
- Principles, methods, and techniques for effective analysis of learning needs as it relates to course design and training development.
- Record keeping principles and procedures.
- Social, emotional, and behavioral aspects of mental disorders and illness.
- Principles and practices of direct client service delivery.
- Principles of behavioral health education.
- Cultural, social, and environmental factors and influences affecting behavioral health.
- Community and governmental services and resources.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility, including the Health Insurance Portability and Accountability Act (HIPAA).
- Authority and mandated safety rules, regulations, and protocols
- Techniques for providing a high level of customer service, interacting and effectively dealing with the public, community based organizations and service providers, stakeholders, and Authority staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

**Ability to:**

- Evaluate, design, and produce clear training materials, websites, multimedia, and online documentation.
- Conduct research; analyze, interpret, summarize, and present technical information and data in an effective manner.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Analyze and interpret factual data and a variety of administrative issues; make sound policy and procedural recommendations; implement effective solutions; and prepare complex reports.
- Effectively represent the department and the Authority in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Understand scope of authority in making independent decisions.
- Effectively utilize community resources to assist clients.
- Prepare clear and concise reports, correspondence, client case documentation, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with clients, their families, Authority staff, and the behavioral health community.
- Effectively use computer systems, software applications relevant to work performed,



and modern business equipment to perform a variety of work tasks.

### **PHYSICAL DEMANDS (ADA)**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various Authority and community sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

### **ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

### **WORKING CONDITIONS**

In accordance with California Government Code Section 3100, Tri-City Mental Health Center employees, in the event of a disaster, are considered disaster service workers and may be asked to protect the health, safety, lives, and property of the people of the State.

Receive satisfactory results from a background investigation, which includes fingerprinting; a pre-employment physical examination, which includes a drug/alcohol test; and an administrative review.



## COMMUNITY CAPACITY ORGANIZER

Classification specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications *may not include all* duties performed by individuals within a classification. In addition, specifications are intended to outline the *minimum* qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

**FLSA STATUS:** Exempt

### DEFINITION:

Under direction, provides outreach and support to help communities become self-sufficient in developing and delivering prevention and early intervention programs (PEI) and services to their communities to minimize stigma and create preventative strategies. plans events and implements programs related to behavioral health awareness and PEI; facilitates behavioral health training presentations and workshops to various community groups, including local private and public schools and universities; coordinates the Community Wellbeing Grant program; and performs related duties as assigned.

### SUPERVISION RECEIVED AND EXERCISED:

Receives direction from assigned supervisory or management personnel. Exercises no direct supervision over staff.

### DISTINGUISHING CHARACTERISTICS:

This journey-level classification is responsible for independently performing duties in support of PEI programs and other community programs related to the Mental Health Services Act (MHSA). Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

**EXAMPLES OF ESSENTIAL DUTIES:** Essential duties include, but are not limited to, the following:

- Identifies and evaluates strategies that promote and affect mental health well-being; plans ways to expand and sustain these community efforts; coordinates activities with community partners and Authority departments around various events observed annually, including Green Ribbon Week, Mental Health Month, Suicide Prevention Month, World Mental Health Awareness Day, and World Mental Health Awareness month.
- Collaborates with Tri-City staff to ensure that principles of the Authority's MHSA PEI Plan are adhered to in the community organizing process; collaborates with, engages, and organizes a wide range of community groups and community members.

- Updates and distributes program flyers and brochures; attends community meetings to announce upcoming deadlines or events for MHSA programs.
- Facilitates review of grant applications; coordinates review panel activities; evaluates and scores grant applications with the panel; tracks application scores, approvals, and rejections; confirms that returning applicants are still eligible to apply and receive the grant per the regulations; updates interview questions; schedules and invites selected applicants to interviews; notifies all applicants of their application outcome.
- Conducts orientation meetings for community members who receive the Community Wellbeing Grant funds; prepares presentations and schedules and conducts monthly one-on-one support sessions with grantees to discuss how the communities and projects are performing; responds to grantee questions and effectively translates communities' activities and goals into coherent action steps that can be evaluated and duplicated.
- Provides stigma reduction presentations, suicide prevention trainings, and related PEI workshops to community partners, including local private and public schools and universities; educates community members how to identify when someone may be thinking of suicide and how to connect those individuals with treatment or professional assistance.
- Recruits speaker panels for individuals with lived experience for the Courageous Minds program; confirms details of the commitment; assists the speakers in writing and telling their stories; and debriefs with speakers after the panels.
- Assists in compiling data for required quarterly reports, annual updates, and other analyses and evaluations for assigned MHSA programs; distributes and tracks community participant survey outcomes; maintains records and documentation of assigned program activities and events; prepares and signs check requisition forms and distributes checks to recipients.
- Functions as liaison representative to other departments, community groups, agencies, and stakeholders.
- Maintains files, databases, and records related to area of assignment; performs data entry, logs volunteer hours, updates profiles, and processes records for new volunteer candidates.
- Ensure confidentiality and integrity of Protected Health Information (PHI) of clients served by Center to comply with all Health Insurance Portability and Accountability (HIPAA) regulations.
- Observes and complies with all Authority and mandated safety rules, regulations, and protocols.
- Performs other duties as assigned.

## **QUALIFICATIONS:**

Any combination of education, training, and experience that provides the required knowledge, skills, and abilities to perform the essential duties of the position is qualifying. The incumbent will possess the most desirable combination of education, training, skills, and experience, as demonstrated in their past and current employment history. A typical example includes:

## **Education and Experience**

### Education:

Equivalent to an associate degree with college level coursework in community health, behavioral health, or a related field.

### Experience:

Two (2) years of experience in health services and working with a diverse range of individuals and groups across different cultures and different income levels, performing community outreach, or working in a behavioral health setting.

## **Licenses and Certifications**

- Possession of a valid California Driver's License, a satisfactory driving record, and a properly registered and insured vehicle, to be maintained throughout employment.

### **Knowledge of:**

- Methods and techniques of sourcing materials and information needed for program services.
- Principles of grant program implementation and administration.
- Principles and practices of prevention and early intervention (PEI) strategies.
- Community and governmental services and resources.
- Principles and practices of public speaking and meeting facilitation.
- Principles of community organization and group dynamics.
- Principles of research and report preparation.
- Record keeping principles and procedures.
- Social, emotional, and behavioral aspects of mental disorders and illness.
- Principles of behavioral health education.
- Cultural, social, and environmental factors and influences affecting behavioral health.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility, including the Health Insurance Portability and Accountability Act (HIPAA).
- Authority and mandated safety rules, regulations, and protocols
- Techniques for providing a high level of customer service, interacting and effectively dealing with the public, community based organizations and service providers, stakeholders, and Authority staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

### **Ability to:**

- Work collaboratively with community partners to foster self-sufficiency programs of benefit to the community.
- Evaluate grant funding applications and work with grantees on funding administration.
- Conduct presentations relating to behavioral health and prevention and early intervention strategies.
- Engage and encourage individuals to share stories of lived experience and inspire hope

to the community

- Evaluate and interpret factual data and a variety of administrative issues.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the Authority in meetings with community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Understand scope of authority in making independent decisions.
- Effectively utilize community resources to assist clients.
- Prepare clear and concise reports, correspondence, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with clients, their families, Authority staff, and the behavioral health community.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

## **PHYSICAL STANDARDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various Authority and community sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

## **ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

## **WORKING CONDITIONS**

In accordance with California Government Code Section 3100, Tri-City Mental Health Center employees, in the event of a disaster, are considered disaster service workers and may be asked to protect the health, safety, lives, and property of the people of the State.

Receive satisfactory results from a background investigation, which includes fingerprinting; a pre-employment physical examination, which includes a drug/alcohol test; and an administrative review.



## COMMUNITY NAVIGATOR

Classification specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications *may not include all* duties performed by individuals within a classification. In addition, specifications are intended to outline the *minimum* qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

**FLSA STATUS:** Non-Exempt

### **DEFINITION:**

Under general supervision, engages with at-risk individuals and their families to identify and verify current available resources and services in the community, including health care providers, food banks, shelters, and other community groups; connects community to the resources, services, and support they need; assists in developing new organizational and inter-agency relationships and events regarding community services; and performs related duties, as assigned.

### **SUPERVISION RECEIVED AND EXERCISED:**

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

### **DISTINGUISHING CHARACTERISTICS:**

This journey-level classification is responsible for independently performing technical duties in support community outreach and assisting individuals and families in navigating community resources. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

### **EXAMPLES OF ESSENTIAL DUTIES:**

Essential duties include, but are not limited to, the following:

- Collaborates with Full Service Partnership agencies in the service area to appropriately outreach, engage, and refer individuals to these agencies; engages in promotion and collaboration amongst interagency departments in an effort to promote all Authority programs and events when out in the community.
- Provides outreach services; engages with people who need services and their families to help them identify currently available services, including formal and informal supports and services tailored to the particular cultural, ethnic, age, and gender identity of those seeking them; provides information on community resources and referrals; links individuals to agencies, health care providers, and other community networks; follows up with those individuals to ensure they have connected with support structures and are receiving assistance for their needs.

- Provides information and uses Authority resources to meet with agencies, faith-based organizations, and attend other community events; recruits community-based organizations, faith-based organizations, and other community groups to become part of an active and ever growing locally-based support network for people, including those most challenged by behavioral health issues.
- Performs visits to individuals and their families in their homes, shelters, or on the streets to provide information and education; provides support to individuals who are unsheltered or at-risk of becoming unsheltered; provides advocacy for at-risk tenants in contacting property managers to prevent or delay evictions; identifies and provides transitional housing options to individuals and their families.
- Interviews clients to assess factors for various health and safety risks including substance use; obtains information regarding the health status of patients to determine the types of programs and services needed; monitors patient's treatment and track outcomes and relevant data throughout the treatment process.
- Provides advocacy for and/or refers/assists clients in accessing community agencies and health care providers; interfaces and coordinates with local agencies and law enforcement as indicated by the situation.
- Uses information technology and other means to map and keep up to date about the current availability of services and supports in the Service Area.
- Promotes awareness of behavioral health issues, and the commitment to recovery, wellness, and self-help; attends and conducts booth presentations at community health and resource fairs.
- Ensures confidentiality and integrity of Protected Health Information (PHI) of clients served by the Authority to comply with all Health Insurance Portability and Accountability (HIPAA) regulations.
- Promotes and makes presentations at emergency shelters, community food banks, intergovernmental agencies, local not-for profit associations, and community centers.
- Maintains accurate, detailed, and thorough documentation and notes of all activities and services related to client care; performs a variety of office administrative and clerical duties in support of assigned program/function as necessary.
- Provides transportation to individuals as necessary or as assigned.
- Observes and complies with all Authority and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

## **QUALIFICATIONS:**

Any combination of education, training, and experience that provides the required knowledge, skills, and abilities to perform the essential duties of the position is qualifying. The incumbent will possess the most desirable combination of education, training, skills, and experience, as demonstrated in their past and current employment history. A typical example includes:

### **Education and Experience:**

#### Education:

- Equivalent to an associate degree with college level coursework in community health, behavioral health, or a related field.

**Experience:**

- Two (2) years of experience providing outreach to a diverse community for health or behavioral health programs, or a related field.

**Licenses and Certifications:**

- Possession of a valid California Driver's License, a satisfactory driving record, and a properly registered and insured vehicle, to be maintained throughout employment.

**Knowledge of:**

- Behavioral health networks, services, and programs provided within the community, including new and existing relationships with key service providers and inter-agency representatives.
- Specialized services and programs relevant to different case needs.
- Public speaking methods and techniques and development of resource materials.
- Principles supporting a behavioral health system of care and an integrated systems approach to mental health.
- Principles of recovery and resiliency, including evidence-based and community-defined evidence for effective community outreach and engagement strategies.
- Cultural competency fundamentals, including evidence-based and community-defined evidence to facilitate community outreach and engagement across various economic, age, gender, and sexual preference groups.
- Social, emotional, and behavioral aspects of mental disorders and illness.
- Principles and practices of direct client service delivery.
- Cultural, social, and environmental factors and influences affecting behavioral health.
- Community and governmental services and resources.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility, including the Health Insurance Portability and Accountability Act (HIPAA).
- Authority and mandated safety rules, regulations, and protocols.
- Principles and practices of record keeping.
- Techniques for providing a high level of customer service, interacting and effectively dealing with the public, community based organizations and service providers, stakeholders, and Authority staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

**Ability to:**

- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.



- Effectively represent the department and the Authority in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Understand scope of authority in making independent decisions.
- Effectively utilize community resources to assist clients.
- Work well with and provide services to a variety of clients in various stages of behavioral health illness/treatment; maintain appropriate boundaries, identify and nurture strengths, and support their right to make independent decisions as appropriate.
- Respond promptly to client emergency situations and take effective action within scope of authority.
- Prepare clear and concise reports, correspondence, client case documentation, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Maintain the confidentiality of client information.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with clients, their families, Authority staff, and the behavioral health community.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

### **PHYSICAL DEMANDS (ADA)**

When assigned to an office environment, must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone; ability to stand and walk between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

When performing field work, must possess mobility to work in changing site conditions; to sit, stand, and walk on level, uneven, or slippery surfaces; to reach, twist, turn, kneel, and bend; and to operate a motor vehicle and visit various sites throughout the Tri-Cities; vision to observe client behavior, signs of illness, and potential hazards. The job involves frequent walking to locate, assist, and deliver services to clients. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 10 pounds.

### **ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees also work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, and may be exposed to blood and bodily fluids, and other hazardous physical substances and fumes. Employees interact with clients with behavioral disorders who may display erratic and assaultive behavior, including those who require emergency crisis intervention.

Employees may also interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

## **WORKING CONDITIONS**

In accordance with California Government Code Section 3100, Tri-City Mental Health Center employees, in the event of a disaster, are considered disaster service workers and may be asked to protect the health, safety, lives, and property of the people of the State.

Employees serve as members of the Authority's on-call crisis intervention team and may be required to be available and respond to crisis situation 24/7 during on-call rotation.

Receive satisfactory results from a background investigation, which includes fingerprinting; a pre-employment physical examination, which includes a drug/alcohol test; and an administrative review.



## CONTROLLER

Classification specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications *may not include all* duties performed by individuals within a classification. In addition, specifications are intended to outline the *minimum* qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

**FLSA STATUS:** Exempt

### **DEFINITION:**

Under general direction, plans, organizes, oversees, coordinates, and manages the staff and operations of the Finance Division, including accounting and billing/revenue functions; participates in the development of policies and strategies for division operations; manages the effective use of division resources to improve organizational productivity and customer service; provides complex and responsible support to the Chief Financial Officer in areas of expertise; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED:**

Receives general direction from the Chief Financial Officer. Exercises direct supervision over supervisory, professional, technical, and administrative support staff through subordinate levels of supervision.

### **DISTINGUISHING CHARACTERISTICS:**

This is a management classification responsible for planning, organizing, reviewing, and evaluating the Authority's budget, finance, and accounting operations. Incumbents are responsible for performing diverse, specialized, and complex work involving significant accountability and decision-making responsibilities, which include directing and coordinating the Authority's accounting system, overseeing financial record keeping budget administration and reporting, program evaluation, and ensuring compliance with regulatory requirements. Incumbents serve as a professional-level resource for organizational, managerial, and operational analyses and studies. Performance of the work requires the use of considerable independence, initiative, and discretion within broad guidelines.

**EXAMPLES OF ESSENTIAL DUTIES:** Essential duties include, but are not limited to, the following:

- Plans, manages, and oversees the daily functions, operations, and activities of the finance division; areas of responsibility include general accounting, budget, billing and revenue including insurance and Medi-Cal billing and collections; prepares, maintains, and monitors contracts, leases, and agreements.

- Participates in the development and implementation of goals, objectives, policies, and priorities for the division; recommends within division policy, appropriate service, and staffing levels; recommends and administers policies and procedures.
- Participates in the development, administration, and oversight of division budget; determines funding needed for staffing, equipment, materials, and supplies; ensures compliance with budgeted funding.
- Participates in the selection of, trains, motivates, and evaluates assigned personnel; works with employees to correct deficiencies; recommends and implements discipline and termination procedures.
- Plans, organizes, assigns, supervises, and participates in the preparation and monitoring of comprehensive annual budgets, in compliance with mandated regulations; budget includes the Authority's annual operating budget and program budgets required for the annual Mental Health Services Act (MHSA) updates.
- Coordinates data for budget preparation and monitoring; participates in the preparation of the annual budget and assist the Authority's departments with budget activity, proper expenditure coding, and document preparation; attends budget meetings; and adjusts the budget as needed.
- Directs complex cost accounting systems, which reflect a variety of funding sources; assures that costs are properly allocated; monitors revenues and expenditures to assure compliance with budget; and assures necessary adjustments are made.
- Oversees and participates in month-end, fiscal year-end, and calendar year-end accounting system processing; prepares financial statements and special reports.
- Monitors annual cost reports; submits to appropriate city, county, state, and federal agencies; provides justifications of expenditures and reimbursement; coordinates audit activities performed by control agencies and/or mandated laws and regulations; analyzes results of audits and prepare appeals for audit exceptions.
- Coordinates audit activities for the Authority's independent financial audit; manages the preparation of all financial documentation required for the audit; assists in the preparation of the audited annual report, including required schedules and footnotes.
- Oversees the division's financial procedures, including internal audits and checks and balances; ensures necessary corrective action is taken.
- Directs the maintenance of general ledger systems; analyzes new or revised legal and procedural requirements; ensures proper maintenance of fiscal records.
- Prepares and presents staff and agenda reports and other correspondence related to assigned activities and services.
- Acts for the Chief Financial Officer in his/her absence as assigned.

- Ensures staff observe and comply with all Authority and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

## **QUALIFICATIONS:**

Any combination of education, training, and experience that provides the required knowledge, skills, and abilities to perform the essential duties of the position is qualifying. The incumbent will possess the most desirable combination of education, training, skills, and experience, as demonstrated in their past and current employment history. A typical example includes:

### **Education and Experience**

#### Education:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in accounting, finance, business administration, or a related field.

#### Experience:

- Five (5) years of increasingly responsible experience performing professional accounting or auditing duties, three (3) of which should be in a management capacity in a public sector agency.

### **Licenses and Certifications**

- Possession of a valid California Driver's License, a satisfactory driving record, and a properly registered and insured vehicle, to be maintained throughout employment.
- Certification as a Certified Public Accountant (CPA) is desirable.

### **Knowledge of:**

- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Administrative principles, practices, and methods including goal setting, program development, implementation and evaluation, and project management.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Principles and practices of budget development and administration.
- Generally Accepted Accounting Principles (GAAP).
- Governmental accounting and financial reporting standards established by the Governmental Accounting Standards Board (GASB).
- Principles and practices of grant financial management and reporting.
- Principles and practices of revenue and financial forecasting.
- Mathematical techniques and concepts involved in collecting, organizing, interpreting, summarizing, analyzing, and visually presenting financial data.
- Automated and database accounting systems.

- Methods and techniques of record keeping, report preparation, and writing.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Authority and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service, interacting and effectively dealing with the public, community based organizations and service providers, stakeholders, and Authority staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

**Ability to:**

- Plan, organize, oversee, and manage the staff and operations of the division.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Prepare and administer large and complex budgets; allocate limited resources in a cost-effective manner.
- Provide administrative, management, and professional leadership for the division.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Examine and verify financial documents, reports, and transactions.
- Prepare, audit, balance, and reconcile accounting records and journal entries.
- Assemble, organize and present factual data in making recommendations to administration.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the Authority in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Understand scope of authority in making independent decisions.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Organize and prioritize a variety of projects and tasks in an effective and timely manner; meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with clients, their families, Authority staff, and the behavioral health community.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

**PHYSICAL DEMANDS (ADA)**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various Authority sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

## **ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

## **WORKING CONDITIONS**

In accordance with California Government Code Section 3100, Tri-City Mental Health Center employees, in the event of a disaster, are considered disaster service workers and may be asked to protect the health, safety, lives, and property of the people of the State.

Receive satisfactory results from a background investigation, which includes fingerprinting; a pre-employment physical examination, which includes a drug/alcohol test; and an administrative review.



## **COUNSELOR**

Classification specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications *may not include all* duties performed by individuals within a classification. In addition, specifications are intended to outline the *minimum* qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

**FLSA STATUS:** Exempt

### **DEFINITION:**

Under direction, provides assessments, treatment planning, and comprehensive counseling services and psychoeducation for an assigned caseload of clients with co-occurring disorders to address drug and alcohol use and dependency; as a member of a multidisciplinary treatment team provides case management consultation and input related to drug and alcohol use and dependency; encourages client engagement in treatment and recovery services, or harm reduction, based on client goals; provides referrals and linkage to resources to address basic needs or higher level of care including residential and outpatient treatment programs; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED:**

Receives direction from assigned supervisory or management personnel. Exercises no direct supervision over staff.

### **DISTINGUISHING CHARACTERISTICS:**

This journey-level classification is responsible for independently performing specialized drug and alcohol use counseling, and prevention/early intervention activities duties in support of the co-occurring client population. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

**EXAMPLES OF ESSENTIAL DUTIES:** Essential duties include, but are not limited to, the following:

- Provides assessments, treatment planning, and comprehensive counseling services and psychoeducation for an assigned caseload of clients with co-occurring disorders to address drug and alcohol use and dependency in the office and in the field.
- Provides individual/group drug and alcohol counseling and crisis intervention services to clients and their families with a focus on rehabilitating drug and alcohol use disorders or harm reduction; monitors treatment and evaluates progress; advocates for clients with outside agencies.
- Provides support and assistance in problem resolution; coordinates or arranges for the provision of other needed services, including detox, residential and outpatient treatment programs, and sober living facilities, as necessary.



- Encourages and supports clients to fully engage in services; provides outreach and assists clients in addressing and overcoming barriers to treatment.
- Assists clients and families in understanding drug and alcohol use and dependency, co-occurring illness, addiction, and the recovery process utilizing harm reduction, motivational interviewing, and other therapeutic models.
- Provides consultation, training, and education to Authority staff as needed to help identify and understanding drug and alcohol use, abuse, and treatment.
- Participates as a member of multidisciplinary treatment teams; addresses client concerns, barriers, progress, and other relevant information to enhance treatment services; assists and supports clients in maintaining cooperative and effective relationships with treatment teams.
- Attends and participates in a variety of meetings, trainings, utilization and peer review activities, and other functions involving supervision, case consultation and public information and education.
- Maintains accurate, detailed, and thorough documentation, case records, and notes of all activities and services related to client care.
- Maintains client confidentiality in compliance with all Health Insurance Portability and Accountability (HIPAA) regulations.
- Observes and complies with all Authority and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

## **QUALIFICATIONS:**

Any combination of education, training, and experience that provides the required knowledge, skills, and abilities to perform the essential duties of the position is qualifying. The incumbents will possess the most desirable combination of education, training, skills, and experience, as demonstrated in their past and current employment history. A typical example includes:

### **Education and Experience**

#### Education:

- Equivalent to a level of education and course of study, which would qualify as an accredited program for incumbents to obtain certification as an Alcohol and Drug Counselor in the state of California.

#### Experience:

- Two (2) years of experience providing drug and/or alcohol use counseling and treatment services.

### **Licenses and Certifications**

- Possession of a valid certification as a Certified Substance Use/Abuse Counselor issued by a certifying agency approved by the state of California, to be maintained throughout employment.
- Possession of a valid California Driver's License, a satisfactory driving record, and a properly registered and insured vehicle, to be maintained throughout employment.



**Knowledge of:**

- Psychological, physiological, sociological, and behavioral aspects indicative of drug and alcohol use disorders.
- Principles, methods, and techniques of drug and alcohol abuse counseling and prevention including screening, assessment, treatment planning, case management, crisis intervention, and client education.
- Medications associated with medical alcohol and drug treatment and their effects.
- Principles and practices of crisis intervention, group and individual therapy, and case management.
- Methods and techniques of interviewing clients to assess and evaluate service needs.
- Methods and techniques of observing and accurately describing/documenting client behaviors.
- Principles and practices of direct client service delivery.
- Principles and practices of case management for co-occurring behavioral health clients, including client charting and process documentation.
- Cultural, social, and environmental factors and influences affecting behavioral health and drug and alcohol use.
- Community and governmental services and resources.
- Basic needs and challenges for individuals and families accessing behavioral health services, including cultural barriers.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility, including the Health Insurance Portability and Accountability Act (HIPAA).
- Authority and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service, interacting, and effectively dealing with the public, community-based organizations and service providers, stakeholders, and Authority staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

**Ability to:**

- Utilize analysis, experience, and critical judgment to assess and evaluate client's program eligibility and make effective treatment recommendations within Authority policies and practices.
- Conduct effective individual and group counseling.
- Work independently in the establishment of individual/group treatment interventions.
- Assist clients in identifying and addressing barriers to treatment.
- Interpret Authority programs and policies to clients, the general public, and outside agencies/organizations.
- Establish and maintain the confidence of clients and family/caregivers from diverse cultural, ethnic, and socio-economic backgrounds.
- Understand scope of authority in making independent decisions.
- Effectively utilize community resources to assist clients.
- Listen attentively to clients and address their needs and issues fairly and professionally.

- Work well with and provide services to a variety of clients in various stages of behavioral health and drug and alcohol use illness/treatment; maintain appropriate boundaries, identify, and nurture strengths, and support their right to make independent decisions as appropriate.
- Perform crisis intervention, respond promptly to client emergency situations, and take effective action within scope of authority.
- Prepare clear and concise correspondence, client case documentation, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Maintain the confidentiality of client information.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with clients, their families, Authority staff, and the behavioral health community.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

### **PHYSICAL DEMANDS (ADA)**

When assigned to an office environment, must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone; ability to stand and walk between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

When performing field work, must possess mobility to work in changing site conditions; to sit, stand, and walk on level, uneven, or slippery surfaces; to reach, twist, turn, kneel, and bend; and to operate a motor vehicle and visit various sites throughout the Tri-Cities; vision to observe client behavior, signs of illness, and potential hazards. The job involves frequent walking to locate, assist, and deliver services to clients, with exposure to hazardous materials and waste in some locations. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 10 pounds, or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

### **ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees also work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, and may be exposed to blood and bodily fluids, and other hazardous physical substances and fumes. Employees interact with clients with behavioral disorders who may display erratic and assaultive behavior, including those who require emergency crisis intervention. Employees may also interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

## **WORKING CONDITIONS**

In accordance with California Government Code Section 3100, Tri-City Mental Health Center employees, in the event of a disaster, are considered disaster service workers and may be asked to protect the health, safety, lives, and property of the people of the State.

Employees serve as members of the Authority's on-call crisis intervention team and may be required to be available and respond to crisis situation 24/7 during on-call rotation.

Receive satisfactory results from a background investigation, which includes fingerprinting; a pre-employment physical examination, which includes a drug/alcohol test; and an administrative review.



## CRISIS INTERVENTION AND MEDICATION SUPPORT MANAGER

Classification specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications *may not include all* duties performed by individuals within a classification. In addition, specifications are intended to outline the *minimum* qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

**FLSA STATUS:** Exempt

### **DEFINITION:**

Under general direction, plans, organizes, oversees, coordinates, and manages intensive outreach, crisis intervention, and medication support services to mentally ill and emotionally disturbed clients; provides consultation to clinical staff, community groups, and outside agencies; manages the effective use of resources to improve organizational productivity and customer service; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED:**

Receives general direction from assigned management personnel. Exercises direct supervision over technical, and administrative support staff through subordinate levels of supervision.

### **DISTINGUISHING CHARACTERISTICS:**

This is a management classification responsible for planning, organizing, reviewing, and evaluating medical support and crisis intervention functions. Incumbents are responsible for performing diverse, specialized, and complex work involving significant accountability and decision-making, which include developing and implementing policies and procedures for assigned programs, program evaluation, and ensuring compliance with regulatory requirements. Incumbents serve as a professional-level resource for organizational, managerial, and operational analyses and studies. Performance of the work requires the use of considerable independence, initiative, and discretion within broad guidelines.

**EXAMPLES OF ESSENTIAL DUTIES:** Essential duties include, but are not limited to, the following:

- Plans, manages, and oversees the daily functions, operations, and activities of assigned programs, which includes the provision intensive outreach, crisis intervention, and medication support to individuals.
- Participates in the development and implementation of goals, objectives, policies, and priorities for the division; recommends within division policy, appropriate service, and staffing levels; recommends and administers policies and procedures.
- Participates in the administration, and oversight of budget; determines funding needed for staffing, equipment, materials, and supplies; ensures compliance with budgeted funding.

- Participates in the selection of, trains, motivates, and evaluates assigned personnel; works with employees to correct deficiencies; recommends and implements discipline and termination procedures.
- Evaluates effectiveness of existing programs and recommends or implements new or modified programs within Authority guidelines; reviews policies, procedures, and methods used for effectiveness and consistency with services goals.
- Participates in quality assurance activities to ensure wellness checks are completed and clients are receiving correct and adequate crisis and medication support services; advises clinical supervisors on crisis and medication support strategies, and makes recommendations regarding specific crisis intervention and medication support services protocols.
- Oversees and participates in conducting crisis intervention for clients and walk-in non-clients; evaluates individuals to identify level of stable behavior; provides support and assistance in problem resolution; coordinates or arranges for the provision of appropriate care services; and places holds, as necessary.
- Conducts presentations to the community, professional groups, and governmental agencies to inform them of the services and the needs of the target population to be served, and to encourage support and funding.
- Develops relationships with other public and private agencies within the community and regularly attends meetings to maintain these relationships.
- Receives and maintain certification as an instructor for crisis and non-violent crisis intervention and conducts on-going training for Authority staff.
- Oversees and directs the provision of direct client care as required based on staffing levels, client caseloads, and program necessity.
- Ensures appropriate and timely dissemination of pertinent information to programs utilizing assigned services and to Center executive staff.
- Coordinates assigned services and operations with those of other divisions and outside agencies; provides resources and referrals to address basic needs and other barriers to wellness and recovery including food, housing, clothing, transportation, and other financial resources.
- Maintains files, databases, and client records; prepares a variety of written reports, memoranda, and correspondence.
- Maintains client confidentiality in compliance with all Health Insurance Portability and Accountability (HIPAA) regulations.
- Ensures staff observe and comply with all Authority and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

## **QUALIFICATIONS:**

Any combination of education, training, and experience that provides the required knowledge, skills, and abilities to perform the essential duties of the position is qualifying. The incumbents will possess the most desirable combination of education, training, skills, and experience, as demonstrated in their past and current employment history. A typical example includes:

## **Education and Experience**

### Education:

- Equivalent to a level of education and course of study, which would qualify as an accredited program for incumbents to obtain licensure as a Psychiatric Technician in the state of California.

### Experience:

- Six (6) years of increasingly responsible experience performing medication management and support duties or crisis intervention for behavioral health clients including two (2) years in a supervisory or management capacity.

## **Licenses and Certifications**

- Possession of a valid Psychiatric Technician licensure issued by the California Board of Vocational Nursing and Psychiatric Technicians, to be maintained throughout employment.
- Possession of a valid Lanterman-Petris-Short (LPS) designation, to be maintained throughout employment.

## **Knowledge of:**

- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Administrative principles, practices, and methods including goal setting, program development, implementation and evaluation, policy and procedure development, quality control, and work standards.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Principles of budget development and monitoring.
- Medications administered to psychiatric clients and their possible side effects.
- Behavior patterns of psychiatric clients with symptoms of emotional disturbance and behavioral illness.
- Medical and psychiatric terminology.
- Methods and procedures for evaluating program quality and the effectiveness of client treatment.
- Crisis intervention and de-escalation techniques.
- Principles and practices of case management for behavioral health clients, including client charting and process documentation.
- Cultural, social, and environmental factors and influences affecting behavioral health.
- Community and governmental services and resources.
- Basic needs and challenges for individuals and families accessing behavioral health services, including cultural barriers.



- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility, including the Health Insurance Portability and Accountability Act (HIPAA).
- Authority and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service, interacting and effectively dealing with the public, community-based organizations and service providers, stakeholders, and Authority staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

**Ability to:**

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative, management, and professional leadership for the division.
- Analyze and interpret factual data and a variety of administrative issues; make sound policy and procedural recommendations; implement effective solutions; and prepare complex reports.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Identify problems, research and analyze relevant information, and develop and present recommendations.
- Provide medication support services to a diverse range of clients with varying degrees of behavioral health issues and disorders.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Administer medications and observe, record, and report their effects.
- Work collaboratively with medical professionals, pharmacies, and insurance companies to obtain needed client medications.
- Establish and maintain the confidence of clients and family/caregivers with diverse cultural, ethnic, and socio-economic backgrounds.
- Understand scope of authority in making independent decisions.
- Effectively utilize community resources to assist clients.
- Listen attentively to clients and address their needs and issues fairly and professionally.
- Work well with and provide services to a variety of clients in various stages of behavioral health illness/treatment.
- Assist in crisis intervention, respond promptly to client emergency situations and take effective action within scope of authority.
- Prepare and review clear and concise correspondence, client case documentation, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.

- Maintain the confidentiality of client information.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with clients, their families, Authority staff, and the behavioral health community.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

## **PHYSICAL DEMANDS (ADA)**

When assigned to an office environment, must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone; ability to stand and walk between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

When performing crisis intervention work, must possess vision to observe client behavior, signs of illness, and potential hazards. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 15 pounds, or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

## **ENVIRONMENTAL CONDITIONS**

Employees work in an office environment open to the environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees interact with clients with behavioral disorders who may display erratic and assaultive behavior, including those who require emergency crisis intervention. Employees may also interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

## **WORKING CONDITIONS**

In accordance with California Government Code Section 3100, Tri-City Mental Health Center employees, in the event of a disaster, are considered disaster service workers and may be asked to protect the health, safety, lives, and property of the people of the State.

Employees serve as members of the Authority's on-call crisis intervention team and may be required to be available and respond to crisis situation 24/7 during on-call rotation.

Receive satisfactory results from a background investigation, which includes fingerprinting; a pre-employment physical examination, which includes a drug/alcohol test; and an administrative review.



## CRISIS INTERVENTION AND MEDICATION SUPPORT SUPERVISOR

Classification specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications *may not include all* duties performed by individuals within a classification. In addition, specifications are intended to outline the *minimum* qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

**FLSA STATUS:** Exempt

### DEFINITION:

Under general direction, plans, schedules, assigns, reviews, participates in, and supervises the work of staff performing medication monitoring, administration, and support services, and crisis intervention assessment and evaluation in an outpatient clinic and in the field; plans and coordinates comprehensive client services according to psychiatrists' orders; ensures services and activities are in compliance with medication goals and treatment plans; collaborates with medical staff and interdisciplinary treatment teams; and performs related duties as assigned.

### SUPERVISION RECEIVED AND EXERCISED:

Receives general direction from assigned management personnel. Exercises direct supervision over technical, and administrative support staff.

### DISTINGUISHING CHARACTERISTICS:

This is the full supervisory-level class in the Psychiatric Technician series that exercises independent judgment on diverse and specialized medication support and crisis intervention functions with accountability and ongoing decision-making responsibilities associated with the work. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of clinical and non-clinical staff and for organizing and overseeing day-to-day medication monitoring and support activities and are responsible for providing professional level support to management in a variety of areas. Performance of the work requires the use of independence, initiative, and discretion within established guidelines and scope of practice.

**EXAMPLES OF ESSENTIAL DUTIES:** Essential duties include, but are not limited to, the following:

- Plans, organizes, assigns, supervises, participates in, and reviews the work of psychiatric and medical support staff in the provision of client medication and case management services; trains staff in work procedures; evaluates employee performance; counsels employees; and effectively recommends initial disciplinary actions; assists in selection and promotion.
- Participates in the development of goals, objectives, policies, and procedures for assigned services and programs; makes recommendations and regularly updates program policies and procedures to best address client needs.
- Reviews medication services and documentation completed by staff for accuracy, quality assurance, and conformance to mandated requirements; ensures billable activities are in line

with client medication goals and treatment plan and appropriately documented; makes or recommends modifications to staff notes as appropriate.

- Performs crisis intervention for clients and walk-in non-clients; evaluates individuals to identify level of stable behavior; provides support and assistance in problem resolution; coordinates or arranges for the provision of appropriate care services; and places holds, as necessary.
- Communicates with staff psychiatrists to confirm orders and prescribed medication and treatment services; monitors and tracks treatment plans, reassessments, and medication goals; coordinates with clinicians to obtain completed reassessments and ensures appropriate signatures are obtained to activate/reactivate billable services.
- Makes or reviews decisions related to complex client assessment and casework matters; provides direct services to clients under appropriate scope of practice in the office and in the field; and refers clients for proper treatment and placement in properly licensed facilities.
- Oversees and administers oral and intramuscular medications and observes and records their effects; obtains and records all orders from psychiatrist to facilitate client treatment.
- Coordinates assigned services and operations with those of other divisions and outside agencies; provides resources and referrals to address basic needs and other barriers to wellness and recovery including food, housing, clothing, transportation, and other financial resources.
- Maintains files, databases, and client records; prepares a variety of written reports, memoranda, and correspondence.
- Maintains client confidentiality in compliance with all Health Insurance Portability and Accountability (HIPAA) regulations.
- Ensures staff observe and comply with all Authority and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

## **QUALIFICATIONS:**

Any combination of education, training, and experience that provides the required knowledge, skills, and abilities to perform the essential duties of the position is qualifying. The incumbents will possess the most desirable combination of education, training, skills, and experience, as demonstrated in their past and current employment history. A typical example includes:

### **Education and Experience**

#### Education:

- Equivalent to a level of education and course of study, which would qualify as an accredited program for incumbents to obtain licensure as a Psychiatric Technician in the state of California.

#### Experience:

- Three (3) years of increasingly responsible experience performing medication management and support duties for behavioral health clients, including two (2) years in a lead or supervisory capacity.

## **Licenses and Certifications**

- Possession of a valid Psychiatric Technician licensure issued by the California Board of Vocational Nursing and Psychiatric Technicians, to be maintained throughout employment.
- Possession of a valid Lanterman-Petris-Short (LPS) designation, to be maintained throughout employment.
- Possession of a valid California Driver's License, a satisfactory driving record, and a properly registered and insured vehicle, to be maintained throughout employment.

## **Knowledge of:**

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Medications administered to psychiatric clients and their possible side effects.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Behavior patterns of psychiatric clients with symptoms of emotional disturbance and behavioral illness.
- Medical and psychiatric terminology.
- Methods and procedures for evaluating program quality and the effectiveness of client treatment.
- Crisis intervention and de-escalation techniques.
- Principles and practices of case management for behavioral health clients, including client charting and process documentation.
- Cultural, social, and environmental factors and influences affecting behavioral health.
- Community and governmental services and resources.
- Basic needs and challenges for individuals and families accessing behavioral health services, including cultural barriers.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility, including the Health Insurance Portability and Accountability Act (HIPAA).
- Authority and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service, interacting and effectively dealing with the public, community-based organizations and service providers, stakeholders, and Authority staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

## **Ability to:**

- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards related to medication support services and LPS policies.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Identify problems, research and analyze relevant information, and develop and present recommendations.
- Perform the most complex medication management services to a diverse range of clients with varying degrees of behavioral health issues and disorders.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Administer medications and observe, record, and report their effects.
- Work collaboratively with medical professionals, pharmacies, and insurance companies to obtain needed client medications.
- Establish and maintain the confidence of clients and family/caregivers with diverse cultural, ethnic, and socio-economic backgrounds.
- Understand scope of authority in making independent decisions.
- Effectively utilize community resources to assist clients.
- Listen attentively to clients and address their needs and issues fairly and professionally.
- Work well with and provide services to a variety of clients in various stages of behavioral health illness/treatment; maintain appropriate boundaries, identify and nurture strengths, and support their right to make independent decisions as appropriate.
- Perform crisis intervention, respond promptly to client emergency situations and take effective action within scope of authority.
- Prepare and review clear and concise correspondence, client case documentation, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Maintain the confidentiality of client information.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with clients, their families, Authority staff, and the behavioral health community.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

### **PHYSICAL DEMANDS (ADA)**

When assigned to an office environment, must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone; ability to stand and walk between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

When performing field work, must possess mobility to work in changing site conditions; to sit, stand, and walk on level, uneven, or slippery surfaces; to reach, twist, turn, kneel, and bend; and to operate a motor vehicle and visit various sites throughout the Tri-Cities; vision to observe client behavior, signs of illness, and potential hazards. The job involves frequent walking to locate, assist, and deliver services to clients, with exposure to hazardous materials and waste in some locations. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 15 pounds, or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

## **ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees also work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, and may be exposed to blood and bodily fluids, and other hazardous physical substances and fumes. Employees interact with clients with behavioral disorders who may display erratic and assaultive behavior, including those who require emergency crisis intervention. Employees may also interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

## **WORKING CONDITIONS**

In accordance with California Government Code Section 3100, Tri-City Mental Health Center employees, in the event of a disaster, are considered disaster service workers and may be asked to protect the health, safety, lives, and property of the people of the State.

Employees serve as members of the Authority's on-call crisis intervention team and may be required to be available and respond to crisis situation 24/7 during on-call rotation.

Receive satisfactory results from a background investigation, which includes fingerprinting; a pre-employment physical examination, which includes a drug/alcohol test; and an administrative review.



## DATA SPECIALIST

Classification specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications *may not include all* duties performed by individuals within a classification. In addition, specifications are intended to outline the *minimum* qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

**FLSA STATUS:** Non-Exempt

### DEFINITION

Under general supervision, provides technical support to data analytics operations by reviewing and entering data; creates data collection surveys and tools; compiles and examines information from various sources; generates reports; and performs related duties as assigned.

### SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory and management personnel. Exercises no direct supervision over staff.

### DISTINGUISHING CHARACTERISTICS

This journey-level classification is responsible for independently performing technical duties in support data analytics operations. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

**EXAMPLES OF ESSENTIAL DUTIES:** Essential duties include, but are not limited to, the following:

- Creates data collection and survey tools in collaboration with program staff; collects, enters, and reviews survey data for accuracy and completeness; scans and uploads data collection tools for various Authority programs; creates summaries of survey results.
- Collects, compiles, and examines information from sources on a variety of specialized topics relevant to the operations and outcomes of behavioral health services including, but not limited to, housing, stigma reduction, peer mentoring, and community wellbeing; conducts literature reviews to support assigned projects.
- Meets with all Authority programs and facilitates the process for the development of Authority and program performance measures.
- Generates data quality reports to ensure the Authority is compliant with regulations; checks for missing fields, extracts and cleans data; enters corrections; regenerates and distributes reports.



- Prepares data to assist in required quarterly reports, annual updates, and other analyses and evaluations for all Authority programs; generates statistical and data quality program reports; assists in the development of work products necessary for all phases of programs.
- Maintains records and documentation of assigned program activities and events.
- Maintains client confidentiality in compliance with all Health Insurance Portability and Accountability (HIPAA) regulations.
- Observes and complies with all Authority and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

## **QUALIFICATIONS**

Any combination of education, training, and experience that provides the required knowledge, skills, and abilities to perform the essential duties of the position is qualifying. The incumbent will possess the most desirable combination of education, training, skills, and experience, as demonstrated in their past and current employment history. A typical example includes:

### **Education and Experience**

#### Education:

- Equivalent to an associate degree with college level coursework in public administration, behavioral health, business administration, or a related field.

#### Experience:

- Two (2) years of increasingly responsible experience providing support to data analytics operations or related experience.

#### **Knowledge of:**

- General understanding of Authority programs and operations.
- Principles of research, analysis, and report preparation.
- Methods and techniques of eliciting information to generate survey tools specific to programs.
- Principles of data collection and review.
- Operational characteristics of survey data software, tools, and platforms.
- Results-Based Accountability and other models of quality improvement practices.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility, including the Health Insurance Portability and Accountability Act (HIPAA).
- Authority and mandated safety rules, regulations, and protocols
- Techniques for providing a high level of customer service, interacting and effectively dealing with the public, community based organizations and service providers, stakeholders, and Authority staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.

- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

**Ability to:**

- Examine and interpret data to generate reports for Authority programs.
- Research and source information to prepare a diverse range of survey tools.
- Generate reports, analyses and documents using a variety of software programs.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Understand scope of authority in making independent decisions.
- Prepare clear and concise reports, correspondence and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Maintain the confidentiality of client information.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with clients, their families, Authority staff, and the behavioral health community.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

**PHYSICAL DEMANDS (ADA)**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

**ENVIRONMENTAL CONDIITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

**WORKING CONDITIONS**

In accordance with California Government Code Section 3100, Tri-City Mental Health Center employees, in the event of a disaster, are considered disaster service workers and may be asked to protect the health, safety, lives, and property of the people of the State.

Receive satisfactory results from a background investigation, which includes fingerprinting; a pre-employment physical examination, which includes a drug/alcohol test; and an administrative review.



## DATA SUPERVISOR

Classification specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications *may not include all* duties performed by individuals within a classification. In addition, specifications are intended to outline the *minimum* qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

**FLSA STATUS:** Exempt

### DEFINITION:

Under direction, provides project coordination and supervises data analysis of performance measures for quality improvement of all clinical and assigned non-clinical programs including Mental Health Services Act (MHSA) programs; plans, organizes, and implements quality improvement activities of all assigned Authority programs; performs related duties as assigned.

### SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Manager of Best Practices. Exercises direct supervision over professional and technical staff.

### DISTINGUISHING CHARACTERISTICS

This is a full supervisory-level class that exercises independent judgment on diverse and specialized areas of responsibility relevant to data analysis of quality improvement performance measures, with accountability and ongoing decision-making responsibilities associated with the work. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of staff, for overseeing day-to-day technical and administrative duties, and for providing specialized support to management in a variety of areas. Performance of the work requires the use of independence, initiative, and discretion within established guidelines and scope of practice.

### EXAMPLES OF ESSENTIAL DUTIES

Essential duties include, but are not limited to, the following:

- Participates in the development of goals, objectives, best practices, policies and procedures, and changes to applicable functions, consistent with federal, state, and local laws and regulations and Authority rules, guidelines, and values; recommends and implements policies and procedures including standard operating procedures for assigned operations; establishes schedules and methods for assigned functions; participates in maintaining and monitoring work plans to achieve program goals and objectives; assists in the implementation and monitoring of Evidence Based Practices to be used Authority-wide.
- Monitors activities of assigned function; identifies opportunities for improving service delivery and procedures; provides recommendations concerning process changes; reviews with appropriate management staff; implements improvements and modifications.

- Plans, organizes, assigns, supervises, and reviews the work of assigned staff; trains staff in work procedures; provides policy guidance and interpretation to staff; evaluates employee performance; counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion.
- Facilitates and supervises the process for the development of Authority and department performance measures; supervises and participates in the design and delivery of performance measures, data quality, and other related quality improvement projects to Authority staff; oversees and participates in the creation of data collection tools; evaluate gathered data.
- Oversees and participates in the development of work products necessary for all phases of new and existing programs; oversees the development and implementation of databases, data collection tools/systems, data analytics, and other strategies that optimize data efficiency and quality; oversees the creation of reports to be utilized for Authority-wide program development, implementation and improvement; identifies the best methods of data collection, data analysis, and data reporting.
- Interprets data, analyzes results using statistical techniques and provide ongoing reports; identifies, analyzes, and interprets trends or patterns in data sets; filters and prepares data by reviewing data sets and identifying data that may need to be corrected.
- Prepares data to assist in required quarterly reports, annual updates, and other analyses and evaluations for all agency programs.
- Develops, arranges, leads, and coordinates trainings and meetings to plan and review quality improvement projects and outcomes data.
- Recommends relevant program updates and improvements based on data collected and analysis to correspond with agency and community needs, funding, and available resources.
- Directs the establishment and maintenance of records and documentation for assigned program operations.
- Ensures staff observe and comply with all Authority and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

## **QUALIFICATIONS**

Any combination of education, training, and experience that provides the required knowledge, skills, and abilities to perform the essential duties of the position is qualifying. The incumbent will possess the most desirable combination of education, training, skills, and experience, as demonstrated in their past and current employment history. A typical example includes:

### **Education and Experience**

Education:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in clinical research, public administration, behavioral health, business administration, or a related field.

Experience:

- Four (4) years of increasingly responsible professional experience in a public sector behavioral health data analytics program, two (2) of which should be in a supervisory capacity.

**Licenses and Certifications**

- Possession of a valid California Driver's License, a satisfactory driving record, and a properly registered and insured vehicle, to be maintained throughout employment.

**Knowledge of:**

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Available data analytics resources for behavioral health programs and processes.
- Methods and techniques of designing data collection processes with a diverse range of reporting options.
- Principles of research, analysis, and report preparation.
- Principles and practices of project management.
- Principles and practices of data analytics program design and development.
- Operational characteristics and optimal use of data processing systems/applications, including database programming concepts and data management systems.
- Results-Based Accountability and other models of quality improvement practices.
- Principles and practices of direct client service delivery.
- Cultural, social, and environmental factors and influences affecting behavioral health.
- Case management principles, practices, and processes related to the assessment, care, treatment, and documentation of individuals with behavioral disorders.
- Community and governmental services and resources.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility, including the Health Insurance Portability and Accountability Act (HIPAA).
- Authority and mandated safety rules, regulations, and protocols
- Techniques for providing a high level of customer service, interacting and effectively dealing with the public, community based organizations and service providers, stakeholders, and Authority staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

**Ability to:**

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Produce analyses and documents using a variety of software programs.
- Compile materials and prepare reports independently.
- Analyze and interpret factual data and a variety of administrative issues; make sound policy and procedural recommendations; implement effective solutions; and prepare complex reports.
- Manage and prioritize multiple projects and processes.
- Understand scope of authority in making independent decisions.
- Prepare clear and concise reports, correspondence, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Maintain the confidentiality of client information.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with clients, their families, Authority staff, and the behavioral health community.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

**PHYSICAL DEMANDS (ADA)**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various Authority sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

**ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

**WORKING CONDITIONS**

In accordance with California Government Code Section 3100, Tri-City Mental Health Center employees, in the event of a disaster, are considered disaster service workers and may be asked to protect the health, safety, lives, and property of the people of the State.

Receive satisfactory results from a background investigation, which includes fingerprinting; a pre-employment physical examination, which includes a drug/alcohol test; and an administrative review.





## DIRECTOR OF MENTAL HEALTH SERVICES ACT AND ETHNIC SERVICES

Classification specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications *may not include all* duties performed by individuals within a classification. In addition, specifications are intended to outline the *minimum* qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

**FLSA STATUS:** Exempt

### **DEFINITION:**

Under administrative direction, plans, organizes, directs, manages, and coordinates all functions and activities of the Mental Health Services Act (MHSA) programs and reporting systems; develops and coordinates the planning process for new MHSA funding streams as they become available; plans, organizes, directs, and evaluates the cultural competency activities of the Authority as the Ethnic Services Director; formulates departmental policies, goals, and directives; provides highly responsible and complex professional assistance to the Executive Director in areas of expertise; and performs related duties, as assigned.

### **SUPERVISION RECEIVED AND EXERCISED:**

Receives administrative direction from the Executive Director. Exercises direct supervision over supervisory, professional, technical, and administrative support staff through subordinate levels of supervision.

### **DISTINGUISHING CHARACTERISTICS:**

This is a department director classification that oversees, directs, and participates in all activities of the MHSA programs and ethnic services, including short- and long-term planning as well as development and administration of departmental policies, procedures, and services. This class provides assistance to the Executive Director in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of public policy, Authority functions and activities, including the role of the Governing Board and Mental Health Commission, and the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include coordinating the activities of the department with those of other departments and outside agencies and managing and overseeing the complex and varied functions of the department. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives, and for furthering the Authority's mission, goals and objectives within general policy guidelines.

**EXAMPLES OF ESSENTIAL DUTIES:** Essential duties include, but are not limited to, the following:

- Assumes full management responsibility for all Authority MHSA programs, services, and activities and plans; areas of responsibility include community services, prevention and early intervention, workforce education and training, innovation and capital facilities and technology planning.

- Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for MHSA programs; establishes, within Authority policy, appropriate budget, service, and staffing levels.
- Collaborates with Finance and Operations Departments in the development and administration of the department's budget; directs the forecast of additional funds needed for staffing, equipment, and supplies; directs the monitoring of and approves expenditures; directs and implements budgetary adjustments, as necessary.
- Selects, trains, motivates, and directs department personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with employees to correct deficiencies; implements discipline and termination procedures; responds to staff questions and concerns.
- Contributes to the overall quality of the department's service by developing, reviewing, and implementing policies and procedures to meet legal requirements and Authority needs; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.
- Monitors legal, regulatory, technology, and societal changes and court decisions that may affect the work of the department; analyzes and prepares recommendations on proposed legislation; interprets and disseminates State policy and regulations pertaining to MHSA; determines equipment acquisition, training programs, and procedural changes to ensure retention of qualified staff and the provision of services to the community in an effective, efficient, and economical manner; oversees, maintains, and revises reports, amendments, and programmatic changes for State approval.
- Oversees and coordinates activities and processes for the annual MHSA plan updates including the Integrated MHSA Plan; participates in the development of work products necessary for all phases of MHSA planning, implementation, and annual updates including the Integrated Plan; works with Best Practices on establishing and reporting outcomes for all MHSA programs.
- Oversees MHSA community planning process and Authority innovation plans; conducts consumer meetings and builds solid working relationships with various stakeholders; guides stakeholder process to assess community needs and develop new projects; makes informational presentations to the public.
- Develops, implements, and evaluates strategies to achieve a culturally competent system of care; oversees the Cultural Inclusion and Diversity committee; identifies behavioral health needs of ethnically and culturally diverse populations as they impact the Authority's system of care; makes recommendations to the Executive Team; coordinates and promotes quality and equitable care.
- Serves as liaison with other community, private, and public agencies, commissions, and stakeholders, including the California Institute of Behavioral Health and Mental Health Services Oversight and Accountability Commission, concerning the community's services and program needs; directs and participate in advertising and outreach for MHSA programs.

- Develops and implements the Authority's Cultural Competency Plan; oversees and coordinates training and development of staff regarding issues of cultural competence.
- Assigns special management studies and administrative tasks to subordinate personnel; prepares and approves various grants, reports, and documents for the management team or Executive Director.
- Attends regional and state meetings related to MHSA and Cultural Competency planning and implementation; stays abreast of new trends and innovations in the areas of responsibility.
- Ensures staff observe and comply with all Authority and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

### **QUALIFICATIONS:**

Any combination of education, training, and experience that provides the required knowledge, skills, and abilities to perform the essential duties of the position is qualifying. The incumbent will possess the most desirable combination of education, training, skills, and experience, as demonstrated in their past and current employment history. A typical example includes:

#### **Education and Experience:**

##### Education:

- Equivalent to a master's degree from an accredited college or university with major coursework in public administration, business administration, psychology, marriage and family therapy, social work, or a related field.

##### Experience:

- Three (3) years of management experience in health services administration, mental health, local government, or related field with emphasis in policy and program planning within health or mental health.

#### **Licenses and Certifications:**

- Possession of a valid California Driver's License, a satisfactory driving record, and a properly registered and insured vehicle, to be maintained throughout employment.

#### **Knowledge of:**

- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles and practices of strategic plan development.
- Administrative principles, practices, and methods including goal setting, program development, implementation and evaluation, policy and procedure development, quality control, and work standards.

- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Health policy issues and planning approaches.
- Principles of financial administration, including public budgeting, reporting and management of budgets.
- Principles of research, analysis, and report preparation.
- Principles and practices of wellness and recovery and cultural competency in accordance with MHSA.
- Social, emotional, and behavioral aspects of mental disorders and illness.
- Principles and practices of direct client service delivery.
- Principles of behavioral health education.
- Cultural, social, and environmental factors and influences affecting behavioral health.
- Community and governmental services and resources.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility, including the Health Insurance Portability and Accountability Act (HIPAA).
- Authority and mandated safety rules, regulations, and protocols
- Techniques for providing a high level of customer service, interacting and effectively dealing with the public, community based organizations and service providers, stakeholders, and Authority staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

**Ability to:**

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative, management, and professional leadership for the Authority and the Department
- Represent the Authority's mental health services in a variety of meetings.
- Analyze and interpret factual data and a variety of administrative issues; make sound policy and procedural recommendations; implement effective solutions; and prepare complex reports.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the Authority in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Understand scope of authority in making independent decisions.
- Effectively utilize community resources to assist clients.
- Prepare clear and concise reports, correspondence, client case documentation, and other written materials.

- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with clients, their families, Authority staff, and the behavioral health community.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

### **PHYSICAL DEMANDS (ADA)**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various Authority sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

### **ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

### **WORKING CONDITIONS**

In accordance with California Government Code Section 3100, Tri-City Mental Health Center employees, in the event of a disaster, are considered disaster service workers and may be asked to protect the health, safety, lives, and property of the people of the State.

Receive satisfactory results from a background investigation, which includes fingerprinting; a pre-employment physical examination, which includes a drug/alcohol test; and an administrative review.



## **DIVERSITY AND INCLUSION COORDINATOR**

Classification specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications *may not include all* duties performed by individuals within a classification. In addition, specifications are intended to outline the *minimum* qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

**FLSA STATUS:** Exempt

### **DEFINITION:**

Under direction performs a range of activities that ensure the Authority's policies, protocols, procedures, programs, and services provided to clients and the community are culturally and linguistically appropriate throughout the entire system of care; maintains and updates the Tri-City Cultural Competency Plan in accordance with state and other mandated requirements; collects and evaluates Tri-City cultural demographics data for program purposes; collaborates with others in the development delivery of program training; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED:**

Receives direction from the Director of MHSA and Ethnic Services. Exercises no direct supervision over staff.

### **DISTINGUISHING CHARACTERISTICS**

This classification is responsible for independently performing professional duties to ensure the Authority is culturally competent and inclusive within its workforce and in the services provided to its clients, and that mandated requirements are met. Incumbents are responsible for planning, organizing, and coordinating assigned services and activities within the program requiring the interpretation and application of policies, procedures, and regulations. Employees serve as a specialist, liaison, and advocate for the program, requiring the use of initiative and resourcefulness, independent judgment, and regular contact with program stakeholders.

**EXAMPLES OF ESSENTIAL DUTIES:** Essential duties include, but are not limited to, the following:

- Assists the Director of MHSA and Ethnic Services in the day-to-day administrative tasks related to cultural competency as outlined in the Tri-City's Cultural Competence Plan to ensure the Authority is in compliance with state and federal cultural and linguistic regulations.
- Collects and assesses cultural demographic data of individuals employed and served at Tri-City including race, ethnicity, primary language, gender, and sexual orientation; maintains confidentiality of all data.
- Confers with staff, contracted individuals, groups and/or organizations, individuals served, Tri-City's Mental Health Commission, stakeholders, advisory groups, and the community, to

determine behavioral health and service delivery issues, barriers, and needs of diverse populations.

- Serves on and/or provides staff support to assigned committees and Councils, including, but not limited to, the Authority's Cultural Inclusion and Diversity Committee, and Cultural Advisory Councils.
- Coordinates, facilitates, and supports the activities, trainings and events of the Cultural Inclusion and Diversity Committee and the various cultural advisory councils.
- Maintains and updates the Tri-City Cultural Competency Plan in accordance with state requirements; assists in preparing required quarterly reports, annual updates, and other analyses and evaluations for Cultural Competency activities.
- Works in collaboration with the Workforce Education and Training Supervisor to provide culturally competent/relevant and linguistically appropriate trainings to staff and the various advisory councils.
- Works in partnership with the Human Resources Department and the Workforce Education and Training Supervisor to plan, coordinate, and implement events for staff recruitment and the professional development of existing staff.
- Maintains up-to-date knowledge of policies and procedures that govern program operations; disseminates knowledge to staff and ensures compliance on a continuous basis.
- Ensures confidentiality and integrity of Protected Health Information (PHI) of clients served by Center to comply with all Health Insurance Portability and Accountability (HIPAA) regulations.
- Observes and complies with all Authority and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

## **QUALIFICATIONS:**

Any combination of education, training, and experience that provides the required knowledge, skills, and abilities to perform the essential duties of the position is qualifying. The incumbents will possess the most desirable combination of education, training, skills, and experience, as demonstrated in their past and current employment history. A typical example includes:

### **Education and Experience**

#### Education:

- Equivalent to a bachelor's degree from an accredited college with major coursework in psychology, social work, or a related field.

#### Experience:

- Three (3) years of professional level experience behavioral health services, local government, or a related field with emphasis in policy and program planning within behavioral health.

### **Licenses and Certifications**

- Possession of a valid California Driver's License, a satisfactory driving record, and a properly registered and insured vehicle, to be maintained throughout employment.

### **Knowledge of:**

- Implicit bias and antiracism theories and perspectives and their impact on the public behavioral health system and the communities served by Tri-City.
- Methods and techniques of creating specialized training/workshops plans and materials.

- Cultural and linguistic strengths and challenges to consider when developing and providing quality mental health services.
- Community socio-economic and cultural demographics.
- Cultural, social and environmental factors and influences affecting behavioral health.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Practices and techniques of administrative and statistical research, analysis and report preparation.
- Effective techniques for speaking before groups and preparing public presentations.
- Local community resources and support systems.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility, including the Health Insurance Portability and Accountability Act (HIPAA).
- Authority and mandated safety rules, regulations, and protocols
- Techniques for providing a high level of customer service, interacting, and effectively dealing with the public, community-based organizations and service providers, stakeholders, and Authority staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

**Ability to:**

- Assist in the development and administration of policies, protocols and programs which are culturally and linguistically appropriate for the Authority's workforce and clients.
- Implement trainings and activities that will enhance the workforce's ability to provide culturally sensitive and competent services.
- Develop, implement, and coordinate community collaborations that target penetration in unserved/underserved populations.
- Use a participatory style in reaching solutions to problems.
- Facilitate groups to develop and implement recommendations.
- Manage, track, and report on multiple, complex projects.
- Analyze data for program evaluation and development.
- Produce analyses and documents using a variety of software programs.
- Identify and address implicit bias and effectively discuss race in the workplace
- Analyze and interpret factual data and a variety of administrative issues; make sound policy and procedural recommendations; implement effective solutions; and prepare complex reports.
- Speak in public and give public presentations.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the Authority in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Understand scope of authority in making independent decisions.
- Prepare clear and concise reports, correspondence, client case documentation, and other written materials.



- Use tact, initiative, prudence, and independent judgment within legal, general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Maintain the confidentiality of staff and client information received in the course of work.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with clients, their families, Authority staff, and the behavioral health community.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

### **PHYSICAL DEMANDS (ADA)**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various Authority sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

### **ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

### **WORKING CONDITIONS**

In accordance with California Government Code Section 3100, Tri-City Mental Health Center employees, in the event of a disaster, are considered disaster service workers and may be asked to protect the health, safety, lives, and property of the people of the State.

Receive satisfactory results from a background investigation, which includes fingerprinting; a pre-employment physical examination, which includes a drug/alcohol test; and an administrative review.



## ELECTRONIC HEALTH RECORDS SPECIALIST

Classification specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications *may not include all* duties performed by individuals within a classification. In addition, specifications are intended to outline the *minimum* qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

**FLSA STATUS:** Non-Exempt

### DEFINITION

Under direction, carries out duties to maintain the Electronic Health Records program, administration; audits electronic charts for completion of documents; builds programs and forms, and ensures system functionality; perform other duties as required.

### SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Quality Assurance Supervisor. Exercises no direct supervision over staff.

### DISTINGUISHING CHARACTERISTICS

This journey-level classification is responsible for independently performing technical duties in support of Electronic Health Records program administration. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

### EXAMPLES OF ESSENTIAL DUTIES

Essential duties include, but are not limited to, the following:

- Monitors the performance of the Electronic Health Record system; reviews charts, Electronic Health Records (EHR) medical records, and reports prepared by staff; conducts random chart reviews on a quarterly basis; monitors clinical staff records and documents to ensure compliance with all applicable federal, state, and Authority regulations, including Health Insurance Portability and Accountability Act (HIPAA), quality assurance and utilization review requirements.
- Trains Authority staff on documentation standards and in the chart review process; updates training materials; conducts follow up with staff and responds to questions on processes.
- Provides support to end users and serves as EHR contact; receives and responds to questions related to the system; provides troubleshooting and problem solving to navigate complex EHR issues; identifies system issues that affect productivity and workflow; administers security levels, profiles, and runs reports for managers; tests accuracy of

electronic health record reports and works closely with vendor and internal IT Department staff in troubleshooting technical issues.

- Assists with the implementation and maintenance of the Electronic Health Record (EHR), working closely with the vendor and health center project team.
- Performs all staff training related to the EHR and develops and performs on-going training support programs to assist with new staff training and/or refresher training for existing staff; trains staff on how to use the system, open forms, build calendars, and create client records; conducts training on system enhancements; provides weekly documentation training to staff on a rotational basis with other Quality Assurance staff.
- Develops and maintains EHR system training manuals and handouts to provide to staff as supplemental material; records training videos illustrating how to perform various tasks within the system, such as how to open forms; records videos to document system errors and submits tickets to vendors for support.
- Performs system support tasks such as processing user lockouts in the EHR system; inputs, manages, and tracks, and follows up on all EHR enhancement requests and troubleshooting tickets; serves as contact for administrative departments, programs and/or services and provide all Authority EHR end users with support needed for the EHR system.
- Performs back end configurations on various parts of the EHR in order to comply with required regulations, Authority needs, and best practices.
- Works with EHR vendor and IT department to regularly maintain and improve the functionality and efficiency of the EHR system for the Authority's end users.
- Attends EHR trainings or meetings on a regular basis to ensure the Authority has the most up to date information.
- Creates and facilitates end user committees for EHR and other Quality Assurance compliance tasks as needed for the Authority.
- Observes and complies with all Authority and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

## **QUALIFICATIONS:**

Any combination of education, training, and experience that provides the required knowledge, skills, and abilities to perform the essential duties of the position is qualifying. The incumbent will possess the most desirable combination of education, training, skills, and experience, as demonstrated in their past and current employment history. A typical example includes:

### **Education and Experience:**

#### Education:

- Equivalent to an associate degree with major coursework in psychology, behavioral

**Electronic Health Records Specialist**

**09/20/2023**

**Page 2 of 4**

health, or a related field.

Experience:

- Three (3) years of progressively responsible experience in working with electronic health records in a behavioral health or social service setting.

**Knowledge of:**

- Methods and techniques of gathering and validating information, and processing documentation.
- Operational characteristics of EHR systems and associated healthcare applications.
- Tri-City department work flows and processes and their integration into the EHR system's functionality.
- Sources for standard records documentation requirements and rules.
- Methods and techniques of record keeping, report generation and preparing business correspondence.
- Mandated training program requirements and associated training criteria/materials.
- Methods and techniques of conducting chart audits.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility, including the Health Insurance Portability and Accountability Act (HIPAA).
- Authority and mandated safety rules, regulations, and protocols
- Techniques for providing a high level of customer service, interacting and effectively dealing with the public, community based organizations and service providers, stakeholders, and Authority staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

**Ability to:**

- Conduct detailed and precise chart review audits based on established guidelines.
- Serve as a resource for Authority staff on EHR system operations issues and perform routine system support tasks.
- Monitor EHR system performance and troubleshoot issues; coordinate resolution with vendor.
- Monitor and test the accuracy of EHR system reports and records
- Develop recommendations on training needs for staff; prepare and deliver effective training programs on EHR operations and chart reviews.
- Customize EHR to assist staff in building processes into their workflow.
- Prepare customized screening tools.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Understand scope of authority in making independent decisions.
- Prepare clear and concise reports, correspondence, client case documentation, and other written materials.

- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Maintain the confidentiality of client information.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with clients, their families, Authority staff, and the behavioral health community.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

### **PHYSICAL DEMANDS (ADA)**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging 10 pounds.

### **ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may also interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

### **WORKING CONDITIONS**

In accordance with California Government Code Section 3100, Tri-City Mental Health Center employees, in the event of a disaster, are considered disaster service workers and may be asked to protect the health, safety, lives, and property of the people of the State.

Receive satisfactory results from a background investigation, which includes fingerprinting; a pre-employment physical examination, which includes a drug/alcohol test; and an administrative review.



## FACILITIES AND SAFETY MANAGER

Classification specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications *may not include all* duties performed by individuals within a classification. In addition, *specifications* are intended to outline the *minimum* qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

**FLSA STATUS:** Exempt

### DEFINITION:

Under general direction, plans, organizes, oversees, coordinates, and manages the staff and operations of the Facilities Maintenance Division, including facilities, equipment, and vehicle maintenance and repair and emergency and planning services; participates in the development of policies and strategies for division operations; manages the effective use of division resources to improve organizational productivity and customer service; provides complex and responsible support to the Chief Financial Officer in areas of expertise; and performs related work as required.

### SUPERVISION RECEIVED AND EXERCISED:

Receives general direction from the Chief Financial Officer. Exercises direct supervision over technical and maintenance staff.

### DISTINGUISHING CHARACTERISTICS

This is a management classification responsible for planning, organizing, reviewing, and evaluating maintenance of Authority facilities, property, and emergency preparedness. Incumbents are responsible for performing diverse, specialized, and complex work involving significant accountability and decision-making responsibilities, which include managing the current and future maintenance and repair of all Authority owned and leased vehicles, equipment, supplies, buildings, facilities, grounds, and is responsible for oversight and implementation of Emergency and Planning Services and ensuring compliance with all regulatory requirements. Incumbents serve as a professional-level resource for organizational, managerial, and operational analyses and studies. Performance of the work requires the use of considerable independence, initiative, and discretion within broad guidelines.

**EXAMPLES OF ESSENTIAL DUTIES:** Essential duties include, but are not limited to, the following:

- Plans, manages, and oversees the daily functions, operations, and activities of the Facilities Maintenance division, including facilities, equipment, and vehicle maintenance and repair and workplace safety programs.
- Participates in the development and implementation of goals, objectives, policies, and priorities for the division; recommends within division policy, appropriate service, and staffing levels; recommends and administers policies and procedures.

- Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of assigned programs, service delivery methods, and procedures; assesses and monitors workload, administrative, and support systems, and internal reporting relationships; identifies opportunities and makes recommendations for improvement.
- Participates in the selection of, trains, motivates, and evaluates assigned personnel; works with employees to correct deficiencies; recommends and implements discipline and termination procedures.
- Reviews, schedules, and assigns work orders to facilities maintenance staff, including preventative and emergency maintenance, design, space planning, repair, construction, and furnishment throughout the Authority.
- Oversees Requests for Information (RFI's) and bids that comply with the Public Works Contracts and Bidding Standards and Davis/Bacon Act requirements; directs and oversees improvements by independent contractors performing work as hired by the Authority; reviews scope of work, schedule, and contract requirements, and ensures staff obtains proper insurance limits and permits for all vendors.
- Ensures compliance with federal, state, local, and Authority safety standards and building codes and oversees the maintenance of quarterly OSHA compliance checklists; submits completed checklists directly to the Chief Financial Officer.
- Ensures that maintenance checklists are completed timely and kept on file; analyzes needs of the Authority and develops policies and procedures independently or with a committee to submit to the Chief Financial Officer for review and approval.
- Reviews the division's inspection and incident reports and provides Chief Financial Officer with a risk analysis and recommendations.
- Submits requisitions for department purchases, completes, and maintains the physical inventory and maintenance schedules for all Authority furniture, equipment, and vehicles; makes continuous improvements to streamline work processes, decrease costs, minimize downtimes, and enhance customer service; provides updates, cost estimates, and budgets for each project to applicable managers.
- Ensures staff regularly stocks all Authority locations with first aid and emergency supplies; oversees all contagious disease protocols such as sanitation, safety precautions, and best practices.
- Monitors changes in regulations and technology that may affect Authority safety and facilities maintenance operations; implements policy and procedural changes after approval.
- Ensures staff observe and comply with all Authority and mandated safety rules, regulations, and protocols.
- Coordinates, facilitates, and leads various committees and meetings, including capital improvement projects meetings and safety committee meetings; acts as the Safety Committee

Chair ensuring the Emergency Action Plan Manual is current, staffing responsibilities in an emergency and cleaning schedules are updated, that there are adequate amounts of PPE for staff, and site drills are completed. Performs database and incident reporting trend tracking, reviews and contributes the quarterly meeting agenda, and ensures that reminders are sent out to staff.

- Reviews property manager maintenance requests and proposals for the Agency's two Supportive housing facilities, coordinates resident needs and approves work requests in collaboration with the Housing Manager, directly contacts the property manager if there any concerns regarding scope of work, proposals or insurance coverage questions.
- Coordinates and negotiates scope of work and/or hours for security guards with security guard management. Notifies management of incidents or requests to change security guards due to poor performance, habitual lateness and/or inappropriate behavior.
- Manages and coordinates Capital Improvement Projects (CIP) at the direction of the Executive Director. Performs research, plans, coordinates, and prepares budget and scope of work for CIP, reviews all proposals, bid documents, and specifications of contractor/civil engineer, ensures project is compliant with public works code, consults with General Counsel and prepares all Governing Board staff reports for project for approvals or updates.
- Performs related duties as required.

## **QUALIFICATIONS:**

Any combination of education, training, and experience that provides the required knowledge, skills, and abilities to perform the essential duties of the position is qualifying. The Incumbent will possess the most desirable combination of education, training, skills, and experience, as demonstrated in their past and current employment history. A typical example includes:

### **Education and Experience**

#### Education:

- Equivalent to an associate degree in building trades, construction management, facilities planning, construction technology, safety, emergency/disaster planning, or a related field.

#### Experience:

- Six (6) years of increasingly responsible experience in general building maintenance and repair involving a variety of trades work, safety, and/or emergency/disaster planning, including two (2) years of supervisory experience.

### **Licenses and Certifications**

- Possession of a valid California Driver's License, a satisfactory driving record, and a properly registered and insured vehicle, to be maintained throughout employment.
- Possession of a valid State of California General Contractors B License is desirable.

### **Knowledge of:**



- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Administrative principles, practices, and methods including goal setting, program development, implementation and evaluation, policy and procedure development, quality control, and work standards.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Maintenance and construction management and capital planning practices.
- Energy conservation methods and procedures.
- Repair of buildings, facilities, equipment, and associated building plans and specifications.
- Contracts and services related to the construction, repair, and maintenance of buildings, facilities, and equipment, and associated building plans and specifications.
- Methods, tools, and materials of the various building trades, including construction and inspection methods and techniques.
- Principles, practices, operations, services, and activities of safety, health, security, and emergency response programs.
- Methods and techniques of developing and conducting safety training programs.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Authority and mandated safety rules, regulations, and protocols
- Techniques for providing a high level of customer service, interacting and effectively dealing with the public, stakeholders, and Authority staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

**Ability to:**

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative, management, and professional leadership for Facilities Maintenance.
- Assess safety training needs; develop and coordinate safety training programs in assigned area; monitor and evaluate the effectiveness of programs.
- Direct and oversee the investigation of accidents and unsafe working conditions and the development of recommendations to prevent reoccurrence.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.

- Effectively represent the department and the Authority in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Understand scope of authority in making independent decisions.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with clients, their families, Authority staff, and the behavioral health community.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

### **PHYSICAL DEMANDS (ADA):**

When assigned to an office environment, must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone; ability to stand and walk between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

When performing field work, must possess mobility to work in changing site conditions; to sit, stand, and walk on level, uneven, or slippery surfaces; to reach, twist, turn, kneel, and bend; and to operate a motor vehicle and visit various sites throughout the Tri-Cities; vision to potential hazards. The job involves frequent walking, and possible exposure to hazardous materials in some locations. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 40 pounds, or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

### **ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees also work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions. Employees may also interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

### **WORKING CONDITIONS**

In accordance with California Government Code Section 3100, Tri-City Mental Health Center employees, in the event of a disaster, are considered disaster service workers and may be asked to protect the health, safety, lives, and property of the people of the State.

Receive satisfactory results from a background investigation, which includes fingerprinting; a pre-employment physical examination, which includes a drug/alcohol test; and an administrative review.



## FACILITIES COORDINATOR

Classification specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications *may not include all* duties performed by individuals within a classification. In addition, specifications are intended to outline the *minimum* qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

**FLSA STATUS:** Exempt

### DEFINITION

Under direction, administers facility improvement contracts, oversees contract compliance, including permits and insurance coverage, and complies with prevailing wages requirements and Davis/Bacon regulations, when applicable; develops future facilities improvement and preventative maintenance schedules; and performs related duties as assigned.

### SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Facilities and Safety Manager. Exercises no direct supervision over staff.

### DISTINGUISHING CHARACTERISTICS

This classification is responsible for the coordination of one or more programs or activities focused on performing and ensuring comprehensive facilities improvements at all Agency-owned properties or leased sites. Incumbents have responsibility for independently coordinating and implementing the program's goals and objectives. Positions at this level rely on experience and use considerable discretion and independent judgment to ensure the program's efficient and effective service delivery. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver program services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

**EXAMPLES OF ESSENTIAL DUTIES:** Essential duties include, but are not limited to, the following:

- Directs and oversees improvements by independent contractors performing work, as hired by Tri-City; reviews scope of work, schedule, and contract requirements; ensures proper insurance limits and permits are in place for all vendors; oversees fire prevention inspections and Medi-Cal site certification requirements for all Tri-City sites; coordinates work to be performed by contractors, including the day-to-day inspection of work in progress and completed work to ensure compliance with contract specifications related to materials used and construction methods as well as compliance with codes and regulations.
- Coordinates maintenance contracts with outside firms; participates in the solicitation of bids

and review of proposals; prepares bids that comply with Agency standards, prevailing wages, and Davis/Bacon Act requirements; prepares Request for Information (RFI's) and bid estimates; determines and recommends equipment, materials, and staffing needs for assigned operations, projects, and programs in collaboration with management.

- Completes and maintains a variety of records including requisition forms and related project expenses; prepares and presents inspection and project reports and updates.
- Orders furniture to ensure the correct size and assists in standardizing furniture in terms of make, model, and color across all Agency locations; maintains inventory of all agency equipment that is in-house, off-site, and in storage facilities; tracks and maintains records of surplus furniture or appliances which are intended to be donated or discarded.
- Ensures that safe work methods and safety precautions are observed; updates and maintains quarterly OSHA compliance checklists and submits checklists to management; utilizes appropriate safety equipment in working around hazardous chemicals and in hazardous environments.
- Maintains preventative maintenance records; plans, coordinates, and recommends schedules and methods related to the preventative maintenance program to the Facilities and Safety Manager.
- Assists the Housing Manager with all Mental Health Services Act (MHSA) Housing development, projects, and safety complaints.
- Oversees the Facilities Department Monthly Safety Hazard Checklists and provides management with Risk Analysis and recommendations.
- Maintains and restocks emergency and/or disaster supplies including water, food, batteries, radios, and other related items.
- Assists management with Agency Safety Committee Meetings, keeping current on all safety related issues which affect operations and staff/client safety; completes agendas and minutes and coordinates training sessions for all Safety Committee Meetings.
- Assists management with coordinating all facilities quarterly fire and earthquake drills with site Safety Monitors; files all completed staff evacuation checklists and ensures that the Emergency Action Plan Manual is current and available at all agency sites.
- Provides safety/emergency response updates quarterly to each Agency department, including information and materials explaining to staff where emergency exits, emergency supplies, list of assigned Safety Monitors at each site and summary of the Emergency Action Plan Manual.
- Observes and complies with all Authority and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

## **QUALIFICATIONS**

Any combination of education, training, and experience that provides the required knowledge, skills, and abilities to perform the essential duties of the position is qualifying. Incumbents will possess the most desirable combination of education, training, skills, and experience, as demonstrated in their past and current employment history. A typical example includes:

### **Education and Experience**

#### Education:

- Equivalent to completion of the twelfth (12<sup>th</sup>) grade, supplemented by specialized working experience in building trades or training in construction management, facilities planning, construction technology, or a related field.

#### Experience:

- Five (5) years of increasingly responsible experience in facilities maintenance planning and contract administration.

### **Licenses and Certifications**

- Possession of a valid California Driver's License, a satisfactory driving record, and a properly registered and insured vehicle, to be maintained throughout employment.
- Possession of a valid State of California General Contractors B License is desirable.

### **Knowledge of:**

- Methods, tools, and materials of the various building trades, including construction methods and techniques.
- Local Building Codes pertinent to the repair of building facilities and related equipment.
- Federal and State OSHA regulations.
- Prevailing wages requirements.
- Principles and practices of contract management
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Authority and mandated safety rules, regulations, and protocols
- Techniques for providing a high level of customer service, interacting and effectively dealing with the public, community-based organizations and service providers, stakeholders, and Authority staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

### **Ability to:**

- Understand Contracts and bidding process and cost estimation methods based on standard material and labor costs.
- Read, interpret, and work from plans, drawings, and specifications.
- Make basic arithmetical computations.
- Work safely and efficiently; and independently as required.
- Understand and follow verbal and written instructions.

- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Understand scope of authority in making independent decisions.
- Effectively utilize community resources to assist clients.
- Prepare clear and concise reports, correspondence, client case documentation, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with clients, their families, Authority staff, and the behavioral health community.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

### **PHYSICAL DEMANDS (ADA):**

When assigned to an office environment, must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone; ability to stand and walk between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

When performing field work, must possess mobility to work in changing site conditions; to sit, stand, and walk on level, uneven, or slippery surfaces; to reach, twist, turn, kneel, and bend; and to operate a motor vehicle and visit various sites throughout the Tri-Cities; vision to potential hazards. The job involves frequent walking, and possible exposure to hazardous materials in some locations. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 40 pounds, or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

### **ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees also work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, and may be exposed to hazardous physical substances and fumes. Employees may also interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

### **WORKING CONDITIONS**

In accordance with California Government Code Section 3100, Tri-City Mental Health Center employees, in the event of a disaster, are considered disaster service workers and may be asked

to protect the health, safety, lives, and property of the people of the State.

Receive satisfactory results from a background investigation, which includes fingerprinting; a pre-employment physical examination, which includes a drug/alcohol test; and an administrative review.



## FACILITIES MAINTENANCE WORKER

Classification specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications *may not include all* duties performed by individuals within a classification. In addition, specifications are intended to outline the *minimum* qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

**FLSA STATUS:** Non-Exempt

### DEFINITION:

Under general supervision, performs skilled and semi-skilled work including carpentry, masonry, painting, and plumbing installation, maintenance, repair, and modification work at Authority facilities and properties; cleans spills in facilities and maintains safety and emergency supplies; and performs related duties as assigned.

### SUPERVISION RECEIVED AND EXERCISED:

Receives general supervision from the Facilities and Safety Manager. Exercises no direct supervision over staff.

### DISTINGUISHING CHARACTERISTICS:

This journey-level classification is responsible for independently performing routine and semi-skilled maintenance and repair work. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This classification is distinguished from the Senior Facilities Maintenance Worker in that the latter performs the more complex work assigned to the series requiring thorough knowledge of the assigned program, its procedures, and operational details.

**EXAMPLES OF ESSENTIAL DUTIES:** Essential duties include, but are not limited to, the following:

- Performs preventative maintenance and repair of Authority and leased properties; responds to work order requests and keeps reports and records of completed job; conducts daily mail runs for Authority staff.
- Performs skilled and semi-skilled labor related to the maintenance, repair, and modification of buildings and facilities; performs minor carpentry, electrical, masonry, and plumbing work.
- Performs routine painting of interior and exterior surfaces; moves and secures furniture, wall fixtures, equipment, and a variety of floor coverings; determines supplies needs and prepares orders for supplies and materials.
- Ensures cleanliness of the Authority's interior and exterior premises, cleans windows, cleans, and sanitizes spills and debris.



- Modifies and repairs plumbing fixtures, including toilets, sinks, or related elements.
- Maintains and restocks emergency and sanitation supplies including water, food supplies, batteries, radios, and other related items.
- Completes and maintains safety checklists and safety reports; checks emergency lights, smoke detectors, fire extinguishers, and other items on the checklist; responds to alarm detection and security breach warnings in buildings.
- Uses and maintains a wide variety of hand, power, and shop tools as well as test equipment related to the work.
- Monitors access to storage facilities and ensures security and order of storage units; Responds to alarm detection and security breach warnings in buildings; maintains physical possession of agency keys, changes locks, and has keys made when needed.
- Observes and complies with all Authority and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

## **QUALIFICATIONS:**

Any combination of education, training, and experience that provides the required knowledge, skills, and abilities to perform the essential duties of the position is qualifying. The incumbents will possess the most desirable combination of education, training, skills, and experience, as demonstrated in their past and current employment history. A typical example includes:

### **Education and Experience**

#### Education:

- Equivalent to completion of the twelfth (12<sup>th</sup>) grade, supplemented by specialized working experience in building trades or training in construction management, facilities planning, construction technology, or a related field.

#### Experience:

- Two (2) years of experience in general building maintenance and repair involving a variety of minor carpentry, electrical, masonry, painting, and plumbing work.

### **Licenses and Certifications:**

- Possession of a valid California Driver's License, a satisfactory driving record, and a properly registered and insured vehicle, to be maintained throughout employment.

### **Knowledge of:**

- Methods, practices, materials, tools, and equipment used in the installation, repair, adjustment, and maintenance of equipment common to residential and commercial buildings.
- Codes pertinent to the repair of building facilities and related equipment.
- Basic techniques of receiving, storing, and issuing supplies and materials.
- Authority and mandated safety rules, regulations, and protocols
- Cleaning materials and equipment.
- Safety regulations related to construction, maintenance and repair work.
- Safety and health practices relating to sanitization in the workplace.
- Techniques for providing a high level of customer service, interacting and effectively dealing with the public, service providers, and Authority staff.
- The structure and content of the English language to effectively perform the work.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

**Ability to:**

- Perform a variety of building maintenance and repair work.
- Operate and maintain specialized tools and equipment of the carpentry, plumbing, and electrical trades.
- Maintain accurate records, files, and reports.
- Make basic arithmetical computations.
- Safely operate related construction maintenance tools and equipment.
- Understand and follow verbal and written instructions.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

**PHYSICAL DEMANDS (ADA):**

When assigned to an office environment, must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone; ability to stand and walk between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

When performing field work, must possess mobility to work in changing site conditions; to sit, stand, and walk on level, uneven, or slippery surfaces; to reach, twist, turn, kneel, and bend; and to operate a motor vehicle and visit various sites throughout the Tri-Cities; vision to potential hazards. The job involves frequent walking, and possible exposure to hazardous materials in some locations. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 40 pounds, or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

## **ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees also work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, and may be exposed to blood and bodily fluids, and other hazardous physical substances and fumes. Employees interact with clients with behavioral disorders who may display erratic and assaultive behavior, including those who require emergency crisis intervention. Employees may also interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

## **WORKING CONDITIONS**

In accordance with California Government Code Section 3100, Tri-City Mental Health Center employees, in the event of a disaster, are considered disaster service workers and may be asked to protect the health, safety, lives, and property of the people of the State.

Receive satisfactory results from a background investigation, which includes fingerprinting; a pre-employment physical examination, which includes a drug/alcohol test; and an administrative review.



## HOUSING MANAGER

Classification specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications *may not include all* duties performed by individuals within a classification. In addition, specifications are intended to outline the *minimum* qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

**FLSA STATUS:** Exempt

### **DEFINITION:**

Under general direction, plans, organizes, oversees, coordinates, and manages the staff and operations of the Authority's Housing Division, including the planning, development, implementation, and management of a comprehensive system of housing services within the Authority's service area; collaborates with a variety of external funding and/or service providers to effectively develop and deliver supportive housing services to Authority clients; manages the effective use of division resources to improve organizational productivity and customer services; provides complex and responsible support to the Executive Director in area of expertise; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED:**

Receives general direction from the Executive Director. Exercises direct supervision over supervisory, technical, and administrative support staff through subordinate levels of supervision.

### **DISTINGUISHING CHARACTERISTICS:**

This is a management classification responsible for planning, organizing, reviewing, and evaluating the Authority's housing programs and related services. Incumbents are responsible for performing diverse, specialized and complex work involving significant accountability and decision-making responsibilities, which include developing and implementing policies and procedures for assigned programs, budget administration and reporting, and program evaluation, providing direct client services, and ensuring compliance with regulatory requirements. Incumbents serve as a professional-level resource for organizational, managerial, and operational analyses and studies. Performance of the work requires the use of considerable independence, initiative, and discretion within broad guidelines.

**EXAMPLES OF ESSENTIAL DUTIES:** Essential duties include, but are not limited to, the following:

- Plans, manages, and oversees the daily functions, operations, and activities of the Housing Division; areas of responsibility include homelessness prevention and early intervention, housing placement, and the provision of various supportive services to facilitate stable housing for Authority clients and their families.

- Participates in the development and implementation of goals, objectives, policies, and priorities for the division; recommends within division policy, appropriate service and staffing levels; recommends and administers policies and procedures.
- Participates in the development, administration, and oversight of division budget; determines funding needed for staffing, equipment, materials, and supplies; ensures compliance with budgeted funding.
- Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of assigned programs, service delivery methods, and procedures; assesses and monitors workload, administrative, and support systems, and internal reporting relationships; identifies opportunities and makes recommendations for improvement.
- Participates in the selection of, trains, motivates, and evaluates assigned personnel; works with employees to correct deficiencies; recommends and implements discipline and termination procedures.
- Plans, organizes, directs, administers, manages, and updates as needed, the services and activities of the Authority's comprehensive Master Housing Plan; manages all Supportive Services Plans for each permanent supportive housing project funded by MHSA and/or the Department of Housing and Community Development.
- Stays abreast of local, state and federal policies, legislation, and funding opportunities to create and fund housing options and services for the Authority's targeted population; provides related updates and guidance to the Authority's executives and governing board.
- Establishes systems to effectively monitor critical project functions and track key performance indicators, such as contract compliance, chart notes/clinical service match, housing retention rates, community engagement and support, and privacy compliance.
- Develops and maintains strategic relationships with other public and private agencies and individuals within the community responsible for the development, funding, and provision of housing and housing services for Authority targeted populations.
- Conducts a variety of organizational and operational studies and investigations; recommends modifications to assigned programs, policies, and procedures, as appropriate.
- Serves as a liaison for assigned functions with other Authority departments, divisions, and outside agencies; provides staff support to commissions, committees, and task forces as necessary.
- Attends and participates in professional, community, and intergovernmental group meetings; prepares and presents information related to Authority housing programs, services, and target population needs; and encourages/solicits funding support.
- Prepares a variety of program reports, correspondence, and related documents, including grant writing and applications.
- Directs the establishment and maintenance of working and official division files.
- Ensures staff observe and comply with all Authority and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

## **QUALIFICATIONS:**

Any combination of education, training, and experience that provides the required specialized knowledge, skills, and abilities to perform the essential duties of the position is qualifying. Incumbents will possess the most desirable combination of education, training, skills, and experience, as demonstrated in their past and current employment history. A typical example includes:

### **Education and Experience:**

#### Education:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in public or business administration, public health, sociology, or a related field.

#### Experience:

- Four (4) years increasingly responsible experience supervising and/or managing housing programs/services in a public or non-profit setting.

### **Licenses and Certifications:**

- Possession of a valid California Driver's License, a satisfactory driving record, and a properly registered and insured vehicle, to be maintained throughout employment.

### **Knowledge of:**

- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Administrative principles, practices, and methods including goal setting, program development, implementation and evaluation, policy and procedure development, quality control, and work standards.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Methods and techniques of analyzing and evaluating new service delivery models.
- Principles and practices of direct client service delivery.
- Housing voucher programs and funding streams to assist with housing and homelessness.
- The permanent supportive housing model, and Housing First principles.
- Cultural, social, and environmental factors and influences affecting behavioral health and homelessness.
- Social, emotional, and behavioral aspects of mental disorders and illness.
- Community and governmental services and resources aimed at addressing homelessness and affordable housing.

- Contract development, negotiations, administration, and evaluation methods to ensure contract compliance.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility, including the Health Insurance Portability and Accountability Act (HIPAA), Fair Housing, and eviction laws.
- Techniques for effectively representing the Authority in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Recent and on-going developments, current literature, and sources of information related to the operations of the Housing Division.
- Authority and mandated safety rules, regulations, and protocols
- Techniques for providing a high level of customer service, interacting and effectively dealing with the public, community-based organizations and service providers, stakeholders, and Authority staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

**Ability to:**

- Plan, organize, oversee and manage the staff and operations of the Housing Division.
- Provide administrative, management, and professional leadership for the Housing Division.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Determine the need for and priority of permanent supportive housing in the community.
- Provide analysis, guidance and recommendations for the effective implementation, maintenance and/or adaptation of Authority's comprehensive Master Housing Plan.
- Understand, interpret, apply, and ensure compliance with all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the Authority in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Understand scope of authority in making independent decisions.
- Effectively utilize community resources to assist clients.
- Prepare clear and concise reports, correspondence, client case documentation, and other written materials.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Maintain confidentiality of client information.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with clients, their families, Authority staff, and the behavioral health community.

- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

### **PHYSICAL DEMANDS (ADA)**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various Authority sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

### **ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees interact with clients with behavioral disorders who may display erratic and assaultive behavior, including those who require emergency crisis intervention. Employees may also interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

### **WORKING CONDITIONS**

In accordance with California Government Code Section 3100, Tri-City Mental Health Center employees, in the event of a disaster, are considered disaster service workers and may be asked to protect the health, safety, lives, and property of the people of the State.

Receive satisfactory results from a background investigation, which includes fingerprinting; a pre-employment physical examination, which includes a drug/alcohol test; and an administrative review.





## HOUSING OUTREACH SPECIALIST

Classification specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications *may not include all* duties performed by individuals within a classification. In addition, specifications are intended to outline the *minimum* qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

**FLSA STATUS:** Non-Exempt

### DEFINITION:

Under general supervision, provides advocacy for clients through outreach and mental health education to the landlord community to bring awareness to mental health challenges and reduce stigma; assists clients with accessing and navigating housing resources and services; serves as a liaison between tenants, landlords, and property managers to mitigate and mediate conflicts and ensure the continuity of housing services for clients; plans, organizes, and conducts a variety of events and presentations to engage the landlord community and promote the mission of the Authority; and performs related duties as assigned.

### SUPERVISION RECEIVED AND EXERCISED:

Receives general supervision from the Housing Supervisor. Exercises no direct supervision over staff.

### DISTINGUISHING CHARACTERISTICS:

This journey-level specialized classification is responsible for independently performing technical duties in support of housing programs and the continuity of housing services to clients through promotion and landlord engagement. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

**EXAMPLES OF ESSENTIAL DUTIES:** Essential duties include, but are not limited to, the following:

- Performs a variety of specialized duties to promote Authority programs, services, and mental health education to the general landlord community to reduce stigma surrounding mental health and establish collaborative relationships.
- Serves as a liaison between tenants, landlords, and property managers to mitigate and mediate conflicts and ensure the continuity of housing services for clients.
- Plans, organizes, coordinates, and participates in a variety of events and presentations to engage clients and the landlord community, promote the Authority, provide mental health

education, increase the availability of housing resources and services for clients, and promote positive tenant/landlord relations.

- Visits properties throughout the Tri-Cities area to establish rapport with landlords/property managers and promote/provide information about the Authority's programs and services.
- Oversees Shelter Plus Care vouchers for clients receiving mental health services; assists voucher holders with relocation services including locating acceptable housing and ensuring compliance with applicable rules and regulations.
- Provide consumer housing services of referral case management, educating on eligibility requirements for different housing opportunities, Shelter Plus Care/Section 8 programs, providing housing resources, and assigned MHSA Housing in accordance with HUD (Department of Housing and Urban Development) regulations, federal guidelines, MHSA (Mental Health Services Act) Guidelines and Agency policy.
- Work with clients with highest CES acuity scores and their treatments team to help make sure the individual/household is "document ready."
- Creates and develops promotional material, such as flyers, presentations, and charts.
- Prepares and maintains current Housing List of all available housing and provides regular updates and distribution to Authority staff.
- Maintains accurate, detailed, and thorough documentation, case records, notes, and data of all activities and services related to client interactions, housing, and referrals.
- Assists with the preparation and maintenance of various reports.
- Maintains client confidentiality in compliance with all Health Insurance Portability and Accountability (HIPAA) regulations.
- Observes and complies with all Authority and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

## **QUALIFICATIONS:**

Any combination of education, training, and experience that provides the required knowledge, skills, and abilities to perform the essential duties of the position is qualifying. The incumbent will possess the most desirable combination of education, training, skills, and experience, as demonstrated in their past and current employment history. A typical example includes:

### **Education and Experience:**

#### Education:

- Equivalent to completion of the twelfth (12<sup>th</sup>) grade.

#### Experience:

- Three (3) years of increasingly responsible experience in behavioral health support services, housing navigation, property management, or community engagement.

### **Licenses and Certifications:**

- Possession of a valid California Driver's License, a satisfactory driving record, and a properly registered and insured vehicle, to be maintained throughout employment.

### **Knowledge of:**

- Principles, practices, and services delivery needs of the Authority's Housing Program.
- Procedures for planning, organizing, and coordinating a variety of outreach activities and events.
- Impact of mental health issues on life functioning and housing.
- Principles and practices of direct client service delivery.
- Principles of behavioral health education.
- Local property management and real estate companies and associations.
- Cultural, social, and environmental factors and influences affecting behavioral health.
- Community and governmental services and resources.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility, including the Health Insurance Portability and Accountability Act (HIPAA).
- Applicable Fair Housing Laws.
- Homeless Management Information Systems.
- Coordinated Entry System.
- Housing resources, subsidy programs, and the Continuum of Care for persons who are homeless.
- Authority and mandated safety rules, regulations, and protocols.
- Principles and practices of data collection.
- Record keeping principles and procedures.
- Techniques for providing a high level of customer service, interacting and effectively dealing with the public, community-based organizations and service providers, stakeholders, and Authority staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

**Ability to:**

- Coordinate outreach efforts, establish rapport, and effectively engage clients and the landlord community.
- Network with external agencies and individual to increase pool of available resources for clients.
- Interpret Authority programs and policies to clients, the general public, and outside agencies/organizations.
- Establish and maintain the confidence of clients and family/caregivers with diverse cultural, ethnic, and socio-economic backgrounds.
- Understand scope of authority in making independent decisions.
- Effectively utilize community resources to assist clients.
- Listen attentively to clients and address their needs and issues fairly and professionally.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Prepare clear and concise correspondence, documentation, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.

- Maintain the confidentiality of client information.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with clients, their families, Authority staff, and the behavioral health community.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

### **PHYSICAL DEMANDS (ADA)**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various Authority sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 30 pounds.

### **ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees interact with clients with behavioral disorders who may display erratic and assaultive behavior, including those who require emergency crisis intervention. Employees may also interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

### **WORKING CONDITIONS**

In accordance with California Government Code Section 3100, Tri-City Mental Health Authority employees, in the event of a disaster, are considered disaster service workers and may be asked to protect the health, safety, lives, and property of the people of the State.

Receive satisfactory results from a background investigation, which includes fingerprinting; a pre-employment physical examination, which includes a drug/alcohol test; and an administrative review.



## HOUSING SUPERVISOR

Classification specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications *may not include all* duties performed by individuals within a classification. In addition, specifications are intended to outline the *minimum* qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

**FLSA STATUS:** Non-Exempt

### **DEFINITION:**

Under direction, plans, supervises, coordinates, reviews, and participates in the work of staff responsible for providing housing resources and services to Authority clients; ensures effective program administration and technical compliance with all applicable program and mandated regulations, policies, procedures and quality standards; fosters cooperative working relationships among Authority departments and acts as a liaison with various community, public, and private agencies; provides technical support to the Housing Manager in area of expertise; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED:**

Receives direction from the Housing Manager. Exercises direct supervision over technical and administrative support staff.

### **DISTINGUISHING CHARACTERISTICS**

This is the full supervisory-level class in the Housing Division that exercises independent judgment on diverse and specialized client services to address, reduce and mitigate homelessness with accountability and ongoing decision-making responsibilities associated with the work. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of non-clinical staff and for organizing and overseeing the delivery of housing services and for providing technical level support to the Housing Manager in a variety of areas. Performance of the work requires the use of independence, initiative, and discretion within established guidelines and scope of practice.

**EXAMPLES OF ESSENTIAL DUTIES:** Essential duties include, but are not limited to, the following:

- Plans, organizes, assigns, supervises, and reviews the work of technical staff providing housing resources and services to Authority clients; plans, coordinates, and directs the delivery and quality of housing services; develops, monitors, and adjusts unit staffing schedules to ensure optimal service delivery; and assists with the design, implementation, and coordination of the housing program.
- Evaluates employee performance; counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion.

- Researches, interprets, and ensures compliance with all applicable regulations, standards, policies, and procedures related to mental health services and housing; develops and implements internal mechanisms for the continuous review of programs administered by the unit; recommends improvements and modifications and prepares various reports on program activities and projects.
- Trains staff in the work of assigned program operations and services; implements training procedures and standards; provides technical consultation and guidance to staff members and performs the more complex program duties assigned to staff.
- Serves as a liaison to employees, the public, private organizations, government agencies, community groups, and other organizations; provides information and assistance regarding assigned programs and services; receives and responds to complaints and questions relating to assigned area of responsibility; reviews problems and recommends corrective actions.
- Coordinates the referral process for all assigned housing programs, ensures clients meet all eligibility requirements and documentation is completed according to funding source and Authority policy; maintains assigned contracts; and ensures maximum resource utilization.
- Monitors clients in assigned housing facilities to ensure compliance with rules, regulations, and lease agreements; takes appropriate action in instances of non-compliance; and communicates with various internal program staff and service providers related to client non-compliance issues.
- Maintains accurate, detailed, and thorough documentation, program data, service plans, and notes of all activities and services related to client care/housing.
- Prepares a variety of program and mandated housing reports, correspondence, and related documents.
- Assists with, coordinates, and organizes a variety of residential events and activities; represents the Authority to the public in explaining programs, services, policies, and procedures.
- Maintains client confidentiality in compliance with all Health Insurance Portability and Accountability (HIPAA) regulations.
- Ensures staff observe and comply with all Authority and mandated safety rules, regulations, and protocols.
- Participates on a variety of interdisciplinary committees and represents the Authority to a variety of community, government, and regulatory agencies and stakeholder groups; conducts community outreach to increase awareness of program services and operations; provides professional and technical expertise to the community.
- Performs related duties as required.

## **QUALIFICATIONS:**

Any combination of education, training, and experience that provides the required knowledge, skills, and abilities to perform the essential duties of the position is qualifying. The incumbent will possess the most desirable combination of education, training, skills, and experience, as demonstrated in their past and current employment history. A typical example includes:

### **Education and Experience:**

Education:

- Equivalent to completion of the twelfth (12<sup>th</sup>) grade.

Experience:

- Three (3) years of increasingly responsible experience coordinating the delivery of housing programs/services in a public or non-profit setting, including two years of lead or supervisory experience.

**Licenses and Certifications:**

- Possession of a valid California Driver's License, a satisfactory driving record, and a properly registered and insured vehicle, to be maintained throughout employment.

**Knowledge of:**

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Principles and practices of direct client service delivery.
- Housing voucher programs and funding streams to assist with housing and homelessness.
- The permanent supportive housing model, and Housing First principles.
- Cultural, social, and environmental factors and influences affecting behavioral health and homelessness.
- Research, statistical, analytical, and reporting methods, techniques, and procedures.
- Social, emotional, and behavioral aspects of mental disorders and illness.
- Community and governmental services and resources aimed at addressing homelessness and affordable housing.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility, including the Health Insurance Portability and Accountability Act (HIPAA), Fair Housing, and eviction laws.
- Techniques for effectively representing the Authority in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Basic needs and challenges for individuals and families accessing behavioral health services, including cultural barriers.
- Authority and mandated safety rules, regulations, and protocols
- Techniques for providing a high level of customer service, interacting and effectively dealing with the public, community-based organizations and service providers, stakeholders, and Authority staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

**Ability to:**

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Understand scope of authority in making independent decisions.
- Effectively utilize community resources to assist clients.
- Prepare clear and concise reports, correspondence, client case documentation, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Maintain the confidentiality of client information.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Listen attentively to clients and address their needs and issues fairly and professionally.
- Establish, maintain, and foster positive and effective working relationships with clients, their families, Authority staff, and the behavioral health community.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

**PHYSICAL DEMANDS (ADA)**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone; ability to stand and walk between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

**ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees interact with clients with behavioral disorders who may display erratic and assaultive behavior, including those who require emergency crisis intervention. Employees may also interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

**WORKING CONDITIONS**

In accordance with California Government Code Section 3100, Tri-City Mental Health Center employees, in the event of a disaster, are considered disaster service workers and may be asked to protect the health, safety, lives, and property of the people of the State.



Receive satisfactory results from a background investigation, which includes fingerprinting; a pre-employment physical examination, which includes a drug/alcohol test; and an administrative review.



## HUMAN RESOURCES ANALYST

Classification specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications *may not include all* duties performed by individuals within a classification. In addition, specifications are intended to outline the *minimum* qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

**FLSA STATUS:** Non-Exempt

### **DEFINITION:**

Under direction, performs and assists in a wide variety of Human Resources services including recruitment, human resources information systems, classification and compensation, employee benefits, employee relations, training and development; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED:**

Receives direction from the Human Resources Director. Exercises no supervision over staff.

### **DISTINGUISHING CHARACTERISTICS:**

This journey-level classification is responsible for independently performing professional duties in support of the Human Resources Department. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

**EXAMPLES OF ESSENTIAL DUTIES:** Essential duties include, but are not limited to, the following:

- Participates in the professional, technical, and clerical functions of the Human Resources Department.
- Participates in the recruitment/selection process; screens applications, conducts employment reference and background checks, schedules interviews, assists with question development, participates in interviews; provides all necessary documents to applicants for physicals, pre-employment drug tests, driving record requests, and follows up on all results; notifies the applicants of outcome; answers questions regarding the selection process; develops and maintains job register drafts, and sends offer and/or regret letters.
- Presents on behalf of the Human Resources Department during new employee orientation; provides new employees with information on the Authority, various departments, and their essential functions, including information and recommendations regarding benefits, leaves, retirement, compensation, policies, and procedures; schedules and coordinates training and educational programs for Authority Staff.

- Distributes labor law posters throughout the Authority to ensure local, state, and federal compliance.
- Assists with employee investigations; sends investigation templates to appropriate department staff; reviews draft disciplinary documentation and submits to the Human Resources Director for review.
- Assists with the implementation of the Authority's health and welfare plan, including, medical, dental, vision, long term and short-term disability, life insurance, supplemental insurances, and other benefits.
- Coordinates wellness program events and open enrollment/ benefits fair; provides payroll and insurance carriers with any changes, additions, and/or deletions, as needed.
- Maintains the employee personnel records system, in accordance with federal, state, local, and Authority requirements, including insurance, medical, and personnel action forms, pay history, performance evaluations, promotions, merit increases, bonuses, disciplinary documents, and staff licenses; oversees the Tri-City staff emergency call log; and disseminates policies and collects the acknowledgement of receipts.
- Observes and complies with all Authority and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

## **QUALIFICATIONS:**

Any combination of education, training, and experience that provides the required knowledge, skills, and abilities to perform the essential duties of the position is qualifying. Incumbents will possess the most desirable combination of education, training, skills, and experience, as demonstrated in their past and current employment history. A typical example includes:

### **Education and Experience**

#### Education

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in business or public administration, human resources, risk management, or a closely related field.

#### Experience

- Three (3) or more years of progressively responsible public sector human resources experience. Two (2) years of experience in a public sector human resources professional capacity.

### **Licensure/Registration/Certification**

- Possession of a valid California Driver's License, a satisfactory driving record, and a properly registered and insured vehicle, to be maintained throughout employment.

### **Knowledge of:**

- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility, including the Health Insurance Portability and Accountability Act (HIPAA), Fair Labor Standards Act (FLSA), and Equal Employment Opportunity (EEO).
- Knowledge of recruitment and selection, benefits administration, employee relations, and classification and compensation.
- Authority and mandated safety rules, regulations, and protocols
- Techniques for providing a high level of customer service, interacting and effectively dealing with the public, service providers, stakeholders, and Authority staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

**Ability to:**

- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the Authority in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Understand scope of authority in making independent decisions.
- Apply technical principles and practices to the development and maintenance of administrative systems and records.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Maintain the confidentiality of client and staff information.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with Authority staff and the public.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

**PHYSICAL DEMANDS (ADA)**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

## **ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

## **WORKING CONDITIONS**

In accordance with California Government Code Section 3100, Tri-City Mental Health Center employees, in the event of a disaster, are considered disaster service workers and may be asked to protect the health, safety, lives, and property of the people of the State.

Receive satisfactory results from a background investigation, which includes fingerprinting; a pre-employment physical examination, which includes a drug/alcohol test; and an administrative review.



## INFORMATION TECHNOLOGY SPECIALIST I/II

Classification specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications *may not include all* duties performed by individuals within a classification. In addition, specifications are intended to outline the *minimum* qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

**FLSA STATUS:** Non-Exempt

### DEFINITION:

Under general supervision (Information Technology Specialist I) or direction (Information Technologist II), provides support to the Information Technology department and end users; provides specialized and technical support for information technology systems and infrastructure including a diverse range of computers, server hardware and software, security, and network systems and equipment; and performs related duties as assigned.

### SUPERVISION RECEIVED AND EXERCISED

Receives general supervision (Information Technology Specialist I) or direction (Information Technology Specialist II) from assigned supervisory or management personnel. Exercises no direct supervision over staff.

### DISTINGUISHING CHARACTERISTICS:

*Information Technology Specialist I:* This is the entry-level classification in the information technology specialist series. Initially under close supervision, incumbents learn and perform routine information technology support duties. As experience is gained, assignments become more varied, complex, and difficult; close supervision and frequent review of work lessen as an incumbent demonstrates skill to perform the work independently. Positions at this level usually perform most of the duties required of the positions at the Information Technology Specialist II-level but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

*Information Technology Specialist II:* This is the fully qualified journey-level classification in the information technology specialist series. Positions at this level are distinguished from the Information Technology Specialist I-level by the performance of the full range of duties as assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

Positions in the Information Technology Specialist series are flexibly staffed; positions at the Information Technology Specialist II level are normally filled by advancement from the Information Technology Specialist I level; progression to the Information Technology Specialist II level is

dependent on (i) management affirmation that the position is performing the full range of duties assigned to the classification; (ii) satisfactory work performance; (iii) the incumbent meeting the minimum qualifications for the classification including any licenses and certifications; and (iv) management approval for progression to the Information Technology Specialist II level.

**EXAMPLES OF ESSENTIAL DUTIES:** Essential duties include, but are not limited to, the following:

*Positions at the Information Technology Specialist I level may perform some of these duties and responsibilities in a learning capacity.*

- Provides direct support to users across the Authority and provides support to help desk service requests in a timely manner.
- Installs, configures, and maintains software, audio/visual equipment, webinars, video conferences; Assists in maintaining Authority's asset inventory database and other databases and reports as assigned; diagnoses connectivity or data access problems, answers questions about hardware or software, and helps end-users access shared drives and devices.
- Prepares and maintains reports on hardware and software issues and resolutions for future procedures; reports system downtime and performance issues to supervisor; assists in development and enhancement of information technology systems.
- Maintains information security and confidentiality of client documents and information throughout the Authority; sets up antivirus programs at work stations, implements policies for email security, and performs periodic data audits and backups to prevent information loss and unauthorized access.
- Recommends process improvements to ensure system reliability, scalability, security, integrity, and performance; assesses potential risks and technical challenges and recommends appropriate mitigation plans; ensures proper documentation is created to ensure standard operating procedures and to keep track of issue trends.
- Ensures that all access and distribution of protected health information follows federal, state, and agency regulations, including the Health Insurance Portability and Accountability Act (HIPAA) and The Health Information Technology for Economic and Clinical Health Act, Public Law 111-005 ("HITECH Act").
- Provides training to new information technology staff in similar classification; conducts formal and informal information technology-related trainings for new hires, end-users, and technical teams as needed.
- Observes and complies with all Authority and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

**QUALIFICATIONS:**

Any combination of education, training, and experience that provides the required knowledge, skills, and abilities to perform the essential duties of the position is qualifying. The incumbent will possess the most desirable combination of education, training, skills, and experience, as demonstrated in

their past and current employment history. A typical example includes:

## **Education and Experience**

### Education:

- Information Technology Specialist I/II  
Equivalent to an associate degree with major coursework in computer science or a related field.

### Experience

- Information Technology Specialist I: One (1) year of experience providing technical support to desktop computer hardware and software or network systems.
- Information Technology Specialist II: Three (3) years of increasingly responsible experience providing end user support, hardware/software installation, endpoint protection, and basic server/network administration and backup.

## **Licenses and Certifications**

- Possession of a valid California Driver's License, a satisfactory driving record, and a properly registered and insured vehicle, to be maintained throughout employment.

## **Knowledge of:**

*Positions at the Information Technology Specialist I level may exercise some of these knowledge and abilities statements in a learning capacity.*

- Operational characteristics of computer, network, server, and security systems, hardware, software, and peripheral equipment.
- Principles, practices, methods, and techniques of troubleshooting, diagnosing, and resolving hardware, software, computer and peripheral equipment, network, and server infrastructure issues.
- Methods and techniques of eliciting information and performing diagnostic procedures on information technology systems.
- Principles and practices of developing and maintaining technical documentation.
- Principles and procedures of record-keeping.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility, including the Health Insurance Portability and Accountability Act (HIPAA).
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Authority staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

## **Ability to:**

- Perform a variety of specialized and technical support functions in the installation, evaluation,



configuration, operation, troubleshooting, and maintenance of computers, hardware, software, servers, network, security, and related technologies and equipment.

- Understand, interpret, and explain systems solutions to users; research technical materials to provide solutions to problems.
- Develop and maintain technical operating instructions and documentation, train staff on software applications and hardware usage.
- Deal tactfully with the users and staff in providing information, answering questions, and providing customer service.
- Understand the organization and operation of the Authority to assume assigned responsibilities.
- Interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Maintain a variety of filing, record-keeping, and tracking systems.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Maintain the confidentiality of client information.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

### **PHYSICAL DEMANDS (ADA)**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds.

### **ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

### **WORKING CONDITIONS**

In accordance with California Government Code Section 3100, Tri-City Mental Health Center employees, in the event of a disaster, are considered disaster service workers and may be asked to protect the health, safety, lives, and property of the people of the State.

Receive satisfactory results from a background investigation, which includes fingerprinting; a pre-employment physical examination, which includes a drug/alcohol test; and an administrative review.



## **JOINT POWERS AUTHORITY (JPA) ADMINISTRATOR/CLERK**

Classification specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications *may not include all* duties performed by individuals within a classification. In addition, specifications are intended to outline the *minimum* qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

**FLSA STATUS:** Exempt

### **DEFINITION**

Under direction, assumes responsibility for the overall management, planning, administration, and operation of the functions prescribed by the Governing Board, Executive Director, and the laws of the State of California in connection with records management, public information, meeting preparation, recording, and transcription of minutes for the Governing Board and Mental Health Commission; maintains and publishes official reportable documentation on the Agency's website; acts as the Recording Secretary to the Governing Board; acts as the Filing Officer for Fair Political Practices Commission; acts as the Agency's Notary Public; assists in the development and implementation of goals, objectives, policies, and priorities; provides a variety of highly responsible, confidential, and complex administrative services and duties in support of the Governing Board, Executive Director, Mental Health Commission, and the Executive Management team; assists the public; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives direction from the Executive Director. Exercises direct supervisory responsibilities for technical or support staff.

### **DISTINGUISHING CHARACTERISTICS**

This classification is responsible for independently performing technical duties to ensure proper records management in the agency and assists in attending board meetings and ensuring accurate documentation of meeting actions are taken. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

**EXAMPLES OF ESSENTIAL DUTIES:** Essential duties include, but are not limited to, the following:

- Writes, prepares, organizes, prints, and distributes, and posts meeting agenda and packet materials for Governing Board, Mental Health Commission, and other meetings; processes notices of public hearings and provides official notification to the public regarding public hearings, including legal advertising of notices; attests and posts resolutions and declarations; and administers bid openings.

- Acts as Recording Secretary and attends meetings of the Governing Board and Mental Health Commission; records, transcribes, prepares, signs, posts, and indexes official meeting Minutes in accordance with applicable federal, State, and Agency policy regulations, including the Brown Act; publishes, indexes, and maintains the resolutions and minutes of the Governing Board and Mental Health Commission.
- Serves as the filing officer for the Fair Political Practices Commission; advises Agency officials, and designated employees, of the Political Reform Act filing requirements; and administers the Agency's Conflict of Interest Code.
- Handles highly confidential information regarding controversial issues, individuals, and/or projects with diversified Agency-wide implications; renders direct and confidential administrative assistance to the Governing Board, Executive Director, and the Executive Management Team, as needed.
- Conducts research and comprehensive data collection to support analysis; organizes data and information, and prepares comprehensive technical record, reports, recommendations, and special projects pertaining to assigned area of responsibility or requests from Executive Director or Governing Board; coordinates special projects for the Executive Director's and executive management's approval; contacts other departments, agencies, or individuals for additional materials and information as needed.
- Ensures up-to-date knowledge and compliance with applicable federal, State, City, and Agency policy regulations, including the Brown Act and keeps the Executive Director and executive management informed of any changes as needed to maintain compliance.
- Serves as the custodian of the official Agency records; plans, creates, and maintains organized centralized filing systems and computerization of the official records of all actions of the Governing Board, including resolutions, contracts, agreements, deeds, and minutes according to federal, State, local, and Agency regulations including the Health Insurance Portability and Accountability Act (HIPAA), the Brown Act, and the Fair Labor Standards Act (FLSA); and certify copies as required.
- Administers agency contracts, including the preparation, development, examination, analysis, and revision of contracts agency-wide that involve the purchase of real estate property, goods or services, and facilities, including office supplies, meeting supplies, and office furniture; ensures that Business Associate Agreements (when client protected health information could be accessed to perform a service for the Agency) and Attestations (that contractor, nor any of its staff members, is restricted, excluded or suspended from providing goods or services under any federal or state health care program) are maintained; processes contract signatures; disseminates contracts to key staff for establishing and executing contracts to meet the operational, functional, and business objectives required by the contract.
- Composes and types out letters, reports, forms, memoranda, and other materials from copy, rough draft, dictating machine, notes, and verbal instructions.
- Provides information to staff members, other governmental agencies, and the general public; answers questions and gives out information on the telephone, by correspondence, and in person; and schedules appointments, meetings, travel, and lodging arrangements for

Executive Director and executive management team; reserves conference rooms for trainings, community meetings, and public hearings.

- Assists the Chief Financial Officer with the production of the Annual Financial Report and Los Angeles County Department of Mental Health (LADMH) Contract documents, the Agency's operating budget, and other accounting functions when instructed.
- Acts as liaison between Mental Health Services Act (MHSA) Program staff and the Housing Manager contractor in connection with special projects for MHSA related programs.
- As part of Public Records Act administration, establishes procedures and manages the indexing, preservation, and archiving programs, retention schedules, and research and retrieval systems; coordinates the handling of public records requests, as well as other legal actions such as subpoenas and claims.
- Leads the development and implementation of electronic records software management systems for the standardization and preservation of City communications and transference of vital information.
- Keeps the Agency website updated on all Governing Board and Mental Health Commission rosters, agendas, minutes, MHSA Plan Updates, meeting times, notices, and announcements.
- Observes and complies with all Authority and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

## **QUALIFICATIONS**

Any combination of education, training, and experience that provides the required knowledge, skills, and abilities to perform the essential duties of the position is qualifying. The incumbent will possess the most desirable combination of education, training, skills, and experience, as demonstrated in his/her past and current employment history. A typical example includes:

### **Education and Experience**

#### Education:

- A bachelor's degree from an accredited college or university with major coursework in public administration, business administration, or a related field.

#### Experience:

- Six (6) years of significant, directly related and progressive administrative and highly complex clerical support experience, including contracts administration, in a City Clerk's Office or City Manager's office, which involved administrative responsibilities of a highly sensitive nature and contact with the public.

### **Licenses and Certifications**

- Possession of a valid California Driver's License, a satisfactory driving record, and a

- properly registered and insured vehicle, to be maintained throughout employment.
- Possession of valid registration as a Certified Municipal Clerk is highly desirable.
- Possession of a Notary Public certification is highly desirable.

**Knowledge of:**

- Pertinent Federal, State, and local laws, codes, and regulations including the Public Records Act, the Political Reform Act, and the Brown Act.
- Principles and practices of public administration.
- Organization and function of the Board Clerk function within local government.
- Principles of research, analysis, and report preparation.
- Principles, methods, and practices of records management, including records retention laws.
- Language and legality of contractual binding terms and conditions.
- Data processing systems/applications.
- Practices used in minute taking and preparation.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility, including the Health Insurance Portability and Accountability Act (HIPAA).
- Authority and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service, interacting and effectively dealing with the public, community-based organizations and service providers, stakeholders, and Authority staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

**Ability to:**

- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Analyze situations, conduct research, think critically, and adopt effective course of action.
- Transcribe letters/memos/material from a dictating machine.
- Input and retrieve data from a computerized record keeping system.
- Compose correspondence and prepare reports independently that do not require direct executive management attention and/or approval.
- Handle confidential matters with discretion.
- Understand and carry out written and verbal instructions.
- Maintain extensive files and records and create an organized filing system.
- Direct the retention/destruction of official records in accordance with applicable laws and regulations.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English

grammar and syntax.

- Establish, maintain, and foster positive and effective working relationships with clients, their families, Authority staff, and the behavioral health community.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

### **PHYSICAL DEMANDS (ADA)**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging 30 pounds.

### **ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

### **WORKING CONDITIONS**

In accordance with California Government Code Section 3100, Tri-City Mental Health Authority employees, in the event of a disaster, are considered disaster service workers and may be asked to protect the health, safety, lives, and property of the people of the State.

Receive satisfactory results from a background investigation, which includes fingerprinting; a pre-employment physical examination, which includes a drug/alcohol test; and an administrative review.



## MANAGER OF BEST PRACTICES

Classification specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications *may not include all* duties performed by individuals within a classification. In addition, specifications are intended to outline the *minimum* qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

**FLSA STATUS:** Exempt

### DEFINITION:

Under general direction, plans, organizes, directs, and manages the Tri-City Mental Health Services quality assurance and quality improvement programs to ensure adherence to ethical, legal, and professional requirements; ensures Authority practices, policies, and procedures comply with federal, state, and local laws and regulations, including the Health Insurance Portability and Accountability Act (HIPAA); implements training and evaluation programs to ensure proper application of Authority rules, regulations, and guidelines governing workplace behaviors and ethics; ensures that the Authority is providing quality and effective services that meet the needs of the clients and reflect best practices in the mental health field; and performs other duties as assigned.

### SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Chief Compliance and Privacy Officer. Exercises direct supervision over supervisory, professional, and technical staff through subordinate levels of supervision.

### DISTINGUISHING CHARACTERISTICS

This is a management classification responsible for planning, organizing, reviewing, and evaluating regulatory compliance and quality assurance programs in the Authority. Incumbents are responsible for performing diverse, specialized, and complex work involving significant accountability and decision-making responsibilities, which include developing and implementing policies and procedures for assigned programs, program evaluation, and ensuring compliance with regulatory requirements. Incumbents serve as a professional-level resource for organizational, managerial, and operational analyses and studies. Performance of the work requires the use of considerable independence, initiative, and discretion within broad guidelines.

### EXAMPLES OF ESSENTIAL DUTIES

Essential duties include, but are not limited to, the following:

- Oversees and participates in the development and implementation of quality assurance and quality improvement programs; evaluates existing policies and procedures to coordinate internal practices and to ensure compliance with regulations.

- Provides guidance to subordinates on Authority and Division philosophy, goals, objectives, policies, and procedures through supervision meetings, staff meetings, and work review; assists and participates in the development and coordination of in-service training and staff development training.
- Develops, implements, and evaluates Authority Best Practices and Process that are consistent with mandated laws and regulations, Authority rules, guidelines, and values, and departmental requirements and needs; develops systems and standards for ongoing program evaluation; develops and implements comprehensive and detailed monitoring/audit processes, to ensure program compliance; explores solutions, recommends methods, and implements practices to maintain compliance expectations and best practices, and to improve quality throughout the system of care.
- Evaluates and audits the effectiveness of existing programs to ensure program services provided by the Authority meet mandated laws and regulations; within Authority guidelines develops, recommends, and/or implements new or modified programs; reviews policies, procedures, and methods used for effectiveness and consistency with service goals.
- Selects, trains, develops, and directs assigned staff; evaluates and reviews work for acceptability and conformance with Authority standards, including program and project priorities and performance evaluations; provides or coordinates staff training; works with employees to correct deficiencies; makes discipline recommendations.
- Reviews and analyzes legislation and state and federal regulations and guidelines pertaining to quality assurance, quality improvement, and related issues; confers with Authority management to discuss the impact of changes in regulations on the various programs; recommends and coordinates any revisions or changes to policy and procedures in response to changes in regulations.
- Plans, organizes, and directs quality improvement projects throughout the Authority to respond to the needs of clients and funding sources.
- Assists with the development and coordination of the Authority's Best Practices and Processes committee and sub-committee meetings; tracks requirements presented at Quality Improvement meetings and discusses with management.
- Assists with the analysis, recommendations, and development of policies, procedures, and systems governing the operations of Authority programs necessary to meet mandated laws and regulations; develops recommendations for improving Authority compliance processes; prepares special and recurring reports and analytical studies on complex operational issues.
- Researches and gathers information to maintain up-to-date knowledge of all mandated laws, regulations and policies pertaining the mental health system of care; ensures appropriate and timely dissemination of pertinent information to Authority Program Managers and Executive Staff.
- Collaborates with Authority departments and programs on the development of process guidelines and ensures they are implemented in a timely and effective manner and continuously updated.



- Determines type and frequency of on-going training needs; directs the design and delivery of any training to improve and maintain Authority's awareness and compliance with mandated laws and regulations; supervises the training of Authority staff in documentation standards; trains appropriate supervisors in the process of chart reviews.
- Updates the Authority's Quality Improvement Work Plan annually and performs targeted quality assurance studies.
- Develops and maintains relationships with other public and private agencies within the community and regularly attend meetings; ensures pertinent information from these meetings is provided to Authority management staff and the internal Quality Insurance Committee.
- Directs and participates in all Authority clinical audits serving as the facilitator; directs and assists program staff in preparing for audits; creates a corrective action plan for the affected program and auditor.
- Conducts individual and/or joint case reviews to ensure claims are valid and program-based; informs Chief Compliance and Privacy Officer of audit findings; establishes and maintains a tracking system to ensure audit findings are implemented.
- Ensures staff observe and comply with all Authority and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

## QUALIFICATIONS

Any combination of education, training, and experience that provides the required knowledge, skills, and abilities to perform the essential duties of the position is qualifying. The incumbent will possess the most desirable combination of education, training, skills, and experience, as demonstrated in their past and current employment history. A typical example includes:

### **Education, Training, and Experience:**

Advanced degree/training in a particular field may be required depending on grant funding or licensure/registration requirements by law.

Option I: A doctorate degree in psychology. At least three years of clinical experience, and three to five years of increasingly responsible experience in public sector mental health administration.

Option II: A master's degree in clinical social work, marriage and family therapy, psychology, or a related field. At least three years of clinical experience, and three to five years of increasingly responsible experience in public sector mental health administration.

## **Licenses and Certifications:**

Licensure/registration in a particular field may be required depending on grant funding or licensure/registration requirements by law.

- Possession of a valid California Driver's License, a satisfactory driving record, and a properly registered and insured vehicle, to be maintained throughout employment.

Option I: A psychologist, licensed in California by the State Board of Psychology.

Option II: A clinical social worker or marriage and family therapist, licensed in California by the State Board of Behavioral Science.

## **Knowledge of:**

- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Administrative principles, practices, and methods including goal setting, program development, implementation and evaluation, policy and procedure development, quality control, and work standards.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Rules, regulations, policies, standards and best practices related to the development, evaluation, and audit of mental health programs for conformance with specified laws.
- County certification requirements for assigned programs.
- Requirements and guidelines for clinical documentation.
- Investigation methods, techniques, and procedures including research of alleged non-compliance of mandated regulations, information gathering, and process documentation.
- Principles of research and analysis.
- Principles, procedures and techniques used in mental health program planning and evaluation.
- Methods of quality improvement design and implementation.
- The evaluation, use and implementation of evidenced-based/community-informed practices and protocols.
- Assessment techniques to identify key ethical, compliance, and quality assurance issues.

- Standard, as well as electronic, record documentation, including methods and techniques of record keeping, report preparation, and writing.
- Mandated training programs; and design and delivery of training to improve and maintain Authority's awareness and compliance to legal standards.
- Operational characteristics and optimal use of data processing systems/applications.
- Principles and practices of direct client service delivery.
- Case management principles, practices, and processes related to the assessment, care, treatment, and documentation of individuals with behavioral disorders.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility, including the Health Insurance Portability and Accountability Act (HIPAA).
- Authority and mandated safety rules, regulations, and protocols
- Techniques for providing a high level of customer service, interacting and effectively dealing with the public, community based organizations and service providers, stakeholders, and Authority staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

**Ability to:**

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative, management, and professional leadership for the quality assurance and quality improvement programs.
- Conduct research of laws and other regulatory standards; develop policies, procedures, and practices to ensure Authority compliance with mandated laws and regulations governing assigned programs.
- Serve as a resource to Authority staff tasked with ethics, compliance, best practices, quality assurance, and quality improvement responsibilities.
- Assemble, organize, and present factual data and make recommendations to administration on division operations.
- Provide effective training and evaluation of programs to ensure proper application of Authority rules, regulations, and guidelines governing workplace behaviors and ethics.

- Periodically audit Authority departments for compliance with ethical, legal, and professional requirements to ensure appropriate and uniform application of program requirements.
- Prepare in-depth and complex reports and analyses.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the Authority in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Understand scope of authority in making independent decisions.
- Prepare clear and concise reports, correspondence, client case documentation, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Maintain the confidentiality of client information.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with clients, their families, Authority staff, and the behavioral health community.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

### **PHYSICAL DEMANDS (ADA)**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various Authority sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

### **ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

### **WORKING CONDITIONS**

In accordance with California Government Code Section 3100, Tri-City Mental Health Center employees, in the event of a disaster, are considered disaster service workers and may be asked to protect the health, safety, lives, and property of the people of the State.

Receive satisfactory results from a background investigation, which includes fingerprinting; a pre-employment physical examination, which includes a drug/alcohol test; and an administrative review.



## MEDICAL ASSISTANT

Classification specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications *may not include all* duties performed by individuals within a classification. In addition, specifications are intended to outline the *minimum* qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

**FLSA STATUS:** Non- Exempt

### DEFINITION:

Under general supervision, performs a variety of routine to moderately difficult clerical, administrative, and technical duties in support of licensed medical professionals; takes vital signs, obtains complete client medical histories, and performs various medication monitoring and support duties; enters data and information into various databases and computer systems; and performs related duties as assigned.

### SUPERVISION RECEIVED AND EXERCISED:

Receives general supervision from assigned supervisory or management staff. Exercises no direct supervision over staff.

### DISTINGUISHING CHARACTERISTICS:

This journey-level classification is responsible for independently performing technical and administrative duties in support of licensed medical staff. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

**EXAMPLES OF ESSENTIAL DUTIES:** Essential duties include, but are not limited to, the following:

- Assists in the examination, treatment, and care of clients in an outpatient setting, according to instructions from licensed medical staff, Authority procedure, and scope of authority.
- Takes client vital signs, weight and height, and documents basic medical information obtained from client including medical and medication histories; reports any observed abnormalities or changes in client vitals to appropriate staff.
- Receives, logs, and stores oral, injectable, and sample medications; monitors inventory levels and expiration dates; discards of expired medications according to policy.
- Assists and observes clients self-dispense medication as prescribed by a psychiatrist and administers scheduled injections.

- Conducts medication checks on clients to assess their overall medication management capabilities; takes appropriate action if client poses danger with respect to the use or abuse of medication; observes, evaluates, records, and reports to professional staff changes in client's condition.
- Participates in interdisciplinary team treatment planning, staff training functions, utilization and peer review activities, and clinical supervision.
- Motivates clients to develop self-reliance in daily living; encourages clients to participate in group and/or individual therapy/program activities.
- Greets clients, answers phones, schedules appointments; completes appropriate forms or records; distributes client lab results to psychiatrists; and files and retrieves documents.
- Coordinates with insurance companies and Medi-Cal to obtain prior authorization for client medication as necessary; coordinates with external pharmacies for prescription fills and refills.
- Maintains accurate, detailed, and thorough documentation and case records; charts treatments and medications; assists psychiatrists and other medical staff in the administration of medical records; and records all activities and services related to client care.
- Administers buccal swab testing for the purpose of GeneSight testing.
- Performs venipuncture or skin puncture to draw blood, administers limited intradermal subcutaneous, or intramuscular injections, and/or performs skin test and non-invasive screening tests, as directed.
- Maintains client confidentiality in compliance with all Health Insurance Portability and Accountability (HIPAA) regulations.
- Observes and complies with all Authority and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

## **QUALIFICATIONS:**

Any combination of education, training, and experience that provides the required knowledge, skills, and abilities to perform the essential duties of the position is qualifying. The incumbents will possess the most desirable combination of education, training, skills, and experience, as demonstrated in their past and current employment history. A typical example includes:

### **Education and Experience**

#### Education:

- Equivalent to completion of the twelfth (12<sup>th</sup>) grade, supplemented by a specialized medical assistant training program.

#### Experience:

- One (1) year of experience in an outpatient medical setting performing medication monitoring and/or administrative support duties.

**Licenses and Certifications:**

- Possession of a valid Medical Assistant Certificate issued by the California Certifying Board for Medical Assistants, to be maintained throughout employment.

**Knowledge of:**

- Medications administered to psychiatric clients and their possible side effects.
- Methods and techniques of observing clients for negative reactions to medications, or addictive/dependency outcomes, and courses of action to treat same.
- Behavior patterns of psychiatric clients with symptoms of emotional disturbance and behavioral illness.
- Medical and psychiatric terminology.
- Cultural, social, and environmental factors and influences affecting behavioral health.
- Community and governmental services and resources.
- Basic needs and challenges for individuals and families accessing behavioral health services, including cultural barriers.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility, including the Health Insurance Portability and Accountability Act (HIPAA).
- Principles and practices of recordkeeping, filing systems, and processing of documents.
- Authority and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service, interacting and effectively dealing with the public, community-based organizations and service providers, stakeholders, and Authority staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

**Ability to:**

- Provide medication management services to a diverse range of clients with varying degrees of behavioral health issues and disorders.
- Work collaboratively with medical professionals, pharmacies, and insurance companies to obtain needed client medications.
- Observe client behavior to determine whether intervention is needed, or to identify negative reactions to medications.
- Obtain and record accurate medical information and perform routine clinical procedures.
- Enter and prepare clear and accurate data for records and reports.
- Administer medications and observe, record, and report their effects.
- Interpret Authority programs and policies to clients, the general public, and outside agencies/organizations.
- Establish and maintain the confidence of clients and family/caregivers with diverse cultural, ethnic, and socio-economic backgrounds.



- Understand scope of authority in making independent decisions.
- Effectively utilize community resources to assist clients.
- Listen attentively to clients and address their needs and issues fairly and professionally.
- Work well with and provide services to a variety of clients in various stages of behavioral health illness/treatment; maintain appropriate boundaries, identify and nurture strengths, and support their right to make independent decisions as appropriate.
- Prepare clear and concise correspondence, case records, documentation, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Maintain the confidentiality of client information.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with clients, their families, Authority staff, and the behavioral health community.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

### **PHYSICAL DEMANDS (ADA)**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

### **ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

### **WORKING CONDITIONS**

In accordance with California Government Code Section 3100, Tri-City Mental Health Center employees, in the event of a disaster, are considered disaster service workers and may be asked to protect the health, safety, lives, and property of the people of the State.

Employees serve as members of the Authority's on-call crisis intervention team and may be required to be available and respond to crisis situation 24/7 during on-call rotation.

Receive satisfactory results from a background investigation, which includes fingerprinting; a pre-employment physical examination, which includes a drug/alcohol test; and an administrative review.



## MEDICAL DIRECTOR

Classification specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications *may not include all* duties performed by individuals within a classification. In addition, specifications are intended to outline the *minimum* qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

**FLSA STATUS:** Exempt

### DEFINITION:

Under administrative direction, plans, organizes, manages, and provides administrative direction and oversight for all functions and activities of the Authority's Medical and Crisis Department, including psychiatric and medication support services, and outreach, engagement, and crisis services; oversees the integration of medical and psychiatric treatment for the Authority's clients; formulates departmental policies, goals, and directives; coordinates assigned activities with other Authority departments, officials, outside agencies, and the public; fosters cooperative working relationships among Authority departments and with intergovernmental, regulatory agencies, and various public and private groups; provides highly responsible and complex professional assistance to the Executive Director in areas of expertise; and performs related duties as assigned.

### SUPERVISION RECEIVED AND EXERCISED:

Receives administrative direction from the Executive Director. Exercises direct supervision over supervisory, professional, technical, and administrative support staff through subordinate levels of supervision.

### DISTINGUISHING CHARACTERISTICS:

The Medical Director is a department director classification that oversees, directs, and participates in all activities of the Authority's psychiatric, medication support, and crisis services, including short- and longer-term planning as well as development and administration of departmental policies, procedures, and services. This class provides assistance to the Executive Director in a variety of administrative, coordinative, clinical, analytical, and liaison capacities. Successful performance of the work requires knowledge of public policy, Authority functions and activities, including the role of the Governing Board and Mental Health Commission, and the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include coordinating the activities of the department with those of other departments and outside agencies and managing and overseeing the complex and varied functions of the department. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives, and for furthering the Authority's mission, goals, and objectives within general policy guidelines.

**EXAMPLES OF ESSENTIAL DUTIES:** Essential duties include, but are not limited to, the following:

- Assumes full management responsibility for all Medical and Crisis Department programs, services, and activities including psychiatric and medication support services and crisis services.
- Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the Department; establishes, within Authority policy, appropriate budget, service, and staffing levels.
- Manages and participates in the development and administration of the department's budget; directs the forecast of additional funds needed for staffing, equipment, and supplies; directs the monitoring of and approves expenditures; directs and implements budgetary adjustments, as necessary.
- Selects, trains, motivates, and directs Department personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with employees to correct deficiencies; implements discipline and termination procedures; responds to staff questions and concerns.
- Ensures that the department is in conformance with applicable laws, regarding documentation, billing and coding, clinical guidelines, provider to case ratios, and best clinical practices.
- Develops and implements policies and procedures for medical, psychiatric, and crisis services; determines standards of treatment; evaluates the effectiveness of psychiatric outreach and crisis services provided by the Authority; oversees mandated and discretionary quality assurance mechanisms; determines priorities of services to be provided, including program expansion, reduction, or elimination based on Authority and policy and legislative mandates.
- Monitors the Outreach and Engagement team, crisis team, and supplements the after-hours crisis team; ensures timely, high quality, safe, and accurate services are being provided by staff.
- Assumes responsibility for leading the development of partnerships with local health care partner agencies and educational institutions to promote integrated/whole person care practices.
- Works collaboratively with the Chief Clinical Officer to develop and effectively implement a comprehensive system of behavioral health care treatment from outreach and engagement to treatment, maintenance and crisis services that is based on research and responsive to outcomes from performance measures and program evaluation.
- Monitors changes in laws, regulations, technology, and guidelines from agencies such as the American Psychological Association, Center for Disease Control, American Medical Association, California Medical Board, the Los Angeles Departments of Public Health and Mental Health, the County Behavioral Health Directors Association of California, medical, psychiatric journals, and publications to ensure implementation of latest clinical practices and safety precautions.

- Provides direct client services including psychiatric assessment, treatment, and consultative services for clients; provides educational materials and sessions to psychiatric staff regarding most current concepts and treatments for mental illnesses, substance use disorders, and related medical co-morbidities.
- Participates in, and makes presentations to, a wide variety of committees, boards, and commissions.
- Directs the maintenance of working and official departmental files.
- Ensures staff observe and comply with all Authority and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

## **QUALIFICATIONS:**

Any combination of education, training, and experience that provides the required knowledge, skills, and abilities to perform the essential duties of the position is qualifying. The incumbent will possess the most desirable combination of education, training, skills, and experience, as demonstrated in their past and current employment history. A typical example includes:

### **Education and Experience**

#### Education:

- Equivalent to graduation from an American Medical Association certified school of medicine or osteopathy in good standing, and successful completion of an approved psychiatric or neuropsychiatric residency.

#### Experience:

- Minimum of five (5) years of increasingly responsible experience administering, supervising, or providing direct medical and psychiatric care in a behavioral health setting as a Board-Certified Psychiatrist, with at least one (1) year of overseeing and managing staff.

### **Licenses and Certifications**

- Board Certification as a psychiatrist in Adult and General Psychiatry, or Board Certification for Child and Adolescent Psychiatry, and successful completion of a psychiatry residence program for child and adolescent psychiatry; or Geriatric Psychiatry; or any other specialty recognized by the American Board of Medical Specialties.

### **Knowledge of:**

- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Principles and practices of leadership.

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and supervision of staff, either directly or through subordinate levels of supervision.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Principles and practices of budget administration.
- Principles and practices of psychiatric medicine and treatment, including client assessment.
- Medical protocols and treatment used in the care of individuals who experience behavioral disorders and/or chemical dependency.
- Principles of adult and child psychology.
- Psychotropic medications, side effects, and interactions.
- Latest trends and research in the field of psychiatry.
- Social, emotional, and behavioral aspects of mental disorders and illness.
- Principles and practices of crisis intervention, direct client service delivery, and behavioral health education.
- Cultural, social, and environmental factors and influences affecting behavioral health.
- Case management principles, practices, and processes related to the assessment, care, treatment, and documentation of individuals with behavioral disorders.
- Community and governmental services and resources.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility, including the Health Insurance Portability and Accountability Act (HIPAA).
- Authority and mandated safety rules, regulations, and protocols
- Techniques for providing a high level of customer service, interacting and effectively dealing with the public, community-based organizations and service providers, stakeholders, and Authority staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

**Ability to:**

- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative, management, and professional leadership for the Department.
- Plan, organize, direct, and coordinate the work of management, supervisory, professional, and technical personnel; delegate authority and responsibility.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Provide consultation to the Chief Clinical Officer and Executive Director on impact of all state and federal requirements upon medical services in the field of psychiatry.
- Perform highly specialized medical and psychiatric services, including client evaluation and treatment.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.

- Effectively represent the department and the Authority in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Effectively utilize community resources to assist clients.
- Consult with, and provide treatment to, a variety of clients in various stages of behavioral health illness/treatment; maintain appropriate boundaries, identify and nurture strengths, and support their right to make independent decisions as appropriate.
- Perform crisis intervention, respond promptly to client emergency situations, and take effective action within scope of authority.
- Prepare clear and concise reports, correspondence, client case documentation, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Maintain the confidentiality of client information.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with clients, their families, Authority staff, and the behavioral health community.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

### **PHYSICAL DEMANDS (ADA)**

Must possess mobility to work in a standard office and clinical setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

### **ENVIRONMENTAL CONDITIONS**

Employees work in an office or clinical environment with moderate noise levels, controlled temperature conditions, and may be exposed to blood and bodily fluids, and other hazardous physical substances. Employees interact with clients with behavioral disorders who may display erratic and assaultive behavior, including those who require emergency crisis intervention. Employees may also interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

### **WORKING CONDITIONS**

In accordance with California Government Code Section 3100, Tri-City Mental Health Center employees, in the event of a disaster, are considered disaster service workers and may be asked to protect the health, safety, lives, and property of the people of the State.

Employees serve as members of the Authority's on-call crisis intervention team and may be required to be available and respond to crisis situation 24/7 during on-call rotation.

Receive satisfactory results from a background investigation, which includes fingerprinting; a pre-employment physical examination, which includes a drug/alcohol test; and an administrative review.





## MEDICAL RECORDS SPECIALIST

Classification specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications *may not include all* duties performed by individuals within a classification. In addition, specifications are intended to outline the *minimum* qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

**FLSA STATUS:** Non-Exempt

### **DEFINITION:**

Under general supervision, performs clerical and technical medical records support functions; areas of responsibility include the processing, data entry, and maintenance of medical records; receives and processes approved information requests for medical records; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED:**

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

### **DISTINGUISHING CHARACTERISTICS:**

This journey-level classification is responsible for independently performing technical duties in support of medical record maintenance and processing. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

**EXAMPLES OF ESSENTIAL DUTIES:** Essential duties include, but are not limited to, the following:

- Provides clerical and technical support to the Authority's medical services by processing, filing, retrieving, storing and maintaining client medical files.
- Monitors and tracks medical records for quality assurance and utilization review purposes.
- Audits medical files, patient records, and reports; provides these records and reports to appropriate staff and agencies, maintaining compliance with mandated requirements.
- Processes approved information requests and subpoenas for medical records while maintaining compliance with confidentiality laws and regulations; ensures request and client consent validity; ensures all documents are received within the time limits of the request.
- Assists staff with chart and patient inquiries; pulls records for staff for audits or inquiries, and acts as liaison for medical records being transported out of the unit.

- Inputs, updates, tracks, and extracts client information into appropriate databases and billing systems; searches records and files for data, as requested.
- Provides clerical coverage for reception and front desk as needed.
- Observes and complies with all Authority and mandated safety rules, regulations, and protocols.
- Performs other duties as assigned.

## **QUALIFICATIONS:**

Any combination of education, training, and experience that provides the required knowledge, skills, and abilities to perform the essential duties of the position is qualifying. The incumbents will possess the most desirable combination of education, training, skills, and experience, as demonstrated in their past and current employment history. A typical example includes:

### **Education and Experience**

#### Education:

- Equivalent to completion of the twelfth (12th) grade.

#### Experience

- Two (2) years of experience involving the retention, review, and standardization of medical record keeping.

### **Licenses and Certification**

- None

### **Knowledge of:**

- Principles and practices of medical record keeping.
- General medical business office administrative practices and procedures.
- Basic medical terminology as it relates to Authority services.
- Mandated standards and regulations governing the proper classification, maintenance, and custody of medical case records.
- Medical record auditing procedures.
- Procedures required for proper release of medical information to third parties.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility, including the Health Insurance Portability and Accountability Act (HIPAA).
- Authority and mandated safety rules, regulations, and protocols
- Techniques for providing a high level of customer service, interacting and effectively dealing with the public, community based organizations and service providers, stakeholders, and Authority staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.

- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

**Ability to:**

- Learn the procedures and regulations governing the area of assignment and the terminology and documents used.
- Provide clerical and administrative support within the medical office.
- Maintain a variety of filing, record-keeping, and tracking systems for medical records.
- Examine documents for the release of records to ensure their validity and process within established time frame.
- Prepare clear and concise written materials.
- Understand scope of authority in making independent decisions.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Maintain the confidentiality of client information.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with clients, their families, Authority staff, and the behavioral health community.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

**PHYSICAL DEMANDS (ADA)**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 30 pounds.

**ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may also interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

**WORKING CONDITIONS**

In accordance with California Government Code Section 3100, Tri-City Mental Health Authority employees, in the event of a disaster, are considered disaster service workers and may be asked to protect the health, safety, lives, and property of the people of the State.

Receive satisfactory results from a background investigation, which includes fingerprinting; a pre-employment physical examination, which includes a drug/alcohol test; and an administrative review.



## MENTAL HEALTH SERVICES ACT PROGRAM COORDINATOR

Classification specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications *may not include all* duties performed by individuals within a classification. In addition, specifications are intended to outline the *minimum* qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

**FLSA STATUS:** Exempt

### **DEFINITION:**

Under direction, plans, coordinates, and implements one or more non-clinical Mental Health Services Act (MHSA) programs which provide direct services to diverse populations/groups within the service area; assists in program development and monitoring; coordinates program activities with Authority staff and external agencies; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED:**

Receives general direction from assigned supervisory or management personnel. Exercises no direct supervision over staff.

### **DISTINGUISHING CHARACTERISTICS:**

This classification is responsible for the coordination of one or more programs or activities focused on the direct delivery of services to clients. Incumbents serve as a liaison and advocate for the assigned program(s), and provide information and resources to clients, community members, and the public, and regularly collaborate with community partners and program stakeholders. Positions at this level exercise independent judgment, initiative, and resourcefulness to ensure efficient, effective, and culturally inclusive behavioral health care treatment, prevention, and education. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines and methods to deliver program services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

**EXAMPLES OF ESSENTIAL DUTIES:** Essential duties include, but are not limited to, the following:

- Assists in the design, implementation, and coordination of assigned non-clinical MHSA programs; plans, develops, and administers program policies and procedures; coordinates and directs the day-to-day project and operational activities of varied programs offering direct services and support to Authority clients.
- Assists in evaluating program effectiveness; recommends procedural program updates to enhance effectiveness and to correspond with consumer and community needs, funding, and available resources; implements management directives.
- Drafts and submits for approval a wide variety of policies, procedures, and plans for the execution of program operations; implements upon approval.

- Oversees and coordinates the work of teams planning events; delegates action items; approves activities and monitors budget; and orders supplies.
- Maintains records and documentation of assigned MHSA program activities and events; prepares mandated reports, annual updates, and other analyses and evaluations.
- Assists in the development of work products necessary for all phases of MHSA planning and implementation.
- Researches, develops, and coordinates trainings for MHSA staff and community stakeholders; arranges meetings with various public agencies, schools, and local mental health advocacy organizations to bring awareness to assigned MHSA programs, such as the Peer Mentor Program.
- Researches and develops activities for assigned programs; creates and reviews materials for presentations.
- Collaborates with Authority management and supervisors to create, develop, and maintain a universal MHSA referral form that is used across all MHSA Prevention and Early Intervention programs; collects and reviews referral forms as part of program evaluation.
- Functions as liaison representative to other departments, community groups, agencies, and stakeholders; communicates with stakeholders to foster commitment to programs.
- Attends and participates in professional group meetings and committees; conducts outreach and presentations to bring awareness to underserved and unserved communities and populations.
- Maintains up-to-date knowledge of MHSA regulations, policies and procedures that govern program operations; disseminates knowledge to staff and ensure compliance on a continuous basis.
- Observes and complies with all Authority and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

## **QUALIFICATIONS:**

Any combination of education, training, and experience that provides the required knowledge, skills, and abilities to perform the essential duties of the position is qualifying. The incumbent will possess the most desirable combination of education, training, skills, and experience, as demonstrated in their past and current employment history. A typical example includes:

### **Education and Experience:**

#### Education:

- A bachelor's degree from an accredited college or university with major coursework in public administration, business administration, psychology, social work, or a related field.

#### Experience:

- Three (3) years of experience in health services administration, mental health, local government, or related field with emphasis on program planning within health or behavioral health.

**Licenses and Certifications:**

- Possession of a valid California Driver's License, a satisfactory driving record, and a properly registered and insured vehicle, to be maintained throughout employment.

**Knowledge of:**

- Principles and practices of project design, implementation and coordination.
- Health policy issues and planning approaches.
- Principles and practices of community outreach.
- Behavioral health systems of care.
- Principles of research, analysis, and report preparation.
- Social, emotional, and behavioral aspects of mental disorders and illness.
- Principles and practices of direct client service delivery.
- Principles of behavioral health education.
- Cultural, social, and environmental factors and influences affecting behavioral health.
- Community and governmental services and resources.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility, including the Health Insurance Portability and Accountability Act (HIPAA).
- Authority and mandated safety rules, regulations, and protocols
- Techniques for providing a high level of customer service, interacting and effectively dealing with the public, community based organizations and service providers, stakeholders, and Authority staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

**Ability to:**

- Analyze and interpret factual data and a variety of administrative issues; make sound policy and procedural recommendations; and implement effective solutions.
- Use a participatory style in reaching solutions to problems.
- Facilitate groups to develop and implement recommendations.
- Conduct public outreach activities.
- Coordinate, track, and report on multiple projects.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the Authority in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Understand scope of authority in making independent decisions.
- Effectively utilize community resources to assist clients.
- Work well with and provide services to a variety of clients in various stages of behavioral health illness/treatment; maintain appropriate boundaries, identify and nurture strengths, and support their right to make independent decisions as appropriate.

- Prepare clear and concise reports, business correspondence, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Maintain the confidentiality of client information.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with clients, their families, Authority staff, and the behavioral health community.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

### **PHYSICAL DEMANDS (ADA)**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various Authority sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 15 pounds.

### **ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

### **WORKING CONDITIONS**

In accordance with California Government Code Section 3100, Tri-City Mental Health Center employees, in the event of a disaster, are considered disaster service workers and may be asked to protect the health, safety, lives, and property of the people of the State.

Receive satisfactory results from a background investigation, which includes fingerprinting; a pre-employment physical examination, which includes a drug/alcohol test; and an administrative review.





## MENTAL HEALTH SERVICES ACT (MHSA) PROJECTS MANAGER

Classification specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications *may not include all* duties performed by individuals within a classification. In addition, specifications are intended to outline the *minimum* qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

**FLSA STATUS:** Exempt

### **DEFINITION:**

Under general direction, performs project management duties in support of the Mental Health Services Act (MHSA) planning and implementation process; develops and coordinates the planning process for ongoing MHSA approved plans, including community services and supports, prevention and early intervention, innovation, workforce education and training and capital facilities and technology needs, and new MHSA funding streams as they become available; oversees the development and drafting of MHSA Annual Updates, Three-Year Plan Updates, and all new MHSA Program proposals; oversees the development and drafting of Cultural Competency Plan and related documents; oversees the implementation of other MHSA plan projects as assigned; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED:**

Receives direction from the Director of MHSA and Ethnic Services. Exercises direct supervision over assigned staff.

### **DISTINGUISHING CHARACTERISTICS:**

This classification is responsible for performing professional project management duties in support of MHSA plans and operations, including oversight and management of the MHSA Stakeholder process. Incumbents are responsible for designing, planning, implementing, evaluating, and delivering on assigned projects. Performance of the work requires the use of independence, initiative, and discretion within established guidelines and scope of practice. Incumbents serve as a specialist, liaison, and advocate for projects with regular contact with Authority management and peers, other government, private sector or community-based organizations, and members of the public.

**EXAMPLES OF ESSENTIAL DUTIES:** Essential duties include, but are not limited to, the following:

- Designs and implements the overall MHSA community planning process, including trainings and orientations for stakeholders who are new to the community planning process.
- Plans, organizes, assigns, supervises, and reviews the work of assigned staff; trains staff in work procedures; evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion; manages and supervises staff and consultants of assigned MHSA projects.

- Supervises, directs, and coordinates all activities, and operation for community stakeholder meetings and MHSA Annual Update, including organizing, preparing, posting and distributing agendas; organizes, informs, and conducts regular meetings with public stakeholders as well as Authority staff regarding MHSA information and programming.
- Recruits, engages, and sustains Tri-City's Public Stakeholder Process per MHSA Regulations in order to ensure broad stakeholder participation in the MHSA planning and implementation process.
- Trains Program Supervisors and support staff in the Public Stakeholder Process and effective methods for building local commitment and demonstrating community impact and value through metrics, program successes, and case studies.
- Establishes and maintains effective communication with the Mental Health Services Oversight and Accountability Commission (Commission) in order to comply with all MHSA guidelines, regulations, and necessary approvals.
- Coordinates project planning and project delivery activities with Authority departments and other governmental, public, and private agencies and the community for comments; coordinates the final approval process with the Commission; coordinates project delivery with stakeholders.
- Oversees and participates in the development and presentation of the MHSA Annual Update, Three-Year Plan Updates, and new MHSA Program proposals; facilitates stakeholder meetings, stakeholder workgroups, related community conversations, and the Authority's Annual MHSA Public Hearing; completes the technical writing for all formal MHSA documents.
- Assists management with all MHSA related audit preparation, documentation, findings, and recommendations.
- Maintains records and documentation of MHSA activities and events; attends regional and state meetings with other MHSA County representatives related to MHSA planning and implementation and prepare summary reports to update Executive Management.
- Writes and edits special correspondence, flyers, brochures, and other collateral materials related to MHSA programs as needed and requested; contributes to the online presence for the Authority by providing content for MHSA related programs and activities.
- Works with management and the Authority's cultural competency committee to draft the federally required Cultural Competency Plan.
- Oversees implementation of time-limited MHSA projects including those in the Innovations Pan and others as assigned; reviews and approves all new project proposals pertaining to the Innovations Plan.
- Monitors and reports on the status of assigned projects; coordinates with Authority departments to generate regular implementation reports and track outcomes for MHSA programs; prepares and submits mandated progress reports to present to executive management staff and the appropriate State agencies.
- Observes and complies with all Authority and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

## **QUALIFICATIONS:**

Any combination of education, training, and experience that provides the required knowledge, skills, and abilities to perform the essential duties of the position is qualifying. The incumbent will possess the most desirable combination of education, training, skills, and experience, as demonstrated in their past and current employment history. A typical example includes:

### **Education and Experience:**

#### Education:

- A bachelor's degree from an accredited college or university with major coursework in psychology, social work, or a related field.

#### Experience:

- Four (4) years of experience in health services administration, mental health, local government, or related field with emphasis in leadership/management policy and program planning within health or mental health.

### **Licenses and Certifications:**

- Possession of a valid California Driver's License, a satisfactory driving record, and a properly registered and insured vehicle, to be maintained throughout employment.

### **Knowledge of:**

- Principles and practices of MSHA plan design, development and evaluation.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility, including the Mental Health Services Act (MHSA).
- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Principles and practices of leadership.
- Group meeting facilitation practices and techniques.
- Principles and practices of project management, implementation and evaluation.
- Principles of research, analysis, and report preparation.
- Principles of community organizing.
- MHSA Program audit and assessment guidelines and outcome measurement.
- State and county behavioral health systems of care.
- Social, emotional, and behavioral aspects of mental disorders and illness.
- Principles and practices of direct client service delivery.
- Cultural, social, and environmental factors and influences affecting behavioral health.
- Community and governmental services and resources.
- Authority and mandated safety rules, regulations, and protocols
- Techniques for providing a high level of customer service, interacting and effectively dealing with the public, community-based organizations and service providers, stakeholders, and Authority staff.
- The structure and content of the English language, including the meaning and

- spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

**Ability to:**

- Design and implement the overall MHSA community planning process for the Authority.
- Analyze and interpret data and prepare findings.
- Manage, organize, and coordinate the various components of projects.
- Make sound policy and procedural recommendations and implement effective solutions.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Effectively represent the department and the Authority in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Understand scope of authority in making independent decisions.
- Prepare clear and concise reports, correspondence, client case documentation, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with clients, their families, Authority staff, and the behavioral health community.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

**PHYSICAL DEMANDS (ADA)**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various Authority sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

**ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

### **WORKING CONDITIONS**

In accordance with California Government Code Section 3100, Tri-City Mental Health Center employees, in the event of a disaster, are considered disaster service workers and may be asked to protect the health, safety, lives, and property of the people of the State.

Receive satisfactory results from a background investigation, which includes fingerprinting; a pre-employment physical examination, which includes a drug/alcohol test; and an administrative review.



## OFFICE ASSISTANT

Classification specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications *may not include all* duties performed by individuals within a classification. In addition, specifications are intended to outline the *minimum* qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

**FLSA STATUS:** Non-Exempt

### DEFINITION:

Under general supervision, performs a variety of clerical office support activities to an assigned department, which may include telephone and counter reception, data entry and filing, word processing, records maintenance, and customer service duties; answers, screens, and routes clients and telephone calls; types, edits, processes, distributes, and files a variety of documents; and performs related duties as assigned.

### SUPERVISION RECEIVED AND EXERCISED:

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

### DISTINGUISHING CHARACTERISTICS:

This is a journey level clerical classification that is responsible for performing the full range of duties as assigned, working independently, and exercising judgment and initiative. Incumbents perform routine office support duties which require the application of generalized knowledge of policies and procedures related to area of assignment. Positions at this level receive occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This classification is distinguished from the Office Specialist in that the latter performs more specialized work supporting programs or functions where more in-depth and specialized knowledge of the department is needed.

**EXAMPLES OF ESSENTIAL DUTIES:** Essential duties include, but are not limited to, the following:

- Performs a variety of office support duties related to the assigned work unit; gathers information from a variety of sources, including data systems and clients for the completion and processing of forms, records, and other documents; contacts individuals, other departments, or agencies to obtain additional information.
- Receives and screens visitors; provides general information to clients, visitors, vendors, and staff, in person and on the telephone; assists clients by referring them to sources of information, hands out standard forms and explains how to complete them; answers requests for information or refers to other Authority staff.

- Inputs, updates, tracks, and extracts information into appropriate databases, billing systems and files; searches records and files for pertinent data.
- Maintains records, logs, files, and other forms of information, including various demographic reports, and room schedules specific to the assigned division or department.
- Proofreads and checks files including charts and other documentation for accuracy, completeness, and compliance with departmental policies; makes copies, schedules appointments, and types correspondences and memos.
- Collects and maintains client financial information/fees and related documents and enters the information into billing systems; keeps all client financial information updated.
- Performs other routine clerical support work as required, which may include, but is not limited to, scanning or copying documents, forms, and charts, filing/retrieving files, processing mail, collating documents, maintaining lists and logs, scanning, imaging, and indexing documents, opening and distributing mail, processing outgoing mail, and ordering and maintaining inventory of supplies and forms.
- Establishes and maintains office files; researches and compiles information from such files; purges files as required.
- Observes and complies with all Authority and mandated safety rules, regulations, and protocols.
- Performs other duties as assigned.

## **QUALIFICATIONS:**

Any combination of education, training, and experience that provides the required knowledge, skills, and abilities to perform the essential duties of the position is qualifying. The incumbents will possess the most desirable combination of education, training, skills, and experience, as demonstrated in their past and current employment history. A typical example includes:

### **Education and Experience**

#### Education:

- Equivalent to completion of the twelfth (12th) grade.

#### Experience

- Two (2) years of clerical office support or customer service experience.

### **Knowledge of:**

- General office business and administration policies, processes, and procedures.
- Methods and techniques of preparing forms and routine business correspondence and documents.
- Business arithmetic, including percentages and decimals.
- Principles and practices of recordkeeping, filing systems, and processing of documents.
- Medical terminology as related to office support work.

- Methods and techniques of compiling and assembling data and documents.
- Authority formatting and document processing standards.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Authority and mandated safety rules, regulations, and protocols
- Techniques for providing a high level of customer service, interacting and effectively dealing with the public, community based organizations and service providers, stakeholders, and Authority staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern office practices, equipment, and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

**Ability to:**

- Learn the procedures and regulations governing the area of assignment and the terminology and documents used.
- Perform a diverse range of clerical and administrative tasks in support of an assigned functional area.
- Type, compile and process a variety of forms and business documents.
- Make computations rapidly and accurately.
- Understand and follow verbal and written instructions.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- File hard copy and electronic documents in accordance with established protocols such as chronologically, alphabetically, and/or numerically.
- Maintain the confidentiality of client information.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with clients, their families, and Authority staff.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

**PHYSICAL DEMANDS (ADA)**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

**ENVIRONMENTAL CONDITIONS**



Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may also interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

## **WORKING CONDITIONS**

In accordance with California Government Code Section 3100, Tri-City Mental Health Center employees, in the event of a disaster, are considered disaster service workers and may be asked to protect the health, safety, lives, and property of the people of the State.

Receive satisfactory results from a background investigation, which includes fingerprinting; a pre-employment physical examination, which includes a drug/alcohol test; and an administrative review.



## OFFICE SPECIALIST

Classification specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications *may not include all* duties performed by individuals within a classification. In addition, specifications are intended to outline the *minimum* qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

**FLSA STATUS:** Non-Exempt

### DEFINITION:

Under direction, provides difficult, complex, and specialized administrative support to assigned departmental projects and programs; develops, summarizes, and maintains administrative and financial records; types, edits, processes, distributes, and files a variety of documents; enters data and information into various databases and computer systems; and performs related duties as assigned.

### SUPERVISION RECEIVED AND EXERCISED:

Receives direction from assigned supervisory or management personnel. Exercises no direct supervision over staff.

### DISTINGUISHING CHARACTERISTICS:

This journey level classification is responsible for performing the full range of specialized administrative duties in an assigned department or program, working independently, and exercising judgment and initiative. Incumbents perform more complex work supporting programs or functions where more in-depth and specialized knowledge of the department is needed. Positions at this level receive occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

**EXAMPLES OF ESSENTIAL DUTIES:** Essential duties include, but are not limited to, the following:

- Performs technical and procedural work in support for an assigned department, division, or program; applies technical procedures, methods, and techniques to support program and functions and processes; monitors and explains operational and program requirements and processes to various stakeholders.
- Provides information to the public or Authority Staff that requires the use of independent judgment, compliance with laws and interpretation of policies, rules and procedures.
- Greets and provides general information to clients, visitors, vendors, and staff, in person and on the telephone, in a professional manner; schedules appointments and meetings, and maintains calendars; assists clients by referring them to applicable sources of information;

distributes applications and forms, and explains how to complete them; answers requests for information by consulting various available sources.

- Verifies and reviews calculations, forms, data, and reports for accuracy, completeness, and conformance with established Authority regulations and procedures.
- Types, formats, edits, revises, proofreads, tracks, and prints a variety of narrative, statistical, and technical documents, reports, correspondence, spreadsheets, and other documents and materials.
- Inputs, updates, tracks, and extracts information into appropriate databases and billing systems; searches records and files for data.
- Collects and maintains client financial information/fees and related documents; enters data into billing and other systems; keeps all client financial information updated.
- Assists administrative and clinical staff with preparing, processing, and uploading documents; provides administrative support to other Authority program areas as assigned.
- Performs other clerical/administrative work as required, which may include, but is not limited to, typing and copying documents, scanning, filing/retrieving files, reviewing and processing mail, faxing information, maintaining inventory of supplies and materials, and related work.
- Observes and complies with all Authority and mandated safety rules, regulations, and protocols.
- Performs other duties as assigned.

## **QUALIFICATIONS:**

Any combination of education, training, and experience that provides the required knowledge, skills, and abilities to perform the essential duties of the position is qualifying. The incumbents will possess the most desirable combination of education, training, skills, and experience, as demonstrated in their past and current employment history. A typical example includes:

### **Education and Experience**

#### Education:

- Equivalent to completion of the twelfth (12th) grade.

#### Experience

- Three (3) years of increasingly responsible clerical and administrative support experience.

#### **Knowledge of:**

- General office and business administrative operations and practices.
- Basic principles and techniques of research and data collection.
- Business mathematics.
- Medical terminology related to administrative support for clinical staff and clients.

- Methods and techniques of compiling and assembling data and documents.
- Principles, practices, methods, and techniques of business correspondence and report writing.
- Principles and procedures of record keeping, document processing, and filing systems.
- Authority and department programs, goals, and policies and procedures of the assigned department/division.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility, including the Health Insurance Portability and Accountability Act (HIPAA).
- Authority and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service, interacting and effectively dealing with the public, community based organizations and service providers, stakeholders, and Authority staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

**Ability to:**

- Perform varied office and customer service support work, requiring the use of independent judgment and discretion, with accuracy and speed.
- Make accurate mathematical computations.
- Learn the procedures and regulations governing the area of assignment and the terminology and documents used.
- Demonstrate responsibility when handling sensitive matters or confidential documents; maintain the confidentiality of client information.
- Prepare clear and concise reports, correspondence and other written materials.
- Process and track specialized department documents.
- Maintain comprehensive files and records.
- Understand scope of authority in making independent decisions.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with clients, their families, Authority staff, and the behavioral health community.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

**PHYSICAL DEMANDS (ADA)**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required.

Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

### **ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may also interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

### **WORKING CONDITIONS**

In accordance with California Government Code Section 3100, Tri-City Mental Health Center employees, in the event of a disaster, are considered disaster service workers and may be asked to protect the health, safety, lives, and property of the people of the State.

Receive satisfactory results from a background investigation, which includes fingerprinting; a pre-employment physical examination, which includes a drug/alcohol test; and an administrative review.



## PROGRAM MANAGER

Classification specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications *may not include all* duties performed by individuals within a classification. In addition, specifications are intended to outline the *minimum* qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

**FLSA STATUS:** Exempt

### **DEFINITION:**

Under general direction, plans, organizes, oversees, coordinates, and manages the staff and day-to-day operations of an assigned non-clinical program including the design, development, implementation, and ongoing evaluation of direct client services; ensures effective program administration and technical compliance with all applicable priorities, policies, procedures, and regulations; fosters cooperative working relationships among Authority departments, and acts as a liaison with various government, community, public, and private agencies; performs a variety of special projects; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED:**

Receives general direction from assigned management personnel. Exercises direct supervision over supervisory, professional, technical, and administrative support staff through subordinate levels of supervision.

### **DISTINGUISHING CHARACTERISTICS:**

This classification is responsible for managing and administering an assigned non-clinical program providing direct services, advocacy, and support to clients and/or the community. Incumbents are responsible for designing, planning, implementing, evaluating, and modifying the program, including short- and long-term planning activities; preparing and implementing program budgets; supporting and analyzing programmatic practices and procedures; and developing and implementing recommendations for program operational or procedural improvements. Performance of the work requires the use of independence, initiative, and discretion within established guidelines and scope of practice. Incumbents serve as a specialist, liaison, and advocate for the program with regular contact with Authority management and peers, other government, private sector or community-based organizations, and members of the public.

**EXAMPLES OF ESSENTIAL DUTIES:** Essential duties include, but are not limited to, the following:

- Plans, organizes, oversees, coordinates, and manages the development, implementation, and ongoing evaluation of an assigned non-clinical program providing direct services to clients; ensures program objectives are in line with the Authority's mission, vision, and core values, and that services are accessible and culturally appropriate to the Authority's clientele.

- Plans, organizes, assigns, supervises, and reviews the work of assigned staff; trains staff in work procedures; evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion; and determines and recommends staffing needs for assigned program activities and projects.
- Monitors activities of assigned work unit(s); coordinates the development of operational strategies and guidelines; recommends improvements and modifications and prepares various reports on program activities and projects; develops, recommends, and implements goals, objectives, policies, procedures, work standards, and administrative control systems for assigned program.
- Performs a wide variety of special projects; spearheads new efforts and programs in an effort to make the department, service provision, and customer service more effective and efficient, and to maximize the department's eligibility of available federal, state, and/or local funding.
- Assists with the development of program budgets; monitors revenues and expenditures on an on-going basis to ensure program fiscal viability; monitors cost effectiveness of all program components and recommends expenditures for on-going and/or program expansion.
- Functions as the liaison for and a technical resource/subject matter expert to other Authority departments to facilitate solutions to complex client cases or issues.
- Conducts a variety of departmental, organizational, and operational studies and investigations; recommends modifications to programs, policies, and procedures as appropriate.
- Establishes systems to effectively monitor critical program functions and track key performance indicators; directs the collection and compilation of data and narratives for program evaluation; prepares reports for submission to Authority management and oversight agencies on program metrics and outcomes; acts on program evaluation outcomes as directed by management.
- Stays current on the status of new and pending regulatory legislation; recommends changes to current policies and procedures in order to comply with changes in legislation.
- Prepares a variety of administrative and technical reports, as well business correspondence and presentations; presents reports to internal and external stakeholders; conducts outreach presentations to community and advocacy groups.
- Serves as a liaison for the department with other Authority departments, programs, and outside agencies; participates on a variety of interdisciplinary committees; attends meetings; and represents the Authority to a variety of community, government, and stakeholder groups; conducts workshops, forums, and training sessions for staff as needed; provides professional and technical expertise to the community.
- Performs crisis intervention counseling within scope; assists licensed staff in coordinating or arranging for the provision of appropriate care services.
- Provides direct services to clients under appropriate scope of practice.
- Ensures staff observe and comply with all Authority and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

## **QUALIFICATIONS:**

Any combination of education, training, and experience that provides the required knowledge, skills, and abilities to perform the essential duties of the position is qualifying. The incumbents will possess the most desirable combination of education, training, skills, and experience, as demonstrated in their past and current employment history. A typical example includes:

### **Education and Experience:**

#### Education:

- Equivalent to a bachelor's degree from an accredited college with major coursework in public administration, behavioral health, psychology, sociology, or a related field.

#### Experience:

- Five (5) years of increasingly responsible experience providing direct services to clients in a program related to the assignment, two (2) years of which must have been in a supervisory capacity.

### **Licenses and Certifications:**

- Possession of a valid California Driver's License, a satisfactory driving record, and a properly registered and insured vehicle, to be maintained throughout employment.

### **Knowledge of:**

- Principles and practices of employee supervision, including planning and assigning work, performance review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Operations and services provided within assigned program area, as well as its stated mission, scope, and priorities.
- Authority, department, and program-specific policies and procedures.
- Methods and techniques of assessing client and community needs in assigned program area.
- Principles of crisis intervention.
- Social, emotional, and behavioral aspects of mental disorders and illness.
- Principles and practices of direct client service delivery and techniques utilized to engage clients in services.
- Recent and on-going developments, current literature, and sources of information related to the behavioral health and assignment area.
- Principles of behavioral health education.
- Cultural, social, and environmental factors and influences affecting behavioral health.
- Community and governmental services and resources.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility, including the Health Insurance Portability and Accountability Act (HIPAA).



- Authority and mandated safety rules, regulations, and protocols
- Techniques for providing a high level of customer service, interacting and effectively dealing with the public, community-based organizations and service providers, stakeholders, and Authority staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

**Ability to:**

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Effectively manage and administer program operations and activities.
- Provide administrative, management, and professional leadership for an assigned program.
- Work well with and provide services to a variety of clients in various stages of behavioral health illness/treatment; maintain appropriate boundaries, identify, and nurture strengths, and support their right to make independent decisions as appropriate.
- Perform crisis intervention, respond promptly to client emergency situations and take effective action within scope of authority.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the Authority in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Understand scope of authority in making independent decisions.
- Effectively utilize community resources to assist clients.
- Prepare clear and concise reports, correspondence, client case documentation, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Maintain the confidentiality of client information.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with clients, their families, Authority staff, and the behavioral health community.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

**PHYSICAL DEMANDS (ADA)**

When assigned to an office environment, must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the

telephone; ability to stand and walk between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

When performing field work, must possess mobility to work in changing site conditions; to sit, stand, and walk on level, uneven, or slippery surfaces; to reach, twist, turn, kneel, and bend; and to operate a motor vehicle and visit various sites throughout the Tri-Cities; vision to observe client behavior, signs of illness, and potential hazards. The job involves frequent walking to locate, assist, and deliver services to clients, with exposure to hazardous materials and waste in some locations. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 15 pounds, or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

## **ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees also work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, and may be exposed to blood and bodily fluids, and other hazardous physical substances and fumes. Employees interact with clients with behavioral disorders who may display erratic and assaultive behavior, including those who require emergency crisis intervention. Employees may also interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

## **WORKING CONDITIONS**

In accordance with California Government Code Section 3100, Tri-City Mental Health Authority employees, in the event of a disaster, are considered disaster service workers and may be asked to protect the health, safety, lives, and property of the people of the State.

Employees serve as members of the Authority's on-call crisis intervention team and may be required to be available and respond to crisis situation 24/7 during on-call rotation.

Receive satisfactory results from a background investigation, which includes fingerprinting; a pre-employment physical examination, which includes a drug/alcohol test; and an administrative review.



## PROGRAM SUPERVISOR

Classification specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications *may not include all* duties performed by individuals within a classification. In addition, specifications are intended to outline the *minimum* qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

**FLSA STATUS:** Exempt

### DEFINITION:

Under general direction, plans, supervises, coordinates, reviews, and participates in the work of staff providing non-clinical behavioral health services in an assigned program, including individual and group supervision; coordinates and directs the daily operations and activities of assigned unit(s); collaborates with and provides consultation to management staff, other departments, outside agencies, and community committees related to the provision of behavioral health services; ensures compliance with Authority and mandated policies and procedures; and performs related duties as assigned.

### SUPERVISION RECEIVED AND EXERCISED:

Receives general direction from assigned management personnel. Exercises direct supervision over technical and administrative support staff.

### DISTINGUISHING CHARACTERISTICS:

This is the full non-clinical supervisory-level class that exercises independent judgment on diverse and specialized direct client services with accountability and ongoing decision-making responsibilities associated with the work. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of non-clinical staff providing direct services to Authority clients and are responsible for providing technical level support to management in a variety of areas. Performance of the work requires the use of independence, initiative, and discretion within established guidelines and scope of practice.

This classification is distinguished from the Behavioral Health Program Supervisor classification in that the latter provides administrative supervision to unit(s) comprised of both licensed clinical and non-clinical staff, whereas the former provides supervision solely to non-clinical staff. It is further distinguished from the Clinical Supervisor classification in that the latter provides administrative and clinical supervision, direction, training, and mentoring to licensed and pre-licensed clinical staff.

**EXAMPLES OF ESSENTIAL DUTIES:** Essential duties include, but are not limited to, the following:

- Plans, supervises, coordinates, reviews, and participates in the work of technical staff providing non-clinical behavioral health services in an assigned program; plans, coordinates,

and directs the daily operations and activities of assigned unit(s); develops, monitors, and adjusts unit staffing schedules to ensure optimal service delivery.

- Evaluates employee performance; counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion.
- Coordinates and/or conducts staff training in the work of assigned program operations and services, legislative changes impacting service delivery, policies and procedures, and recent trends in assigned program areas which would enhance services; implements training procedures and standards; provides technical consultation and guidance to staff members and performs the more complex program duties assigned to staff.
- Prepares and submits budget requests for assigned unit(s); estimates future needs of unit in terms of personnel, equipment, supplies, and space; consults with manager on priorities and availability of funding and other resources.
- Provides direct services to clients under appropriate scope of practice; participates in the work of staff as necessary; makes or reviews decisions on difficult client assessment and/or casework matters.
- Collaborates with internal departments, external agencies and community committees to identify the community's service needs; arranges and coordinates services; conducts community outreach to increase awareness of program services and operations; develops and implements plans to meet community needs.
- Works in coordination with Authority leadership, clinical staff, and support staff in developing and managing new programs, services, and treatment groups as necessary to better serve clients; evaluates program effectiveness and recommends development and/or modification of program goals, policies, procedures, and work standards to enhance program effectiveness; drafts and submits a wide variety of policies, procedures and plans for the execution of program operations; implements upon approval.
- Reviews, audits, and ensures staff maintain and submit accurate, detailed, and thorough documentation, case records, and notes of all billable and non-billable activities and services related to client care; provides feedback to staff and revises/completes necessary documentation for billing purposes.
- Performs crisis intervention for clients and walk-in non-clients; evaluates individuals to identify level of stable behavior; provides support and assistance in problem resolution; coordinates or arranges for the provision of appropriate care services; and places holds as necessary within scope of authority.
- Prepares a variety of program reports, correspondence, and related documents.
- Develop and maintain the confidence and cooperation of clients to secure pertinent information and to effectively deliver services.
- Maintains client confidentiality in compliance with all Health Insurance Portability and Accountability (HIPAA) regulations.

- Ensures staff observe and comply with all Authority and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

## **QUALIFICATIONS:**

Any combination of education, training, and experience that provides the required knowledge, skills, and abilities to perform the essential duties of the position is qualifying. The incumbents will possess the most desirable combination of education, training, skills, and experience, as demonstrated in their past and current employment history. A typical example includes:

### **Education and Experience**

#### Education:

- Equivalent to an associate degree from an accredited college with major coursework in public administration, behavioral health, psychology, sociology, or a related field.
- An advanced degree or training in a particular field may be required depending on area of assignment, grant funding or licensure/registration requirements by law.

#### Experience:

- Three (3) years of increasingly responsible experience providing direct services to clients in a behavioral health or psychiatric setting, one (1) year of which must have been in a lead or supervisory capacity.

### **Licenses and Certifications**

- Possession of a valid California Driver's License, a satisfactory driving record, and a properly registered and insured vehicle, to be maintained throughout employment.

### **Knowledge of:**

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Operations, services, and activities of a comprehensive behavioral health program which encompasses adult, juvenile, and children's services.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility, including the Health Insurance Portability and Accountability Act (HIPAA).
- Basic principles of case management as they relate to the assessment of client needs.
- Principles and practices of direct client service delivery.
- Principles of behavioral health education.
- Principles of crisis intervention.
- Cultural, social, and environmental factors and influences affecting behavioral health.
- Community and governmental services and resources.
- Methods and techniques of conducting training in assigned program area.
- Principles and practices of record keeping.

- Basic needs and challenges for individuals and families accessing behavioral health services, including cultural barriers.
- Authority and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service, interacting and effectively dealing with the public, community-based organizations and service providers, stakeholders, and Authority staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

**Ability to:**

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Plan, organize, and coordinate the work of multidisciplinary staff.
- Facilitate group meetings and training sessions.
- Develop and maintain the confidence and cooperation of clients to secure pertinent information and to effectively deliver services.
- Understand scope of authority in making independent decisions.
- Coordinate with internal and external treatment team members.
- Effectively utilize community resources to assist clients.
- Effectively represent the department and the Authority in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Listen attentively to clients and address their needs and issues fairly and professionally.
- Work well with and provide services to a variety of clients in various stages of behavioral health illness/treatment; maintain appropriate boundaries, identify and nurture strengths, and support their right to make independent decisions as appropriate.
- Perform crisis intervention, respond promptly to client emergency situations and take effective action within scope of authority.
- Prepare clear and concise correspondence, client case documentation, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Maintain the confidentiality of client information.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with clients, their families, Authority staff, and the behavioral health community.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

**PHYSICAL DEMANDS (ADA)**

When assigned to an office environment, must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone; ability to stand and walk between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

When performing field work, must possess mobility to work in changing site conditions; to sit, stand, and walk on level, uneven, or slippery surfaces; to reach, twist, turn, kneel, and bend; and to operate a motor vehicle and visit various sites throughout the Tri-Cities; vision to observe client behavior, signs of illness, and potential hazards. The job involves frequent walking to locate, assist, and deliver services to clients, with exposure to hazardous materials and waste in some locations. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 20 pounds, or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

## **ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees also work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, and may be exposed to blood and bodily fluids, and other hazardous physical substances and fumes. Employees interact with clients with behavioral disorders who may display erratic and assaultive behavior, including those who require emergency crisis intervention. Employees may also interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

## **WORKING CONDITIONS**

In accordance with California Government Code Section 3100, Tri-City Mental Health Center employees, in the event of a disaster, are considered disaster service workers and may be asked to protect the health, safety, lives, and property of the people of the State.

Employees serve as members of the Authority's on-call crisis intervention team and may be required to be available and respond to crisis situation 24/7 during on-call rotation.

Receive satisfactory results from a background investigation, which includes fingerprinting; a pre-employment physical examination, which includes a drug/alcohol test; and an administrative review.



## PSYCHIATRIC TECHNICIAN I/II

Classification specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications *may not include all* duties performed by individuals within a classification. In addition, specifications are intended to outline the *minimum* qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

**FLSA STATUS:** Non- Exempt

### DEFINITION:

Under immediate (Psychiatric Technician I) or general (Psychiatric Technician II) supervision, provides medication monitoring, support, and education to an assigned caseload of clients in the office and in the field; distributes and administers oral and injectable medications in accordance with psychiatrist orders; observes, assesses, and reports on clients' behavior, symptoms, and reactions; performs crisis assessment and intervention; provides linkage and referrals to additional community resources and services; and performs related duties as assigned.

### SUPERVISION RECEIVED AND EXERCISED:

Receives immediate (Psychiatric Technician I) or general (Psychiatric Technician II) supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

### DISTINGUISHING CHARACTERISTICS:

*Psychiatric Technician I:* This is the entry-level classification in the Psychiatric Technician series. Initially under close supervision, incumbents learn and perform routine medication monitoring, administration, and support, while learning Authority policies and procedures. As experience is gained, assignments become more varied, complex, and difficult; close supervision and frequent review of work lessen as an incumbent demonstrates skill to perform the work independently. Positions at this level usually perform most of the duties required of the positions at the Psychiatric Technician II level but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

*Psychiatric Technician II:* This is the journey-level classification in the Psychiatric Technician series. Positions at this level are distinguished from the Psychiatric Technician I by the performance of the full range of duties as assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

Positions in the Psychiatric Technician series are flexibly staffed; positions at the Psychiatric Technician II level are normally filled by advancement from the Psychiatric Technician I level; progression to the Psychiatric Technician II level is dependent on (i) management affirmation that



the position is performing the full range of duties assigned to the classification; (ii) satisfactory work performance; (iii) the incumbent meeting the minimum qualifications for the classification including any licenses and certifications; and (iv) management approval for progression to the Psychiatric Technician II level.

**EXAMPLES OF ESSENTIAL DUTIES:** Essential duties include, but are not limited to, the following:

*Positions at the Psychiatric Technician I level may perform some of these duties and responsibilities in a learning capacity.*

- Under the direction of clinical staff, provides medication management services to a caseload of clients in the office and in the field; ensures the proper acquisition and administration of medication.
- Provides education and training to clients, their families, and/or staff on the proper care and use of medications, including symptoms of, reactions to, or side effects of, specific medications; informs clients of the impact of abuse and/or misuse of medications.
- Conducts home/field visits to evaluate client's physical environment and behavior such as anxiety, withdrawals, and behavioral health progression/regression.
- Takes and records measures of clients' vital signs, physical condition, and behaviors; assists and observes clients self-dispense medication as prescribed by a psychiatrist and administers scheduled injections.
- Conducts medication checks on clients to assess their overall medication management capabilities; takes appropriate action if client poses danger with respect to the use or abuse of medication; observes, evaluates, records, and reports to professional staff changes in client's condition.
- Motivates clients to develop self-reliance in daily living; encourages clients to participate in group and/or individual therapy/program activities.
- As a member of a multidisciplinary treatment team, provides information and updates on medication changes, concerns, side effects, and other important client information; keeps clients stable and medication compliant with the treatment goal of improving overall life functionality.
- Performs crisis intervention for clients and walk-in non-clients; evaluates individuals to identify level of stable behavior; provides support and assistance in problem resolution; coordinates or arranges for the provision of appropriate care services; and places holds, as necessary.
- Refers clients for proper treatment and placement in properly licensed facilities.
- Maintains accurate, detailed, and thorough documentation, case records, and notes of all billable and non-billable activities and services related to client care; completes necessary documentation for billing purposes.

- Maintains client confidentiality in compliance with all Health Insurance Portability and Accountability (HIPAA) regulations.
- Observes and complies with all Authority and mandated safety rules, regulations, and protocols.
- Responds to 5150 evaluation requests from area police departments and other organizations contracting with the Authority for such services.
- Performs related duties as required.

## **QUALIFICATIONS:**

Any combination of education, training, and experience that provides the required knowledge, skills, and abilities to perform the essential duties of the position is qualifying. The incumbents will possess the most desirable combination of education, training, skills, and experience, as demonstrated in their past and current employment history. A typical example includes:

### **Education and Experience**

#### Education:

- Psychiatric Technician I/II: Equivalent to a level of education and course of study, which would qualify as an accredited program for incumbents to obtain licensure as a Psychiatric Technician in the State of California.

#### Experience:

- Psychiatric Technician I: None.
- Psychiatric Technician II: Two (2) years of experience performing medication management and support duties for behavioral health clients.

### **Licenses and Certifications**

- Possession of a valid Psychiatric Technician licensure issued by the California Board of Vocational Nursing and Psychiatric Technicians, to be maintained throughout employment.
- Possession of a valid California Driver's License, a satisfactory driving record, and a properly registered and insured vehicle, to be maintained throughout employment.
- Psychiatric Technician II: Possession of a valid Lanterman-Petris-Short (LPS) designation, to be maintained throughout employment.

### **Knowledge of:**

*Positions at the Psychiatric Technician I level may exercise some of these knowledge and abilities statements in a learning capacity.*

- Medications administered to psychiatric clients and their possible side effects.
- Patient behavior and mental health principles and techniques involved in the care and treatment of individuals or groups of mentally ill and emotionally disturbed patients.

- Methods and techniques of observing clients for negative reactions to medications, or addictive/dependency outcomes, and courses of action to treat same.
- Behavior patterns of psychiatric clients with symptoms of emotional disturbance and behavioral illness.
- Medical and psychiatric terminology.
- Crisis intervention and de-escalation techniques.
- Principles and practices of case management for behavioral health clients, including client charting and process documentation.
- Cultural, social, and environmental factors and influences affecting behavioral health.
- Community and governmental services and resources.
- Basic needs and challenges for individuals and families accessing behavioral health services, including cultural barriers.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility, including the Health Insurance Portability and Accountability Act (HIPAA).
- Authority and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service, interacting and effectively dealing with the public, community-based organizations and service providers, stakeholders, and Authority staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

**Ability to:**

- Provide medication management services to a diverse range of clients with varying degrees of behavioral health issues and disorders.
- Administer medications and observe, record, and report their effects.
- Skillfully perform the full range of nursing duties and responsibilities.
- Work collaboratively with medical professionals, pharmacies, and insurance companies to obtain needed client medications.
- Observe client behavior to determine whether intervention is needed, or to identify negative reactions to medications.
- Interpret Authority programs and policies to clients, the general public, and outside agencies/organizations.
- Establish and maintain the confidence of clients and family/caregivers with diverse cultural, ethnic, and socio-economic backgrounds.
- Understand scope of authority in making independent decisions.
- Effectively utilize community resources to assist clients.
- Listen attentively to clients and address their needs and issues fairly and professionally.
- Work well with and provide services to a variety of clients in various stages of behavioral health illness/treatment; maintain appropriate boundaries, identify and nurture strengths, and support their right to make independent decisions as appropriate.
- Perform crisis intervention, respond promptly to client emergency situations and take effective action within scope of authority.
- Prepare clear and concise correspondence, client case documentation, and other written materials.

- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Maintain the confidentiality of client information.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with clients, their families, Authority staff, and the behavioral health community.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

### **PHYSICAL DEMANDS (ADA)**

When assigned to an office environment, must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone; ability to stand and walk between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

When performing field work, must possess mobility to work in changing site conditions; to sit, stand, and walk on level, uneven, or slippery surfaces; to reach, twist, turn, kneel, and bend; and to operate a motor vehicle and visit various sites throughout the Tri-Cities; vision to observe client behavior, signs of illness, and potential hazards. The job involves frequent walking to locate, assist, and deliver services to clients, with exposure to hazardous materials and waste in some locations. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 15 pounds, or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

### **ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees also work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, and may be exposed to blood and bodily fluids, and other hazardous physical substances and fumes. Employees interact with clients with behavioral disorders who may display erratic and assaultive behavior, including those who require emergency crisis intervention. Employees may also interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

### **WORKING CONDITIONS**

In accordance with California Government Code Section 3100, Tri-City Mental Health Center employees, in the event of a disaster, are considered disaster service workers and may be asked to protect the health, safety, lives, and property of the people of the State.

Employees serve as members of the Authority's on-call crisis intervention team and may be required to be available and respond to crisis situation 24/7 during on-call rotation.

Receive satisfactory results from a background investigation, which includes fingerprinting; a pre-employment physical examination, which includes a drug/alcohol test; and an administrative review.



## PSYCHOLOGIST

Classification specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications *may not include all* duties performed by individuals within a classification. In addition, specifications are intended to outline the *minimum* qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

**FLSA STATUS:** Exempt

### **DEFINITION:**

Under direction, performs professional psychological evaluations and treatment for individual clients and families; creates, implements, and evaluates therapeutic goals and works with other treatment professionals to establish comprehensive treatment plans; provides clinical consultation to other staff, programs, and external agencies related to psychological testing, treatment needs, and early intervention; and performs related duties, as assigned.

### **SUPERVISION RECEIVED AND EXERCISED:**

Receives direction from assigned supervisory or management personnel. Exercises no direct supervision over staff.

### **DISTINGUISHING CHARACTERISTICS:**

This licensed journey-level classification is responsible for independently performing professional psychological assessments, treatment, and therapeutic activities in support of client treatment goals. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

**EXAMPLES OF ESSENTIAL DUTIES:** Essential duties include, but are not limited to, the following:

- Provides professional psychological assessments, goal-oriented treatment planning, individual psychotherapy and family therapy for children, adolescents, and/or adults; develops, implements, and evaluates treatment plans.
- Performs routine and emergency psychological intake evaluations of clients new to programs; obtains client histories, determines behavioral status, and performs diagnoses.
- Administers and interprets various psychological assessment instruments.
- Provides professional consultation for the more complex or difficult client assessments and/or special programs or projects, including early psychosis evaluation and intervention; assists in planning further care, treatment, and disposition; and provides guidance regarding appropriate psychological practices and services.
- Performs crisis intervention for clients and walk-in non-clients; evaluates individuals to identify level of stable behavior; provides support and assistance in problem resolution; coordinates

or arranges for the provision of appropriate care services; and places holds as necessary within scope of authority.

- Outreaches, collaborates, and maintains liaison with a variety of internal departments, community agencies, school districts, and other service providers to identify and address community and client needs and increase awareness of program services and operations.
- Attends and participates in a variety of meetings, staff trainings, utilization and peer review activities, clinical supervision and case consultation, and public information and education functions.
- Stays current with professional development and research in the field of psychology and communicates same to clinical staff.
- Maintains and submits accurate, detailed, and thorough documentation, case records, and notes of all billable and non-billable activities and services related to client care; completes necessary documentation for billing purposes.
- Prepares progress, statistical, and narrative reports related to treatment.
- Maintains client confidentiality in compliance with all Health Insurance Portability and Accountability (HIPAA) regulations.
- Participates in training programs for clinical or resident interns or staff; trains treatment staff in the application of psychological treatment methods.
- May provide clinical supervision to staff/interns on a project or daily basis.
- Observes and complies with all Authority and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

## **QUALIFICATIONS:**

Any combination of education, training, and experience that provides the required knowledge, skills, and abilities to perform the essential duties of the position is qualifying. The incumbents will possess the most desirable combination of education, training, skills, and experience, as demonstrated in their past and current employment history. A typical example includes:

### **Education and Experience**

#### Education:

- Equivalent to a doctorate degree in psychology from an accredited college or university in psychology approved by the California Board of Psychology.

#### Experience:

- Three (3) years of post-licensure experience conducting psychological assessments, treatment, and counseling in a behavioral health program or in private practice.

### **Licenses and Certifications**

- Possession of a valid license as a psychologist issued by the California Board of Psychology, to be maintained throughout employment.
- Possession of a valid California Driver's License, a satisfactory driving record, and a properly registered and insured vehicle, to be maintained throughout employment.

**Knowledge of:**

- Principles, techniques, and methods in developing and coordinating specialized psychological treatment programs.
- Principles, techniques, and trends in psychology as they relate to normal and disordered behavior, human development, motivation, personality, learning, individual differences, adaptation, and social interaction.
- Methods for the assessment and modification of human behavior.
- The role and functions of psychologists in various behavioral health services.
- Principles and practices of direct client service delivery.
- Theories, principles, and practices of group and individual psychotherapy.
- Current trends and best practices in the field of clinical psychology.
- Principles and practices of leadership.
- Principles of providing clinical and functional direction and training.
- Methods and techniques of evaluating applied treatments and determining alternative treatment options.
- Psychological test administration and scoring procedures; sources, uses, and interpretation of psychological tests and other diagnostic techniques applicable to clinical studies.
- Latest trends and research in the diagnosis and treatment of behavioral health disorders.
- Principles of behavioral health education.
- Principles of crisis intervention.
- Characteristics of familial and social relationships, family, and group dynamics, and understanding of the biopsychosocial aspects in the treatment and management of behavioral health disorders.
- Cultural, social, and environmental factors and influences affecting behavioral health.
- Community and governmental services and resources.
- Basic needs and challenges for individuals and families accessing behavioral health services, including cultural barriers.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility, including the Health Insurance Portability and Accountability Act (HIPAA).
- Authority and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service, interacting, and effectively dealing with the public, community-based organizations and service providers, stakeholders, and Authority staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

**Ability to:**



- Apply the principles, methods, and techniques used in clinical psychology.
- Identify normal and abnormal behavior tendencies to make diagnostic classifications and prognoses.
- Conduct individual and family psychotherapy sessions to clinically assess, diagnose, and treat clients.
- Develop and implement treatment plans and monitor the progress of clients toward established goals.
- Provide professional consultation and program leadership.
- Plan, organize, and conduct research data analysis and evaluation.
- Understand and apply criteria for various diagnoses.
- Utilize evidence-based interventions.
- Analyze client behavior and apply appropriate treatment techniques in a coordinated care, social rehabilitation, and recovery model focused environment.
- Develop and maintain the confidence and cooperation of clients to secure pertinent information and to effectively deliver services.
- Understand scope of authority in making independent decisions.
- Coordinate with internal and external treatment team members.
- Teach and participate in professional training.
- Effectively utilize community resources to assist clients.
- Listen attentively to clients and address their needs and issues fairly and professionally.
- Work well with and provide services to a variety of clients in various stages of behavioral health illness/treatment; maintain appropriate boundaries, identify, and nurture strengths, and support their right to make independent decisions as appropriate.
- Perform crisis intervention, respond promptly to client emergency situations, and take effective action within scope of authority.
- Prepare clear and concise correspondence, client case documentation, and other written materials.
- Maintain direct services productivity levels according to policy.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Maintain the confidentiality of client information.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with clients, their families, Authority staff, and the behavioral health community.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

### **PHYSICAL DEMANDS (ADA)**

When assigned to an office environment, must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone; ability to stand and walk between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

When performing field work, must possess mobility to work in changing site conditions; to sit, stand, and walk on level, uneven, or slippery surfaces; to reach, twist, turn, kneel, and bend; and to operate a motor vehicle and visit various sites throughout the Tri-Cities; vision to observe client behavior, signs of illness, and potential hazards. The job involves frequent walking to locate, assist, and deliver services to clients, with exposure to hazardous materials and waste in some locations. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 10 pounds, or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

## **ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees also work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, and may be exposed to blood and bodily fluids, and other hazardous physical substances and fumes. Employees interact with clients with behavioral disorders who may display erratic and assaultive behavior, including those who require emergency crisis intervention. Employees may also interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

## **WORKING CONDITIONS**

In accordance with California Government Code Section 3100, Tri-City Mental Health Center employees, in the event of a disaster, are considered disaster service workers and may be asked to protect the health, safety, lives, and property of the people of the State.

Employees serve as members of the Authority's on-call crisis intervention team and may be required to be available and respond to crisis situation 24/7 during on-call rotation.

Receive satisfactory results from a background investigation, which includes fingerprinting; a pre-employment physical examination, which includes a drug/alcohol test; and an administrative review.



## QUALITY ASSURANCE SPECIALIST I/II

Classification specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications *may not include all* duties performed by individuals within a classification. In addition, specifications are intended to outline the *minimum* qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

### FLSA STATUS:

QA Specialist I – Non-Exempt  
QA Specialist II – Exempt

### DEFINITION:

Under general supervision (Quality Assurance Specialist I) or direction (Quality Assurance Specialist II) supervision, implements training, monitoring, and processes to maintain the Tri-City Mental Health Quality Assurance Program in accordance with specified county, state, and federal laws and regulations, including the Health Insurance Portability and Accountability Act (HIPAA); develops systems and standards for compliance evaluation; performs related duties as assigned.

### SUPERVISION RECEIVED AND EXERCISED:

Receives general supervision (Quality Assurance Specialist I) or direction (Quality Assurance Specialist II) supervision from the Quality Assurance Supervisor. Exercises no direct supervision over staff.

### DISTINGUISHING CHARACTERISTICS:

Quality Assurance Specialist I: This is the entry-level classification in the Quality Assurance Specialist series. Initially under close supervision, incumbents learn and perform routine compliance and quality assurance duties, while learning Authority policies and procedures. As experience is gained, assignments become more varied, complex, and difficult; close supervision and frequent review of work lessen as an incumbent demonstrates skill to perform the work independently. Positions at this level usually perform most of the duties required of the positions at the Quality Assurance Specialist II level but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

Quality Assurance Specialist II: This is the journey-level classification in the Quality Assurance Specialist series. Positions at this level are distinguished from the Quality Assurance Specialist I by the performance of the full range of duties as assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

Positions in the Quality Assurance Specialist class series are flexibly staffed; positions at the Quality Assurance Specialist II level are normally filled by advancement from the Quality Assurance Specialist I level; progression to the Quality Assurance Specialist II level is dependent on (i) management affirmation that the position is performing the full range of duties assigned to the classification; (ii) satisfactory work performance; (iii) the incumbent meeting the minimum qualifications for the classification including any licenses and certifications; and (iv) management approval for progression to the Quality Assurance Specialist II level.

### **EXAMPLES OF ESSENTIAL DUTIES**

Essential duties include, but are not limited to, the following:

*Positions at the Quality Assurance Specialist I level may perform some of these duties and responsibilities in a learning capacity.*

- Assists with maintaining the Authority's quality assurance program in accordance with federal, state, and local laws and regulations, Authority rules, guidelines and values; develops systems and standards for compliance evaluation; implements training, monitoring, and processes to ensure that Authority activities are in compliance with specified laws; recommends ways to integrate the quality assurance message into all aspects of the Authority's business and human relations.
- Assists in determining the type and frequency of training needs; collaborates with the Quality Assurance Supervisor in the design and delivery of training; develops job specific training manuals to be used during staff training for each health center implementation and ongoing support.
- Coordinates with the Quality Assurance Supervisor in the implementation of policies and procedures concerning best practices and compliance issues.
- Reviews charts in the Electronic Health Records (EHR) system to monitor clinical staff records and to ensure compliance; trains staff and interns on documentation standards, new processes and on the chart review process.
- Assists with the facilitation of all internal and external quality assurance audits; assists program staff in preparing for audits; assists with collaborating on the implementation of any corrective action as a result of the audit.
- Participates in any needed training, meeting, committee, and compliance groups on monthly or quarterly basis; facilitates quality assurance meetings, workshops, and committees in order to enhance documentation quality.
- Creates and maintains internal quality assurance bulletin and provides this information to clinical program leadership and staff on a monthly or quarterly basis; maintains and archives external quality assurance bulletins and documents through tracking system.
- Compiles, monitors, and reports performance outcomes related to compliance and provides support to clinical department with outcome measures and general support with quality assurance performance measures; serves as contact for clinical programs and services.

- Maintains records to ensure that staff and providers have appropriate licensure, credentials, education, training, and other required certification.
- Monitors and tracks all phases of the audit cycle; selects appropriate records, reviews and inspects client records to ensure compliance; provides feedback, guidance, and support to clinical programs; documents findings and tracks outcomes; creates outcome reports; disseminates feedback to appropriate staff in the clinical program, and provides follow-up with supervisors and managers to ensure completeness.
- Stays abreast of new trends and innovations in behavioral health, prevention and early intervention, curriculum development, training, and other areas of assignment.
- Keeps abreast of all federal, state, county and Authority compliance policies and procedures and all regulations pertaining to quality assurance and documentation; disseminates knowledge to clinical department and ensure compliance on a continuous basis.
- Observes and complies with all Authority and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

## **QUALIFICATIONS**

Any combination of education, training, and experience that provides the required knowledge, skills, and abilities to perform the essential duties of the position is qualifying. The incumbent will possess the most desirable combination of education, training, skills, and experience, as demonstrated in their past and current employment history. A typical example includes:

### **Education and Experience:**

#### Education:

- Quality Assurance Specialist I/II: Equivalent to a bachelor's degree with major coursework in behavioral health, social work or a related field.

#### Experience:

- Quality Assurance Specialist I: Two (2) years of experience in working in compliance or quality assurance in a behavioral health or social services setting.
- Quality Assurance Specialist II: Four (4) years of increasingly responsible experience working in quality assurance in a behavioral health or social services setting.

*Positions at the Quality Assurance Specialist I level may exercise some of these knowledge and abilities statements in a learning capacity.*

### **Knowledge of:**

- Results-Based Accountability and other models of quality improvement practices.
- Rules, regulations, policies, and standards related to the development, evaluation, and audit of mental health programs for conformance with specified laws.
- Investigation methods, techniques, and procedures including information gathering, and process documentation.

- Principles of research and analysis.
- Assessment techniques to identify key ethical, compliance, and quality assurance issues.
- Mandated training programs and design and delivery of training to improve and maintain Authority's awareness and compliance to legal standards.
- Standard diagnostic and reference tools used by mental health professionals, such as the Diagnostic and Statistical Manual (DSM).
- Knowledge of information systems and healthcare applications related to the EHR system.
- Standard record documentation including methods and techniques of record keeping, report preparation and writing.
- Principles and practices of direct client service delivery.
- Theories of modern behavioral health assessment and treatment.
- Cultural, social, and environmental factors and influences affecting behavioral health.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility, including the Health Insurance Portability and Accountability Act (HIPAA).
- Authority and mandated safety rules, regulations, and protocols
- Techniques for providing a high level of customer service, interacting and effectively dealing with the public, community based organizations and service providers, stakeholders, and Authority staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

**Ability to:**

- Analyze data for program evaluation, development, and improvement.
- Conduct detailed and precise audits based on various guidelines.
- Serve as a resource for Authority staff tasked with ethics and compliance responsibilities.
- Provide effective training and evaluation programs to ensure proper application of Authority rules, regulations, and guidelines governing workplace behaviors and ethics.
- Perform program reviews to ensure compliance with ethical, legal, and professional requirements.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Understand scope of authority in making independent decisions.
- Prepare clear and concise reports, correspondence, client case documentation, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Maintain the confidentiality of client information.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.

- Establish, maintain, and foster positive and effective working relationships with clients, their families, Authority staff, and the behavioral health community.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

### **PHYSICAL DEMANDS (ADA)**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 10 pounds.

### **ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

### **WORKING CONDITIONS**

In accordance with California Government Code Section 3100, Tri-City Mental Health Center employees, in the event of a disaster, are considered disaster service workers and may be asked to protect the health, safety, lives, and property of the people of the State.

Receive satisfactory results from a background investigation, which includes fingerprinting; a pre-employment physical examination, which includes a drug/alcohol test; and an administrative review.



## QUALITY ASSURANCE SUPERVISOR

Classification specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications *may not include all* duties performed by individuals within a classification. In addition, specifications are intended to outline the *minimum* qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

**FLSA STATUS:** Exempt

### DEFINITION

Under direction, assists in the planning and management of the Authority's Quality Improvement practices, policies, and procedures to comply with specified county, State, and federal laws and regulations, including the Health Insurance Portability and Accountability Act (HIPAA); and implement training and evaluation programs to ensure proper application of Authority rules, regulations, and guidelines governing workplace behaviors and ethics. Perform other duties as required.

### SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Manager of Best Practices. Exercises direct supervision over professional and technical staff.

### DISTINGUISHING CHARACTERISTICS

This is a full supervisory-level class that exercises independent judgment on diverse and specialized areas of responsibility relevant to quality assurance, with accountability and ongoing decision-making responsibilities associated with the work. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of staff, for overseeing day-to-day technical and administrative duties, and for providing specialized support to management in a variety of areas. Performance of the work requires the use of independence, initiative, and discretion within established guidelines and scope of practice.

**EXAMPLES OF ESSENTIAL DUTIES:** Essential duties include, but are not limited to, the following:

- Participates in the development of goals, objectives, best practices, policies and procedures, and changes to applicable quality assurance and compliance functions, consistent with mandated laws and regulations and Authority rules, guidelines, and values; recommends and implements policies and procedures including standard operating procedures for assigned operations; establishes schedules and methods for assigned functions; participates in maintaining and monitoring work plans to achieve division and department goals and objectives.
- Monitors activities of assigned function; identifies opportunities for improving service delivery and procedures; provides recommendations concerning process changes; reviews with



appropriate management staff; implements improvements and modifications; assists in the implementation and monitoring of Evidence Based Practices to be used Authority- wide.

- Plans, organizes, assigns, supervises, and reviews the work of assigned staff; trains staff in work procedures; provides policy guidance and interpretation to staff; evaluates employee performance; counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion.
- Supervises and participates in the review of charts, Electronic Health Records (EHR) medical records, and reports prepared by staff; conducts a random sampling of chart reviews on a quarterly basis utilizing audit tools; conducts individual and joint case reviews to ensure claims are valid and program-based; monitors clinical staff records and documents to ensure compliance with all mandated laws and regulations, including Health Insurance Portability and Accountability Act (HIPAA), quality assurance, and utilization review requirements; trains Authority staff in documentation standards; trains appropriate supervisors in the process of chart reviews.
- Supervises and participates in the design and delivery of training to Authority staff; recommends the type and frequency of training needs related to ethics, compliance, cultural competency, clinical procedures, and other related functions; collaborates with the Manager of Best Practices in the design and delivery of training; develops and implements all quality assurance training modules; arranges meetings to plan and review quality improvement projects and outcome data.
- Schedules and coordinates end-user committees meetings; oversees the preparation of agenda and meeting minutes to facilitate documentation compliance.
- Participates in all Authority audits serving as the facilitator; supervises program staff in preparing for audits; works with the auditors on corrective action plans for the affected program(s).
- Works with EHR vendor and Information Technology department to regularly maintain and improve the functionality and efficiency of the EHR system for the Authority's end users; oversees and participates in trouble shooting and problem solving for complex EHR issues; attends trainings or meetings on a regular basis to ensure the Authority has the most current information.
- Participates in various internal and external quality improvement committees and documentation and compliance group meetings; tracks managed care requirements presented by Quality Improvement meetings.
- Creates data collection tools for Clinical and MHSA programs and evaluates gathered data; creates reports to be utilized for Clinical and MHSA program development, implementation and improvement.
- Maintains up-to-date knowledge of Mental Health Services Act (MHSA) regulations, policies and procedures as well as Authority regulations, policies, and procedures that govern clinical program operation, documentation and performance outcomes; disseminates knowledge to clinical staff and ensures compliance on a continuous basis.

- Supervises, creates, and maintains quality assurance and EHR bulletins and provide information to management staff on a monthly or quarterly basis.
- Assists management in completing Medi-Cal Certifications and Re-Certifications as needed.
- Ensures staff observe and comply with all Authority and mandated safety rules, regulations, and protocols.
- Performs other duties as assigned.

## **QUALIFICATIONS**

Any combination of education, training, and experience that provides the required knowledge, skills, and abilities to perform the essential duties of the position is qualifying. The incumbent will possess the most desirable combination of education, training, skills, and experience, as demonstrated in their past and current employment history. A typical example includes:

### **Education and Experience**

#### Education:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in clinical social work, marriage and family counseling, psychology, or a related field.

#### Experience:

- Four (4) years of increasingly responsible professional experience in a public sector behavioral health quality improvement/quality assurance program, two (2) of which should be in a supervisory capacity.

### **Licenses and Certifications:**

- Possession of a valid California Driver's License, a satisfactory driving record, and a properly registered and insured vehicle, to be maintained throughout employment.
- Possession, or waiver of, valid licensure as a Licensed Clinical Social Worker, Marriage and Family Therapist, Licensed Professional Clinical Counselor, or Psychiatric Technician.
- Licensure / registration in a particular field may be required depending on grant funding or licensure / registration requirements by law.

### **Knowledge of:**

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Rules, regulations, policies, and standards related to the development, evaluation, and audit of behavioral health programs for conformance with specified laws.
- Investigation methods, techniques, and procedures including information gathering, and process documentation.

- Principles of research and analysis.
- Assessment techniques to identify key ethical, compliance, and quality assurance issues.
- Standard record documentation, including methods and techniques of record keeping, report preparation, and writing.
- Mandated training programs and design and delivery of training to improve and maintain the Authority's awareness and compliance to legal standards.
- Principles and practices of EHR in navigation, troubleshooting and development new forms and procedures.
- Principles and practices of project management.
- Results-Based Accountability and other models of quality improvement practices.
- Social, emotional, and behavioral aspects of mental disorders and illness.
- Principles and practices of direct client service delivery.
- Cultural, social, and environmental factors and influences affecting behavioral health.
- Case management principles, practices, and processes related to the assessment, care, treatment, and documentation of individuals with behavioral disorders.
- Community and governmental services and resources.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility, including the Health Insurance Portability and Accountability Act (HIPAA).
- Authority and mandated safety rules, regulations, and protocols
- Techniques for providing a high level of customer service, interacting and effectively dealing with the public, community based organizations and service providers, stakeholders, and Authority staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

**Ability to:**

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Function as an effective member of the Authority's clinical and operations team providing support for, and collaboration with, all team members.
- Service as a resource for Authority staff tasked with ethics and compliance responsibilities.
- Assist in presenting factual data when making recommendations to administration.
- Provide effective training and evaluation programs to ensure proper application of Authority rules, regulations, and guidelines governing workplace behaviors and ethics.
- Assist in researching and analyzing laws, policies, and other regulatory requirements and changes.
- Assist in periodically auditing Authority departments for compliance with ethical, legal, and professional requirements.

- Perform program reviews to ensure appropriate and uniform application of mandated requirements.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the Authority in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Understand scope of authority in making independent decisions.
- Prepare clear and concise reports, correspondence, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Maintain the confidentiality of client information.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with clients, their families, Authority staff, and the behavioral health community.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

### **PHYSICAL DEMANDS (ADA)**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various Authority sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

### **ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

### **WORKING CONDITIONS**

In accordance with California Government Code Section 3100, Tri-City Mental Health Center employees, in the event of a disaster, are considered disaster service workers and may be asked to protect the health, safety, lives, and property of the people of the State.

Receive satisfactory results from a background investigation, which includes fingerprinting; a pre-employment physical examination, which includes a drug/alcohol test; and an administrative review.



## RESIDENTIAL SERVICES COORDINATOR

Classification specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications *may not include all* duties performed by individuals within a classification. In addition, specifications are intended to outline the *minimum* qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

**FLSA STATUS:** Non-Exempt

### **DEFINITION:**

Under general supervision, coordinates and develops activities and services for residents of an assigned housing complex; provides resident support, guidance, and advocacy to ensure the continuity of housing services and understanding of rights and responsibilities related to tenancy; links residents to additional external resources and/or Authority programs and services; develops, coordinates, and participates in residential events, programs, and activities; ensures program objectives are achieved and comply with Authority and housing policies, procedures, and applicable regulations; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED:**

Receives general supervision from the Housing Supervisor. Exercises no direct supervision over staff.

### **DISTINGUISHING CHARACTERISTICS:**

This classification is responsible for the coordination of one or more programs or activities focused on the direct delivery of services to clients. Incumbents serve as a liaison and advocate for the assigned program(s), and provide information and resources to clients, community members, and the public, and regularly collaborate with community partners and program stakeholders. Positions at this level exercise independent judgment, initiative, and resourcefulness to ensure efficient and effective service delivery. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines and methods to deliver program services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

**EXAMPLES OF ESSENTIAL DUTIES:** Essential duties include, but are not limited to, the following:

- Coordinates services and activities for residents of an assigned housing complex serving a combination of low-income and MHSA disabled populations; provides guidance, support, and advocacy to ensure resident understanding of rights and responsibility related to tenancy and continuity of housing services.
- Provides support and guidance in navigating systems and obtaining additional support services; links residents to additional resources, service providers, and Authority programs and services as appropriate.



- Conducts bi-weekly and ongoing assessments/evaluations with tenants to monitor physical and mental health, progress/regression, changes in needs, and provides appropriate interventions and referrals/linkages.
- Identifies, strengthens, and builds support networks for all residents; develops and implements supportive service programming in collaboration with residents, management, and local community service providers; identifies and/or coordinates resident training activities, education, health services, entertainment and recreation.
- Coordinates or supports a variety of residential special events; develops, organizes, publicizes, secures locations, participates in, and follows up on special events.
- Conducts new resident orientations; provides information related to lease requirements, house rules, utility connections, public transportation, neighborhood amenities, and introductions to neighbors.
- Prepares outreach flyers, calendars, and periodic written communication to inform residents of on-going and special onsite/offsite activities as well as to encourage their participation; organizes community resource displays with information and applications.
- Serves as a liaison between tenants, property owners and managers, and primary mental health providers (as applicable); facilitates communication, service and reasonable accommodation requests, and works to remediate issues or lease violations which may negatively impact tenants.
- Maintains accurate, detailed, and thorough documentation, case records, and notes of all resident activities, services, and interactions.
- Maintains client confidentiality in compliance with all Health Insurance Portability and Accountability (HIPAA) regulations.
- Observes and complies with all Authority and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

### **QUALIFICATIONS:**

Any combination of education, training, and experience that provides the required knowledge, skills, and abilities to perform the essential duties of the position is qualifying. The incumbent will possess the most desirable combination of education, training, skills, and experience, as demonstrated in their past and current employment history. A typical example includes:

#### **Education and Experience:**

##### Education:

- Equivalent to completion of the twelfth (12<sup>th</sup>) grade.

##### Experience:

- Three (3) years of experience in providing complex administrative support for a social services program or function.



### **Licenses and Certifications:**

- Possession of a valid California Driver's License, a satisfactory driving record, and a properly registered and insured vehicle, to be maintained throughout employment.

### **Knowledge of:**

- Operations and services of the Housing Division and tenant rights and obligations.
- Cultural, social, and environmental factors and influences affecting behavioral health and homelessness.
- Community and governmental services and resources aimed at addressing homelessness and affordable housing.
- Resources for tenants including utilities, schools, transportation, public agency and community based organization services, doctors, and other types of needs.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility, including the Health Insurance Portability and Accountability Act (HIPAA), Fair Housing, and eviction laws.
- Methods and techniques of preparing outreach flyers and materials.
- Authority rules and processes with respect to tenant use of housing resources including leases and property care.
- Methods and techniques of coordinating and implementing special events for tenants and other groups.
- Techniques for effectively representing the Authority in contacts with public agencies, community groups and individuals.
- Basic needs and challenges for individuals and families accessing behavioral health services, including cultural barriers.
- Authority and mandated safety rules, regulations, and protocols
- Techniques for providing a high level of customer service, interacting and effectively dealing with the public, community-based organizations and service providers, stakeholders, and Authority staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

### **Ability to:**

- Provide advocacy and support services to residents.
- Interpret housing programs, policies, rights, and responsibilities to residents, the general public, and outside agencies/organizations.
- Engage objectively and effectively with residents from varied backgrounds.
- Plan, organize and coordinate special events for residents and other stakeholders.
- Create meeting agendas; attend meetings and prepare minutes.
- Listen attentively to residents and address their needs and issues fairly and professionally.
- Effectively utilize community resources to assist residents.



- Work well with a variety of individuals in various stages of behavioral health illness/treatment.
- Prepare clear and concise reports, correspondence, and other written materials including progress notes for client/resident interactions.
- Understand scope of authority in making independent decisions.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Maintain the confidentiality of client information.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with clients, their families, Authority staff, and the behavioral health community.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

### **PHYSICAL DEMANDS (ADA)**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various Authority sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 15 pounds.

### **ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

### **WORKING CONDITIONS**

In accordance with California Government Code Section 3100, Tri-City Mental Health Center employees, in the event of a disaster, are considered disaster service workers and may be asked to protect the health, safety, lives, and property of the people of the State.

Receive satisfactory results from a background investigation, which includes fingerprinting; a pre-employment physical examination, which includes a drug/alcohol test; and an administrative review.





## SENIOR FACILITIES MAINTENANCE WORKER

Classification specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications *may not include all* duties performed by individuals within a classification. In addition, specifications are intended to outline the *minimum* qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

**FLSA STATUS:** Non-Exempt

### DEFINITION:

Under direction, performs skilled and semi-skilled work including carpentry, masonry, painting, and plumbing installation, maintenance, repair, and modification work at Authority facilities and properties; plans, organizes, and coordinates the work of contractors; assists with special projects; cleans spills in facilities; maintains Authority equipment, property, and vehicles; and performs related duties as assigned.

### SUPERVISION RECEIVED AND EXERCISED:

Receives direction from the Facilities and Safety Manager. Exercises no direct supervision over staff.

### DISTINGUISHING CHARACTERISTICS:

This advanced journey-level classification is responsible for performing the most complex work assigned to the series. Incumbents regularly work on tasks which are varied and complex, requiring considerable discretion and independent judgment. Positions in the classification rely on experience and judgment to perform assigned duties to ensure efficient and effective servicing function of the Facilities Maintenance area. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to complete maintenance, security, and housekeeping functions. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

**EXAMPLES OF ESSENTIAL DUTIES:** Essential duties include, but are not limited to, the following:

- Performs preventative maintenance and repair of Authority and leased properties; responds to work order requests and keeps reports and records of completed job; conducts daily mail runs for Authority staff.
- Performs skilled and semi-skilled labor related to the maintenance, repair, and modification of buildings and facilities; performs minor carpentry, electrical, masonry, and plumbing work.

- Performs routine painting of interior and exterior surfaces; moves and secures furniture, wall fixtures, equipment, and a variety of floor coverings; determines supplies needs and prepares orders for supplies and materials.
- Contacts vendors for any necessary repairs such as HVAC, fence repair, plumbing, or electrical; inspects work completed by vendors and contacts vendors when issues arise with work product delivered.
- Ensures Authority vehicles receive preventative maintenance and are remain operationally ready; maintains and upkeep such records to ensure accurate and up-to-date logs.
- Ensures cleanliness of the Authority's interior and exteriors premises, cleans windows, cleans and sanitizes spills and debris.
- Modifies and repairs plumbing fixtures, including toilets, sinks, or related elements.
- Completes and maintains safety checklists and safety reports; checks emergency lights, smoke detectors, fire extinguishers, and other items on the checklist; responds to alarm detection and security breach warnings in buildings.
- Uses and maintains a wide variety of hand, power, and shop tools as well as test equipment related to the work.
- Monitors access to storage facilities and ensures security and order of storage units; Responds to alarm detection and security breach warnings in buildings; maintains physical possession of agency keys, changes locks, and has keys made when needed.
- Keeps abreast of industry safety regulation guidelines and ensures all licenses and permits are up to date; maintains and restocks emergency and/or disaster supplies including water, food supplies, batteries, radios, and other related items.
- Observes and complies with all Authority and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

## **QUALIFICATIONS:**

Any combination of education, training, and experience that provides the required knowledge, skills, and abilities to perform the essential duties of the position is qualifying. The incumbents will possess the most desirable combination of education, training, skills, and experience, as demonstrated in their past and current employment history. A typical example includes:

### **Education and Experience**

#### Education:

- Equivalent to completion of the twelfth (12<sup>th</sup>) grade, supplemented by specialized working experience in building trades or training in construction management, facilities planning, construction technology, or a related field.

Experience:

- Four (4) years of increasingly responsible experience in general building maintenance and repair involving a variety of minor carpentry, electrical, masonry, painting, and plumbing work.

**Licenses and Certifications:**

- Possession of a valid California Driver's License, a satisfactory driving record, and a properly registered and insured vehicle, to be maintained throughout employment.

**Knowledge of:**

- Methods, practices, materials, tools, and equipment used in the installation, repair, adjustment, and maintenance of equipment common to residential and commercial buildings.
- Codes pertinent to the repair of building facilities and related equipment.
- Techniques of receiving, storing, and issuing supplies and materials, including inventory control.
- Safety regulations related to construction, maintenance, and repair work.
- Authority and mandated safety rules, regulations, and protocols
- Cleaning materials and equipment.
- Purchasing and inventory control
- Report writing and recordkeeping
- Techniques for providing a high level of customer service, interacting and effectively dealing with the public, service providers, and Authority staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

**Ability to:**

- Perform a variety of building maintenance and basic repair work in the electrical, mechanical, carpentry, and plumbing trades.
- Operate and maintain specialized tools and equipment of the carpentry, plumbing, and electrical trades.
- Diagnose and solve maintenance and repair problems.
- Complete daily activities according to work schedule.
- Prepare and maintain records/reports.
- Regularly prepare and maintain safety and inventory checklists.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

**PHYSICAL DEMANDS (ADA):**

When assigned to an office environment, must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone; ability to stand and walk between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

When performing field work, must possess mobility to work in changing site conditions; to sit, stand, and walk on level, uneven, or slippery surfaces; to reach, twist, turn, kneel, and bend; and to operate a motor vehicle and visit various sites throughout the Tri-Cities; vision to potential hazards. The job involves frequent walking, and possible exposure to hazardous materials in some locations. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 40 pounds, or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

### **ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees also work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, and may be exposed to blood and bodily fluids, and other hazardous physical substances and fumes. Employees interact with clients with behavioral disorders who may display erratic and assaultive behavior, including those who require emergency crisis intervention. Employees may also interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

### **WORKING CONDITIONS**

In accordance with California Government Code Section 3100, Tri-City Mental Health Center employees, in the event of a disaster, are considered disaster service workers and may be asked to protect the health, safety, lives, and property of the people of the State.

Receive satisfactory results from a background investigation, which includes fingerprinting; a pre-employment physical examination, which includes a drug/alcohol test; and an administrative review.



## WORKFORCE EDUCATION AND TRAINING SUPERVISOR

Classification specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications *may not include all* duties performed by individuals within a classification. In addition, specifications are intended to outline the *minimum* qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

**FLSA STATUS:** Exempt

### **DEFINITION:**

Under general direction, plans, supervises, coordinates, reviews, and participates in the work of the Workforce Education and Training (WET) program; coordinates volunteer program; collaborates with and provides consultation to management staff, other departments, outside agencies, and community committees related to the provision of services; ensures compliance with Authority and mandated policies and procedures; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED:**

Receives general direction from assigned management personnel. Exercises direct supervision over technical support staff.

### **DISTINGUISHING CHARACTERISTICS:**

This is a full non-clinical supervisory-level class in that exercises independent judgment on diverse and specialized workforce and education training services with accountability and ongoing decision-making responsibilities associated with the work. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of non-clinical staff in the provision of workforce education and training services to Authority staff and the community and are responsible for providing professional level support to management in a variety of areas. Performance of the work requires the use of independence, initiative, and discretion within established guidelines and scope of practice.

**EXAMPLES OF ESSENTIAL DUTIES:** Essential duties include, but are not limited to, the following:

- Plans, supervises, coordinates, reviews, and participates in the work of staff assigned to WET program; plans, coordinates, and directs the daily operations and activities of assigned unit(s); develops, monitors, and adjusts unit staffing schedules to ensure optimal service delivery.
- Supervises, trains, evaluates, and participates in the selection of subordinate program staff; and initiates and participates in personnel actions in accordance with the Authority's Human Resources practices and procedures.
- Manages the Authority's social media accounts; collaborates with the Authority's various programs to develop and implement strategic social media campaigns that align with the Authority's mission.

- Supervises and evaluates the volunteer program which includes recruitment and placement of volunteers as well as tracking and logging data in the volunteer database.
- Researches and develops training curriculum; develops and coordinates and/or conducts training programs for staff and volunteers; coordinates and administers the online learning system for Authority staff and volunteers; maintains the user directory, troubleshoots user access to the system; creates training plans relevant to specific departments or Authority-wide.
- Collaborates with state and local official agencies to coordinate WET program activities and programs; identifies and acquires funding sources and manages the requirements of funding streams.
- Prepares and submits budget requests for assigned unit(s); estimates future needs of unit in terms of personnel, equipment, supplies, and space; consults with manager on priorities and availability of funding and other resources.
- Prepares required quarterly reports, annual updates, and other analyses and evaluations for the WET program which includes employee trainings and the volunteer program.
- Partners with school districts and colleges to introduce students to careers in Behavioral Health and introduce volunteer opportunities.
- Evaluates program effectiveness and recommends development and/or modification of program goals, policies, procedures, and work standards to enhance training effectiveness to correspond with consumer and community needs, funding, and available resources; drafts and submits a wide variety of policies, procedures and plans for the execution of program operations; implements upon approval.
- Prepares a variety of program reports, correspondence, and related documents.
- Ensure confidentiality and integrity of Protected Health Information (PHI) of clients served by Center to comply with all Health Insurance Portability and Accountability (HIPAA) regulation.
- Ensures staff observe and comply with all Authority and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

## **QUALIFICATIONS:**

Any combination of education, training, and experience that provides the required knowledge, skills, and abilities to perform the essential duties of the position is qualifying. The incumbents will possess the most desirable combination of education, training, skills, and experience, as demonstrated in their past and current employment history. A typical example includes:

### **Education and Experience**

#### Education:

- Equivalent to an associate degree from an accredited college with major coursework in public administration, behavioral health, psychology, sociology, or a related field.

Experience:

- Three (3) years of increasingly responsible experience in workforce, education, and training or related work.

**Licenses and Certifications**

- Possession of a valid California Driver's License, a satisfactory driving record, and a properly registered and insured vehicle, to be maintained throughout employment.

**Knowledge of:**

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Operations, services, and activities of a comprehensive behavioral health program which encompasses adult, juvenile, and children's services.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility, including the Health Insurance Portability and Accountability Act (HIPAA).
- Workforce Education and Training program requirements and funding standards.
- Principles and practices of social media and marketing.
- Cultural, social, and environmental factors and influences affecting behavioral health.
- Community and governmental services and resources.
- Methods and techniques of conducting training in assigned program area.
- Principles and practices of record keeping.
- Basic needs and challenges for individuals and families accessing behavioral health services, including cultural barriers.
- Authority and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service, interacting and effectively dealing with the public, community-based organizations and service providers, stakeholders, and Authority staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

**Ability to:**

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Plan, organize, and coordinate the work of multidisciplinary staff.
- Facilitate group meetings and training sessions.
- Understand scope of authority in making independent decisions.
- Effectively utilize community resources to provide workforce and education training.

- Effectively represent the department and the Authority in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Prepare clear and concise correspondence and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with clients, their families, Authority staff, and the behavioral health community.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

### **PHYSICAL DEMANDS (ADA)**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone; ability to stand and walk between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

### **ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

### **WORKING CONDITIONS**

In accordance with California Government Code Section 3100, Tri-City Mental Health Center employees, in the event of a disaster, are considered disaster service workers and may be asked to protect the health, safety, lives, and property of the people of the State.

Receive satisfactory results from a background investigation, which includes fingerprinting; a pre-employment physical examination, which includes a drug/alcohol test; and an administrative review.





**Tri-City Mental Health Authority  
MONTHLY STAFF REPORT**

**DATE:** September 20, 2023  
**TO:** Governing Board of Tri-City Mental Health Authority  
**FROM:** Rimmi Hundal, Executive Director  
**SUBJECT:** Executive Director's Monthly Report

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**SB 326: Behavioral Health Reform Update**

In March of 2023, Governor Newsom's Administration announced his plan for Behavioral Health Reform. Governor Newsom's initiative, Senate Bill 326 - Modernization of the Mental Health Services Act, is designed to improve how California treats mental illness, substance abuse, and the homeless. This ballot initiative is designed to modernize the Mental Health Services Act (MHSA) by amending the MHSA, leading to at least \$1 billion every year in local assistance for housing and residential services for people experiencing mental illness and substance use disorders and allowing MHSA funds to serve people with substance use disorders.

Over the past several months, this initiative has gone through several amendments and revisions to the original proposal with additional amendments to come. However, the most recent iteration of this proposal includes modifications to the name of the Mental Health Services Act and the current MHSA funding buckets.

- Because of the expansion to cover SUD, the bill updates the name of the MHSA to the Behavioral Health Services Act (BHSA).
- Under the new BHSA, the funding buckets will be reallocated at follows:
  - 30% for Housing interventions for children and families, youth, adults, and older adults living with serious mental illness/serious emotional disturbance (SMI/SED) and/or SUD who are experiencing homelessness or are at risk of homelessness.
  - 35% for Full-Service Partnership (FSP) programs, which are the most effective model of comprehensive and intensive care for people of any age with the most complex needs. These funds will be used to expand the number of FSP slots available across the state and are key to CARE Court being successfully implemented.
  - 35% for Behavioral Health Services and Supports, including early intervention, outreach and engagement, workforce education and training, capital facilities and technological needs, and innovative pilots and projects\*, to strengthen the range of services individuals, families, and communities need.

**Tri-City Mental Health Commission  
Monthly Staff Report of Rimmi Hundal  
September 20, 2023  
Page 2**

\*These programs are currently distributed over five plans, Community Services and Supports, Prevention and Early Intervention, Workforce Education and Training, Innovation, and Capital Facilities and Technological Needs. This consolidation of programs under one funding bucket will require Tri-City to reevaluate the current MHSa program structure and funding allocations.

SB 326 is scheduled to go on the ballot on March 5, 2024, for voter approval.

**Staffing – Month Ending June 2023:**

Total Staff is 203 full-time and 7 part-time plus 43 full-time vacancies 3 part-time vacancies for a total of 251 positions.

There were 6 new hires in July/August 2023.

There were 9 separations in July/August 2023.

**Workforce Demographics in July/August 2023:**

American Indian or Alaska Native =	0.48%
Asian =	10.00%
Black or African American =	8.57%
Hispanic or Latino =	60.48%
Native Hawaiian or Other Pacific Islander =	0.48%
Other =	2.86%
Two or more races =	1.90%
White or Caucasian =	15.24%

**Posted Positions in July/August 2023:**

Clinical Supervisor – MHSSA Grant	(1 FTE) <i>1 hire pending</i>
Clinical Therapist I/II Access to Care	(1 FTE) <i>1 hire pending</i>
Clinical Therapist I/II – Child & Family	(3 FTEs) <i>1 hire pending</i>
Clinical Therapist I/II – MHSSA Grant	(1 FTE)
Clinical Therapist II – PACT	(1 FTE)
Clinical Wellness Advocate I/II/III	(1.5 FTEs) <i>2 hires pending</i>
Deputy Chief Clinical Officer	(1 FTE) <i>1 hire pending</i>
Grants Manager	(1 FTE) <i>1 hire pending</i>
Human Resources Assistant	(1 FTE)
Mental Health Specialist – Access to Care	(1 FTE) <i>1 hire pending</i>
Mental Health Specialist – Adult & Children	(2 FTEs)
Program Support Assistant I-II – Medical Records	(4 FTEs) <i>1 hire pending</i>
Program Support Assistant I – IV Access to Care	(1 FTE) <i>1 hire pending</i>
Program Support Assistant II – Crisis Support	(1 FTE)

**Tri-City Mental Health Commission  
Monthly Staff Report of Rimmi Hundal  
September 20, 2023  
Page 3**

Program Support Supervisor	(1 FTE)
Psychiatrist	(1 FTE)
Quality Improvement Specialist II	(2 FTEs)
Senior Mental Health Specialist	(1 FTE) <i>1 hire pending</i>
Wellness Advocate – Wellness Center	(.5 FTE) <i>1 hire pending</i>

**COVID-19 Update:**

March 1, 2022 was the State required vaccination booster deadline for all healthcare workers who are booster eligible. As of August 31, 2023, Tri-City staff have a vaccination compliancy rate of 89.05% with a vaccination booster compliancy rate of 93.05%.



**Tri-City Mental Health Authority  
MONTHLY STAFF REPORT**

**DATE:** September 20, 2023

**TO:** Governing Board of Tri-City Mental Health Authority  
Rimmi Hundal, Executive Director

**FROM:** Diana Acosta, CPA, Chief Financial Officer

**SUBJECT:** Monthly Finance and Facilities Report

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**UNAUDITED FINANCIAL STATEMENTS FOR THE TWELVE MONTHS ENDED JUNE 30, 2023 (2023 FISCAL YEAR-TO-DATE):**

The financials presented herein are the PRELIMINARY and unaudited financial statements for the twelve months ended June 30, 2023. These financial statements include the activities from the clinical outpatient operations as well as activities from the implemented MHSA programs under the CSS, PEI, INN, WET and CFTN plans.

The increase in net position (income) is approximately \$6.0 million. MHSA operations accounted for approximately \$4.9 million of the increase, which is primarily the result of recognizing MHSA revenues on hand at the beginning of the fiscal year. MHSA non-operating revenues are reflected when MHSA funds have been received and are eligible to be spent.

During fiscal 2022, Tri-City received MHSA funding of approximately \$17.3 million, of which \$13.3 million were for approved programs for fiscal 2022-23 MHSA operations and was reflected as MHSA Revenue Restricted for Future Period on the Statement of Net Position (balance sheet) at June 30, 2022. These restricted MHSA revenues have now been recorded as non-operating revenues in fiscal 2022-23. In addition, during this current fiscal year 2022-23 approximately \$11.4 million in MHSA funding has been received of which \$3.1 million was identified and approved for use in the current fiscal year 2022-23 and recorded as non-operating revenues, bringing the total MHSA non-operating revenues recognized to date up to approximately \$16.4 million. Unlike the requirement to reflect all available and **approved** MHSA funding when received as non-operating revenues, MHSA operating costs are reflected when incurred. Therefore, the matching of revenue to expense is not consistent as the timing of expenditures will lag behind the timing of revenue recognition.

The increase in net position of approximately \$1.1 million is from Clinic outpatient operations, which is the result of operations for the twelve months ended June 30, 2023 which includes one-time payments made at the beginning of the year.

The total cash balance at June 30, 2023 was approximately \$39.1 million, which represents a decrease of approximately \$1.2 million from the June 30, 2022 balance of

**Governing Board of Tri-City Mental Health**  
**Rimmi Hundal, Executive Director**  
**Monthly Staff Report of Diana Acosta**  
**September 20, 2023**  
**Page 2**

approximately \$40.3 million. Outpatient Clinic operations, after excluding any intercompany receipts or costs resulting from MHSA operations, had an increase in cash of approximately \$876 thousand primarily as a result timing of cash receipts from LADMH. MHSA operations reflected a decrease in cash of approximately \$2.1 million, after excluding intercompany receipts or costs resulting from clinic operations. Total decrease in MHSA cash reflects the receipt of approximately \$10.9 million in MHSA funds offset by the use of cash for MHSA operating activities.

Approximately \$9.4 million in Medi-Cal cash receipts have been collected for both Outpatient Clinic Operations and MHSA Operations within the twelve months ended June 30, 2023. An additional \$226 thousand has been received through September 13, 2023.

## **UPCOMING, CURRENT EVENTS & UPDATES**

### Overall Financial Update:

We continue to closely monitor for any new developments, changes to legislation and updated revenue projections from CBHDA, specifically with regard to MHSA as these revenues continually fluctuate and as evidenced in the past and as noted below, significantly differ from original projections as well as revised projections. As such, planning appropriately to ensure we meet the needs of our community, and having the ability to make changes as we go will be necessary in the upcoming years, especially if projections wind up being significantly different than currently projected.

### Fiscal Year 2022-23 Annual Audit:

Final fieldwork on the annual independent audit commenced on September 11, 2023. Due to the extensive and complex implementation of a new Governmental Accounting Standards Board standard (GASB 96) anticipated issuance of final opinions on the audit is expected to be pushed to early December of 2023.

### MHSA Reform:

As the Executive Director has previously mentioned in her staff report, the Governor has announced a proposed ballot measure that would dramatically alter MHSA funding and how Counties, along with Tri-City, would be required to utilize it. Although Management is closely following this proposal, its development, and potential requirements that come with it, as of today we are still compelled to follow the existing legislative requirements of MHSA law as it exists today.

### CalAIM:

Tri-City, along with all providers in LA County, are awaiting new contracts/amendments and final instructions on billing mechanics. As of September 7, 2023, Tri City was able to bill our first batch of claims and are currently awaiting adjudication of said claims. There is currently no ETA as to when to expect this initial billing batch to be processed and paid.

**Governing Board of Tri-City Mental Health**  
**Rimmi Hundal, Executive Director**  
**Monthly Staff Report of Diana Acosta**  
**September 20, 2023**  
**Page 3**

MHSA Funding Updates:

**Estimated Current Cash Position** – The following table represents a brief summary of the estimated (unaudited) current MHSA cash position as of the twelve months ended June 30, 2023.

	<b>MHSA</b>
Cash at June 30, 2023	\$ 30,118,745
Receivables net of Reserve for Cost Report Settlements	2,497,590
Prudent Reserves	(2,200,000) *
Estimated Remaining Expenses for Operations FY 2022-23	- **
Reserved for future CFTN Projects including approved TCG Project	(3,116,487)
Total Estimated Adjustments to Cash	<u>(2,818,897)</u>
Estimated Available at June 30, 2023	<u>\$ 27,299,848</u>

Estimated remaining MHSA funds to be received in FY 2022-23 \$ -

\* Per SB 192, Prudent Reserves are required to be maintained at an amount that does not exceed 33% of the average Community Services and Support (CSS) revenue received for the fund, in the preceding 5 years.

\*\* Estimated based on to-date actuals projected through year-end June 30, 2023, net of estimated Medi-Cal revenue, including actual and estimated amounts to year end 06/30/2023.

***MHSA Expenditures and MHSA Revenue Receipts*** –

FY 2022-23 Revenue Projections: Based on prior estimates disclosed by CBHDA, the amount of MHSA funds projected to be collected in Fiscal year 2022-23 were expected to be in line with what was just collected in the prior year (FY 21-22). As such the Fiscal Year 2022-23 Operating budget reflected a projected collection of MHSA funds totaling \$16.5 million. As noted in the table below, the original estimate of new funding in the MHSA Annual Update was \$11.1 million. As a result of the updated projections the MHSA revenues are now expected to be \$5.3 million higher, however as of May of 2023 MHSA collections to date were \$10.9 million and expected to reach \$12.2 million an average of 25% less than the prior year or closer to the original estimate of \$11.2. As of June 30, 2023 actual cash receipts received totaled approximately \$11.4 million.

**Governing Board of Tri-City Mental Health  
 Rimmi Hundal, Executive Director  
 Monthly Staff Report of Diana Acosta  
 September 20, 2023  
 Page 4**

For reference the following is the information included in the MHPA Fiscal Year 2022-23 Annual Update:

<u>Included in the MHPA FY 2022-23 Annual Update</u>	<u>CSS</u>	<u>PEI</u>	<u>Innovation</u>	<u>WET</u>	<u>CFTN</u>	<u>Totals</u>
Estimated Unspent Funds from Prior Fiscal Years	19,278,875	4,037,204	2,697,746	808,952	1,529,299	28,352,076
Transfers in FY 2022-23	(2,700,000)	-	-	1,000,000	1,700,000	-
Available for Spending in FY 2022-23	16,578,875	4,037,204	2,697,746	1,808,952	3,229,299	28,352,076
Approved Plan Expenditures during FY 2022-23	(12,284,819)	(2,221,506)	(253,661)	(857,628)	(703,183)	(16,320,797)
Remaining Cash before new funding	4,294,056	1,815,698	2,444,085	951,324	2,526,116	12,031,279
Estimated New FY 2022-23 Funding	8,477,602	2,119,401	557,737	-	-	11,154,740
Estimated Ending FY 2022-23 Unspent Fund Balance	12,771,658	3,935,099	3,001,822	951,324	2,526,116	23,186,019

The following information demonstrates the changes in estimated cash flow between the MHPA Fiscal Year 2022-23 Annual Update and the Fiscal Year 2022-23 Operating Budget:

<u>Included in the FY 2022-23 Operating Budget</u>	<u>CSS</u>	<u>PEI</u>	<u>Innovation</u>	<u>WET</u>	<u>CFTN</u>	<u>Totals</u>
* <b>Updated</b> Funding Estimates for FY 2022-23	12,519,290	3,129,822	823,638	-	-	16,472,750
Original Estimated New FY 2022-23 Funding	8,477,602	2,119,401	557,737	-	-	11,154,740
Difference/Projected Additional Funding	4,041,688	1,010,421	265,901	-	-	5,318,010

\* These amounts were estimated prior to winter storms in December of 2022. The most recent updates as of March of 2023, total actual collections will be closer to \$12.2 million.

**FY 2023-24 Revenue Projections:** Based on the announcement that tax filings were delayed until October of 2023, for individuals living in Counties who experienced weather related States of Emergency, the latest projections indicated that MHPA receipts may be as low as \$12.2 million for fiscal year 2022-23. Just like we experienced in fiscal year 2019-20, cash receipts were anticipated to decrease significantly for the remainder of the fiscal year while a significant increase in cash receipts will occur in fiscal year 2023-24. For reference, the following table is an excerpt from the Fiscal Year 2023-24 MHPA Three-Year Plan.

<u>Included in the MHPA FY 2023-24 Annual Update</u>	<u>CSS</u>	<u>PEI</u>	<u>Innovation</u>	<u>WET</u>	<u>CFTN</u>	<u>Totals</u>
Estimated Unspent Funds from Prior Fiscal Years	16,544,291	4,476,308	3,107,758	1,431,643	2,729,658	28,289,658
Transfers in FY 2023-24	(2,500,000)	-	-	500,000	2,000,000	-
Available for Spending in FY 2023-24	14,044,291	4,476,308	3,107,758	1,931,643	4,729,658	28,289,658
Approved Plan Expenditures during FY 2023-24	(11,610,705)	(3,336,066)	(980,883)	(611,680)	(980,700)	(17,520,034)
Remaining Cash before new funding	2,433,586	1,140,242	2,126,875	1,319,963	3,748,958	10,769,624
Estimated New FY 2023-24 Funding	11,178,109	2,794,527	735,402	-	-	14,708,038
Estimated Ending FY 2023-24 Unspent Fund Balance	13,611,695	3,934,769	2,862,277	1,319,963	3,748,958	25,477,662

* <b>Updated</b> Funding Estimates for FY 2023-24 <i>(as of June of 2023)</i>	17,998,168	4,499,542	1,184,090	-	-	23,681,800
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**Governing Board of Tri-City Mental Health**  
**Rimmi Hundal, Executive Director**  
**Monthly Staff Report of Diana Acosta**  
**September 20, 2023**  
**Page 5**

MHSA Reversion Update:

Each remittance of MHSA funds received by Tri-City is required to be allocated among three of the five MHSA Plans, CSS, PEI and INN. The first 5% of each remittance is required to be allocated to INN and the remaining amount is split 80% to CSS and 20% to PEI. While the WET and the CapTech plans have longer time frames in which to spend funds (made up of one-time transfers into these two plans), the CSS, PEI and INN plans have three years.

Amounts received within the CSS and PEI programs must be expended within three years of receipt. INN amounts must be programmed in a plan that is approved by the Mental Health Services Oversight and Accountability Commission (MHSOAC) within three years of receipt, and spent within the life of the approved program. Upon approval by the MHSOAC, INN amounts have to be expended within the life of said program. For example, a program approved for a five-year period will have the full five years associated with the program to expend the funds.

The following tables are **excerpts** from DHCS's annual reversion report received by Tri-City on March 16, 2023 based on the fiscal year 2021-22 Annual Revenue and Expense Report (ARER):

**CSS reversion waterfall analysis**

CSS amounts received						
	FY 2017-18	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	Total
	8,676,848	8,797,914	9,293,482	11,824,329	13,252,035	51,844,608
<b>Expended in:</b>						
2017-18	-					-
2018-19	939,014	-				939,014
2019-20	7,737,834	1,290,269	-			9,028,103
2020-21		7,507,645	3,546,924	-		11,054,569
2021-22			5,746,558	3,676,533	-	9,423,091
2022-23 **				8,147,796	4,137,023	12,284,819
2023-24 **					11,610,705	11,610,705
<b>Total Expended</b>	<b>8,676,848</b>	<b>8,797,914</b>	<b>9,293,482</b>	<b>11,824,329</b>	<b>15,747,728</b>	<b>54,340,301</b>
<b>Unspent Balance</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>(2,495,693)</b>	<b>(2,495,693)</b>

\*\*=Planned Expenditures based on approved MHSA Plan



**Governing Board of Tri-City Mental Health**  
**Rimmi Hundal, Executive Director**  
**Monthly Staff Report of Diana Acosta**  
**September 20, 2023**  
**Page 6**

**PEI reversion waterfall analysis**

PEI amounts received						
	FY 2017-18	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	Total
	2,145,788	2,119,324	2,173,110	2,948,240	3,311,501	12,697,963
<b>Expended in:</b>						
2017-18	726,119					726,119
2018-19	1,419,669	387,017				1,806,686
2019-20	-	1,644,825	-			1,644,825
2020-21		87,482	1,746,984	-		1,834,466
2021-22			426,126	1,309,696	-	1,735,822
2022-23 **				1,638,544	582,962	2,221,506
2023-24 **					3,336,066	3,336,066
<b>Total Expended</b>	<b>2,145,788</b>	<b>2,119,324</b>	<b>2,173,110</b>	<b>2,948,240</b>	<b>3,919,028</b>	<b>13,305,490</b>
<b>Unspent Balance</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>(607,527)</b>	<b>(607,527)</b>

\*\*=Planned Expenditures based on approved MSHA Plan

The following table was copied directly from latest information provided from DHCS

**INN reversion waterfall analysis**

INN	Reallocated						Applied Expenditure ↓
	AB 114	FY 17-18	FY 18-19	FY 19-20	FY 20-21	FY 21-22	
Encumbered Unspent Funds <sup>3</sup>	799,187	302,889	580,471	550,879	784,114	245,707	
Unencumbered Unspent Funds <sup>4</sup>	-	-	-	-	-	628,829	
<b>Unspent Balance</b>	<b>799,187</b>	<b>302,889</b>	<b>580,471</b>	<b>550,879</b>	<b>784,114</b>	<b>874,536</b>	
<b>Encumbered Funds Starting Balance →</b>	<b>799,187</b>	<b>302,889</b>	<b>580,471</b>	<b>550,879</b>	<b>784,114</b>	<b>245,707</b>	
<b>Applied Expenditure ↓</b>							
FY 15-16							-
FY 16-17							-
FY 17-18	304,376	-					304,376
FY 18-19	131,206	-					131,206
FY 19-20	355,393	-					355,393
FY 20-21	8,212	-					8,212
FY 21-22	-	302,889	25,035				327,924
FY 22-23	-	-	TBD	TBD	TBD	TBD	-
<b>Encumbered Unspent Balance →</b>	<b>-</b>	<b>-</b>	<b>555,436</b>	<b>550,879</b>	<b>784,114</b>	<b>245,707</b>	

## FACILITIES DEPARTMENT

### Status of Governing Board Approved Upcoming, Current or Ongoing projects:

- The Community Garden Upgrades: A contract for the completion of this project has now been approved and was awarded during the March 15, 2023 Governing Board Meeting. This project is targeted to be substantially complete closer to the end of the summer with the exception of some phases that may experience delays as a result of lead times and availability of materials required for the project. As reported previously, construction broke ground on Wednesday, May 10, 2023 and continual progress is being made. Various staff have expressed their excitement about the progress and the project in general and look forward to seeing its completion.
- Office Space Remodel at the MHSA Administrative Building: Project concept was initially approved in March of 2020 as part of the approved CFTN Plan. This project had previously been temporarily on hold until the Electrical/Power Upgrade Project was complete as this project was also being performed in the same building. The Electrical was completed in November of 2022. At the November of 2022 Governing Board Meeting an agreement with a design firm was approved for services to include the preparation of formal plans, a Request For Proposal (RFP) and construction management for the project. Over the past several months our Facilities Department worked closely with the design firm on finalizing the design and formal plans which were submitted to the City for Approval. As reported previously, the plans were been approved by the City of Pomona and shortly after the solicitation of contractors through an RFP process was completed. The next phase will be to bring forth a contract for approval to the October 2023 or November 2023 Governing Board Meeting. Target date of project completion will be closer to end of calendar year 2023 or early 2024.

### Attachments

**Attachment 5-A:** June 30, 2023 Unaudited Monthly Financial Statements



**Tri-City Mental Health Authority  
MONTHLY STAFF REPORT**

**DATE:** September 20, 2023

**TO:** Governing Board of Tri-City Mental Health Authority  
Rimmi Hundal, Executive Director

**FROM:** Diana Acosta, CPA, Chief Financial Officer

**SUBJECT:** Monthly Finance and Facilities Report

---

**UNAUDITED FINANCIAL STATEMENTS FOR THE TWELVE MONTHS ENDED JUNE 30, 2023 (2023 FISCAL YEAR-TO-DATE):**

The financials presented herein are the PRELIMINARY and unaudited financial statements for the twelve months ended June 30, 2023. These financial statements include the activities from the clinical outpatient operations as well as activities from the implemented MHSA programs under the CSS, PEI, INN, WET and CFTN plans.

The increase in net position (income) is approximately \$6.0 million. MHSA operations accounted for approximately \$4.9 million of the increase, which is primarily the result of recognizing MHSA revenues on hand at the beginning of the fiscal year. MHSA non-operating revenues are reflected when MHSA funds have been received and are eligible to be spent.

During fiscal 2022, Tri-City received MHSA funding of approximately \$17.3 million, of which \$13.3 million were for approved programs for fiscal 2022-23 MHSA operations and was reflected as MHSA Revenue Restricted for Future Period on the Statement of Net Position (balance sheet) at June 30, 2022. These restricted MHSA revenues have now been recorded as non-operating revenues in fiscal 2022-23. In addition, during this current fiscal year 2022-23 approximately \$11.4 million in MHSA funding has been received of which \$3.1 million was identified and approved for use in the current fiscal year 2022-23 and recorded as non-operating revenues, bringing the total MHSA non-operating revenues recognized to date up to approximately \$16.4 million. Unlike the requirement to reflect all available and **approved** MHSA funding when received as non-operating revenues, MHSA operating costs are reflected when incurred. Therefore, the matching of revenue to expense is not consistent as the timing of expenditures will lag behind the timing of revenue recognition.

The increase in net position of approximately \$1.1 million is from Clinic outpatient operations, which is the result of operations for the twelve months ended June 30, 2023 which includes one-time payments made at the beginning of the year.

The total cash balance at June 30, 2023 was approximately \$39.1 million, which represents a decrease of approximately \$1.2 million from the June 30, 2022 balance of

**Governing Board of Tri-City Mental Health**  
**Rimmi Hundal, Executive Director**  
**Monthly Staff Report of Diana Acosta**  
**September 20, 2023**  
**Page 2**

approximately \$40.3 million. Outpatient Clinic operations, after excluding any intercompany receipts or costs resulting from MHSA operations, had an increase in cash of approximately \$876 thousand primarily as a result timing of cash receipts from LADMH. MHSA operations reflected a decrease in cash of approximately \$2.1 million, after excluding intercompany receipts or costs resulting from clinic operations. Total decrease in MHSA cash reflects the receipt of approximately \$10.9 million in MHSA funds offset by the use of cash for MHSA operating activities.

Approximately \$9.4 million in Medi-Cal cash receipts have been collected for both Outpatient Clinic Operations and MHSA Operations within the twelve months ended June 30, 2023. An additional \$226 thousand has been received through September 13, 2023.

## **UPCOMING, CURRENT EVENTS & UPDATES**

### Overall Financial Update:

We continue to closely monitor for any new developments, changes to legislation and updated revenue projections from CBHDA, specifically with regard to MHSA as these revenues continually fluctuate and as evidenced in the past and as noted below, significantly differ from original projections as well as revised projections. As such, planning appropriately to ensure we meet the needs of our community, and having the ability to make changes as we go will be necessary in the upcoming years, especially if projections wind up being significantly different than currently projected.

### Fiscal Year 2022-23 Annual Audit:

Final fieldwork on the annual independent audit commenced on September 11, 2023. Due to the extensive and complex implementation of a new Governmental Accounting Standards Board standard (GASB 96) anticipated issuance of final opinions on the audit is expected to be pushed to early December of 2023.

### MHSA Reform:

As the Executive Director has previously mentioned in her staff report, the Governor has announced a proposed ballot measure that would dramatically alter MHSA funding and how Counties, along with Tri-City, would be required to utilize it. Although Management is closely following this proposal, its development, and potential requirements that come with it, as of today we are still compelled to follow the existing legislative requirements of MHSA law as it exists today.

### CalAIM:

Tri-City, along with all providers in LA County, are awaiting new contracts/amendments and final instructions on billing mechanics. As of September 7, 2023, Tri City was able to bill our first batch of claims and are currently awaiting adjudication of said claims. There is currently no ETA as to when to expect this initial billing batch to be processed and paid.

**Governing Board of Tri-City Mental Health**  
**Rimmi Hundal, Executive Director**  
**Monthly Staff Report of Diana Acosta**  
**September 20, 2023**  
**Page 3**

MHSA Funding Updates:

**Estimated Current Cash Position** – The following table represents a brief summary of the estimated (unaudited) current MHSA cash position as of the twelve months ended June 30, 2023.

	<b>MHSA</b>
Cash at June 30, 2023	\$ 30,118,745
Receivables net of Reserve for Cost Report Settlements	2,497,590
Prudent Reserves	(2,200,000) *
Estimated Remaining Expenses for Operations FY 2022-23	- **
Reserved for future CFTN Projects including approved TCG Project	(3,116,487)
Total Estimated Adjustments to Cash	<u>(2,818,897)</u>
Estimated Available at June 30, 2023	<u>\$ 27,299,848</u>

Estimated remaining MHSA funds to be received in FY 2022-23 \$ -

\* Per SB 192, Prudent Reserves are required to be maintained at an amount that does not exceed 33% of the average Community Services and Support (CSS) revenue received for the fund, in the preceding 5 years.

\*\* Estimated based on to-date actuals projected through year-end June 30, 2023, net of estimated Medi-Cal revenue, including actual and estimated amounts to year end 06/30/2023.

**MHSA Expenditures and MHSA Revenue Receipts –**

FY 2022-23 Revenue Projections: Based on prior estimates disclosed by CBHDA, the amount of MHSA funds projected to be collected in Fiscal year 2022-23 were expected to be in line with what was just collected in the prior year (FY 21-22). As such the Fiscal Year 2022-23 Operating budget reflected a projected collection of MHSA funds totaling \$16.5 million. As noted in the table below, the original estimate of new funding in the MHSA Annual Update was \$11.1 million. As a result of the updated projections the MHSA revenues are now expected to be \$5.3 million higher, however as of May of 2023 MHSA collections to date were \$10.9 million and expected to reach \$12.2 million an average of 25% less than the prior year or closer to the original estimate of \$11.2. As of June 30, 2023 actual cash receipts received totaled approximately \$11.4 million.

**Governing Board of Tri-City Mental Health**  
**Rimmi Hundal, Executive Director**  
**Monthly Staff Report of Diana Acosta**  
**September 20, 2023**  
**Page 4**

For reference the following is the information included in the MHTA Fiscal Year 2022-23 Annual Update:

<u>Included in the MHTA FY 2022-23 Annual Update</u>	<u>CSS</u>	<u>PEI</u>	<u>Innovation</u>	<u>WET</u>	<u>CFTN</u>	<u>Totals</u>
Estimated Unspent Funds from Prior Fiscal Years	19,278,875	4,037,204	2,697,746	808,952	1,529,299	28,352,076
Transfers in FY 2022-23	(2,700,000)	-	-	1,000,000	1,700,000	-
Available for Spending in FY 2022-23	16,578,875	4,037,204	2,697,746	1,808,952	3,229,299	28,352,076
Approved Plan Expenditures during FY 2022-23	(12,284,819)	(2,221,506)	(253,661)	(857,628)	(703,183)	(16,320,797)
Remaining Cash before new funding	4,294,056	1,815,698	2,444,085	951,324	2,526,116	12,031,279
Estimated New FY 2022-23 Funding	8,477,602	2,119,401	557,737	-	-	11,154,740
Estimated Ending FY 2022-23 Unspent Fund Balance	12,771,658	3,935,099	3,001,822	951,324	2,526,116	23,186,019

The following information demonstrates the changes in estimated cash flow between the MHTA Fiscal Year 2022-23 Annual Update and the Fiscal Year 2022-23 Operating Budget:

<u>Included in the FY 2022-23 Operating Budget</u>	<u>CSS</u>	<u>PEI</u>	<u>Innovation</u>	<u>WET</u>	<u>CFTN</u>	<u>Totals</u>
* <b>Updated</b> Funding Estimates for FY 2022-23	12,519,290	3,129,822	823,638	-	-	16,472,750
Original Estimated New FY 2022-23 Funding	8,477,602	2,119,401	557,737	-	-	11,154,740
Difference/Projected Additional Funding	4,041,688	1,010,421	265,901	-	-	5,318,010

\* These amounts were estimated prior to winter storms in December of 2022. The most recent updates as of March of 2023, total actual collections will be closer to \$12.2 million.

**FY 2023-24 Revenue Projections:** Based on the announcement that tax filings were delayed until October of 2023, for individuals living in Counties who experienced weather related States of Emergency, the latest projections indicated that MHTA receipts may be as low as \$12.2 million for fiscal year 2022-23. Just like we experienced in fiscal year 2019-20, cash receipts were anticipated to decrease significantly for the remainder of the fiscal year while a significant increase in cash receipts will occur in fiscal year 2023-24. For reference, the following table is an excerpt from the Fiscal Year 2023-24 MHTA Three-Year Plan.

<u>Included in the MHTA FY 2023-24 Annual Update</u>	<u>CSS</u>	<u>PEI</u>	<u>Innovation</u>	<u>WET</u>	<u>CFTN</u>	<u>Totals</u>
Estimated Unspent Funds from Prior Fiscal Years	16,544,291	4,476,308	3,107,758	1,431,643	2,729,658	28,289,658
Transfers in FY 2023-24	(2,500,000)	-	-	500,000	2,000,000	-
Available for Spending in FY 2023-24	14,044,291	4,476,308	3,107,758	1,931,643	4,729,658	28,289,658
Approved Plan Expenditures during FY 2023-24	(11,610,705)	(3,336,066)	(980,883)	(611,680)	(980,700)	(17,520,034)
Remaining Cash before new funding	2,433,586	1,140,242	2,126,875	1,319,963	3,748,958	10,769,624
Estimated New FY 2023-24 Funding	11,178,109	2,794,527	735,402	-	-	14,708,038
Estimated Ending FY 2023-24 Unspent Fund Balance	13,611,695	3,934,769	2,862,277	1,319,963	3,748,958	25,477,662

* <b>Updated</b> Funding Estimates for FY 2023-24 <i>(as of June of 2023)</i>	17,998,168	4,499,542	1,184,090	-	-	23,681,800
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**Governing Board of Tri-City Mental Health**  
**Rimmi Hundal, Executive Director**  
**Monthly Staff Report of Diana Acosta**  
**September 20, 2023**  
**Page 5**

MHSA Reversion Update:

Each remittance of MHSA funds received by Tri-City is required to be allocated among three of the five MHSA Plans, CSS, PEI and INN. The first 5% of each remittance is required to be allocated to INN and the remaining amount is split 80% to CSS and 20% to PEI. While the WET and the CapTech plans have longer time frames in which to spend funds (made up of one-time transfers into these two plans), the CSS, PEI and INN plans have three years.

Amounts received within the CSS and PEI programs must be expended within three years of receipt. INN amounts must be programmed in a plan that is approved by the Mental Health Services Oversight and Accountability Commission (MHSOAC) within three years of receipt, and spent within the life of the approved program. Upon approval by the MHSOAC, INN amounts have to be expended within the life of said program. For example, a program approved for a five-year period will have the full five years associated with the program to expend the funds.

The following tables are **excerpts** from DHCS's annual reversion report received by Tri-City on March 16, 2023 based on the fiscal year 2021-22 Annual Revenue and Expense Report (ARER):

**CSS reversion waterfall analysis**

CSS amounts received						
	FY 2017-18	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	Total
	8,676,848	8,797,914	9,293,482	11,824,329	13,252,035	51,844,608
<b>Expended in:</b>						
2017-18	-					-
2018-19	939,014	-				939,014
2019-20	7,737,834	1,290,269	-			9,028,103
2020-21		7,507,645	3,546,924	-		11,054,569
2021-22			5,746,558	3,676,533	-	9,423,091
2022-23 **				8,147,796	4,137,023	12,284,819
2023-24 **					11,610,705	11,610,705
<b>Total Expended</b>	<b>8,676,848</b>	<b>8,797,914</b>	<b>9,293,482</b>	<b>11,824,329</b>	<b>15,747,728</b>	<b>54,340,301</b>
<b>Unspent Balance</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>(2,495,693)</b>	<b>(2,495,693)</b>

\*\*=Planned Expenditures based on approved MHSA Plan

**Governing Board of Tri-City Mental Health**  
**Rimmi Hundal, Executive Director**  
**Monthly Staff Report of Diana Acosta**  
**September 20, 2023**  
**Page 6**

**PEI reversion waterfall analysis**

PEI amounts received						
	FY 2017-18	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	Total
	2,145,788	2,119,324	2,173,110	2,948,240	3,311,501	12,697,963
<b>Expended in:</b>						
2017-18	726,119					726,119
2018-19	1,419,669	387,017				1,806,686
2019-20	-	1,644,825	-			1,644,825
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<b>Total Expended</b>	<b>2,145,788</b>	<b>2,119,324</b>	<b>2,173,110</b>	<b>2,948,240</b>	<b>3,919,028</b>	<b>13,305,490</b>
<b>Unspent Balance</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>(607,527)</b>	<b>(607,527)</b>

\*\*=Planned Expenditures based on approved MHSA Plan

The following table was copied directly from latest information provided from DHCS

**INN reversion waterfall analysis**

INN	Reallocated						Applied Expenditure ↓
	AB 114	FY 17-18	FY 18-19	FY 19-20	FY 20-21	FY 21-22	
Encumbered Unspent Funds <sup>3</sup>	799,187	302,889	580,471	550,879	784,114	245,707	
Unencumbered Unspent Funds <sup>4</sup>	-	-	-	-	-	628,829	
<b>Unspent Balance</b>	<b>799,187</b>	<b>302,889</b>	<b>580,471</b>	<b>550,879</b>	<b>784,114</b>	<b>874,536</b>	
<b>Encumbered Funds Starting Balance →</b>	<b>799,187</b>	<b>302,889</b>	<b>580,471</b>	<b>550,879</b>	<b>784,114</b>	<b>245,707</b>	
<b>Applied Expenditure ↓</b>							
FY 15-16							-
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FY 17-18	304,376	-					304,376
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FY 21-22	-	302,889	25,035				327,924
FY 22-23	-	-	TBD	TBD	TBD	TBD	-
<b>Encumbered Unspent Balance →</b>	<b>-</b>	<b>-</b>	<b>555,436</b>	<b>550,879</b>	<b>784,114</b>	<b>245,707</b>	



## FACILITIES DEPARTMENT

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- Office Space Remodel at the MHSA Administrative Building: Project concept was initially approved in March of 2020 as part of the approved CFTN Plan. This project had previously been temporarily on hold until the Electrical/Power Upgrade Project was complete as this project was also being performed in the same building. The Electrical was completed in November of 2022. At the November of 2022 Governing Board Meeting an agreement with a design firm was approved for services to include the preparation of formal plans, a Request For Proposal (RFP) and construction management for the project. Over the past several months our Facilities Department worked closely with the design firm on finalizing the design and formal plans which were submitted to the City for Approval. As reported previously, the plans were been approved by the City of Pomona and shortly after the solicitation of contractors through an RFP process was completed. The next phase will be to bring forth a contract for approval to the October 2023 or November 2023 Governing Board Meeting. Target date of project completion will be closer to end of calendar year 2023 or early 2024.

### Attachments

**Attachment 5-A:** June 30, 2023 Unaudited Monthly Financial Statements



**Tri-City Mental Health Authority  
MONTHLY STAFF REPORT**

**DATE:** September 12, 2023

**TO:** Governing Board of Tri-City Mental Health Authority  
Rimmi Hundal, Executive Director

**FROM:** Elizabeth Renteria, LCSW, Chief Clinical Officer

**SUBJECT:** Monthly Clinical Services Report

---

**CLINICAL UPDATE:**

The Housing Division partnered with the Co-Occurring Support Team (COST) and Mental Health Services Act team members for a two-day Housing Summit for Tri-City Mental Health Authority (TCMHA) staff. The goal of the summit was to provide staff members with the latest information on housing services and specific behavioral health interventions to assist clients in finding and maintaining housing. On the first day of the summit, the Housing Division reviewed the Housing First and Harm Reduction models both of which are core frameworks for service provision. Additionally, the Housing Division explained the Coordinated Entry system, reviewed the program parameters, and discussed recent trends and challenges in the current housing market. On the second day of presentations the COST program presented examples on the use of Motivational Interviewing and the Levels of Change model to help clients overcome barriers to maintaining housing. The last component of the summit included presentations by the Community Wellness Advocates, Community Navigators, and Employment Specialists highlighting internal resources that can help clients in maintaining income and stable housing. The feedback from staff has been very positive. Many staff members commented that the information presented will assist them in better serving clients with housing needs.

**Therapeutic Community Garden (TCG)**

The TCG team and Christina Delgado, Program Coordinator from Joslyn Senior Center, coordinated a successful workshop for 15 senior participants. The Pressed Flower Bookmark workshop provided a space where the participants socialized, experienced a mindfulness guided meditation with flowers and got creative by making their very own bookmark. The mindfulness guided meditation provided the opportunity for participants to reap the benefits of being in the present moment and was a nice transition to the experiential portion of making their very own bookmark with pressed flowers. Participants expressed feeling relaxed by simply connecting with nature's elements, such as the flowers and the addition of the guided mindfulness meditation. The participants left the workshop with a big smile and a one of kind pressed flower bookmark.

**Governing Board of Tri-City Mental Health Authority**  
**Rimmi Hundal, Executive Director**  
**Monthly Staff Report of Elizabeth Renteria, LCSW Chief Clinical Officer**  
**September 12, 2023**



*Above: Workshop participant creating a pressed flower bookmark.*

### **Mental Health Student Services Act (MHSSA) Program Update**

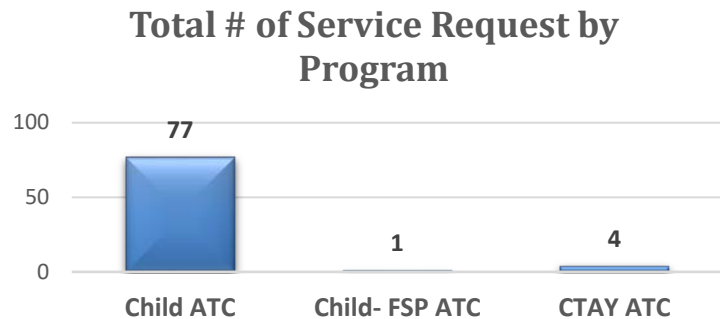
As of July 31, Tri-City has received 292 referrals from school partners for children, youth, and young adults with mental health needs. Of those referrals, MHSSA staff have screened 162 youth and young adults for mental health, social-emotional behavioral disorders, substance use disorders, suicide risk and trauma. Sixty-two young people have received services which have included individual therapy, family therapy, collateral support, initial assessments, case management, groups, and rehabilitation services.

Through the MHSSA project Tri-City also provides skills training and outreach to parents and caregivers of children, youth, and young adults. The monthly “Let’s Talk Student Wellness Series” for parents/guardians and adults who support youth has seen 41 participants since March 2023. Topics of discussion have included student and family wellness, anxiety management, enhancing wellbeing, supporting LGBTQ+ youth, and removing barriers to mental health access. The next two “Let’s Talk” interactive workshops will cover youth substance use and family support on September 21, 2023, and holiday blues and mindfulness on October 19<sup>th</sup>, 2023.

The program is also seeking input from youth/young adults ages 18 to 25 to help guide the agency’s approach to youth-focused mental health services. An online survey is available via QR code on the website to capture their feedback. Participants are asked to provide ideas, suggestions and hopes for the future of children, youth, and young adult services at Tri-City Mental Health Authority.

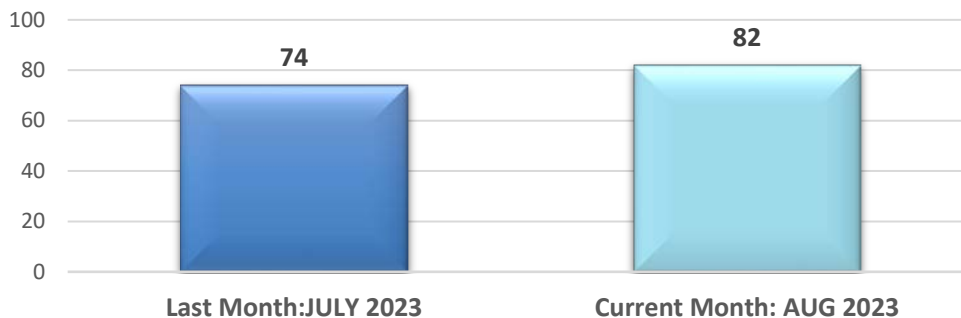
## CLINIC DATA

### Child and Family Services



11% increase from last month

### Service Requests (CFS) - Time Based Comparisson

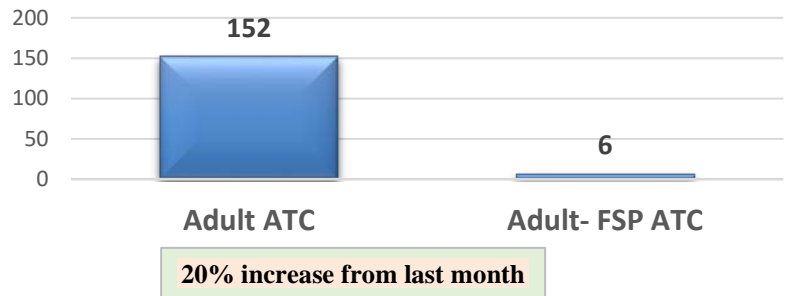


*This graph above compares the number of services requests from last month, July 2023 to the current month, August 2023. There was a 11% increase in the number of service requests from last month.*

## ADULT SERVICES

Total Number of  
completed Adult Service  
Requests  
**158**

Total # of Service Request by  
Program



Service Requests (ADULTS) - Time Based  
Comparisson



*This graph above compares the number of services requests from last month, July 2023 to the current month, August 2023. There was a 20% increase in the number of service requests from last month.*



**Tri-City Mental Health Authority  
MONTHLY STAFF REPORT**

**DATE:** September 20, 2023

**TO:** Governing Board of Tri-City Mental Health Authority  
Rimmi Hundal, Executive Director

**FROM:** Seeyam Teimoori, M.D., Medical Director

**SUBJECT:** Medical Director's Monthly Report

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**SERVICES PROVIDED BY TRI-CITY INTENSIVE OUTREACH AND ENGAGEMENT TEAM (IOET), and PACT TEAMS IN AUGUST 2023**

IOET Program

- Number of all new outreach= 57
- Number client given intake appointments= 11
- Number of clients opened= 5
- Total number of ALL clients outreached= 168
- Total number of homeless served= 113
- Percentage of clients outreached that are homeless= 67%

Service area:

- Pomona= 152
- Laverne= 1
- Claremont= 15
- Total= 168

Enrollments:

- FSP (Full-Service Partnership)-Older Adult= 0
- FSP-adult= 2
- FSP-TAY (Transition Age Youth) = 1
- AOP (Adult Outpatient Program) = 1
- COP (Children Outpatient Program) = 1
- FCCS (Field Capable Clinical Services) = 0
- FSP Children= 0

**Governing Board of Tri-City Mental Health Authority  
Monthly Staff Report of Dr. Seeyam Teimoori  
September 20, 2023  
Page 2**

Health Issues:

- Number of initial health assessments completed= 24
- Number of clients linked to PCP appointments with IOET LPT= 29

P.A.C.T. (Psychiatric Assessment Care Team)

- Number of new individuals added for the month= 7
- Number of holds written for the month= 1 holds
- Number enrolled in formal services for the month= 1
- Number of Wellness checks for the month = 6

Pop Up Clinic

Total of attendees= 20  
Non-enrolled clients = 16  
Enrolled clients = 4  
Total Rx written = 40



Tri-City Mental Health Authority  
Monthly Staff Report

DATE: September 20, 2023  
TO: Governing Board of Tri-City Mental Health Authority  
FROM: Rimmi Hundal, Executive Director  
BY: Dana Barford, Director of MHSA and Ethnic Services  
SUBJECT: Monthly MHSA and Ethnic Services Report

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**COMMUNITY PLANNING PROCESS**

On September 12, the Mental Health Commission met to review the new Innovation (INN) Project, Community Planning Process for Innovation Project(s). This three-year project is projected to encumber \$675,000 of Innovation funds and focus on improving the community planning process for gathering feedback and identifying unmet needs, especially for unserved and underserved individuals for future projects. The plan was unanimously endorsed by the Commission for recommendation to the Governing Board for approval and adoption.

Community Outreach	
Individuals Reached	Over 870
Organizations Reached	Over 40

Attendance	
<b>Present</b>	<b>30</b>
Community Members	12
Staff/Commission	18
<b>Online</b>	<b>15</b>
Community Members	Unknown
Staff	Unknown

**DIVERSITY, EQUITY, AND INCLUSION**

Celebrating National Hispanic Heritage Month September 15 – October 15  
[National Hispanic Heritage Month](#) is a nationwide celebration that honors the cultural contributions, achievements, and identities of Hispanic and Latino people in the United States. This month, we shed light on the multitude of mental health experiences within the Hispanic and Latino communities, including those who identify as Afro-Latino, Black, Indigenous, and more, as well as the disproportionate inequities they face due to systemic barriers and historical adversity. We celebrate Hispanic Heritage Month to recognize the achievements and contributions of Hispanic American champions who have inspired others to achieve success, and to honor the



**Governing Board of Tri-City Mental Health Authority**  
**Rimmi Hundal, Executive Director**  
**Monthly Staff Report of MHSA**  
**September 20, 2023**  
**Page**

history, culture and influence of past generations who came from Spain, Mexico, the Caribbean and Central and South America.

## **PREVENTION AND EARLY INTERVENTION (PEI)**

### **Community Trainings**

During the month of September, the Community Mental Health Trainers collaborated with the Stigma Reduction & Suicide Prevention program to provide suicide prevention and awareness workshops for the University of La Verne, Cal Poly Pomona, Pomona College, and the city of La Verne. Staff also provided Community Resiliency Model (CRM) training that focuses on students and teachers in a school setting, to Pomona Unified School District staff at their annual Social and Emotional Learning (SEL) symposium.

### **Peer Mentor Program**

Peer mentor staff interviewed 2 potential mentors for the 2023-2024 program year, which brings the total number of Peer Mentors to 23. Peer Mentor staff continued to provide one-on-one supervision to support mentors to assist with any challenges that arise when meeting with mentees. Languages available include English, Spanish, Hindi, Malayalam, Tamil, Korean, French, and Mandarin.

### **Stigma Reduction**

In the month of September, program staff planned for National Suicide Prevention Awareness Month (SPAM) with a variety of suicide prevention presentations and activities that foster human connection, resiliency, hope, and support. This year's theme is aligned with CalMHSA "Share Hope Together" to encourage Californians to bring awareness and increase compassion towards each other. There will also be a social media campaign launched on Tri-City's social media platforms to spread awareness and promote suicide prevention activities.

There are a total of 15 events happening in person or virtually that Tri-City community members can participate in to take action for suicide prevention. Program staff has also created 30 physical suicide prevention toolkits that will be disseminated to community partners and school sites in the Tri-City area. Additionally, community members are able to take action and support suicide prevention by accessing Tri-City's website to learn all of the [event details](#) and download a digital toolkit.

## **COMMUNITY NAVIGATORS**

The Community Navigator Program received additional funds for homeless prevention support, and short-term motel vouchers through The Homeless Plan Implantation Grant. In addition, the Community Navigators continue to collaborate with Tri-City's Cohort, which includes the cities of Pomona, Claremont, and La Verne. Through this program staff have been able to assist a total of 20 households who have been able to maintain their housing after being at risk of losing it. When assisting these families with rental and utility assistance, the program creates a housing plan to make sure these families will be able to continue paying their rent and utility bills moving forward.

**Governing Board of Tri-City Mental Health Authority**  
**Rimmi Hundal, Executive Director**  
**Monthly Staff Report of MHSA**  
**September 20, 2023**  
**Page**

The Community Navigator program has also been connecting these families to the Wellness Center for employment assistance, and the money management group, along with other resources and support. Anyone within these three cities who is experiencing homelessness, or facing a financial hardship that may put them at risk of becoming unsheltered, can contact a Community Navigator for assistance.

**Success Story:**

Using short-term motel vouchers, the Community Navigators are currently working with two families who are in the process of being permanently housed. The first family includes a single father with one child who is receiving assistance with multiple resources that included housing leads and mental health services. This father was recently approved for an apartment and will be receiving move-in assistance through the Homeless Prevention Funds.

The second family is a single mother with a small child who in collaboration with housing and her treatment team at Tri-City, was recently approved for Villa Esperanza, a new family construction development, and is in the process of moving in.

**WELLNESS CENTER**

The Wellness Center (WC) has seen a positive response to their new in-person schedule. As a result, several organizations have reached out and scheduled tours, utilized the facilities and connected their participants with Wellness Center groups and programming.

The fall cohort of MSW interns have begun their training with the Wellness Center. They will be placed throughout the Bonita Unified School District and provide behavior modification services.

**WORKFORCE EDUCATION AND TRAINING**

**Trainings:** The month of August was classified internally as Tri-City's annual training month. Staff had the entire month of August to complete their annual trainings which includes:

1. Bloodborne Pathogens
2. Cultural Diversity (Competency)
3. HIPAA Privacy Rule & Security Rule
4. Sexual Harassment for Employees/Supervisors in California

There was a 100% completion rate for staff for this training series.

**Outreach & Engagement:** With the beginning of the new school year, career presentations are once again in demand. Beginning with Western Health University, 18 students attended a presentation on community mental health and the benefits of considering a career in this field. Other outreach opportunities included Claremont Colleges and the University of La Verne where 84 individuals were engaged. Finally, a meeting with the Director of Psychology at the University of La Verne was held to discuss internship and outreach opportunities.



**Tri-City Mental Health Authority  
MONTHLY STAFF REPORT**

**DATE:** July 19, 2023

**TO:** Governing Board of Tri-City Mental Health Center  
Rimmi Hundal, Executive Director

**FROM:** Natalie Majors-Stewart, Chief Compliance Officer

**SUBJECT:** Monthly Best Practices Report

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Central Scheduling

The Best Practices Division has been engaged in an agency wide quality improvement project with the goal of steadying and further developing the *Central Scheduling Pilot*. This pilot project was introduced to clinic operations to provide scheduling support for service providers, which would in turn, increase the time that service providers had available to provide direct care.

The *Central Scheduling Pilot* got off to a solid start, however the project had to endure a variety of operational disruptions during implementation, as such as transitioning to a new electronic health record (which completely changed the workflow), as well as post pandemic workforce shortages. As a result, the project needed additional agency wide focused support in order to improve overall functioning. This quality improvement project will continue and relevant updates will be provided, as needed.

CalAIM – Review Training and Updates

Following the July 2023 implementation of the CalAIM Behavioral Health Payment Reform initiative, the Quality Assurance Team prepared follow-up trainings for two prior CalAIM initiatives that needed further review: 1) Access/Medical Necessity Criteria and 2) Documentation Redesign – Assessment.

The first training focused on ensuring that staff had a comprehensive understanding of the CalAIM criteria for accessing and receiving specialty mental health services. These criteria are important as they delineate requirements for service eligibility. The second training included the implementation of a more succinct psychosocial assessment, which aligns with the documentation redesign initiatives of CalAIM.

Student Support Services (SSS) – Data and Program Development

The Best Practices Division continued to collaborate with the Child and Family Department, in order to support the launch of the Student Support Services program. In August, the Quality Improvement Team worked with the SSS team to submit the required grant data to Mental Health Services Act. Additionally, the team worked to further develop the necessary data collection tools to fulfill the ongoing reporting requirements of the grant.