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Claremont and La
Verne.

TRI-CITY MENTAL HEALTH AUTHORITY

AGENDA

GOVERNING BOARD REGULAR MEETING

WEDNESDAY, FEBRUARY 18, 2026 AT 5:00 P.M.
MHSA ADMINISTRATION BUILDING
2001 NORTH GAREY AVENUE, POMONA, CA 91767

GOVERNING BOARD

Jed Leano, Chair
(Claremont)
Wendy Lau, Vice Chair
(La Verne)
Lorraine Canales, Member
(Pomona)
Sandra Grajeda, Member
(Claremont)
Paula Lantz, Member
(Pomona)
Elizabeth Ontiveros-Cole,
Member (Pomona)
Trent West, Member
(La Verne)

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

<https://tricitymhs-org.zoom.us/j/89415932766?pwd=JmmM0ikhH4zGi3miWs8V4IjZACmU3n.1>
Passcode: awFL+Wy4

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

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

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. 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 24 hours prior to the meeting.

GOVERNING BOARD CALL TO ORDER

Chair Leano calls the meeting to Order.

ROLL CALL

Board Members Lorraine Canales, Sandra Grajeda, Paula Lantz, Elizabeth Ontiveros-Cole, and Trent West; Vice Chair Wendy Lau; 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.tricitymha.ca.gov>

OATH OF OFFICE

AN OATH OF OFFICE WILL BE ADMINISTERED TO NEWLY APPOINTED GOVERNING BOARD MEMBER TRENT WEST –CITY OF LA VERNE COMMUNITY REPRESENTATIVE

CONSENT CALENDAR**1. APPROVAL OF MINUTES OF THE JANUARY 21, 2026, REGULAR MEETING OF THE GOVERNING BOARD**

Recommendation: “A motion to approve the Minutes of the Governing Board Regular Meeting of January 21, 2026.”

2. ONTSON PLACIDE, EXECUTIVE DIRECTOR MONTHLY REPORT

Recommendation: “A motion to receive and file.”

3. DIANA ACOSTA, CHIEF FINANCIAL OFFICER MONTHLY REPORT

Recommendation: “A motion to receive and file.”

4. LIZ RENTERIA, CHIEF CLINICAL OFFICER MONTHLY REPORT

Recommendation: “A motion to receive and file.”

5. SEEYAM TEIMOORI, MEDICAL DIRECTOR MONTHLY REPORT

Recommendation: “A motion to receive and file.”

6. DANA BARFORD, DIRECTOR OF MHSA AND ETHNIC SERVICES MONTHLY REPORT

Recommendation: “A motion to receive and file.”

7. NATALIE MAJORS-STEWART, CHIEF COMPLIANCE OFFICER MONTHLY REPORT

Recommendation: “A motion to receive and file.”

8. CONSIDERATION OF RESOLUTION NO. 838 ESTABLISHING THE JOB DESCRIPTIONS FOR THE STRATEGIC INITIATIVE DIRECTOR AND OCCUPATIONAL THERAPY STUDENT INTERN CLASSIFICATIONS, AND UPDATING THE MASTER CLASSIFICATION AND SALARY SCHEDULE TO ADD THESE POSITIONS

Recommendation: “A motion to adopt Resolution No. 838 establishing the Strategic Initiative Director and Occupational Therapy Student Intern Job Classifications; and updating the Master Classification and Salary Schedule to include these changes.”

9. CONSIDERATION OF RESOLUTION NO. 839 ESTABLISHING THE RECONCILIATION AND REPORTING OF SERVICE ENCOUNTER CLAIMS POLICY AND PROCEDURE NO. I.29, EFFECTIVE FEBRUARY 18, 2026

Recommendation: “A motion to adopt Resolution No. 839 establishing the Policy and Procedure No. I.29 for the Reconciliation and Reporting of Service Encounter Claims, effective February 18, 2026.”

10. SERVICE ENCOUNTER CLAIMS RECONCILIATION AND REPORT

Recommendation: “A motion to receive, approve, and file, the reconciliation and report of service encounter claims.”

11. CONSIDERATION OF RESOLUTION NO. 840 APPROVING AN AFFILIATION AGREEMENT WITH PALO ALTO UNIVERSITY AND AUTHORIZING THE EXECUTIVE DIRECTOR TO EXECUTE THE AGREEMENT AND ANY AMENDMENTS THEREAFTER

Recommendation: “A motion to adopt Resolution No. 840 authorizing the Executive Director to execute an Affiliation Agreement with Palo Alto University, and any amendments thereafter.”

NEW BUSINESS**12. CONSIDERATION OF RESOLUTION NO. 841 AWARDING A CONTRACT TO VMA COMMUNICATIONS FOR MARKETING SERVICES IN THE AMOUNT OF \$66,000.00, BEGINNING MARCH 1, 2026 THROUGH JUNE 30, 2026, AND AUTHORIZING THE EXECUTIVE DIRECTOR TO EXECUTE THE AGREEMENT**

Recommendation: “A motion to adopt Resolution No. 841 awarding the Agreement for Marketing Services for Recruitment Video Production and Digital Ad Campaign to VMA Communications, and authorizing the Executive Director to execute the Agreement, , in the amount of \$66,000.00, beginning March 1, 2026 through June 30, 2026.”

13. CONSIDERATION TO FORM AN AD-HOC COMMITTEE TO INTERVIEW APPLICANTS FOR MEMBERSHIP TO TCMHA MENTAL HEALTH COMMISSION

Recommendation: “Staff recommends that the Governing Board select two of Board Members to participate in an Ad-Hoc Committee to interview MHC Membership Applicants.”

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 Governing Board will meet next in a Regular Meeting to be held on **Wednesday, March 18, 2026 at 5:00 p.m.** in the MHSA Administrative Office, 2001 North Garey Avenue, Pomona, California.

MICAELA P. OLMOS, CPMC
JPA ADMINISTRATOR/CLERK



MINUTES

REGULAR MEETING OF THE GOVERNING BOARD JANUARY 21, 2026 – 5:00 P.M.

The Governing Board Regular Meeting was held on Wednesday, January 21, 2026, at 5:00 p.m. in the MHSA Administrative Office located at 2001 North Garey Avenue, Pomona, California.

CALL TO ORDER Chair Leano called the meeting to order at 5:05 p.m.

ROLL CALL Roll call was taken by JPA Administrator/Clerk Olmos.

GOVERNING BOARD

PRESENT: Lorraine Canales, City of Pomona, Board Member (arrived at 5:21 p.m.)
Paula Lantz, City of Pomona, Board Member
Elizabeth Ontiveros-Cole, City of Pomona, Board Member (arrived at 5:20 p.m.)
Jed Leano, City of Claremont, Chair
Beverly Johnson, City of Pomona, Alternate Board Member (left at 5:20 p.m.)
Steve Johnson, City of La Verne, Alternate Board Member

ABSENT: Sandra Grajeda, City of Claremont, Board Member
Wendy Lau, City of La Verne, Vice-Chair

STAFF

PRESENT: Ontson Placide, Executive Director
Steven Flower, General Counsel
Diana Acosta, Chief Financial Officer
Elizabeth Renteria, Chief Clinical Officer
Dana Barford, Director of MHSA & Ethnic Services
Natalie Majors-Stewart, Chief Compliance Officer
Seeyam Teimoori, Medical Director
Micaela P. Olmos, JPA Administrator/Clerk

CONSENT CALENDAR

Chair Leano opened the meeting for public comment; and there was no public comment.

There being no further comment, Alternate Board Member Steve Johnson moved, and Board Member Lantz seconded, to approve the Consent Calendar. The motion was carried by the following vote: Alternate Board Members B. Johnson and S. Johnson; Board Member Lantz; and Chair Leano. NOES: None. ABSTAIN: None. ABSENT: Board Member Canales, Grajeda, and Ontiveros-Cole; and Vice-Chair Lau.

1. APPROVAL OF MINUTES THE DECEMBER 17, 2025 REGULAR JOINT MEETING OF THE GOVERNING BOARD AND MENTAL HEALTH COMMISSION

Recommendation: “A motion to approve the Minutes of the Governing Board and Mental Health Commission Regular Joint Meeting of December 17, 2025.”

2. ONTSON PLACIDE, EXECUTIVE DIRECTOR MONTHLY REPORT

Recommendation: “A motion to receive and file.”

3. DIANA ACOSTA, CHIEF FINANCIAL OFFICER MONTHLY REPORT

Recommendation: “A motion to receive and file.”

4. LIZ RENTERIA, CHIEF CLINICAL OFFICER MONTHLY REPORT

Recommendation: “A motion to receive and file.”

5. SEEYAM TEIMOORI, MEDICAL DIRECTOR MONTHLY REPORT

Recommendation: “A motion to receive and file.”

6. DANA BARFORD, DIRECTOR OF MHSA AND ETHNIC SERVICES MONTHLY REPORT

Recommendation: “A motion to receive and file.”

7. NATALIE MAJORS-STEWART, CHIEF COMPLIANCE OFFICER MONTHLY REPORT

Recommendation: “A motion to receive and file.”

8. APPROVAL FOR THE DISPOSAL OF OBSOLETE OR DAMAGED I.T. EQUIPMENT

Recommendation: “A motion to approve the disposal of I.T. equipment listed on the I.T. Equipment List for Disposal – January 2026.”

9. CONSIDERATION OF RESOLUTION NO. 835 APPROVING AN AFFILIATION AGREEMENT WITH UNIVERSITY OF PHOENIX AND AUTHORIZING THE EXECUTIVE DIRECTOR TO EXECUTE THE AGREEMENT AND ANY AMENDMENTS THEREAFTER

Recommendation: “A motion to adopt Resolution No. 835 authorizing the Executive Director to execute an Affiliation Agreement with University of Phoenix, and any amendments thereafter.”

10. CONSIDERATION OF RESOLUTION NO. 836 ADOPTING A REVISED MASTER CLASSIFICATION AND SALARY SCHEDULE TO ADD THE JOB DESCRIPTIONS FOR CHIEF ADMINISTRATIVE OFFICER POSITION, AND THE EXECUTIVE ASSISTANT POSITION

Recommendation: “A motion to adopt Resolution No. 836 establishing the Job Description for the Chief Administrative Officer position, restoring the Job Description for the Executive Assistant Position, and updating the Master Classification and Salary Schedule to include these changes.”

NEW BUSINESS

11. REVIEW OF THE ISSUANCE OF THE AUDITED FINANCIAL STATEMENTS FOR FISCAL YEAR ENDED JUNE 30, 2025

Paul Kaymark, Partner at Nigro & Nigro Audit Services, joined the meeting virtually and presented the audit results of TCMHA’s Audited Financial statements for Fiscal Year ended June 30, 2025. He explained their agency’s responsibilities with regard to the Financial Statements audit noting that they are guided by the auditing standards generally accepted in the United States of America, and based on the planned scope and timing of the financial statement audit; review of accounting policies and practices; adoption of, or change in, significant accounting polies or their application; significant or unusual transactions; and management’s judgments and accounting estimates. He reported that results were an unmodified opinion or clean audit opinion; that they did not have any disagreements with management; they did not encounter any significant difficulties in performing their audit; and that no material issues arose to be reported to the Governing Board/Management, any minor issues were discussed orally and corrected by management. He then stated that the Operating Revenues increased by approximately \$4.7 million, largely due to a \$4.1 million increase in federal Medi-Cal revenues, and additional increases were reported in Realignment Revenue, MHSA funding, and grant revenue, while member-city contributions decreased by approximately \$12,000; and that Investment Earnings totaled \$2.7 million, reflecting an increase of about \$580,000, resulting in total revenues of \$45.6 million for the fiscal year. He then stated that Expenditures totaled \$35.9 million; that salaries and benefits increased approximately \$1.7 million due to benefit adjustments and pension liability changes; that facility and equipment costs increased by more than \$450,000; that miscellaneous operating expenses rose by approximately \$1 million; and that depreciation expense totaled \$165,000. He pointed out that the Financial Statements also reflected a donation of land, which was detailed in the accompanying notes; and the resulting Net Change in Revenue over Expenditures was \$9.6 million, which was added to the Reserves. He also reported that the TCMHA’s cash and investment balance increased from \$47 million to \$69 million, driven primarily by the collection of approximately \$5.4 million in outstanding accounts receivable, and a \$4.7 million reduction in unearned MHSA revenue; that the Net Change in cash for the year was \$21.8 million; and Investment returns for the period averaged 4.64%.

Board Member Lantz stated that she did not recall the land donation. Controller Bogle stated that the land donation was the Baseline property under the Disposition and Development Agreement for the senior housing project, which the land value was required to be removed from the project, resulting in the recorded donation. Auditor Kaymark pointed out that since the land does not depreciate, donation is the only mechanism for removing it from TCMHA’s asset records.

Chair Leano opened the meeting for public comment; and there was no public comment.

There being no further comment, Board Member Lantz moved, and Alternate Board Member S. Johnson seconded, to approve and file the Authority's final issued audited Financial Statements for Fiscal Year ended June 30, 2025. The motion was carried by the following vote: Alternate Board Members B. Johnson and S. Johnson; Board Member Lantz; and Chair Leano. NOES: None. ABSTAIN: None. ABSENT: Board Member Canales, Grajeda, and Ontiveros-Cole; and Vice-Chair Lau.

12. CONSIDERATION OF RESOLUTION NO. 837 AUTHORIZING THE EXECUTIVE DIRECTOR TO ENTER INTO AN AGREEMENT WITH GETACCEPT, INC. FOR ELECTRONIC SIGNATURE SERVICES FOR ONE YEAR IN THE AMOUNT OF \$36,353.01, WITH AN OPTION TO RENEW FOR TWO SUCCESSIVE ONE-YEAR TERMS

Chief Compliance Officer Majors provided an overview of GetAccept services, the electronic signature vendor. Alternate Board Member S. Johnson inquired about the purpose of the service. Chief Compliance Officer Majors explained that the platform would allow the agency to collect signatures from clients electronically, functioning similarly to DocuSign. Alternate Board Member S. Johnson asked whether the signatures could be obtained over the phone. Chief Compliance Officer Majors replied in the affirmative.

Chair Leano opened the meeting for public comment; and there was no public comment.

There being no further comment, Alternate Board Member S. Johnson moved, and Alternate Board Member B. Johnson seconded, to adopt Resolution No. 837 approving an Agreement with GetAccept, Inc. for Electronic Signature Services in the amount of \$36,353.01 commencing on December 12, 2025, and terminating on December 12, 2026; with an option to renew for two successive one-year terms; and authorizing the Executive Director to execute the Agreement. The motion was carried by the following vote: Alternate Board Members B. Johnson and S. Johnson; Board Member Lantz; and Chair Leano. NOES: None. ABSTAIN: None. ABSENT: Board Member Canales, Grajeda, and Ontiveros-Cole; and Vice-Chair Lau.

13. ELECTION OF OFFICERS FOR THE 2026 CALENDAR YEAR AS REQUIRED BY THE JOINT POWERS AGREEMENT BETWEEN THE CITIES OF POMONA, CLAREMONT, AND LA VERNE

Chair Leano announced that he and Vice-Chair Lau would like to continue serving in their respective leadership roles.

Board Member Lantz nominated Jed Leano to continue to serve as the Chair of the Governing Board.

Alternate Board Member S. Johnson nominated Wendy Lau to continue to serve as the Vice-Chair to the Governing Board Vice-Chair.

Chair Leano opened the meeting for public comment; and there was no public comment.

There being no further comment, Board Member Lantz moved, and Alternate Board Member S. Johnson seconded, to approve the re-elections of Chair Jed Leano and Vice-Chair Wendy Lau. The motion was carried by the following vote: Alternate Board Members B. Johnson and S. Johnson; Board Member Lantz; and Chair Leano. NOES: None. ABSTAIN: None. ABSENT: Board Member Canales, Grajeda, and Ontiveros-Cole; and Vice-Chair Lau.

At 5:20 p.m. Board Member Ontiveros-Cole arrived at the meeting; and Alternate Board Member B. Johnson left the meeting.

GOVERNING BOARD COMMENTS

Chair Leano referred to Item No. 10 under Consent Calendar and commented that the proposed additional job positions were excellent and pointed that, given the nature of the agency, long-term intentional planning would be essential for structural changes. Executive Director Placide concurred, noting that new positions were forthcoming that aligned with the long-term planning efforts.

At 5:21 p.m., Board Member Canales arrived at the meeting.

PUBLIC COMMENT

There was no public comment.

CLOSED SESSION

At 5:22 p.m., The Governing Board recessed to a Closed Session pursuant to Conference With Legal Counsel – Anticipated Litigation; significant exposure to litigation pursuant to Government Code § 54956.9(d)(2). One case.

At 6:00 p.m. Board Member Grajeda arrived at the meeting.

RECONVENE TO OPEN SESSION

At 6:25 p.m., the Governing Board reconvened to an Open Session.

CLOSED SESSION REPORT

There was no reportable action.

ADJOURNMENT

At 6:25 p.m., on consensus of the Governing Board, its Regular Meeting of January 21, 2026, was adjourned. The next Regular Meeting of the Governing Board will be held on Wednesday, February 18, 2026, at 5:00 p.m., in the MHSA Administrative Office, 2001 North Garey Avenue, Pomona, California.



Tri-City Mental Health Authority MONTHLY STAFF REPORT

DATE: February 18, 2026
TO: Governing Board of Tri-City Mental Health Authority
FROM: Ontson Placide, LMFT, Executive Director
SUBJECT: Monthly Executive Director Report

I. EXECUTIVE SUMMARY

A. Ongoing Agency Planning

The MHSA to BHSA planning process continues with organizing, compiling and completing the CA DHCS Integrated Plan. This is an all-department comprehensive process that requires dedicated leadership time to complete. See below tentative timeline of activities.

Tri-City Estimated BHSA Integrated Plan Timeline

1	Jan 30 - Initial Integrated Plan (IP) Completed
2	Feb 1 - Feb 13 Review and Finalize - Submit IP to State DHCS
3	Feb 11 - 8:30a -10:0a - MHSA Staff Meeting - Plan details
4	Feb 17 - Posting for 30 days immediately/concurrent with submission to DHCS
5	Feb 17 - Feb 28 - Community Partners Notifications & Meeting(s)
6	March 3 and March 5 - Stakeholder Meetings - 2 Meetings (Tuesday-Virtual & Thursday-In person)
7	March 10 - Collect Feedback from MH Commission
8	March 17 - Initial 30 Day DHCS Review Expected Return (if not sooner)
9	March 18 - Collect Feedback from Governing Board
10	March 18 - April 13 - DHCS, Stakeholders, MH Commission, and Gov Board feedback integrated into Plan
11	April 14 - Public Hearing of Final Plan
12	April 15 - Gov Board Approval Mtg - Quorum Required
13	April 16 - April 30 - Internal Transition Planning
14	May 1 - June 30 - Program and Staff Transition Process Implementation
July 1, 2026 - BHSA Start Date	



Timeline is subject to change based on the feedback received by DHCS, and the various stakeholder groups

B. Update on the MHSA to BHSA Reversion Planning

Two approved projects are in progress with no significant change in status from last month. The St Ambrose Housing Development through C.O.R.E plan was approved by the State on Dec 10, 2025. TCMHA will be collaborating on all required processes and documents. The Tiny Homes Project with City of Pomona is in the process of development, although timing/scheduling of approvals may require further prospective planning. Meetings are ongoing with the City staff. The Baseline Senior Project is underway and monthly reports regarding expenditures is occurring.

II. DEPT. OPERATIONAL ITEMS / PROGRAMS & SERVICES

A. Dept/Program Priorities / Projects – See Individual Executive Team Reports

B. Human Resources – Month Ending December 2025:

Staffing – Month Ending January 2026

- Total Staff are 223 full-time and 10 part-time plus 42 full-time vacancies, 3 part-time vacancies for a total of 271.5 full-time equivalent positions.
- There were 4 new hires in January 2026.
- There were 2 separations in January 2026.

Workforce Demographics in January 2026

- American Indian or Alaska Native = 0.43%
- Asian = 8.19%
- Black or African American = 7.76%
- Hispanic or Latino = 62.50%
- Native Hawaiian or Other Pacific Islander = 0.43%
- Other = 2.59%
- Two or more races = 2.16%
- White or Caucasian = 15.95%

New Posted Positions in January 2026

- Psychiatrist I/II (2 FTEs)
- Behavioral Health Specialist – Mobile Crisis (2 FTEs)
- Clinical Therapist I/II – FSP/TAY (1 FTE)
- Clinical Therapist I/II – Adult FSP (1 FTE)

Human Resources Update

During the reporting period, Human Resources continued work on key operational initiatives, including planning for the MHSA to BHSA transition and advancing the HRIS procurement process. These efforts are designed to strengthen compliance, improve data management, and support effective workforce administration in a public agency environment.

C. Information Technology (IT)

No significant updates from last month's report.

III. NATIONAL & STATEWIDE UPDATES IN BEHAVIORAL HEALTH

LA County places half-cent healthcare sales tax on June ballot - Los Angeles County voters will be voting on a half-cent sales tax increase in June to plug the gap in healthcare services created by cuts in Medi-Cal by Congress and President Donald Trump's administration. The county Board of Supervisors voted to place the sales tax measure on the ballot after a lengthy discussion and public testimony from dozens of residents on Tuesday, Feb. 10. The board voted 4-1, with Fifth District Supervisor Kathryn Barger, a Republican, voting no. [Los Angeles Daily News](#)

Instagram boss defends app in lawsuit trial over alleged harms to kids- A Los Angeles County Superior Court judge threatened to throw grieving mothers out of court Wednesday if they couldn't stop crying during testimony from Instagram boss Adam Mosseri, who took the stand to defend his company's app against allegations the product is harmful to children. The social media addiction case is considered a bellwether that could shape the fate of thousands of other pending lawsuits, transforming the legal landscape for some of the world's most powerful companies. [Los Angeles Times](#)

Kaiser Settles Mental Health Parity Probes With Labor Department- Kaiser Foundation Health Plan Inc. agreed to refund its members more than \$28.3 million in out-of-network expenses as part of a settlement with the US Department of Labor over its mental health coverage in California. The Employee Benefits Security Administration alleged Kaiser failed to maintain adequate provider access under the Mental Health Parity and Addiction Equity Act, and used patient questionnaires to improperly deny coverage. The insurer agreed to improve its policies, reduce appointment wait times, and monitor network adequacy, the agency announced Tuesday. Kaiser will also pay a \$2.8 million penalty and establish a process for patients to claim ... [Bloomberg Law \[subscription required\]](#)



**Tri-City Mental Health Authority
MONTHLY STAFF REPORT**

DATE: February 18, 2026

TO: Governing Board of Tri-City Mental Health Authority
Ontson Placide, LMFT, Executive Director

FROM: Diana Acosta, CPA, Chief Financial Officer

SUBJECT: Monthly Report of Finance and Facilities

I. EXECUTIVE SUMMARY

**UNAUDITED FINANCIAL STATEMENTS FOR THE SIX MONTHS ENDED
DECEMBER 31, 2025 (2026 FISCAL YEAR-TO-DATE):**

The financials presented herein are the PRELIMINARY and unaudited financial statements for the six months ended December 31, 2025. 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 \$3.4 million. MHSA operations accounted for approximately \$4.0 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 2025, Tri-City received MHSA funding of approximately \$21.4 million, of which \$12.9 million were for approved programs for fiscal 2025-26 MHSA operations and was reflected as MHSA Revenue Restricted for Future Period on the Statement of Net Position (balance sheet) at June 30, 2025. These restricted MHSA revenues have now been recorded as non-operating revenues in fiscal 2025-26. In addition, during this current fiscal year 2025-26 approximately \$8.0 million in MHSA funding has been received of which \$1.4 million was identified and approved for use in the current fiscal year 2025-26 and recorded as non-operating revenues, bringing the total MHSA non-operating revenues recognized to date up to approximately \$14.3 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 decrease in net position of approximately \$609 thousand is from Clinic outpatient operations, which is the result of operations for the six months ended December 31, 2025 which includes one-time payments made at the beginning of the year.

The total cash balance at December 31, 2025 was approximately \$62.5 million, which represents a decrease of approximately \$7.1 million from the June 30, 2025 balance of approximately \$69.6 million. Outpatient Clinic operations, after excluding any intercompany receipts or costs resulting from MHSA operations, had a decrease in cash of approximately \$1.8 million primarily as a result timing of cash receipts from LADMH. MHSA operations reflected a decrease in cash of approximately \$5.4 million, after excluding intercompany receipts or costs resulting from clinic operations. Total increase in MHSA cash reflects the receipt of approximately \$8.0 million in MHSA funds offset by the use of cash for MHSA operating activities.

Approximately \$1.9 million in Medi-Cal cash receipts have been collected for both Outpatient Clinic Operations and MHSA Operations within the six months ended December 31, 2025. An additional \$345 thousand has been received through February 13, 2026.

II. DEPT OPERATIONAL ITEMS / PROGRAMS & SERVICES

We continue to closely monitor 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, 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.

Overall Facilities Update

The new leases have been executed, and design work has begun on the new spaces at the 1902 Royalty site. Escrow has closed on the new administrative building at 431 W. Baseline Road; next steps will be preparing to occupy the building after the current tenants vacate. Next steps will be brought to Board as they develop.

III. ADMINISTRATIVE UPDATES

External

- Preparation for new reporting requirements under BHSA, final draft of the Integrated Plan has been released
- PERS has started an audit of the reporting of longevity pay (20 different municipalities are included in the audit).
 - Draft report has been received and management has provided the appropriate responses with the final report due in December 2025 as of the date of this report there is no anticipated issuance date from PERS

Internal

- Preparation for the BHSA Integrated Plan

IV. ATTACHMENTS

Attachment 3-A: December 31, 2025 Unaudited Monthly Financial Statements

**TRI-CITY MENTAL HEALTH AUTHORITY
CONSOLIDATING STATEMENTS OF NET POSITION**

	AT DECEMBER 31, 2025			AT JUNE 30, 2025		
	TCMH	MHSA	Consolidated	TCMH	MHSA	Consolidated
	Unaudited	Unaudited	Unaudited	Audited	Audited	Audited
Current Assets						
Cash	\$ 15,988,547	\$ 46,535,004	\$ 62,523,551	\$ 17,961,366	\$ 51,687,939	\$ 69,649,305
Accounts receivable, net of reserve for uncollectible accounts \$955,501 at December 31, 2025 and \$527,386 at June 30, 2025	5,676,432	7,215,437	12,891,869	5,537,192	4,375,601	9,912,793
	<u>21,664,979</u>	<u>53,750,441</u>	<u>75,415,421</u>	<u>23,498,558</u>	<u>56,063,540</u>	<u>79,562,098</u>
Property and Equipment						
Land, building, furniture and equipment	4,263,227	10,168,006	14,431,233	4,232,362	10,168,006	14,400,368
Accumulated depreciation	(3,010,797)	(5,420,462)	(8,431,259)	(2,942,061)	(5,194,991)	(8,137,053)
Rights of use assets-building lease	2,195,359	-	2,195,359	-	-	-
Accumulated amortization-building lease	(200,537)	-	(200,537)	-	-	-
Rights of use assets-SBITA	1,298,467	-	1,298,467	1,298,467	-	1,298,467
Accumulated amortization-SBITA	(897,052)	-	(897,052)	(897,052)	-	(897,052)
Total Property and Equipment	<u>3,648,667</u>	<u>4,747,544</u>	<u>8,396,211</u>	<u>1,691,716</u>	<u>4,973,014</u>	<u>6,664,730</u>
Other Assets						
Deposits and prepaid assets	549,660	389,745	939,405	124,101	62,745	186,846
Note receivable-Housing Development Project	-	2,800,000	2,800,000	-	2,800,000	2,800,000
Total Noncurrent Assets	<u>4,198,327</u>	<u>7,937,289</u>	<u>12,135,616</u>	<u>1,815,817</u>	<u>7,835,759</u>	<u>9,651,576</u>
Total Assets	<u>25,863,307</u>	<u>61,687,730</u>	<u>87,551,036</u>	<u>25,314,375</u>	<u>63,899,299</u>	<u>89,213,674</u>
Deferred Outflows of Resources						
Deferred outflows related to the net pension liability	5,355,114	-	5,355,114	5,355,114	-	5,355,114
Total Deferred Outflows of Resources	<u>5,355,114</u>	<u>-</u>	<u>5,355,114</u>	<u>5,355,114</u>	<u>-</u>	<u>5,355,114</u>
Total Assets and Deferred Outflows of Resources	<u>\$ 31,218,421</u>	<u>\$ 61,687,730</u>	<u>\$ 92,906,151</u>	<u>\$ 30,669,489</u>	<u>\$ 63,899,299</u>	<u>\$ 94,568,788</u>
LIABILITIES						
Current Liabilities						
Accounts payable	399,779	72,537	472,316	624,755	552,315	1,177,070
Accrued payroll liabilities	274,689	498,021	772,710	117,583	350,534	468,118
Accrued vacation and sick leave	656,407	1,396,522	2,052,929	636,548	1,292,202	1,928,750
Deferred revenue	239,606	-	239,606	852,457	-	852,457
Reserve for Medi-Cal settlements	4,370,663	4,271,886	8,642,550	4,324,954	4,161,537	8,486,491
Current portion of lease liability	200,537	-	200,537	-	-	-
Current portion of SBITA liability	272,492	-	272,492	272,492	-	272,492
Total Current Liabilities	<u>6,414,174</u>	<u>6,238,966</u>	<u>12,653,140</u>	<u>6,828,789</u>	<u>6,356,588</u>	<u>13,185,378</u>
Intercompany Acct-MHSA & TCMH	(286,905)	286,905	-	(65,052)	65,052	-
Long-Term Liabilities						
Lease liability	1,794,285	-	1,794,285	-	-	-
SBITA liability	128,923	-	128,923	128,923	-	128,923
Net pension liability	9,878,611	-	9,878,611	9,878,611	-	9,878,611
Unearned MHSA revenue	-	12,968,905	12,968,905	-	6,358,247	6,358,247
Total Long-Term Liabilities	<u>11,801,819</u>	<u>12,968,905</u>	<u>24,770,724</u>	<u>10,007,534</u>	<u>6,358,247</u>	<u>16,365,781</u>
Total Liabilities	<u>17,929,088</u>	<u>19,494,777</u>	<u>37,423,864</u>	<u>16,771,271</u>	<u>12,779,888</u>	<u>29,551,159</u>
Deferred Inflow of Resources						
MHSA revenues restricted for future period	-	-	-	-	12,920,180	12,920,180
Deferred inflows related to the net pension liability	66,044	-	66,044	66,044	-	66,044
Total Deferred Inflow of Resources	<u>66,044</u>	<u>-</u>	<u>66,044</u>	<u>66,044</u>	<u>12,920,180</u>	<u>12,986,224</u>
NET POSITION						
Invested in capital assets net of related debt	1,252,430	4,747,544	5,999,974	1,290,301	4,973,014	6,263,315
Restricted for MHSA programs	-	37,445,410	37,445,410	-	33,226,218	33,226,218
Unrestricted	11,970,858	-	11,970,858	12,541,872	-	12,541,872
Total Net Position	<u>13,223,288</u>	<u>42,192,953</u>	<u>55,416,242</u>	<u>13,832,173</u>	<u>38,199,232</u>	<u>52,031,405</u>
Total Liabilities, Deferred Inflows of Resources and Net Position	<u>\$ 31,218,421</u>	<u>\$ 61,687,730</u>	<u>\$ 92,906,151</u>	<u>\$ 30,669,489</u>	<u>\$ 63,899,299</u>	<u>\$ 94,568,788</u>

Definitions:

TCMH=Tri-City's Outpatient Clinic

MHSA=Mental Health Services Act (Proposition 63)

TRI-CITY MENTAL HEALTH AUTHORITY
CONSOLIDATING STATEMENTS OF REVENUES, EXPENSES AND CHANGES IN NET POSITION
SIX MONTHS ENDED DECEMBER 31, 2025 AND 2024

	PERIOD ENDED 12/31/25			PERIOD ENDED 12/31/24		
	TCMH	MHSA	Consolidated	TCMH	MHSA	Consolidated
	Unaudited	Unaudited	Unaudited	Audited	Audited	Audited
OPERATING REVENUES						
Medi-Cal FFP	\$ 2,171,129	\$ 2,986,355	\$ 5,157,484	\$ 2,183,826	\$ 2,944,495	\$ 5,128,321
Medi-Cal FFP FYE Prior Year	197	9,247	9,444	241,817	200,939	442,755
Medi-Cal SGF-EPSDT	329,179	957,568	1,286,747	510,827	851,626	1,362,453
Medi-Cal SGF-EPSDT Prior Year	-	385	385	59,226	52,058	111,284
Medicare	9,110	5,180	14,290	5,791	4,275	10,066
Contracts	-	16,556	16,556	-	16,071	16,071
Patient fees and insurance	-	261	261	-	-	-
Rent income - TCMH & MHSA Housing	5,390	29,019	34,409	5,390	39,642	45,032
Other income	403	394	797	399	464	862
Net Operating Revenues	2,515,408	4,004,964	6,520,372	3,007,275	4,109,569	7,116,844
OPERATING EXPENSES						
Salaries, wages and benefits	4,950,362	10,603,845	15,554,208	4,086,819	9,478,124	13,564,943
Facility and equipment operating cost	314,373	1,101,080	1,415,453	308,558	856,064	1,164,622
Client lodging, transportation, and supply expense	9,214	2,029,967	2,039,181	7,199	440,144	447,343
Depreciation & amortization	159,380	335,363	494,743	149,937	310,364	460,301
Other operating expenses	553,638	1,345,546	1,899,184	472,688	1,268,172	1,740,860
Total Operating Expenses	5,986,967	15,415,802	21,402,769	5,025,201	12,352,868	17,378,069
OPERATING (LOSS) (Note 1)	(3,471,559)	(11,410,838)	(14,882,397)	(2,017,926)	(8,243,299)	(10,261,225)
Non-Operating Revenues (Expenses)						
Realignment	1,904,775	-	1,904,775	1,827,675	-	1,827,675
MHSA funds	-	14,343,700	14,343,700	-	16,693,035	16,693,035
Grants and Contracts	641,821	-	641,821	454,743	-	454,743
Interest Income net with FMV	316,078	1,060,859	1,376,937	228,872	1,075,711	1,304,583
Total Non-Operating Revenues (Expense)	2,862,675	15,404,559	18,267,233	2,511,291	17,768,746	20,280,037
INCOME (LOSS)	(608,885)	3,993,721	3,384,837	493,365	9,525,447	10,018,811
INCREASE (DECREASE) IN NET POSITION	(608,885)	3,993,721	3,384,837	493,365	9,525,447	10,018,811
NET POSITION, BEGINNING OF YEAR	13,832,173	38,199,232	52,031,405	10,020,298	32,339,182	42,359,480
NET POSITION, END OF MONTH	\$ 13,223,288	\$ 42,192,953	\$ 55,416,242	\$ 10,513,663	\$ 41,864,629	\$ 52,378,292

(Note 1) "Operating Loss" reflects loss before realignment funding and MHSA funding which is included in non-operating revenues.

Definitions:

Medi-Cal FFP= Federal Financial Participation Reimbursement

Medi-Cal SGF-EPSDT=State General Funds reimbursement for Medi-Cal services provided to children under the "Early and Periodic Screening, Diagnosis and Treatment" regulations.

TCMH=Tri-City's Outpatient Clinic

MHSA=Mental Health Services Act (Proposition 63)

**TRI-CITY MENTAL HEALTH AUTHORITY
CONSOLIDATING STATEMENTS OF CASH FLOWS
SIX MONTHS ENDED DECEMBER 31, 2025 AND 2024**

	PERIOD ENDED 12/31/25			PERIOD ENDED 12/31/24		
	TCMH Unaudited	MHSA Unaudited	Consolidated Unaudited	TCMH Audited	MHSA Audited	Consolidated Audited
Cash Flows from Operating Activities						
Cash received from and on behalf of patients	\$ 381,881	\$ 1,276,825	\$ 1,658,706	\$ 6,598,862	\$ 4,387,349	\$ 10,986,211
Cash payments to suppliers and contractors	(1,618,404)	(5,393,264)	(7,011,668)	(1,419,680)	(3,046,253)	(4,465,933)
Payments to employees	(4,773,398)	(10,352,038)	(15,125,436)	(4,059,920)	(9,319,650)	(13,379,570)
	<u>(6,009,921)</u>	<u>(14,468,477)</u>	<u>(20,478,398)</u>	<u>1,119,261</u>	<u>(7,978,554)</u>	<u>(6,859,292)</u>
Cash Flows from Noncapital Financing Activities						
MHSA Funding	-	8,034,178	8,034,178	-	14,689,613	14,689,613
CalHFA-State Administered Projects	-	-	-	-	532	532
Realignment	3,583,151	-	3,583,151	1,827,675	-	1,827,675
Grants and Contracts	412,148	-	412,148	1,053,152	-	1,053,152
	<u>3,995,299</u>	<u>8,034,178</u>	<u>12,029,477</u>	<u>2,880,827</u>	<u>14,690,145</u>	<u>17,570,971</u>
Cash Flows from Capital and Related Financing Activities						
Purchase of capital assets	(30,865)	-	(30,865)	(38,400)	(178,136)	(216,536)
Intercompany-MHSA & TCMH	(221,853)	221,853	-	(609,194)	609,194	-
	<u>(252,718)</u>	<u>221,853</u>	<u>(30,865)</u>	<u>(647,594)</u>	<u>431,058</u>	<u>(216,536)</u>
Cash Flows from Investing Activities						
Interest received	279,363	1,026,644	1,306,007	181,809	857,064	1,038,873
	<u>279,363</u>	<u>1,026,644</u>	<u>1,306,007</u>	<u>181,809</u>	<u>857,064</u>	<u>1,038,873</u>
Net Increase (Decrease) in Cash and Cash Equivalents	(1,987,978)	(5,185,802)	(7,173,780)	3,534,304	7,999,713	11,534,017
Cash Equivalents at Beginning of Year	17,961,366	51,687,939	69,649,305	11,061,930	36,745,684	47,807,614
Cash Equivalents at End of Month	<u>\$ 15,973,388</u>	<u>\$ 46,502,137</u>	<u>\$ 62,475,525</u>	<u>\$ 14,596,233</u>	<u>\$ 44,745,397</u>	<u>\$ 59,341,631</u>
Cash from the Balance Sheet	<u>15,988,547</u>	<u>46,535,004</u>	<u>62,523,551</u>	<u>14,616,312</u>	<u>44,856,589</u>	<u>59,472,902</u>
YTD Gain/(Loss) from GASB 31 Fair Market Value	<u>\$ 15,159</u>	<u>\$ 32,867</u>	<u>\$ 48,026</u>	<u>20,079</u>	<u>111,192</u>	<u>131,271</u>

Definitions:

TCMH=Tri-City's Outpatient Clinic
MHSA=Mental Health Services Act (Proposition 63)

TRI-CITY MENTAL HEALTH AUTHORITY
CONSOLIDATING STATEMENTS OF REVENUES, EXPENSES AND CHANGES IN NET POSITION
ACTUAL TO BUDGET COMPARISON
SIX MONTHS ENDING DECEMBER 31, 2025
(UNAUDITED)

	TRI-CITY MENTAL HEALTH OUTPATIENT CLINIC (TCMH)			TRI-CITY MENTAL HEALTH SERVICES ACT (MHSA)			TRI-CITY MENTAL HEALTH AUTHORITY CONSOLIDATED		
	Actual	Budget	Variance	Actual	Budget	Variance	Actual	Budget	Variance
OPERATING REVENUES									
Medi-Cal FFP	\$ 2,367,643	\$ 4,444,920	\$ (2,077,276)	\$ 3,256,657	\$ 5,248,999	\$ (1,992,342)	\$ 5,624,301	\$ 9,693,919	\$ (4,069,618)
Medi-Cal FFP Prior Year	215	-	215	10,084	-	10,084	10,299	-	10,299
Medi-Cal SGF-EPSTD	358,974	453,337	(94,363)	1,044,239	1,137,194	(92,955)	1,403,213	1,590,531	(187,318)
Medi-Cal SGF-EPSTD Prior Year	-	-	-	420	-	420	420	-	420
Medicare	9,110	4,750	4,360	5,180	2,500	2,680	14,290	7,250	7,040
Patient fees and insurance	-	-	-	261	-	261	261	-	261
Contracts	-	-	-	16,556	-	16,556	16,556	-	16,556
Rent income - TCMH & MHSA Housing	5,390	6,768	(1,378)	29,019	46,310	(17,291)	34,409	53,078	(18,669)
Other income	403	-	403	394	-	394	797	-	797
Provision for contractual disallowances	(226,309)	(398,164)	171,854	(356,974)	(638,620)	281,645	(583,284)	(1,036,783)	453,499
Provision for contractual disallowances prior year	(18)	-	(18)	(872)	-	(872)	(890)	-	(890)
Net Operating Revenues	2,515,408	4,511,611	(1,996,203)	4,004,964	5,796,384	(1,791,419)	6,520,372	10,307,995	(3,787,622)
OPERATING EXPENSES									
Salaries, wages and benefits	4,950,362	5,866,076	(915,714)	10,603,845	13,052,316	(2,448,471)	15,554,208	18,918,393	(3,364,185)
Facility and equipment operating cost	314,373	301,667	12,706	1,101,080	847,953	253,127	1,415,453	1,149,620	265,833
Client program costs	9,214	26,668	(17,454)	2,029,967	306,738	1,723,229	2,039,181	333,406	1,705,775
Grants	103,742	659,132	(555,390)	78,247	66,825	11,422	181,988	725,957	(543,968)
MHSA training/learning costs	-	-	-	51,698	48,486	3,212	51,698	48,486	3,212
Depreciation & amortization	159,380	90,710	68,670	335,363	304,653	30,710	494,743	395,363	99,380
Other operating expenses	449,896	356,694	93,202	1,215,602	1,192,186	23,416	1,665,498	1,548,880	116,618
Total Operating Expenses	5,986,967	7,300,947	(1,313,980)	15,415,802	15,819,156	(403,354)	21,402,769	23,120,103	(1,717,334)
OPERATING INCOME (LOSS)	(3,471,559)	(2,789,336)	(682,224)	(11,410,838)	(10,022,773)	(1,388,065)	(14,882,397)	(12,812,109)	(2,070,288)
Non-Operating Revenues (Expenses)									
Realignment	1,904,775	1,827,675	77,100	-	-	-	1,904,775	1,827,675	77,100
MHSA Funding	-	-	-	14,343,700	14,854,572	(510,872)	14,343,700	14,854,572	(510,872)
Grants and contracts	641,821	1,304,602	(662,781)	-	-	-	641,821	1,304,602	(662,781)
Interest (expense) income, net	316,078	237,091	78,987	1,060,859	1,110,810	(49,951)	1,376,937	1,347,901	29,036
Total Non-Operating Revenues (Expense)	2,862,675	3,369,368	(506,693)	15,404,559	15,965,382	(560,823)	18,267,233	19,334,750	(1,067,516)
INCREASE(DECREASE) IN NET POSITION	\$ (608,885)	\$ 580,032	\$ (1,188,916)	\$ 3,993,721	\$ 5,942,609	\$ (1,948,888)	\$ 3,384,837	\$ 6,522,641	\$ (3,137,804)

Definitions:

Medi-Cal FFP= Federal Financial Participation Reimbursement

Medi-Cal SGF-EPSTD=State General Funds reimbursement for Medi-Cal services provided to children under the

"Early and Periodic Screening, Diagnosis and Treatment" regulations.

TCMH=Tri-City's Outpatient Clinic

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**TRI-CITY MENTAL HEALTH AUTHORITY
ACTUAL TO BUDGET VARIANCE EXPLANATIONS
SIX MONTHS ENDING DECEMBER 31, 2025**

COMMENT: PLEASE NOTE, THE DISCUSSION BELOW MAY USE THE FOLLOWING ABBREVIATIONS:

TCMH==TRI-CITY MENTAL HEALTH (OUTPATIENT CLINIC OPERATIONS)

MHSA==MENTAL HEALTH SERVICES ACT (ACTIVITIES INCLUDE CSS, PEI, INN, WET AND CFTN PROGRAMS)

Net Operating Revenues

Net operating revenues are lower than the budget by approximately \$3.8 million for the following reasons:

- 1 **Medi-Cal FFP revenues for FY 2025-26** were approximately \$4.1 million lower than the budget. Medi-Cal FFP revenues were \$2.1 million lower for TCMH and approximately \$2.0 million lower for MHSA. At TCMH, the adult program revenues were lower than budget by \$1.4 million and the children program revenues were lower by \$710 thousand. For MHSA, the adult and older adult FSP programs were lower than budget by \$1.4 million and the Children and TAY FSP programs were lower by \$565 thousand.
- 2 **Medi-Cal SGF-EPSDT revenues for fiscal year 2025-26** were lower than budget by \$187 thousand of which \$94 thousand lower were from TCMH and \$93 thousand lower were from MHSA. SGF-EPSDT relates to State General Funds (SGF) provided to the agency for provision of qualifying Medi-Cal services for Early Prevention Screening and Diagnostic Testing (EPSDT) to children and youth under 21 years. These funds are in addition to the FFP reimbursed by the federal government.
- 3 **Medicare revenues** are \$7 thousand higher than the budget. Tri-City records revenue when the services are provided and the claims are incurred and submitted.
- 4 **Contract revenues** are approximately \$17 thousand higher than the budget from MHSA.
- 5 **Rent Incomes** are lower than the budget by approximately \$19 thousand. The rental income represents the payments collected from Genoa pharmacy for space leasing at the 2008 N. Garey Avenue and from the tenants staying at the MHSA house on Park Avenue.
- 6 **Provision for contractual disallowances** for fiscal year 2025-26 was lower than budget by \$453 thousand due to lower revenues.

Operating Expenses

Operating expenses were lower than budget by \$1.7 million for the following reasons:

- 1 **Salaries and benefits** are approximately \$3.4 million lower than the budget and of that amount, salaries and benefits are \$916 thousand lower for TCMH operations and are \$2.4 million lower for MHSA operations. These variances are due to the following:

TCMH salaries are lower than the budget by \$492 thousand due to vacant positions. Benefits are also lower by \$424 thousand.

MHSA salaries are lower than budget by \$1.7 million. The direct program salary costs are lower by \$852 thousand due to vacant positions and the administrative salary costs are lower than the budget by \$851 thousand. Benefits are lower than the budget by \$745 thousand due to lower health insurance of \$320 thousand, retirement costs of \$319 thousand, state unemployment insurance of \$89 thousand and medicare tax of \$28 thousand. These higher costs are slightly offset by higher workers compensation insurance.
- 2 **Facility and equipment operating costs** were higher than the budget by \$266 thousand of which \$13 thousand higher was from TCMH and \$253 thousand higher was from MHSA. Overall, furniture costs were higher than the budget by \$8 thousand, building and facility costs were higher by \$6 thousand, equipment costs were higher by \$252 thousand mainly due to the Lap top Refresh Project replacing new laptops for all staff and also at the same time, updated agency's email address to Tricitymhsa.ca.gov.
- 3 **Client program costs** are higher than the budget by \$1.7 million due to a payment of \$1.9 million to the City of Pomona's Hope for Home Year-Round Emergency Shelter for the exclusive 71 beds to support emergency shelter for TCMHA clients.
- 4 **Grants for fiscal year 2025-26** are \$544 thousand lower than the budget. These are the sub-grants awarded under the TCMH Mental Health Student Services Act program and the community grants under the MHSA PEI Community Wellbeing project.
- 5 **MHSA learning and training costs** are \$3 thousand higher than the budget.
- 6 **Depreciation and amortization** are approximately \$99 thousand higher than the budget.
- 7 **Other operating expenses** were higher than the budget by \$116 thousand of which \$93 thousand higher were from TCMH and \$23 thousand higher were from MHSA. Overall, the higher costs were due to higher security expense, personnel recruiting costs and liability insurance. These higher costs are offset with lower attorney fees.

**TRI-CITY MENTAL HEALTH AUTHORITY
ACTUAL TO BUDGET VARIANCE EXPLANATIONS
SIX MONTHS ENDING DECEMBER 31, 2025**

COMMENT: PLEASE NOTE, THE DISCUSSION BELOW MAY USE THE FOLLOWING ABBREVIATIONS:

TCMH==TRI-CITY MENTAL HEALTH (OUTPATIENT CLINIC OPERATIONS)

MHSA==MENTAL HEALTH SERVICES ACT (ACTIVITIES INCLUDE CSS, PEI, INN, WET AND CFTN PROGRAMS)

Non-Operating Revenues (Expenses)

Non-operating revenues, net, are lower than budget by approximately \$1.1 million as follows:

- 1 **TCMH non-operating revenues** are \$507 thousand lower than the budget. Of that, realignment fund was higher than the budget by \$77 thousand, grants and contracts were lower by \$663 thousand, and interest income net were higher by \$79 thousand.
- 2 **MHSA non-operating revenue** is lower than the budget by \$511 thousand.
In accordance with Government Accounting Standards Board, MHSA funds received and available to be spent must be recorded as non-operating revenue as soon as the funds are received. Funds are available to be spent when an MHSA plan and related programs have been approved and the proposed expenditures for those programs have been approved through an MHSA plan, MHSA update, or State Oversight and Accountability Commission.

The differences in actual to budget are broken out as follows:

	Actual	Budget	Variance
CSS funds received and available to be spent	\$ 10,424,618	\$ 10,424,618	\$ -
PEI funds received and available to be spent	2,898,049	3,408,921	(510,872)
WET funds received and available to be spent	-	-	-
CFTN funds received and available to be spent	-	-	-
INN funds received and available to be spent	1,021,033	1,021,033	-
Non-operating revenues recorded	<u>\$ 14,343,700</u>	<u>\$ 14,854,572</u>	<u>\$ (510,872)</u>

CSS and INN recorded revenues are in line with the budget.

PEI recorded revenue is lower than budget by approximately \$511 thousand. The difference is due to the amount received and available for the PEI plan through December 2025. The additional funds received during the fiscal year 2025-26 will be recorded as revenue up to the budgeted amount.

Interest income net with interest expense for MHSA were lower than budget by approximately \$50 thousand.

TRI-CITY MENTAL HEALTH AUTHORITY
CONSOLIDATING STATEMENTS OF REVENUES, EXPENSES AND CHANGES IN NET POSITION
SIX MONTHS ENDED DECEMBER 31, 2025 AND 2024

	PERIOD ENDED 12/31/25			PERIOD ENDED 12/31/24		
	TCMH Unaudited	MHSA Unaudited	Consolidated Unaudited	TCMH Audited	MHSA Audited	Consolidated Audited
REVENUES						
Medi-Cal FFP, net of reserves	\$ 2,171,129	\$ 2,986,355	\$ 5,157,484	\$ 2,183,826	\$ 2,944,495	\$ 5,128,321
Medi-Cal FFP FYE Prior Year	197	9,247	9,444	241,817	200,939	442,755
Medi-Cal SGF-EPSDT	329,179	957,568	1,286,747	510,827	851,626	1,362,453
Medi-Cal SGF-EPSDT Prior Year	-	385	385	59,226	52,058	111,284
Medicare	9,110	5,180	14,290	5,791	4,275	10,066
Realignment	1,904,775	-	1,904,775	1,827,675	-	1,827,675
MHSA funds	-	14,343,700	14,343,700	-	16,693,035	16,693,035
Grants and contracts	641,821	16,556	658,377	454,743	16,071	470,814
Patient fees and insurance	-	261	261	-	-	-
Rent income - TCMH & MHSA Housing	5,390	29,019	34,409	5,390	39,642	45,032
Other income	403	394	797	399	464	862
Interest Income	316,078	1,060,859	1,376,937	228,872	1,075,711	1,304,583
Total Revenues	5,378,082	19,409,523	24,787,605	5,518,565	21,878,315	27,396,881
EXPENSES						
Salaries, wages and benefits	4,950,362	10,603,845	15,554,208	4,086,819	9,478,124	13,564,943
Facility and equipment operating cost	314,373	1,101,080	1,415,453	308,558	856,064	1,164,622
Client lodging, transportation, and supply expense	9,214	2,029,967	2,039,181	7,199	440,144	447,343
Depreciation & amortization	159,380	335,363	494,743	149,937	310,364	460,301
Other operating expenses	553,638	1,345,546	1,899,184	472,688	1,268,172	1,740,860
Total Expenses	5,986,967	15,415,802	21,402,769	5,025,201	12,352,868	17,378,069
INCREASE (DECREASE) IN NET POSITION	(608,885)	3,993,721	3,384,837	493,365	9,525,447	10,018,811
NET POSITION, BEGINNING OF YEAR	13,832,173	38,199,232	52,031,405	10,020,298	32,339,182	42,359,480
NET POSITION, END OF MONTH	\$ 13,223,288	\$ 42,192,953	\$ 55,416,242	\$ 10,513,663	\$ 41,864,629	\$ 52,378,292

NOTE: This presentation of the Change in Net Assets is NOT in accordance with GASB, but is presented only for a simple review of Tri-City's revenue sources and expenses.

Definitions:

Medi-Cal FFP= Federal Financial Participation Reimbursement

Medi-Cal SGF-EPSDT=State General Funds reimbursement for Medi-Cal services provided to children under the "Early and Periodic Screening, Diagnosis and Treatment" regulations.

TCMH=Tri-City's Outpatient Clinic

MHSA=Mental Health Services Act (Proposition 63)



**Tri-City Mental Health Authority
MONTHLY STAFF REPORT**

DATE: February 18, 2026

TO: Governing Board of Tri-City Mental Health Authority
Ontson Placide, LMFT, Executive Director

FROM: Elizabeth Renteria, LCSW Chief Clinical Officer

SUBJECT: Monthly Report of Clinical, Housing and Support Systems Department

I. EXECUTIVE SUMMARY

This report covers Behavioral Health Services Act continuum-of-care development, clinical and housing program planning and readiness, service hours accountability and documentation compliance, and interagency and community partnerships to strengthen outreach, access to care, and crisis response coordination.

II. DEPT OPERATIONAL ITEMS / PROGRAMS & SERVICES

Clinical and Housing Leadership are advancing the design and implementation of an integrated continuum of care aligned with the Behavioral Health Services Act transformation. Leadership teams are strategically developing standardized workflows, program objectives, and comprehensive training plans to ensure organizational readiness and compliance with new program requirements.

III. ADMINISTRATIVE UPDATES

Clinical supervisors and managers are strengthening service-hour accountability processes to ensure clinical documentation is timely, accurate, and compliant with regulatory and contractual standards. Supervisory and management staff regularly review documentation with team members to verify accuracy, address required corrections, and support the delivery of high-quality, appropriate client care. Leadership is also coordinating these efforts with Best Practices (Compliance) at TCMHA.

IV. INTERAGENCY COLLABORATION / COMMUNITY PARTNERSHIPS

Los Angeles County Public Library Collaboration

In late January, Tri-City Mental Health Authority (TCMHA) met with staff from the LA County Public Library, Claremont Branch, to explore opportunities for collaboration focused on outreach to individuals experiencing homelessness. The discussion centered on leveraging the library as a trusted and accessible community space to engage

unhoused individuals and connect community members to behavioral health and supportive services offered by TCMHA. Participants included representatives from TCMHA and LA County Public Library staff, with a shared goal of strengthening cross-sector partnerships that reduce barriers to care and improve access to services for vulnerable populations.

Pomona Police Department and LA County Department of Mental Health – Mental Health Evaluation Unit Collaboration

On February 11, 2026, Tri-City Mental Health Authority (TCMHA) met with representatives from the Pomona Police Department and the Los Angeles County Department of Mental Health Mental Health Evaluation Unit (MEHU) to discuss opportunities for collaboration between TCMHA and Mobile Crisis Care. The meeting focused on identifying ways to address gaps in crisis response services, avoid duplication of efforts, and strengthen coordination across systems. Participants emphasized the importance of ongoing communication to ensure community members and clients are efficiently linked to appropriate services and receive timely, effective crisis responses. The group agreed to convene on a quarterly basis, with more frequent collaboration and communication occurring via phone as needed.

Claremont Unified School District Collaboration

Claremont Unified School District (Claremont USD) is hosting a ribbon cutting ceremony on Thursday, February 19 at 4:00 PM for its new Student and Family Resource Center at Oakmont Outdoor School. TCMHA awarded Claremont USD a Behavioral Health Student Services Act (BHSSA) round 3 sub-grant (\$29,413.00) in 2025 for the development of this resource center with furniture and equipment, supplies (art, toys, décor, office), and infrastructure for a community garden. This new space is anticipated to be a hub for school-community partnerships that remove barriers to care and provide coordinated, wraparound support tailored to students and family's needs. The focal population for services includes foster youth, families experiencing homelessness, and others facing economic and social challenges. The

Student and Family Resource Center will act as home base for clinical therapists, including a foster youth therapist, as well as the site for monthly Foster Youth Advisory Council meetings and corresponding events. To promote mental health and well-being, the center will host workshops and training in prevention and crisis intervention strategies and offer a variety of resources and programming that include essential supplies, parenting support, community education, and nutrition.



**Tri-City Mental Health Authority
MONTHLY STAFF REPORT**

DATE: February 18, 2026

TO: Governing Board of Tri-City Mental Health Authority
Ontson Placide, LMFT, Executive Director

FROM: Seeyam Teimoori, MD, Medical Director

SUBJECT: Monthly Report for the Psychiatry Department

I. EXECUTIVE SUMMARY

The rise in chronic disease trends and related healthcare spending in the United States and in many other countries is unsustainable and 80% or more of all healthcare spending in the U.S. is tied to the treatment of conditions rooted in poor lifestyle choices.

Unfortunately, our clients with mental illnesses for many reasons, such as genetics, medications, economic reasons, etc. are even at a higher risk of developing diabetes, hyperlipidemia, and many other metabolic and chronic diseases.

Lifestyle medicine is a branch of medicine dealing with research, prevention and treatment of disorders caused by lifestyle factors and is the use of a whole food, plant-predominant dietary lifestyle, regular physical activity, restorative sleep, stress management, avoidance of risky substances and positive social connection as a primary therapeutic modality for treatment and reversal of chronic disease. Our medical team, in addition to following practice guidelines to monitor metabolic side effects and laboratory work ups, incorporates the above interventions and measures to improve the outcomes of our clients.

II. DEPT OPERATIONAL ITEMS / PROGRAMS & SERVICES

The implementation of a new initiative in assignment, tracking and reporting our initial medical evaluations to monitor and improve timely medical access and network adequacy for our clients.

III. INTERAGENCY COLLABORATION

- Collaboration with The Best Practices Department on the billing accuracy and client service hours initiatives.
- Collaboration with the central scheduling team on the initial medical evaluations process (as mentioned above).



**Tri-City Mental Health Authority
MONTHLY STAFF REPORT**

DATE: February 18, 2026

TO: Governing Board of Tri-City Mental Health Authority
Ontson Placide, LMFT, Executive Director

FROM: Dana Barford, Director of MHSA and Ethnic Services

SUBJECT: February 2026 Staff Report for MHSA

I. EXECUTIVE SUMMARY

Program activity remained strong across training, service learning, peer mentorship, and community engagement, including multiple professional development sessions, new Service Learner onboarding, preparation for a Suicide Postvention training with nineteen partners, January mental-health presentations, upcoming CRM and ACEs trainings, the launch of a new Peer Mentor cohort with added referrals, stigma-reduction efforts through school and arts programming, and a major civic-engagement milestone as Together For Change CPP member Trent was unanimously appointed by the La Verne City Council to serve as the community representative on the Tri-City Governing Board.

II. DEPT OPERATIONAL ITEMS / PROGRAMS & SERVICES

In January, program staff were actively involved in professional development, completing training in Trauma-Focused CBT Booster, Suicide Prevention, and Understanding Addictions. The Service Learner program continued to expand, with four new applications received and four additional applicants moving through background checks. Staff also collaborated closely with Youth Creating Change to prepare a Suicide Postvention training for school and college mental health professionals, scheduled for February 6 at the Tri-City MHSA Building, with nineteen community partners registered.

Throughout the month, staff delivered several community presentations, including Motivational Interviewing for BUSD interns, the Community Resiliency Model for TELACU, and Everyday Mental Health for Tri-City residents. Additional CRM and Adverse Childhood Experiences training courses are planned for February, particularly for Tri-City Peer Mentor Service Learners.

The Peer Mentor Program launched a new cohort of seven potential mentors representing Pomona, Claremont, and La Verne, spanning Transitional Age Youth, Adults, and Older Adults. Participants received in-person training on mentoring fundamentals, communication skills, and HIPAA and ethical standards. Staff continued providing individualized supervision to existing mentors, and the program received five new

referrals for Adult and Senior participants seeking Spanish- and English-speaking mentors.

Program staff also facilitated a stigma-reduction presentation for Park West High School on January 13, helping students deepen their understanding of mental health, stigma, and available supports—knowledge they plan to apply in their Directing Change film projects. Additionally, Creative Minds art workshops were held on January 14 and 22 for youth and families served by Prototypes and for veterans supported by Hope through Housing. These workshops offered opportunities for creative expression while fostering conversations that reduce stigma and promote mental health awareness.

III. INTERAGENCY COLLABORATION / COMMUNITY PARTNERSHIPS

The Together for Change CPP community group's mission to build civic knowledge and confidence is already bearing fruit. After months of conversations and education about Tri-City governance, a member of the group, Trent, felt prepared to apply for the La Verne community representative seat on the Governing Board. At the February 2 La Verne City Council meeting, the city announced it had received five applications and unanimously selected Trent. His appointment reflects the group's goals coming to life, and the team looks ahead to continuing its community engagement through upcoming focus groups.

Honoring Resilience: Black History & Mental Wellness

This month, we honor the resilience, strength, and enduring contributions of Black individuals and communities—past, present, and future. As we reflect on Black history, we also uplift the importance of mental health, self-care, and collective support, recognizing the unique experiences shaped by race, identity, and lived experience.

We acknowledge that healing is not linear and that the path to well-being is often influenced by both systemic and personal challenges. Even so, there is profound power in seeking support, leaning into community, and continuing to break the silence that has historically surrounded mental health.

As we move forward, may we continue creating spaces where healing, connection, and collective care can thrive—not only during Black History Month, but throughout the year.

Community Events & Resources

- [National Alliance on Mental Illness \(NAMI\) Pomona Valley](#) – Join a Family Support Group
- [Events | Pomona4As](#) – Explore Black History Month programs, gatherings, and wellness-centered events happening throughout February.
- [Pomona Wellness Community](#) – A hub for connection, healing, and culturally responsive mental health support.

- [NAACP – Pomona Valley Branch](#) – Advocacy, community engagement, and resources supporting equity and justice in the local community.
- [Kennedy Austin Foundation](#) – Dedicated to empowering Black communities through education, leadership development, and wellness-focused initiatives.

Additional Mental Health Resources

- [Black History Month | Mental Health America](#) – Learn more about Black mental health history, leaders in the movement, and tools to support mental wellness year-round.
- [Black Emotional and Mental Health Collective](#) (BEAM) – Offers tools and resources for self-care and building healthy relationships. The collective holds free Black-centered healing and support virtual spaces that often include support and meditation. Registration for events are available [here](#).
- [Black Pioneers in Mental Health: Mental Health America](#) – Black Americans' contributions to the field of mental health have been long overlooked. Check out these trailblazers!

**Disclaimer: The information provided above is for resource purposes only. Tri-City Mental Health Authority does not endorse or have any affiliation with the entities mentioned unless explicitly stated.*



**Tri-City Mental Health Authority
MONTHLY STAFF REPORT**

DATE: February 18, 2026

TO: Governing Board of Tri-City Mental Health Authority
Ontson Placide, LMFT, Executive Director

FROM: Natalie Majors-Stewart, LCSW, Chief Compliance Officer

SUBJECT: Monthly Report of Best Practices Department

I. EXECUTIVE SUMMARY

The Best Practices department is continuing to develop 2026 projects and initiatives. Best Practices staff have made additional progress with enhancing internal controls to help ensure regulatory compliance, to help mitigate risk, to increase accuracy and to proactively identify and correct errors. Internal controls include a variety of preventative, detective, and corrective controls.

II. DEPT OPERATIONAL ITEMS / PROGRAMS & SERVICES

Compliance – The compliance team is a critical part of our internal controls processes, as the compliance team ensure that our agency adheres to laws, regulations, and internal policies. The compliance team regularly monitors compliance with legal and ethical requirements and has investigative responsibilities, if any concerns of non-compliance arise.

Data and E.H.R. – The data team also has a vital role in our internal controls processes, as data and analysis are essential to effective monitoring and oversight. Having data available assists with expedited identification of areas of deficiency, allows for expanded monitoring, and facilitates determining areas of risk and tracking improvement. The data and outcomes team prepares and delivers several meaningful monitoring reports weekly, monthly, quarterly, and annually, as an essential aspect of our agency’s internal control monitoring. The E.H.R. (electronic health record) team ensures that the E.H.R. is functioning well and is configured with the most optimal level of internal controls possible.

Quality Assurance – The quality assurance team is an essential part of our internal controls processes as they continually monitor compliance with a variety of standards. The QA team trains and audits weekly to ensure that we maintain required quality standards. The Quality Assurance team (QA) has continued to complete ongoing QA chart reviews to continually monitor and assess the quality of services and documentation.



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

DATE: February 18, 2026

TO: Governing Board of Tri-City Mental Health Authority

FROM: Ontson Placide, LMFT, Executive Director

BY: Kitha Torregano, Human Resources Director

SUBJECT: Consideration of Resolution No. 838 Establishing the Job Descriptions for the Strategic Initiatives Director and Occupational Therapy Student Intern Classifications, and Updating the Master Classification and Salary Schedule to Add these Positions

Summary:

This report seeks Governing Board approval to add new classifications to Tri-City Mental Health Authority's (TCMHA) Classification Plan and Master Classification and Salary Schedule. These positions were previously budgeted and approved as part of the Fiscal Year 2025–2026 budget. With the exception of the intern classification, the proposed classifications have been reviewed by Gallagher Benefit Services, Inc.

The requested action supports organizational readiness for the implementation of the Behavioral Health Services Act (BHSA), effective July 1, 2026, and advances workforce development efforts within Tri-City's administrative and clinical programs.

Background:

TCMHA continues to prepare for significant operational, administrative, and reporting changes required under the Behavioral Health Services Act (BHSA), effective July 1, 2026. In response, Tri-City's Integrated Plan identifies the need for strengthened internal infrastructure and additional administrative support capacity to ensure the agency can effectively meet new requirements and sustain service delivery.

The Strategic Initiatives Director intends to address areas where the agency has historically lacked sufficient administrative direction and support. This position will enhance internal and external coordination, administrative efficiency, and organizational capacity necessary to support BHSA-related changes and future complex initiatives for the agency. The Strategic Initiatives Director will also play a vital role in ensuring that Tri-City is represented and positioned appropriately at the community level and continues to enhance and develop external, mutually beneficial relationships.

In addition, this report includes the addition of an intern classification to support Tri-City's Occupational Therapy program within the Children's Clinic. This position will provide

Governing Board of Tri-City Mental Health Authority
Consideration of Resolution No. 838 Establishing the Job Descriptions for the Strategic Initiatives Director and Occupational Therapy Student Intern Classifications, and Updating the Master Classification and Salary Schedule to Add these Positions
February 18, 2026
Page 2 of 2

programmatic support while offering supervised training and experiential learning opportunities for emerging professionals.

The intern classification also continues to expand Tri-City's future *Pathways to Purpose* internship program, as previously discussed during the Governing Board's May 2025 vacancy reporting presentation. This initiative represents a strategic effort to cultivate, attract, and retain future behavioral health professionals by building early workforce pipelines aligned with Tri-City's mission and service needs.

The Strategic Initiatives Director will be placed at Salary Range 60 \$136,444.13 - \$174,141.14/annually based on compensation data provided by Gallager Benefit Services, Inc. and internal compensation structure alignment of similar classifications.

The Occupational Therapy Student Intern will be placed at Salary Range 15 \$24.9968/hour which is comparable with similar intern classifications.

Fiscal Impact:

There is no additional fiscal impact associated with the proposed classifications. All positions included in this report were incorporated into the Governing Board-approved Fiscal Year 2025–2026 budget.

Recommendation:

Staff recommend that the Governing Board adopt Resolution No. 838 to establish the Strategic Initiative Director and Occupational Therapy Student Intern Job Classifications; and updating the Master Classification and Salary Schedule to include these changes

Attachments:

Attachment 8-A: Resolution No. 838 - Draft

Attachment 8-B: Strategic Initiative Director Job Description

Attachment 8-C: Occupational Therapy Student Intern Job Description

RESOLUTION NO. 838

A RESOLUTION OF THE GOVERNING BOARD OF THE TRI-CITY MENTAL HEALTH AUTHORITY ESTABLISHING THE JOB CLASSIFICATIONS OF THE STRATEGIC INITIATIVES DIRECTOR AND OF THE OCCUPATIONAL THERAPY STUDENT INTERN POSITIONS; AND REVISING THE AUTHORITY'S MASTER CLASSIFICATION AND SALARY SCHEDULE EFFECTIVE JANUARY 21, 2026 TO ADD THESE CHANGES

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

1. Findings. The Governing Board hereby finds and declares the following:

A. Tri-City Mental Health Authority ("TCMHA" or "Authority") desires to establish the job classifications of the Strategic Initiatives Director and of the Occupational Therapy Student Intern positions, to meet current workforce needs and skill requirements necessary for the agency's internal organizational infrastructure to support BHSA-related changes and future complex initiatives for TCMHA; and update the Authority's Master Classification and Salary Schedule to reflect these changes.

B. Based on a compensation study conducted by Gallagher Benefit Services, Inc., the following are the salary ranges for these job classifications:

Strategic Initiatives Director

Salary Range 60 \$136,444.13 - \$174,141.14/annually

Occupational Therapy Student Intern

Salary Range 15 \$24.9968/hour

C. The Authority's Governing Board has previously approved job descriptions, classifications, salary ranges, and benefits for the Authority's employees through the adoption of Resolutions.

2. Action

The Governing Board approves the job descriptions of the Strategic Initiatives Director and of the Occupational Therapy Student Intern classifications; and adopts the Authority's revised Master Classification and Salary Schedule effective January 21, 2026, attached herein as "Exhibit 1", replacing and superseding all previous versions.

[Continued on page 2]

3. Adoption

PASSED AND ADOPTED at a Regular Meeting of the Governing Board held on February 18, 2026, 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

EXHIBIT 1

TRI-CITY MENTAL HEALTH AUTHORITY
MASTER CLASSIFICATION AND SALARY SCHEDULE
EFFECTIVE JANUARY 21, 2026
ADOPTED FEBRUARY 18, 2026

<u>Classification</u>	<u>Salary Range</u>
Accountant	31
Accounting Manager	52
Accounting Technician	22
Administrative Assistant	26
Administrative Services Manager	46
Behavioral Health Advocate I	15
Behavioral Health Advocate II	17
Behavioral Health Program Supervisor	43
Behavioral Health Specialist	22
Behavioral Health Specialist Coordinator	30
Behavioral Health Worker	19
Chief Administrative Officer	65
Chief Clinical Officer	70
Chief Compliance Officer & Privacy Officer	65
Chief Financial Officer	70
Chief Information Officer	65
Clinical Program Manager	57
Clinical Supervisor I	51
Clinical Supervisor II	54
Clinical Therapist I	42
Clinical Therapist II	46
Communications Coordinator	32
Community Behavioral Health Trainer	37
Community Capacity Organizer	37
Community Navigator	19
Compliance Administrator	37
Controller	57
Counselor	31
Crisis Intervention & Medication Support Manager	52
Crisis Intervention & Medication Support Supervisor	37
Data Analyst	42
Data Specialist	38
Data Supervisor	46
Deputy Chief Clinical Officer	61
Director of MHSA & Ethnic Services	65
Diversity, Equity & Inclusion Coordinator	37
Electronic Health Records Specialist	37
Executive Assistant	36
Executive Director	93
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
Human Resources Assistant	19
Human Resources Director	60
Human Resources Technician	32
Information Technology Service Desk & Project Supervisor	46
Information Technology Specialist I	30
Information Technology Specialist II	34
Information Technology Systems Administrator & Security Officer	52
Joint Powers Authority (JPA) Administrator/Clerk	52
Manager of Best Practices	52
Master of Social Work/Master of Marriage & Family Therapy Intern	15

Medical Assistant	15
Medical Director	93
MHSA Program Coordinator	42
MHSA Projects Manager	52
Nurse Practitioner	71
Occupational Therapist	50
Occupational Therapy Student Intern	15
Office Assistant	15
Office Specialist	19
Peer Support Specialist I	15
Peer Support Specialist II	19
Program Analyst	42
Program Manager	52
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
Quality Assurance Supervisor	46
Residential Services Coordinator	18
Revenue/Billing Manager	52
Senior Accountant	37
Senior Facilities Maintenance Worker	23
Senior Human Resources Analyst	42
Senior Information Technology Specialist	52
Senior Behavioral Health Specialist	26
Strategic Initiatives Director	60
TCG Gardener	15
WET Supervisor	46

TRI-CITY MENTAL HEALTH AUTHORITY
 MASTER CLASSIFICATION AND SALARY SCHEDULE
 EFFECTIVE JANUARY 21, 2026
 ADOPTED FEBRUARY 18, 2026

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	
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TRI-CITY MENTAL HEALTH AUTHORITY
MASTER CLASSIFICATION AND SALARY SCHEDULE
EFFECTIVE JANUARY 21, 2026
ADOPTED FEBRUARY 18, 2026

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
90	286,200.87	300,510.85	315,536.45	331,313.30	347,878.96	365,272.90	23,850.07	25,042.57	26,294.70	27,609.44	28,989.91	30,439.41	11,007.73	11,558.11	12,136.02	12,742.82	13,379.96	14,048.96	137,5966	144,4764	151,7002	159,2852	167,2495	175,6120
91	293,355.75	308,023.65	323,424.77	339,596.03	356,575.83	374,404.69	24,446.31	25,668.64	26,952.06	28,299.67	29,714.65	31,200.39	11,282.91	11,847.06	12,439.41	13,061.39	13,714.45	14,400.18	141,0364	148,0883	155,4927	163,2673	171,4307	180,0023
92	300,689.70	315,724.21	331,510.40	348,086.03	365,490.37	383,764.77	25,057.48	26,310.35	27,625.87	29,007.17	30,457.53	31,980.40	11,564.99	12,143.24	12,750.40	13,387.92	14,057.32	14,760.18	144,5624	151,7905	159,3800	167,3491	175,7165	184,5023
93	308,206.95	323,617.41	339,798.21	356,788.20	374,627.46	393,358.85	25,683.91	26,968.12	28,316.52	29,732.35	31,218.96	32,779.90	11,854.11	12,446.82	13,069.16	13,722.62	14,408.75	15,129.19	148,1764	155,5853	163,3645	171,5328	180,1094	189,1148
94	315,912.18	331,707.70	348,293.10	365,707.83	383,993.26	403,192.90	26,326.02	27,642.31	29,024.43	30,475.65	31,999.44	33,599.41	12,150.47	12,757.99	13,395.89	14,065.69	14,768.97	15,507.42	151,8809	159,4749	167,4486	175,8211	184,6121	193,8427
95	323,810.05	340,000.40	357,000.57	374,850.44	393,593.08	413,272.62	26,984.17	28,333.37	29,750.05	31,237.54	32,799.42	34,439.38	12,454.23	13,076.94	13,730.79	14,417.32	15,138.20	15,895.10	155,6779	163,4617	171,6349	180,2166	189,2274	198,6888
96	331,905.23	348,500.38	365,925.51	384,221.76	403,432.85	423,604.60	27,658.77	29,041.70	30,493.79	32,018.48	33,619.40	35,300.38	12,765.59	13,403.86	14,074.06	14,777.76	15,516.65	16,292.48	159,5698	167,5483	175,9257	184,7220	193,9581	203,6561
97	340,202.80	357,212.94	375,073.63	393,827.30	413,518.72	434,194.56	28,350.23	29,767.75	31,256.14	32,818.94	34,459.89	36,182.88	13,084.72	13,738.96	14,425.91	15,147.20	15,904.57	16,699.79	163,5590	171,7370	180,3239	189,3401	198,8071	208,7474
98	348,707.87	366,143.39	384,450.47	403,673.01	423,856.64	445,049.52	29,058.99	30,511.95	32,037.54	33,639.42	35,321.39	37,087.46	13,411.84	14,082.44	14,786.56	15,525.89	16,302.18	17,117.29	167,6480	176,0305	184,8320	194,0736	203,7772	213,9661
99	357,425.53	375,296.83	394,061.74	413,764.83	434,452.97	456,175.82	29,785.46	31,274.74	32,838.48	34,480.40	36,204.41	38,014.65	13,747.14	14,434.49	15,156.22	15,914.03	16,709.73	17,545.22	171,8392	180,4312	189,4528	198,9254	208,8716	219,3153
100	366,361.28	384,679.39	403,913.18	424,108.90	445,314.29	467,580.06	30,530.11	32,056.62	33,659.43	35,342.41	37,109.52	38,965.01	14,090.82	14,795.36	15,535.12	16,311.88	17,127.47	17,983.85	176,1352	184,9420	194,1890	203,8985	214,0934	224,7981



STRATEGIC INITIATIVES 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:

The Strategic Initiatives Director (SID) is a senior leader responsible for driving forward Tri-City's high-priority initiatives and cross-sector collaborations. This role leads the design, development, and implementation of transformative projects that expand services, strengthen partnerships, and secure sustainable funding streams. The SID ensures alignment with Tri-City's long-term strategic goals, with a particular focus on system transformation which includes all aspects of TCMHA's FFP/Medi-Cal, Behavioral Health Services Act (BHSA), and Social Service Program development.

SUPERVISION RECEIVED AND EXERCISED

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

DISTINGUISHING CHARACTERISTICS:

The Strategic Initiatives Director (SID) serves as Tri-City's senior leader responsible for advancing high-impact, cross-agency initiatives that shape the organization's long-term direction. The role is future-focused, project-oriented, and cross-departmental, serving as a bridge between strategic vision and agency-wide execution.

The SID's work is distinguished by its strategic scope, organizational reach, and emphasis on systems-level change. The position provides conceptual and operational leadership for initiatives that require multi-department alignment, long-range planning, and coordinated implementation across Finance, Operations, Programs, and Administrative divisions. Unlike classifications responsible for daily operations, program management, or direct service delivery, the SID focuses on planning, designing, and steering major initiatives that enable agency growth, modernization, and transformation.

This role ensures Tri-City remains adaptive and forward-looking by guiding the strategic direction of complex initiatives; fostering collaboration across internal teams and external partners; and supporting the evolution of agency systems, infrastructure, and service capabilities. The SID is distinguished by its emphasis on innovation, strategic integration, and agency-wide impact — translating organizational priorities into actionable frameworks that position the agency for long-term success.

ATTACHMENT 8-B

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

Strategic Planning & Implementation

- Collaborate with the Executive Director and executive leadership team to develop and execute organizational strategic initiatives.
- Lead cross-departmental efforts to launch all new programs, projects, and community partnerships.
- Monitor and evaluate outcomes of initiatives, ensuring alignment with Tri-City's mission and Mental Health, Behavioral Health Services Act (BHSA), and general Social Services priorities.

Partnership Development & External Relations

- Cultivate and maintain strong relationships with mission-connected government agencies, healthcare systems, community-based organizations, and funders.
- Represent Tri-City in regional and statewide initiatives focused on behavioral health system transformation.
- Identify opportunities for collaboration that enhance service delivery and funding opportunities.

Program & Policy Innovation

- Lead efforts to research and design innovative behavioral health and inclusive supportive services programs.
- Track emerging trends, legislation, and funding opportunities relevant to Tri-City's work.
- Provide policy analysis and strategic recommendations to the Executive Team and Board.

Resource Development & Sustainability

- Partner with Executive Administration, Finance, and Program teams to secure and manage grants, contracts, and public-private partnerships.
- Develop business plans and sustainability models for major initiatives.
- Assist in capital project planning and execution, including housing development projects.

Leadership & Organizational Development

- Serve as a thought partner to the Executive Team and Governing Board in advancing Tri-City's long-term vision.
- Lead cross-functional teams and task forces to deliver complex projects.
- Provide mentorship and guidance to staff engaged in strategic projects.

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, Training, and Experience:

Bachelor's degree in public administration, Project Management, Business Administration, Social Work, or related field and a minimum of five (5) years of experience leading complex projects or initiatives in a government, nonprofit, healthcare, or social services setting. A master's degree in public administration, program management, business administration, social work, or a related field is preferred.

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:

- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Principles and practices of project management, including planning, scheduling, budgeting, and performance tracking.
- Methods and techniques for strategic planning, organizational development, and change management in a public or nonprofit setting.
- Behavioral health systems, social services programs, and community-based service delivery models.
- Applicable federal, state, and local regulations related to mental health services, capital projects, and intergovernmental partnerships.
- Contract administration, procurement, and grant management processes in a government or social services environment.
- Data analysis and evaluation techniques to measure program outcomes and project effectiveness.
- Principles of organizational leadership, team dynamics, and cross-functional collaboration.
- Public sector budgeting and financial management as related to large-scale projects and multi-source funding streams.
- Techniques for effective communication, report preparation, and presentation to diverse audiences including boards, funders, and community stakeholders.

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.
- Plan, organize, and manage multiple complex initiatives from conception through completion.
- Translate strategic goals into operational projects with measurable outcomes and deliverables.
- Coordinate cross-departmental teams and build consensus among staff, consultants, and external partners.
- Interpret and apply policies, regulations, and funding requirements to ensure compliance and project success.
- Develop and monitor budgets, schedules, and contracts related to strategic initiatives.

- Analyze data and operational needs, identify gaps, and recommend effective solutions.
- Lead and motivate teams, fostering collaboration and accountability across diverse functional areas.
- Represent Tri-City effectively with public agencies, community partners, and professional organizations.
- Adapt to changing priorities and respond effectively to emerging opportunities or challenges.

PHYSICAL DEMANDS (ADA)

Must possess mobility to work in a standard office setting; ability to sit for extended periods while performing desk-based tasks; and sufficient vision, hearing, and speech to read printed materials, use a computer, and communicate in person and by telephone. Finger dexterity is required to operate a computer and standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull file drawers and must be able to lift, carry, push, and pull materials and objects up to 10 pounds. Occasional travel to meetings or site visits may be required.

ENVIRONMENTAL CONDITIONS

Work is performed primarily in a standard office environment with moderate noise levels, controlled temperature conditions, and routine use of office equipment. Work may require standing and walking between work areas. Employees may have direct contact with clients who are distressed or experiencing mental health symptoms. Incumbents may be required to operate a motor vehicle and visit various Authority sites.

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 perform duties accordingly.

Must receive satisfactory results from a background investigation, pre-employment physical examination including drug/alcohol testing, and administrative review.



OCCUPATIONAL THERAPY STUDENT INTERN

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 direct supervision of an Occupational Therapist, the Occupational Therapy Student (OTS) Intern will learn to provide comprehensive, quality driven community occupational therapy mental health services for residents in the cities of Claremont, La Verne, and Pomona. The OTS Intern will learn to apply techniques and principles of psychiatric occupational therapy in a training program; may also be assigned additional agency projects, including macro-level assignments such as assessments, research, administrative projects, or other non-clinical work aligned with occupational therapy training pathways. This job description is meant to encompass the essential duties and functions that this classification will perform outside of the graduate program schedule and beyond their field placement commitment.

The OTS Intern will report to and receive direction and assignments from the applicable Occupational Therapist (“Field Instructor” or Doctor of Occupational Therapy) and/or Clinical Program Manager.

DISTINGUISHING CHARACTERISTICS:

Positions allocable to this classification work under the close supervision of licensed occupational therapists, in accordance with requirements set forth by the Board of Occupational Therapy. Incumbents are assigned to a program designed to provide a comprehensive and intensive overview of the methods, processes, and procedures for providing behavioral health services to an established client base, to gain practical experience.

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

- Attend and participate in individual and group supervision sessions, agency meetings, special projects, and staff training.
- Work within assigned areas of community mental health services and assigned cases by the Fieldwork Instructor.
- Provide individual, group, and collateral rehabilitation services and other approved behavioral health services in office, telehealth or field-based settings.
- Learn and conduct occupational therapy screenings and assessments as directed by Fieldwork Educator.
- Engage in mandated reporting of child abuse/neglect and dependent/older adult abuse.
- Ensure timely documentation (within 24 hours) in the agency’s Electronic Health Record System.

- Regularly consult with the treatment team, including the Fieldwork Instructor, and other staff, to monitor client progress and provide strength-based, recovery-oriented care.
- Complete documentation and other relevant training provided by Tri-City Mental Health Authority.
- Perform other duties as assigned.

QUALIFICATIONS:

Education, Training, and Experience:

- Enrollment and active status in an Occupational Therapy Doctorate (OTD) program at an accredited college or university with an affiliation agreement with Tri-City Mental Health Authority.

Skill to:

- Operate a desktop computer and a variety of software programs to respond to email communications.
- Operate a motor vehicle safely.

Ability to:

- Ability to attend the internship for a minimum of 20 hours per week, but no more than 40 hours per workweek.
- Ability to maintain, practice confidentiality and work in a professional manner.
- Ability to maintain appropriate client boundaries.
- Ability to work with clients with diverse history, background, life-stages, strengths, disabilities, gender orientation, culture, etc.
- Work safely and efficiently and independently as required.
- Understand and follow verbal and written instructions.
- Communicate effectively with vendors, contractors, staff and management, both orally and in writing.
- Establish and maintain cooperative and effective working relationships with others including management, staff, contractors, customers, school staff and the public.
- Maintaining appropriate boundaries with clients.

Special Requirements:

- Possess and maintain 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 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.

PHYSICAL STANDARDS:

The position requires prolonged sitting, reaching, twisting, turning, bending, stooping, lifting, and carrying paper and documents weighing up to 30 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.



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

DATE: February 18, 2026

TO: Governing Board of Tri-City Mental Health Authority

FROM: Ontson, Placide, LMFT, Executive Director

BY: Diana Acosta, CPA, Chief Financial Officer
Trevor Bogle, Controller

SUBJECT: Consideration of Resolution No. 839 Establishing the Reconciliation and Reporting of Service Encounter Claims Policy and Procedure No. I.29, Effective February 18, 2026

Summary:

As part of our policy and procedure management plan, agency policies are created, reviewed, and updated on an ongoing, or as needed basis to ensure that policies are up to date with the most current statutes, regulations, contract requirements, best practices, and internal procedures.

Background:

Policy and Procedure No. I.19, Reconciliation and Reporting of Service Encounter Claims, establishes standards and guidelines for reconciling and reporting service encounter claims, to ensure accurate financial reporting, timely resolution of claim discrepancies, and compliance with federal and state requirements. The new draft policy is included for Governing Board review and approval.

Fiscal Impact:

None Required.

Recommendation:

Staff recommends that the Governing Board adopt Resolution No. 839 establishing the Policy and Procedure No. I.29 for the Reconciliation and Reporting of Service Encounter Claims, effective February 18, 2026.

Attachments:

Attachment 9-A: Resolution No. 839 – Draft

Attachment 9-B: Policy and Procedure No. I.29 – Reconciliation and Reporting of Service Encounter Claims

RESOLUTION NO. 839

A RESOLUTION OF THE GOVERNING BOARD OF THE TRI-CITY MENTAL HEALTH AUTHORITY ADOPTING THE AUTHORITY'S RECONCILIATION AND REPORTING OF SERVICE ENCOUNTER CLAIMS POLICY AND PROCEDURE NO. I.29, EFFECTIVE FEBRUARY 18, 2026

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

1. **Findings.** The Governing Board hereby finds and declares the following:

A. Tri-City Mental Health Authority ("TCMHA" or "Authority") desires to adopt its *Reconciliation and Reporting of Service Encounter Claims Policy and Procedure No. I.29* to establish standards and guidelines for reconciling and reporting service encounter claims, ensuring accurate financial reporting, timely resolution of claim discrepancies, and compliance with federal and state requirements.

B. TCMHA Policies and Procedures are routinely reviewed and updated, or newly established, for best practices and to ensure they are relevant, effective, and compliant with current regulations, applicable laws, mandates, and processes.

2. **Action**

The Governing Board approves and establishes the Authority's Reconciliation and Reporting of Service Encounter Claims Policy and Procedure No. I.29, effective February 18, 2026.

3. **Adoption**

PASSED AND ADOPTED at a Regular Meeting of the Governing Board held on February 18, 2026, by the following vote:

[Continued on page 2]

AYES:

NOES:

ABSTAIN:

ABSENT:

JED LEANO, CHAIR

APPROVED AS TO FORM:

ATTEST:

STEVEN L. FLOWER, GENERAL COUNSEL

MICAELA P. OLMOS, RECORDING SECRETARY

DRAFT



TRI-CITY MENTAL HEALTH AUTHORITY
POLICY & PROCEDURE

SUBJECT: Reconciliation and Reporting of Service Encounter Claims	POLICY NO.: I.29	EFFECTIVE DATE: 2/18/2025	PAGE: 1 of 4
APPROVED BY: Governing Board Executive Director	SUPERCEDES: New	ORIGINAL ISSUE DATE: 2/18/2025	RESPONSIBLE PARTIES: Chief Financial Officer

1. PURPOSE

The purpose of this policy is to establish standards and guidelines for reconciling and reporting service encounter claims, to ensure accurate financial reporting, timely resolution of claim discrepancies, and compliance with federal and state requirements.

2. POLICY

TCMHA shall perform a routine and systematic reconciliation of Accounts Receivable (A/R) & Claims Status on a regular basis. Reconciliation of activities shall be documented and retained in accordance with regulatory and contractual records of retention requirements. A/R & Claims Status Report will be provided to the Governing Board, quarterly, within 60 days after quarter-end.

3. DEFINITIONS

When used in this Policy, the following terms shall have the meanings hereinafter set forth unless the context indicates otherwise:

- 3.1 Adjudicated Claim:** A claim that has completed processing and received a payment decision.
- 3.2 Aging:** Categorization of A/R outstanding by fiscal years.
- 3.3 A/R (Accounts Receivable):** Earned revenue billed or claim submitted but not yet collected.
- 3.4 Claim:** A reimbursement request submitted to a funding source based on allowable costs/services.
- 3.5 Claims Reconciliation:** The process of comparing paid, denied, adjusted, or outstanding claims against source systems to verify accuracy and completeness.



SUBJECT: Reconciliation and Reporting of Service Encounter Claims	POLICY NO.: I.29	EFFECTIVE DATE: 2/18/2025	PAGE: 2 of 4
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- 3.6 Correction / Adjustment:** Changes to a claim/invoice due to error, missing support, or funder feedback.
- 3.7 Denied Claim:** A claim that has been formally rejected by DHCS and/or LADMH as not payable due to ineligibility, non-covered services, documentation deficiencies, untimely submission, or other disallowance reasons. Denied claims by DCHS are adjudicated as denied and thus not recorded in A/R. Denied claims by LADMH are never submitted for adjudication by the State and thus not recorded in A/R.
- 3.8 Disallowance:** Claim deemed not payable internally which will result in a voided or corrected claim that is then resubmitted through the claiming process.
- 3.9 Encounter Data:** Services provided to Medi-Cal members that are reported to Department of Health Care Services (DHCS) for managed care oversight and federal reporting.
- 3.10 Financial Reporting Period:** The fiscal year or reporting period used for accounting records, Annual Revenue and Expenditure Report (ARER), Financial Transactions Report (FTR), and other required financial reports.
- 3.11 Held Claims:** Claims that are not yet submitted through the claiming process until such time that they are internally reviewed and approved by clinical management and/or QC. Approved claims are then submitted through the claiming process.
- 3.12 Reconciliation:** Matching claims/invoices, payments, and ledger entries to verify completeness and accuracy.
- 3.13 Variance:** Any discrepancy between expected and actual claim payment, status, or reporting.
- 3.14 Voided Claims:** Claims that were previously submitted and/or paid but have been formally reversed in the claims system to revenue source (e.g. DMH, DHCS, etc) due to error, duplication, correction, or adjustment.

4. PROCEDURES

- 4.1 Claims Reconciliation Process.** The claims reconciliation process shall include:
 - 4.1.1 Cash receipts-to-A/R Reconciliation:** To ensure payments received are applied accurately and promptly.



SUBJECT: Reconciliation and Reporting of Service Encounter Claims	POLICY NO.: I.29	EFFECTIVE DATE: 2/18/2025	PAGE: 3 of 4
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4.1.2 Claim/Invoice-to-General Ledger Reconciliation: To ensure all billings/claims recorded agree to the general ledger revenue and A/R accounts. Investigate and resolve variances (rates, calculations, timing, miscoding, duplicates, missing entries)

4.1.3 Supporting Documentation-to-Claim Reconciliation: To ensure claims billed are fully supported and allowable. Confirmation that documentation exists and matches billed units/costs; That claim is allowable per contract/eligibility rules.

4.1.4 Any identified denied claim, underpayment, outstanding payment or overpayment, will be identified, tracked, and reflected in accounting records and reports. Identified overpayments will be returned to revenue source within the requisite 60-day reporting period as part of normal operations.

4.1.5 Significant reconciliation findings will be reported to executive leadership as appropriate.

4.1.6 All reconciliation activities, findings, and resolutions will be documented and retained for a period of 10 years from the most recent date of service included in the report, the final date of the contract period between the plan and the provider, or from the date of completion of any audit, whichever is later.

4.2 Quarterly Board Reporting Requirements

4.2.1 Finance will provide a Quarterly A/R & Claims Status Report to the Board within 60 days after quarter-end.

4.2.2 Claims Reconciliation Report Contents

4.2.2.1 Accounts Receivable Snapshot

4.2.2.1.1 Total A/R balance

4.2.2.1.2 Comparison to prior quarter (trend)

4.2.2.2 Claims submitted during quarter

4.2.2.3 Payments received during quarter

4.2.2.4 Overpayments Identified/(Returned)

4.2.2.5 Voids/Disallowances



SUBJECT: Reconciliation and Reporting of Service Encounter Claims	POLICY NO.: I.29	EFFECTIVE DATE: 2/18/2025	PAGE: 4 of 4
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- 4.2.2.6 Denials
 - 4.2.2.6.1 Held Claims
- 4.2.2.7 Status of corrections/resubmissions
- 4.2.2.8 Statement that monthly reconciliations were completed

5. REFERENCES

- 5.1 Code of Federal Regulations Title 42 Section 455.2
- 5.2 Code of Federal Regulations Title 42 Section 438.608(d)
- 5.3 California Code of Regulations Title 9 Section 784.28(a)
- 5.4 Department of Health Care Services MHSUDS Information Notice No.: 19-034
- 5.5 Los Angeles County Department of Mental Health: Policy 813.05



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

DATE: February 18, 2026
TO: Governing Board of Tri-City Mental Health Authority
FROM: Ontson Placide, LMFT, Executive Director
BY: Diana Acosta, CPA, Chief Financial Officer
SUBJECT: Service Encounter Claims Reconciliation and Report

Summary:

A report of periodic and systematic reconciliation of accounts receivable and reporting service encounter claims is being provided in accordance with Policy No. I.29.

Background:

In accordance with Policy and Procedure No. I.29, Reconciliation and Reporting of Service Encounter Claims (included for approval in the February 18, 2026 Agenda), TCMHA shall perform a routine and systematic reconciliation of Accounts Receivable (A/R) & Claims Status on a regular basis. The accounts receivable & claims data will be reported and provided to the Governing Board quarterly and within 60 days of quarter-end. This report however has been brought current through January 2025, and subsequent reports will be provided quarterly in accordance with the policy.

Also, in accordance with the policy any identified denied claim, underpayment, outstanding payment or overpayment, will be identified, tracked, and reflected in accounting records and reports. Identified overpayments will be returned to revenue source within the requisite 60-day reporting period as part of normal operations.

Fiscal Impact:

As noted in the above referenced policy, any identified denied claim, underpayment, outstanding payment or overpayment, will be identified, tracked, and reflected in accounting records, and identified overpayments will be returned to the revenue source within the requisite 60-day reporting period as part of normal operations.

Attachments:

Attachment 10-A: Accounts Receivable and Service Encounter Data Quarterly Report

Accounts Receivable and Service Encounter Data Quarterly Report

Accounts Receivable Snapshot 4.4.1

GL account 11177 & 11165

<u>Fiscal Years</u>	<u>Net Receivable</u>	<u>Payments</u>	<u>Remaining Receivable</u>	
2015-16	\$ 6,675,177	\$ (6,658,348)	\$ 16,829	
2016-17	\$ 6,627,444	\$ (6,627,444)	\$ -	
2017-18	\$ 7,494,001	\$ (7,494,001)	\$ -	
2018-19	\$ 8,853,021	\$ (8,813,082)	\$ 39,939	
2019-20	\$ 10,366,495	\$ (9,050,014)	\$ 1,316,481	
2020-21	\$ 11,164,507	\$ (11,164,507)	\$ -	
2021-22	\$ 11,054,869	\$ (11,054,869)	\$ -	
2022-23	\$ 13,242,397	\$ (13,206,618)	\$ 35,779	
2023-24	\$ 17,732,990	\$ (17,743,999)	\$ (11,009)	
2024-25	\$ 16,350,366	\$ (13,268,447)	\$ 3,081,919	
2025-26	\$ 7,048,951	\$ -	\$ 7,048,951	
	<u>\$ 116,610,218</u>	<u>\$ (105,081,329)</u>	<u>\$ 11,528,889</u>	total A/R Balance as of Dec. 31, 2025 (4.4.1a)
			\$ 9,195,680	total A/R Balance as of Sept. 31, 2025 (4.4.1b)

		<u>2026</u>		<u>Quarter 2 FY 2026</u>		<u>QTR 2 FY 2026 Total</u>	<u>QTR 1 FY 2026</u>
		<u>January</u>	<u>December</u>	<u>November</u>	<u>October</u>		
4.4.2	Claims submitted during quarter	884,107	965,287	1,193,087	1,307,032	3,465,406	3,583,545
4.4.3	Claims paid (cash receipts)	3,328,282	120,855	769,409	236,267	1,126,531	753,693
4.4.4	Overpayments Identified (Returned)	848,959	-	-	-	-	-
4.4.5	Voids/Dissallowances	-	-	1,979	3,610	5,589	8,588
4.4.6	Denials	140,306	1,480	4,629	145,482	151,591	47,294
4.4.7	Held Claims	507,420	514,545	412,643	-	927,188	-

4.4.8 & 4.4.9

Status of corrections/resubmissions and Statement that monthly reconciliations were completed

As of the quarter ended, any claiming corrections that have been identified and approved for resubmission have been submitted through the claiming process.

All monthly reconciliations have been performed, completed, reviewed and approved by the Revenue Manager and the Controller. All resulting journal entries have been performed, completed, reviewed and approved by the Accounting Manager and Controller and posted to the general ledger.



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

DATE: February 18, 2026

TO: Governing Board of Tri-City Mental Health Authority

FROM: Ontson Placide, LMFT, Executive Director

BY: Dana Barford, Director of MHSA and Ethnic Services

SUBJECT: Consideration of Resolution No. 840 Approving an Affiliation Agreement with the Palo Alto University, and Authorizing the Executive Director to Execute the Agreement and any Amendments Thereafter

Summary:

Tri-City Mental Health Authority (TCMHA) has been a field placement agency for numerous Master of Social Work graduate programs for over a decade. In these partnerships, TCMHA provides a field-based learning environment for MSW student interns to develop knowledge and skills by bridging academic course work with real world practice experience. The Memorandum of Understanding (MOU) presented to the Governing Board for approval will continue this partnership with Palo Alto University's Master of Social Work graduate program until June 30, 2029.

Background:

Master of Social Work Field Internship has been integral in preparing future clinical social workers. This is cost-effective means in the development, recruitment, training, and retention strategy for Tri-City Mental Health Authority clinical workforce. MSW students during their internship gain training and skills in becoming future clinical social workers as they become familiar with the policy, procedures, and operations of Tri-City. TCMHA benefits over the course of each academic year by providing support for programming at the Wellness Center and outpatient clinical services.

Fiscal Impact:

The fiscal impact is minimal. The MOU continues the work done in prior years. No Additional funds are requested from TCHMA with the approval of this MOU. Existing allocations continue to support general program operations, materials cost, general liability, mileage, and portion of MSW Student Intern's contractual hours for services provided beyond the requirements of each graduate program's field curriculum hours.

Governing Board of Tri-City Mental Health Authority
Consideration of Resolution No. 840 Approving an Affiliation Agreement with the Palo Alto University Master of Social Work graduate program, and Authorizing the Executive Director to Execute the Agreement and any Amendments Thereafter
February 18, 2026
Page 2 of 3

Recommendation

A motion to adopt Resolution No. 840 authorizing the Executive Director to execute an Affiliation Agreement with Palo Alto University, Master of Social Work Program, and any amendments thereafter, beginning March 1, 2026 through June 30, 2029.

Attachment

Attachment 11-A: Resolution No. 840 - Draft

Attachment 11-B: Affiliation Agreement with Palo Alto University

RESOLUTION NO. 840

A RESOLUTION OF THE GOVERNING BOARD OF THE TRI-CITY MENTAL HEALTH AUTHORITY APPROVING AN AFFILIATION AGREEMENT FOR STUDENT FIELD INTERNSHIPS WITH PALO ALTO UNIVERSITY, AND AUTHORIZING THE EXECUTIVE DIRECTOR TO EXECUTE THE AGREEMENT AND ANY AMENDMENTS THEREAFTER

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

1. Findings. The Governing Board hereby finds and declares the following:

A. Tri-City Mental Health Authority (“Authority” or “TCMHA”) desires to train and provide practical fieldwork experience to Palo Alto University (“University”) students enrolled in its Master of Social Work Program, pursuant to the Affiliation Agreement.

B. The Authority affirms that the University is an independent contractor and not an employee, agent, joint venture or partner of TCMHA. The Agreement does not create or establish the relationship of employee and employer between the University and TCMHA.

C. The Authority affirms that University students are considered learners who are fulfilling specific requirements for field experiences as part of a degree and/or credential requirement during their school calendar year, and are not employees, agents, joint venture or partners of TCMHA.

2. Action

The Governing Board approves the Affiliation Agreement with Palo Alto University, in substantially the same form as presented at its meeting on February 18, 2026, and authorizes the Authority’s Executive Director to enter into and execute the Agreement, effective March 1, 2026 through June 30, 2029; and any Amendments or extensions of such Agreement.

[Continued on page 2]

3. Adoption

PASSED AND ADOPTED at a Regular Meeting of the Governing Board held on February 18, 2026, 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



HOPE. WELLNESS. COMMUNITY.

Let's find it together.

Founded in 1960
by the residents
of Pomona,
Claremont and La
Verne.

www.tricitymha.ca.gov

AFFILIATION AGREEMENT

BETWEEN THE

TRI-CITY MENTAL HEALTH AUTHORITY

AND

PALO ALTO UNIVERSITY, INC.

DATED

MARCH 1, 2026

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

ATTACHMENT 11-B

TABLE OF CONTENTS

	<u>PAGE</u>
1. PARTIES AND DATE.	1
2. INDEPENDENT CONTRACTOR.	1
3. SCOPE OF SERVICES.	1
4. PERFORMANCE OF SERVICES.	1
4.1 TCMHA (Practicum Site) Responsibilities.	1
4.2 UNIVERSITY (Sponsoring Institution) Responsibilities.	2
5. COMPLIANCE.	3
6. TIME AND LOCATION OF WORK.	4
7. TERMS.	4
8. TERMINATION.	4
9. RESEARCH.	4
10. NO FINANCIAL AGREEMENT.	4
11. LICENSES.	4
12. PROPRIETARY INFORMATION.	5
13. FAIR LABOR STANDARDS ACT AND DISPLACEMENT OF ORGANIZATION EMPLOYEES.	5
14. CONFLICT OF INTEREST.	5
15. GENERAL TERMS AND CONDITIONS.	5
15.1 Mutual Indemnification.	5
15.2 Insurance.	6
15.3 Non-Discrimination and Equal Employment Opportunity.	7
15.4 Prohibition on Assignment.	7
15.5 Changes to the Agreement.	7
15.6 Contractor Attestation.	7
15.7 Governing Law, Jurisdiction And Venue.	8
15.8 No-Use of Names.	8
15.9 No Third Party Beneficiaries.	8
16. REPRESENTATIVE AND NOTICE.	8
17. EXHIBITS.	9
18. EFFECTIVE DATE.	9
19. ENTIRE AGREEMENT.	9
20. SEVERABILITY.	9
21. WAIVER.	9
22. EXECUTION.	10

AGREEMENT

1. PARTIES AND DATE

THIS AGREEMENT (hereinafter “Contract” or “Agreement”) is made and entered into as of March 1, 2026 by and between the TRI-CITY MENTAL HEALTH AUTHORITY (“TCMHA” or “Practicum Site”), 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, and PALO ALTO UNIVERSITY, INC. (“UNIVERSITY” or “Sponsoring Institution”) a California Nonprofit Corporation for public benefit, with its principal place of business at 1791 Arastradero Road, Palo Alto, CA 94304. TCMHA and UNIVERSITY are sometimes individually referred to as a “Party” and collectively as “Parties.”

2. INDEPENDENT CONTRACTOR

The express intention of the Parties is that UNIVERSITY is an independent contractor and not an employee, agent, joint venture or partner of TCMHA. Nothing in this Agreement shall be interpreted or construed as creating or establishing the relationship of employee and employer between UNIVERSITY and TCMHA or any employee, agent, or student at UNIVERSITY. At all times UNIVERSITY shall be an independent contractor and UNIVERSITY 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 UNIVERSITY or any of UNIVERSITY’s students, except as set forth in this Agreement.

3. SCOPE OF SERVICES

TCMHA will provide UNIVERSITY students (“Students”) practical fieldwork experience (“Program”) pursuant to the terms of this Agreement. TCMHA will serve as a learning site offering facilities, resources, and training supervision to Students enrolled in the UNIVERSITY’s College of Social and Behavioral Sciences Master’s Program, and approved for placement at TCMHA by UNIVERSITY.

4. PERFORMANCE OF SERVICES

4.1 TCMHA (Practicum Site) Responsibilities

4.1.1 Allow Students reasonable access to its site to fulfil internship hours and requirements within the scope of services offered by TCMHA in accord with an individual learning contract developed in line with the Student’s learning objectives. When appropriate and agreed upon by the Parties, TCMHA may provide a remote or off-site internship experience with supervision by TCMHA staff. TCMHA shall determine the number of Students it is capable of accepting for fieldwork placement, and the academic programs that it is willing to provide training.

4.1.2 Assign qualified employees to supervise, coordinate and oversee the internship experience, ensure the assigned Students perform tasks consistent with the Student learning objectives, verify hours completed and provide feedback on the Student’s performance. When required by state or professional licensing boards, TCMHA will assign a supervisor or

preceptor that is a licensed practitioner in the applicable health sciences field to oversee the Students in the clinical education training program.

4.1.3 TCMHA shall provide an orientation of its site and all relevant policies and procedures to assigned Students and UNIVERSITY faculty. TCMHA shall inform the participating Student of any potential health or safety risks associated with the location of their field placement.

4.1.4 Allow management or employees to participate in meetings with UNIVERSITY, complete verification forms or otherwise communicate with UNIVERSITY faculty regarding the program.

4.1.5 Coordinate emergency care or first aid to Students enrolled in the Program.

4.1.6 Have the right to refuse participation to any Student who TCMHA determines is not participating satisfactorily in the Program. In the event that TCMHA determines a Student is not satisfactorily participating in the Program, TCMHA will consult with UNIVERSITY regarding the reasons for denying participation of such Student, but TCMHA shall make the final decision on such Student's participation in its sole discretion and UNIVERSITY agrees to honor any such decision.

4.2 UNIVERSITY (Sponsoring Institution) Responsibilities

4.2.1 Be responsible for development, organization, and implementation of the academic curriculum and Student learning objectives related to the internship Program; and provide TCMHA with a statement of its educational goals, of appropriate learning experiences, and of its expectations for Student performance in the Program.

4.2.2 Be responsible for the selection, placement, removal, and final grading of Students placed with TCMHA. These decisions shall be made in consultation with TCMHA in accordance with the respective responsibilities of each Party to this Agreement.

4.2.3 Designate Students in such numbers as are mutually agreed to by both Parties.

4.2.4 Maintain all attendance and academic records of Students participating in field work assignments pursuant to this Agreement.

4.2.5 Assign a representative of its faculty to act as the Faculty Field Liaison between UNIVERSITY and TCMHA in the development and execution of the internship Program, rotation plan, the valuation of Student performance, and to engage in such other activities as are of mutual concern in the provision of Student training.

4.2.6 The Faculty Field Liaison will exchange relevant information regarding the Student's progress with TCMHA's Primary Supervisor as needed; and will also notify TCMHA's director in advance of: a) schedules of the Students participating in the Program, b) placement of Students in fieldwork assignments, and 3) changes in fieldwork assignments.

4.2.7 Be responsible for the Students professional activities and conduct while they are at TCMHA locations; require every Student to conform to all applicable TCMHA policies, procedures, and regulations, and all requirements and restrictions specified by TCMHA; and inform the Students that they will serve as volunteers without compensation, and that they will not be considered officers, agents or employees of TCMHA for any purpose, including Worker's Compensation purposes. These requirements shall include, but are expressly not limited to, that every Student shall be required to successfully pass a criminal history background investigation as a condition of participation in the program. UNIVERSITY will assure that each Student is covered by health and liability (malpractice) insurance.

4.2.8 In consultation and coordination with the TCMHA's staff, arrange for periodic conferences between appropriate representatives of UNIVERSITY and TCMHA to evaluate the fieldwork experience program provided under this Agreement.

4.2.9 The UNIVERSITY shall make available to TCMHA personnel its libraries, teaching materials and other resources as shall further the objectives of this Agreement, to the extent that such resources are not required for other UNIVERSITY purposes. The UNIVERSITY shall seek the consultation of TCMHA in the development of the educational goals and curriculum content to meet the health and welfare needs of the community.

5. COMPLIANCE

5.1 Students providing services pursuant to this Agreement may have access to Protected Health Information, as defined at 45 CFR §160.103, and shall adhere to the requirements of the Health Insurance Portability and Accountability Act (HIPAA), 45 CFR, Parts 160 and 164; 42 CFR, Part 2, and Welfare Institutions Code (WIC) Sections 5328 through 5330, inclusive, and all other applicable County, State, and federal laws, ordinances, rules, regulations, manuals, guidelines, and directives, relating to confidentiality and privacy.

5.2 During internship at TCMHA, Students will be required to participate in training related to TCMHA's HIPAA Privacy and Security policies and procedures; and shall conform to all applicable TCMHA policies, procedures, regulation, and all requirements and restriction specified by TCMHA.

5.3 All TCMHA's medical records and charts, created in connection with professional training for Students enrolled in the internship Program, shall be and shall remain property of TCMHA.

5.4 The Parties agree that UNIVERSITY is not a "Business Associate" of TCMHA under HIPAA. UNIVERSITY shall not perform or assist in the performance of covered HIPAA functions on behalf of TCMHA. There shall be no exchange of individually identifiable protected health information between UNIVERSITY and TCMHA, or between any Student and UNIVERSITY. Notwithstanding the foregoing, UNIVERSITY shall be bound by all the requirements of HIPAA, as applicable, and shall ensure that UNIVERSITY Personnel (as defined in Section 9 of this Agreement), and Students comply with all applicable HIPAA requirements.

6. TIME AND LOCATION OF WORK

Students shall perform the training required by this Agreement at any place or location and at any time as TCMHA deems necessary and appropriate, so long as they met the educational goals and objectives as required by UNIVERSITY's internship program.

7. TERM

The term of this Agreement shall commence March 1, 2026, and shall be and remain in full force and effect until June 30, 2029; unless it is amended or terminated pursuant to the provisions of Section 8 below.

8. TERMINATION

Either Party may terminate this Agreement at any time, without cause, upon thirty (30) calendar days' prior written notice to the other Party. Such termination shall not impair the activities of the Students then at TCMHA and participating satisfactorily and in good standing in the internship Program, as determined by TCMHA pursuant to Section 4(A)(6). In the event of a material breach of this Agreement by either Party, the other Party may terminate this Agreement immediately upon written notice. Both Parties agree to cooperate fully in any such transition.

9. RESEARCH

UNIVERSITY and TCMHA agree that neither the UNIVERSITY nor TCMHA, nor any Student, UNIVERSITY Personnel or TCMHA Personnel, will conduct any formal or informal survey, research or other study relating in any way to the patients treated under the Program at TCMHA without first obtaining a written determination made by the UNIVERSITY Personnel and the TCMHA Coordinator (or their designated representatives) that appropriate consent has been obtained from any patient who is the subject of or participates in such survey, research or other study. As used in this Agreement, the term "UNIVERSITY Personnel" means and includes any official, officer, director, trustee, agent, employee, or contractor of UNIVERSITY. As used in this Agreement, the term "TCMHA Personnel" means and includes any elective or appointive official, officer, agent, employee, or contractor of TCMHA.

10. NO FINANCIAL AGREEMENT

TCMHA shall not compensate or reimburse UNIVERSITY, any of the UNIVERSITY's students, or any of the UNIVERSITY Personnel in connection with their participation in the Program under this Agreement. UNIVERSITY shall pay and administer all compensation and fringe benefits, if any, due its Students and/or UNIVERSITY Personnel, and shall make any required federal or state income tax withholdings and all payments due as an employer's contribution under workers' compensation laws, or other laws, if applicable for any Students and UNIVERSITY Personnel.

11. LICENSES.

UNIVERSITY declares that UNIVERSITY has complied with all federal, state, and local business permits and licensing requirements necessary to conduct business and to enter into this Agreement.

12. PROPRIETARY INFORMATION

UNIVERSITY agrees that all information, whether or not in writing, of a private, secret or confidential nature concerning TCMHA's business, activities, programs, services, business relationships or financial affairs (collectively, "Proprietary Information") is and shall be the exclusive property of TCMHA. UNIVERSITY, UNIVERSITY Personnel and UNIVERSITY's Students shall not disclose any Proprietary Information to any person or entity, other than persons who have a need to know about such information, without written approval by Executive Director of TCMHA, either during or after its engagement with TCMHA, unless and until such Proprietary Information has become public knowledge without fault by the UNIVERSITY.

13. FAIR LABOR STANDARDS ACT AND DISPLACEMENT OF ORGANIZATION EMPLOYEES

It is not the intention of this Agreement for UNIVERSITY Students to perform services that would displace or replace regular employees of TCMHA. It is understood by the Parties that UNIVERSITY's Students are not employees of TCMHA for any purpose and shall not be entitled compensation for services, employees' health, welfare and pension benefits, or other fringe benefits of employment, or worker's compensation insurance, from TCMHA. UNIVERSITY and TCMHA shall inform their Students that no Student is, or will be, entitled to any employment by either Party upon completion of their rotation.

14. CONFLICT OF INTEREST

UNIVERSITY hereby certifies that to the best of its knowledge or belief, no elected/appointed official or employee of TCMHA is financially interested, directly or indirectly, in the provision of services specified in this Agreement. Furthermore, UNIVERSITY represents and warrants to TCMHA that it has not employed nor retained any person or company employed by the TCMHA to solicit or secure the award of this Agreement and that it has not offered to pay, paid, or agreed to pay any person any fee, commission, percentage, brokerage fee, or gift of any kind contingent upon or in connection with, the award of the Agreement.

15. GENERAL TERMS AND CONDITIONS

15.1 Mutual Indemnification.

15.1.1 Indemnification by UNIVERSITY. UNIVERSITY shall, at its sole cost and expense, indemnify, defend and hold harmless TCMHA, its elective and appointive officers, officials, agents, employees, volunteers, and contractors who serve as TCMHA officers, officials or staff (collectively "TCMHA Indemnitees" in this Subsection (A)(1) of Section 15), from any and all demands, claims, costs or liability of personal injury, bodily injury (including death) and property damage, of any nature (collectively "Claims"), in law or in equity, whether actual, alleged or threatened, caused by or arising out of, in whole or in part, the acts or omissions of UNIVERSITY, its officers, trustees, directors, agents, employees, contractors, subcontractors, or their officers, trustees, directors, agents or employees, or any of UNIVERSITY's Students (or any entity or individual that UNIVERSITY shall bear the legal liability thereof), (collectively "UNIVERSITY Indemnitors" in this Subsection (A)(1) of Section 15), including the

UNIVERSITY Indemnitors' active or passive negligence, recklessness or willful misconduct in the performance of this Agreement, UNIVERSITY's for-credit internship course program, and/or the participation by any Student in UNIVERSITY's for-credit internship course program, except as for Claims arising from the sole negligence or willful misconduct of TCMHA Indemnites.

15.1.2 Indemnification by TCMHA. TCMHA shall, at its sole cost and expense, indemnify, defend and hold harmless UNIVERSITY, its officers, agents and employees (collectively "UNIVERSITY Indemnites" in this Subsection (A)(2) of Section 15) from any and all demands, claims, costs or liability of personal injury, bodily injury (including death) and property damage of any nature (collectively "Liabilities"), in law or in equity, whether actual, alleged or threatened, caused by or arising out, in whole or in part, the acts or omissions of TCMHA, its officers, officials, agents, employees, volunteers, and contractors who serve as TCMHA officers, officials or staff (collectively "TCMHA Indemnitors" in this Subsection (A)(2) of Section 15), including TCMHA Indemnitors' active or passive negligence, recklessness, or willful misconduct in the performance of this Agreement, except for Liabilities arising from the sole negligence or willful misconduct of UNIVERSITY Indemnites.

15.2 Insurance. UNIVERSITY shall obtain and file with TCMHA, at UNIVERSITY's expense, certificates of insurance providing the following insurance before commencing any services under this Agreement as follows:

15.2.1 Workers Compensation Insurance: Minimum statutory limits.

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

15.2.3 Errors And Omissions Insurance: \$1,000,000.00 per occurrence, and \$3,000,000 in the aggregate.

15.2.4 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.

15.2.5 UNIVERSITY, on behalf of Students, shall maintain **General and Professional Liability**, as well as educator's **Errors and Omissions coverage**, through the Student Professional Liability Insurance (SPLIP) program, in the amount of \$2,000,000 each occurrence and \$4,000,000 general aggregate.

15.2.6 Notice Of Cancellation: TCMHA requires, and UNIVERSITY shall provide TCMHA with, 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."

15.2.7 Waiver of Subrogation: Each insurance policy required by this Agreement shall expressly waive the insurer's right of subrogation against TCMHA and its elected and appointive officials, officers, employees, agents, volunteers and contractors serving as

TCMHA officers, officials or staff. UNIVERSITY hereby waives all rights of subrogation against TCMHA.

15.2.8 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 TCMHA, and it shall name "*Tri-City Mental Health Authority, its elective and appointed officers, employees, volunteers, and contractors who serve as TCMHA officers, officials, or staff*" as additional insureds.

15.2.9 Delivery of Certificates and Endorsements: 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

15.3 Non-Discrimination and Equal Employment Opportunity. In the performance of this Agreement, UNIVERSITY shall not discriminate against any employee, subcontractor, student 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. UNIVERSITY will take affirmative action to ensure that subcontractors and applicants are employed, that 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.

15.4 Prohibition on Assignment. This Agreement shall not be assigned or transferred without advance written consent of TCMHA.

15.5 Changes to the Agreement. No changes or variations of any kind are authorized without the written consent of TCMHA's Executive Director. This Agreement may only be amended by a written instrument signed by both Parties. UNIVERSITY agrees that any written change 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.

15.6 CONTRACTOR Attestation. Also 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. TCMHA requires that UNIVERSITY certify that no staff member, officer, director, partner, or principal, sub-contractor, or Student is excluded from any Federal health care program, or federally funded contract and will sign attached *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, attached hereto as 'Exhibit A' and incorporated herein by this reference. UNIVERSITY agrees that UNIVERSITY shall comply with this requirement.

15.7 Governing Law, Jurisdiction and Venue. This Agreement shall be governed by, and construed in accordance with, the laws of the State of California, except that any rule of construction to the effect that ambiguities are to be resolved against the drafting party shall not be applied in interpreting this Agreement. The Parties agree that venue of any action that arises under or relates to this Agreement (whether contract, tort, or both) shall be resolved exclusively in a superior court or federal court in the County of Los Angeles, California.

15.8 Non-Use of Names. Except as required by applicable law, neither Party shall use the name of the other Party in any publicity without the prior written permission of the Party whose name is to be used.

15.9 No Third-Party Beneficiaries. There is no intent by either Party to create or establish third Party beneficiary status or rights in any other Party, and no third party shall have the right to enforce any right or enjoy any benefit created or established under this Agreement.

16. REPRESENTATIVE AND NOTICE

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

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

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

If to Sponsoring Institution: Palo Alto University
Attn: Rose Wong, PhD, MPA, LCSW
1791 Arastradero Road
Palo Alto, CA 94304

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.

17. EXHIBITS

The following attached exhibit is hereby incorporated into and made a part of this Agreement:

17.1 Exhibit 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

18. EFFECTIVE DATE

This Agreement shall become effective upon (a) its approval and execution by UNIVERSITY; and (b) its approval and execution by TCMHA.

19. ENTIRE AGREEMENT

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 UNIVERSITY 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 UNIVERSITY 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 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 TCMHA 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.

22. EXECUTION

22.1 Each person executing this Agreement on behalf of CONTRACTOR warrants that he or she is duly authorized to execute this Agreement on behalf of CONTRACTOR and that by his or her execution, CONTRACTOR is formally bound to the provisions of this Agreement.

22.2 CONTRACTOR certifies it is aware of the requirements of Sections 313 of the California Corporations Code. If CONTRACTOR is a corporate entity, it shall either: (i) provide TCMHA written proof that each person executing this Agreement on CONTRACTOR's behalf is duly authorized to bind CONTRACTOR; or (ii) provide two signatories to this Agreement, of whom the first must be CONTRACTOR's chairman of the board, president, or a vice president and the second must be CONTRACTOR's secretary, an assistant secretary, its chief financial officer, or an assistant treasurer.

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

PRACTICUM SITE

SPONSORING INSTITUTION

Tri-City Mental Health Authority

Palo Alto University, Inc.

By: _____
Ontson Placide, Executive Director

By: _____
Rose Wong, PhD, MPA, LCSW
Program Director

Attest:

By: _____
Micaela P. Olmos, JPA Administrator/Clerk

Approved as to Form:
RICHARDS WATSON GERSHON LAW

By: _____
Steven L. Flower, General Counsel

EXHIBIT A

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

PALO ALTO UNIVERSITY, INC.

Contractor’s Name	Last	First
-------------------	------	-------

CONTRACTOR hereby warrants that neither it nor any of its staff members or students 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 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 or students currently barred from participation in any Federal or State funded health care program?

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

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

	Rose Wong, PhD, MPA, LCSW Program Director	
Date	Contractor or Vendor’s Name	Contractor or Vendor’s Signature

	Ontson Placide, Executive Director	
Date	TCMHA Executive Official’s Name	TCMHA Executive Official’s Signature

DISTRIBUTION:

COPIES: Contractor
Finance



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

DATE: February 18, 2026

TO: Governing Board of Tri-City Mental Health Authority

FROM: Ontson Placide, LMFT, Executive Director

BY: Dana Barford, Director of MHSA and Ethnic Services

SUBJECT: Consideration of Resolution No. 841 Awarding a Contract to VMA Communications for Marketing Services, in the Amount of \$66,000.00, Beginning March 1, 2026 Through June 30, 2026, and Authorizing the Executive Director to Execute the Agreement

Summary:

Staff is seeking Governing Board approval to authorize Tri-City Mental Health Authority (TCMHA) to enter into an agreement with VMA Communications for marketing services to support a targeted recruitment initiative. This agreement would allow VMA Communications to produce a recruitment video and short-term, multi-channel digital advertising campaign designed to increase visibility and attract qualified, specialized, community-based behavioral health professionals. This project aims to help TCMHA strengthen its recruitment efforts by authentically communicating the agency's mission, values, and community impact, while positioning TCMHA as an employer of choice within a competitive behavioral health labor market.

Background:

The project is designed to support workforce recruitment and engagement as TCMHA prepares for growth and system change within California's evolving behavioral health landscape. The transition from the Mental Health Services Act (MHSA) to the Behavioral Health Services Act (BHSA) is reshaping workforce expectations as counties move toward more integrated, wraparound service delivery and an expanded continuum of care. In alignment with county and statewide efforts, TCMHA is investing in timely, strategic and targeted outreach that attracts professionals ready to serve diverse communities within a modernized behavioral health framework.

On January 5, 2026, TCMHA issued a Request for Quotes (RFQ) seeking experienced marketing agencies to support a four-month recruitment marketing project. The *RFQ for Marketing Services for Recruitment Video Production and Digital Ad Campaign* was posted on tricitymha.ca.gov and distributed directly to fifteen marketing agencies. To further expand outreach and encourage participation, TCMHA also contacted the Chambers of Commerce serving Pomona, La Verne, and Claremont, as well as the Regional Chamber of Commerce in the San Gabriel Valley and the Los Angeles Area

AGENDA ITEM NO. 12

Governing Board of Tri-City Mental Health Authority
Consideration of Resolution No. 841 Awarding a Contract to VMA Communications for Marketing Services, in the Amount of \$66,000.00, Beginning March 1, 2026 through June 30, 2026, and Authorizing the Executive Director to Execute the Agreement
February 18, 2026
Page 2 of 3

Chamber of Commerce. This broad outreach was intended to ensure a competitive process and attract agencies with experience in public sector marketing, behavioral health campaigns, recruitment strategy, and video production. A total of six companies submitted proposals: All Around Creative; Civilian, Inc; Daydream Communications, LLC; NTC Studios; TRAFFIK, LLC (dba TRAFFIK Health); and VMA Communications.

Proposals submitted are for a four (4) month agreement period, subject to the annual review and recommendation of the Executive Director, the satisfactory negotiation of terms, the concurrence of the Governing Board, and the annual availability of a budget appropriation. The bid amounts submitted by the top three proposers are listed below and the amounts are based on the agreement term:

Vendor	TRAFFIK Health	Daydream Communications	VMA Communications
Quote Amount	\$ 50,250	\$ 60,000	\$ 66,000

Proposals were reviewed and evaluated by a committee that included the Communications Coordinator, Human Resources Director, and Human Resources team. The committee held interviews on Thursday, February 5, 2026, for the top three proposers as part of the evaluation process. A final interview was conducted with the top proposer with the TCMHA Executive Director on Monday, February 9, 2026. Evaluations were based on the following criteria:

1. Proposer's qualifications, description, and experience
2. Understanding and ability to perform the Scope of Work
3. References and experience with similar projects
4. Cost Quote

Based on these evaluations, the committee is requesting VMA Communications to be awarded the contract for marketing services. VMA is a Claremont-based, full-service communications firm with nearly three decades of experience supporting public agencies across California. Their proximity within Tri-City's service area ensures accessibility, responsiveness, and a strong insight into the communities we serve. VMA demonstrated a comprehensive ability to meet all components of the Scope of Work, offering in-house expertise in recruitment messaging, video production, digital advertising, and human-centered storytelling. VMA's strong references, community-rooted perspective, and capacity to deliver targeted, high-quality creative content position them as a qualified partner to support TCMHA's workforce recruitment efforts during this period of system transition and organizational growth.

Under the Agreement, VMA Communications will be responsible for developing the recruitment marketing strategy, producing the recruitment video and short digital clips,

Governing Board of Tri-City Mental Health Authority
Consideration of Resolution No. 841 Awarding a Contract to VMA Communications for Marketing Services, in the Amount of \$66,000.00, Beginning March 1, 2026 through June 30, 2026, and Authorizing the Executive Director to Execute the Agreement
February 18, 2026
Page 3 of 3

implementing a targeted short-term digital advertising campaign, and creating a mobile-optimized recruitment landing page, including all related planning, production, and campaign management activities.

Fiscal Impact:

The fiscal impact for the four-month agreement is \$66,000 and funding will come from MHSA funding through the Workforce Education and Training (WET) plan.

Recommendation:

Staff recommend that the Governing Board adopt Resolution No. 841 awarding the Agreement for Marketing Services for Recruitment Video Production and Digital Ad Campaign, to VMA Communications; and authorizing the Executive Director to execute a four-month Agreement with VMA Communications in the amount of \$66,000, beginning March 1, 2026, through June 30, 2026.

Attachments:

Attachment 12-A: Resolution No. 841 - Draft

Attachment 12-B: Agreement with VMA Communications for Marketing Services for Recruitment Video Production and Digital Ad Campaign

RESOLUTION NO. 841

A RESOLUTION OF THE GOVERNING BOARD OF THE TRI-CITY MENTAL HEALTH AUTHORITY AWARDING A 4-MONTH AGREEMENT TO VMA COMMUNICATIONS FOR MARKETING SERVICES, BEGINNING MARCH 1, 2026; AND AUTHORIZING THE EXECUTIVE DIRECTOR TO EXECUTE THE AGREEMENT

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

1. Findings. The Governing Board hereby finds and declares the following:

A. Tri-City Mental Health Authority (“TCMHA” or “Authority”) desires marketing services for a targeted recruitment initiative, including a recruitment video and short-term, multi-channel digital advertising campaign designed to increase visibility and attract qualified behavioral health professionals.

B. Request for Quotes (RFQ) for Marketing Services for Recruitment Video Production and Digital Ad Campaign was issued on January 5, 2026.

C. The Authority wants to award a fourth-month Agreement for Marketing Services to VMA Communications in the amount of \$66,000.00, beginning March 1, 2026.

2. Action

The Governing Board approves and awards the Agreement for Marketing Services to VMA Communications; and authorizes the Authority’s Executive Director to enter into and execute the Agreement, beginning March 1, 2026 through June 30, 2026, in the amount of \$66,000.00.

3. Adoption

PASSED AND ADOPTED at a Regular Meeting of the Governing Board held on February 18, 2026, by the following vote:

[Continues on Page 2]

AYES:

NOES:

ABSTAIN:

ABSENT:

JED LEANO, CHAIR

APPROVED AS TO FORM:

ATTEST:

STEVEN L. FLOWER, GENERAL COUNSEL

MICAELA P. OLMOS, RECORDING SECRETARY

DRAFT



HOPE. WELLNESS. COMMUNITY.

Let's find it together.

Founded in 1960
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of Pomona,
Claremont and La
Verne.

www.tricitymha.ca.gov

INDEPENDENT CONTRACTOR AGREEMENT

BETWEEN THE

TRI-CITY MENTAL HEALTH AUTHORITY

AND

VMA COMMUNICATIONS

DATED

MARCH 1, 2026

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

ATTACHMENT 12-B

TABLE OF CONTENTS

	<u>Section Page</u>
1. PARTIES AND DATE.	1
2. INDEPENDENT CONTRACTOR.	1
3. SCOPE OF SERVICES.	1
4. PERFORMANCE OF SERVICES.	1
5. SUBCONTRACTORS.	2
6. TIME AND LOCATION OF WORK.	2
7. TERM.	2
8. COMPENSATION.	2
9. TERMINATION.	3
10. LICENSES.	3
11. PROPRIETARY INFORMATION.	4
12. AUDITS.	4
13. CONFLICT OF INTEREST.	5
14. GENERAL TERMS AND CONDITIONS.	4
14.1 INDEMNITY.	4
14.2 INSURANCE.	5
14.3 NON-DISCRIMINATION AND EQUAL EMPLOYMENT OPPORTUNITY.	6
14.4 PROHIBITION ON ASSIGNMENT.	6
14.5 CHANGES TO THE AGREEMENT.	6
14.6 RECORDS.	7
14.7 CONTRACTOR ATTESTATION.	7
14.8 NON-USE OF NAMES.	7
14.9 NO THIRD-PARTY BENEFICIARIES.	7
14.10 GOVERNING LAW, JURISDICTION, AND VENUE.	7
15. REPRESENTATIVE AND NOTICE.	8
16. EXHIBITS.	8
17. EFFECTIVE DATE.	8
18. ENTIRE AGREEMENT.	8
19. SEVERABILITY.	9
20. WAIVER.	9
21. EXECUTION.	9

AGREEMENT

1. PARTIES AND DATE

THIS AGREEMENT (hereinafter “Contract” or “Agreement”) is made and entered into on the 1st of March, 2026 by and between the 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, Suite B, Claremont, California 91711 (hereinafter “TCMHA” or “Authority”) and VMA COMMUNICATIONS, a California corporation, with its principal place of business at 243 N. Oberlin Avenue, Claremont, CA 91711(hereinafter "CONTRACTOR"). TCMHA and CONTRACTOR are sometimes individually referred to as a “Party” and collectively as “Parties.”

2. INDEPENDENT CONTRACTOR

The express intention of the parties is that CONTRACTOR is an independent contractor and not an employee, agent, joint venture or partner of TCMHA. Nothing in this Agreement shall be interpreted or construed as creating or establishing the relationship of employee and employer between CONTRACTOR and TCMHA 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 TCMHA without the express written consent of TCMHA. Neither TCMHA 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 TCMHA.

3. SCOPE OF SERVICES

CONTRACTOR shall provide the specified services and/or materials as set forth in ‘Exhibit A’ of this Agreement and the CONTRACTOR’s Quote for Marketing Services (“Services”) incorporated into and made a part of this Agreement as ‘Exhibit B.’

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 TCMHA under this Agreement without the expressed written permission of TCMHA. 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. In addition, CONTRACTOR shall provide the Services in a manner consistent with that level of care and skill ordinarily exercised by members of the profession currently practicing under similar conditions and in similar locations and in accordance with all applicable, current industry standards, regulations codes and statutes. Unless the means or methods of performing a task are

specified elsewhere in this Agreement, CONTRACTOR shall employ methods that are generally accepted and used by the industry. All work shall comply with the applicable licensing, federal, state, and/or all local or city ordinances, codes, rules, orders, regulations, and statutes affecting any Services performed under this Agreement. Compliance with this section by CONTRACTOR shall not in any way excuse or limit the CONTRACTOR's obligations to fully comply with all other terms in 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 TCMHA or Designee. After approval from TCMHA, any work or Services subcontracted hereunder shall be specified by written contract or agreement and shall be subject to each provision of this Agreement.

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 outlined in 'Exhibit A' and 'Exhibit B.'

7. TERM

The Services and materials furnished under this Agreement shall commence on March 1, 2026 and shall be and remain in full force and effect through June 30, 2026; or until amended or terminated in accordance with the provisions of Section 9 below.

8. COMPENSATION

For the full performance of this Agreement:

8.1 The CONTRACTOR will bill based on work performed and completion and delivery of Services as detailed in Section 3 of this Agreement and only upon satisfactory delivery completion and delivery of the Services in a manner consistent with professional and industry standards for the area in which CONTRACTOR operates.

8.2 TCMHA shall pay CONTRACTOR a not to exceed amount as stated in 'Exhibit B.' TCMHA is not responsible for paying for any work done by CONTRACTOR or any subcontractor above and beyond the amount listed in the CONTRACTOR's Quote for Marketing Services ('Exhibit B'), unless agreed upon in writing by TCMHA's Executive Director.

8.3 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. TCMHA 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 including, without limitation, all fees, fines, licenses, bonds, or taxes required of or

imposed upon CONTRACTOR. TCMHA shall not be responsible for any interest or late charges on any payments from TCMHA to CONTRACTOR.

8.4 CONTRACTOR is responsible for monitoring its own forces/employees/agents/subcontractors to ensure delivery of goods/Services within the terms of this Agreement. TCMHA will not accept or compensate CONTRACTOR for incomplete goods/Services.

9. TERMINATION

This Agreement may be terminated only as follows:

1.1 Written Notice. TCMHA may terminate this Agreement at any time, without cause, upon ten days (10) calendar days' prior written notice to the CONTRACTOR. CONTRACTOR agrees to cooperate fully in any such transition, including the transfer of records and/or work performed. TCMHA will reimburse CONTRACTOR for its satisfactorily-completed Services up to the date specified in the notice of termination and for demobilization costs reasonably incurred by CONTRACTOR after that date.

1.2 Neglect or Refusal to Comply. If at any time, CONTRACTOR fails to supply suitable equipment, an adequate working force, or material of proper quality, or shall fail in any respect to perform any work with the diligence and force specified and intended in and by the terms of the Agreement, notice thereof will be provided in writing to CONTRACTOR. Should the CONTRACTOR neglect or refuse to provide means for satisfactory compliance with the Agreement, as directed by the TCMHA Representative, within the time specified in such notice, TCMHA in any such case shall have the power to terminate all or any portion of the contract.

1.3 Breach. TCMHA, 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 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.

1.4 Non-payment. CONTRACTOR, in its sole discretion, may terminate this Agreement effective upon written notice to TCMHA if TCMHA fails to pay the Compensation as defined in Section 9 (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.

1.5 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 work product to TCMHA, which work product shall be consistent with all progress payments made to the date of termination.

10. LICENSES.

CONTRACTOR declares that CONTRACTOR has a 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 TCMHA's business, business relationships or financial affairs (collectively, "Proprietary Information") is and shall be the exclusive property of TCMHA. 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 TCMHA and employees of TCMHA, without written approval by Executive Director of TCMHA, either during or after its engagement with TCMHA, unless and until such Proprietary Information has become public knowledge without fault by the CONTRACTOR.

12. AUDITS

The CONTRACTOR shall maintain accounts and records, including all working papers, personnel, property, and financial records, adequate to identify and account for all costs pertaining to the Agreement and such other records as may be deemed necessary by TCMHA to assure proper accounting for all project funds, both Federal and non-Federal shares. These records must be made available for auditing purposes to TCMHA or any authorized representative, and must be retained, at the CONTRACTOR's expense, for a minimum of seven (7) years, unless CONTRACTOR is notified in writing by TCMHA of the need to extend the retention period.

13. CONFLICT OF INTEREST

CONTRACTOR hereby certifies that no elected/appointed official or employee of the Authority is financially interested, directly or indirectly, in the provision of the Services specified in this Agreement. Furthermore, CONTRACTOR represents and warrants to TCMHA that it has not employed or retained any person or company employed by the Authority to solicit or secure the award of this Agreement and that it has not offered to pay, paid, or agreed to pay any person any fee, commission, percentage, brokerage fee, or gift of any kind contingent upon or in connection with, the award of the Agreement.

14. GENERAL TERMS AND CONDITIONS

14.1 Indemnity.

14.1.1 CONTRACTOR shall, at its sole cost and expense, indemnify, defend and hold harmless TCMHA, its elective and appointive officers, officials, agents, employees, volunteers, and contractors who serve as TCMHA officers, officials or staff (collectively "TCMHA Indemnitees" in this Subsection (1.1) of Section 14), from any and all demands, claims, costs or liability of personal injury, bodily injury (including death) and property damage of any nature (collectively "Claims"), in law or in equity, whether actual, alleged or threatened, caused by or arising out of, in whole or in part, the acts or omissions of CONTRACTOR, its officers,

trustees, directors, agents, employees, contractors, subcontractors, or their officers, trustees, directors, agents or employees (or any entity or individual that CONTRACTOR shall bear the legal liability thereof), (collectively "CONTRACTOR Indemnitors" in this Subsection (1.1) of Section 14), including the CONTRACTOR Indemnitors' active or passive negligence, recklessness or willful misconduct in the performance of this Agreement, except as for Claims arising from the sole negligence or willful misconduct of TCMHA Indemnitees. All duties of CONTRACTOR under this Section shall survive this Agreement.

14.1.2 With regard to CONTRACTOR's work product and Services, CONTRACTOR and TCMHA each agree to indemnify, defend and hold harmless the other from any and all demands, claims or liability of any nature to the extent caused by its own negligent performance under this Agreement, to the fullest extent permitted by law against all damages, liabilities, and costs, including reasonable attorneys' fees and other legal expenses arising directly or indirectly from any act or failure of the indemnifying party in performance of this Agreement. All duties of the parties under this paragraph shall survive this Agreement.

14.2 Insurance. Insurance Requirements not Limiting. TCMHA does not, and shall not, waive any rights that it may possess against CONTRACTOR because of the acceptance by TCMHA, or the deposit with TCMHA, of any insurance policy or certificate required pursuant to this Agreement. The hold harmless and indemnification provisions in this Section shall apply regardless of whether or not any insurance policies are determined to be applicable to the Liabilities, Claims, tax, assessment, penalty or interest asserted against TCMHA. CONTRACTOR shall obtain and file with TCMHA, at CONTRACTOR's expense, certificates of insurance providing the following insurance before commencing any services under this Agreement as follows:

14.2.1 Workers Compensation Insurance: Minimum statutory limits. CONTRACTOR's obligations under this Section, or any other provision of this Agreement, shall not be limited by the provisions of any workers' compensation act or similar act. CONTRACTOR expressly waives its statutory immunity under such statutes or laws as to TCMHA, its officers, agents, employees and volunteers.

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

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

14.2.4 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.

14.2.5 Cyberliability Insurance. Within ninety (90) days of the Agreement Date, CONTRACTOR shall have obtained and thereafter maintain cyberliability insurance in the amount of not less than \$3,000,000.00 per occurrence providing protection against claims and liabilities arising from: (i) errors and omissions in connection with maintaining security of TCMHA Data; (ii) data breach including theft, destruction, and/or unauthorized use of TCMHA Data; (iii) identity theft; and (iv) violation of privacy rights due to a breach of TCMHA Data.

14.2.6 Waiver of subrogation. Except with regard to Errors and Omissions insurance and Cyberliability insurance, all insurance coverage maintained or procured pursuant to this Agreement shall be endorsed to waive subrogation against TCMHA, its elected or appointed officers, agents, officials, employees and volunteers or shall specifically allow CONTRACTOR or others providing insurance evidence in compliance with these specifications to waive their right of recovery prior to a loss. CONTRACTOR hereby waives its own right of recovery against TCMHA and shall require similar written express waivers and insurance clauses from each of its subcontractor.

14.2.7 Notice Of Cancellation: Except with regard to Errors and Omissions insurance and Cyberliability insurance, TCMHA 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 Agency, its agents or representatives."

14.2.8 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 TCMHA, and it shall name "*Tri-City Mental Health Authority, its elective and appointed officers, employees, volunteers, and contractors who serve as TCMHA officers, officials, or staff*" as additional insureds. All coverage for subcontractors shall be subject to all of the requirements stated herein. All subcontractors shall be protected against risk of loss by maintaining insurance in the categories and the limits required herein. Subcontractors shall name TCMHA and Contractor as additional insured.

14.2.9 Delivery of Certificates and Endorsements: 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

14.3 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.

14.4 Prohibition on Assignment. This Agreement shall not be assigned or transferred without advance written consent of TCMHA.

14.5 Changes to the Agreement. This Agreement shall not be assigned or transferred. 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.

14.6 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 TCMHA. CONTRACTOR will be responsible for and maintain such records during the term of this Agreement. CONTRACTOR hereby agrees to deliver those documents to TCMHA at any time upon demand of TCMHA. 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 TCMHA and are not necessarily suitable for any future or other use. Failure by CONTRACTOR to deliver these documents to TCMHA within a reasonable time period or as specified by TCMHA shall be a material breach of this Agreement. TCMHA and CONTRACTOR agree that until final approval by TCMHA, all data, reports and other documents are preliminary drafts not kept by TCMHA 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 TCMHA 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 TCMHA as complete, non-exclusive title to copyright of said work for hire shall transfer to TCMHA. 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.

14.7 CONTRACTOR Attestation. Also 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. TCMHA 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 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*, incorporated herein as 'Exhibit C'.

14.8 Non-Use of Names. Except as required by applicable law, neither Party shall use the name of the other Party in any publicity without the prior written permission of the Party whose name is to be used.

14.9 No Third Party Beneficiaries. Notwithstanding any other provision of this Agreement, the Parties do not in any way intend that any person shall acquire any rights as a third-party beneficiary of this Agreement; and no third-party shall have the right to enforce any right or enjoy any benefit created or established under this Agreement.

14.10 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.

15. REPRESENTATIVE AND NOTICE

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

15.2 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.

15.3 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 TCMHA:

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

If to CONTRACTOR:

VMA Communications
243 N. Oberlin Avenue
Claremont, CA 91711
Attn: Lindsay Barnes

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.

16. EXHIBITS

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

Exhibit A: Scope of Services

Exhibit B: Quote from CONTRACTOR dated January 28, 2026

Exhibit C: 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

In the event of any conflict between the terms of this Agreement and the terms of any Exhibit, the terms of this Agreement shall control.

17. EFFECTIVE DATE

This Agreement shall become effective upon (a) its approval and execution by CONTRACTOR; and (b) its approval and execution by TCMHA.

18. ENTIRE AGREEMENT

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 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 CONTRACTOR and TCMHA.

19. 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.

20. WAIVER

No delay or omission by 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 TCMHA 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.

21. EXECUTION.

21.1 Each person executing this Agreement on behalf of CONTRACTOR warrants that he or she is duly authorized to execute this Agreement on behalf of CONTRACTOR and that by his or her execution, CONTRACTOR is formally bound to the provisions of this Agreement.

21.2 CONTRACTOR certifies it is aware of the requirements of Sections 313 of the California Corporations Code. If CONTRACTOR is a corporate entity, it shall either: (i) provide City written proof that each person executing this Agreement on CONTRACTOR's behalf is duly authorized to bind CONTRACTOR; or (ii) provide two signatories to this Agreement, of whom the first must be CONTRACTOR's chairman of the board, president, or a vice president and the second must be CONTRACTOR's secretary, an assistant secretary, its chief financial officer, or an assistant treasurer.

[Signature Block appears on the following page.]

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

TRI-CITY MENTAL HEALTH AUTHORITY VMA COMMUNICATIONS

By: _____
Ontson Placide, Executive Director

By: _____
Valerie Martinez, President/CEO

Attest:

By: _____
Micaela P. Olmos, JPA Administrator/Clerk

Approved as to Form:
RICHARDS WATSON & GERSHON LAW

By: _____
Steven L. Flower, General Counsel

EXHIBIT A

PROJECT GOALS

- Attract and inspire behavioral health professionals at various stages of their careers—including recent graduates, pre-licensed individuals, and experienced providers seeking meaningful, community-centered work—by showcasing TCMHA as a place to learn, grow, and make a long-term impact.
- Differentiate TCMHA within a competitive hiring landscape and reinforce its unique service model as a Joint Powers Authority (JPA) delivering a full continuum of care to the cities of Pomona, Claremont, and La Verne.
- Provide recruitment assets that showcase employment opportunities, agency culture, staff experience, benefits, and community impact in an engaging and compelling way.
- Launch a targeted, strategic digital campaign designed to deliver high-intent outreach over a 4- to 8-week period, using cost-effective and data-informed tactics across multiple platforms.

SCOPE OF SERVICE

A. Planning and Strategy Development

- Research and Discovery: Conduct background research and planning meetings with TCMHA staff to understand the agency's voice, target workforce, recruitment goals, and context within the broader behavioral health system.
- Messaging and Creative Strategy: Develop a central campaign theme and messaging framework that reflects TCMHA's mission, values, and identity. This should inform a cohesive creative approach that unifies the recruitment video and digital campaign into a single, integrated outreach effort adaptable across platforms and content types.
- Project Management and Coordination: Provide end-to-end coordination across pre-production, production, and post-production phases, including scheduling, team communication, review checkpoints, etc.
- Timeline and Logistics: Develop and maintain a detailed project timeline with key milestones, including estimated dates for filming, content delivery, campaign launch, and performance reporting.

B. Recruitment Video & Short Clips

- Provide video production plan options (e.g., interview-driven approach vs. scripted narrative or hybrid format) to help TCMHA determine the most effective production based on message and budget.
- Produce one primary recruitment video (2–3 minutes) that highlights TCMHA's work, mission, staff, and service environment. Filming may include interviews, site footage, and visuals that capture the agency's programs and culture.
- Create 2-3 cutdowns and ad-ready short-form clips (15–30 seconds), either derived from the primary video or developed as standalone pieces, optimized for digital platforms.

- Production and post-production services, including editing, color correction, sound design, and music licensing.
- Deliver final assets in multiple formats suitable for web, social media, and internal use.
- Capture supplemental B-roll footage.

C. Digital Advertising Campaign

- Develop and implement a short-term (4–8 week) digital recruitment campaign targeting behavioral health professionals across the career spectrum—including recent graduates, interns, pre-licensed individuals, peer support specialists, and experienced practitioners.
- Identify recommended platforms (e.g., LinkedIn, Indeed, YouTube, Meta, Google Ads, digital streaming services, industry job boards) based on campaign goals, audience segmentation, timeframe and budget.
- Deliver campaign content, including ad copywriting, static and video ad design, and organic social media posts that build brand visibility and encourage engagement.
- Provide campaign monitoring, optimization, and management. Include performance reporting (e.g., impressions, click-through rates, conversions) at regular intervals throughout the campaign.

D. Recruitment Landing Page

Design a standalone, mobile-optimized recruitment landing page that can serve as a digital hub for campaign assets (i.e. recruitment video) and job opportunities with linkage to the existing agency career portal (CalOpps).

E. Marketing Collateral (Based on Feasibility and Budget)

Design of flyers, brochures, rack cards, or other recruitment materials for use at job fairs, outreach events or conferences, with both print and digital versions.

F. Ownership and Transfer of Creative Assets

As part of project close-out, the selected vendor will provide all creative assets produced under this contract, including final and editable video and design files, raw video footage, graphic files and photography. TCMHA shall retain full ownership and unrestricted rights to use, modify, and distribute deliverables for future communications, marketing, outreach, and recruitment efforts.

G. Other Directly Related Work

Any additional directly related work, support, or coordination activities necessary to fulfill the objectives of this project—such as supplementary creative development, technical assistance, or campaign adjustments—may be included as part of the vendor's responsibilities, even if not explicitly listed within this scope of work.

EXHIBIT B
CONTRACTOR'S QUOTE



Tri-City Mental Health Authority
**Marketing Service for
Recruitment Video
Production and
Digital Ad Campaign**

PROPOSAL SUBMITTED: JANUARY 28, 2026



243 Oberlin Ave., Claremont, CA 91711
(909) 445-1001 vmapr.com



TABLE OF CONTENTS

Attachment A.....	3
Attachment B.....	14
Attachment C.....	17
Attachment D.....	33
Attachment E.....	35

ATTACHMENT A



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RFQ NO. 2026-0101

ATTACHMENT A
RFQ COVER PAGE

Name of Person, Business or Organization:	VMA Communications
Type of Entity: (e.g. Sole-Proprietorship, Partnership, Corporation)	Corporation
Federal Tax ID Number:	47-0901842
Contact Person – Name	Lindsay Barnes
Contact Person – Address	243 N. Oberlin Ave, Claremont, CA 91711
Contact Person – Phone Number (s)	(909) 445.1001
Contact Person – e-mail address	lindsay.barnes@vmapr.com

By signing this *RFQ Cover Page* I hereby attest that:

1. I have read and understood all the terms listed in the RFQ;
2. I am authorized to bind the listed entity into this agreement;
3. Neither I nor any principals are presently disbarred, suspended, proposed for disbarment, declared ineligible or voluntarily excluded from participation in this transaction by any federal department or agency, any California State agency, or any local government agency;
4. Should this Quote be accepted, I am authorized and able to secure the resources required to deliver against all terms listed within the RFQ as published by TCMHA, including any amendments or addenda thereto except as explicitly noted or revised in my submitted Quote;
5. I did not, in any way, collude, conspire or agree, directly or indirectly, with any person, agency, corporation or other Proposer in regard to the amount, terms, or conditions of this Quote; and
6. The information contained in the Quote Packet and all accompanying documents is true and correct.

PRINTED NAME AND TITLE OF AUTHORIZED REPRESENTATIVE

Valerie Martinez - President & CEO

SIGNATURE OF AUTHORIZED REPRESENTATIVE



DATE

1/28/2026

PLEASE ATTACH ANY DOCUMENTS RELATED TO YOU OR YOUR AGENCY'S SUMMARY STATEMENT AS REQUIRED UNDER SECTION V.C.1 OF THIS RFQ DOCUMENT.

LETTER OF TRANSMITTAL

January 28, 2026

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

Dear Selection Committee,

California's behavioral health system is at a pivotal moment. Agencies statewide are expanding services to meet growing community needs while competing in a challenging labor market for qualified, mission-driven professionals. For organizations like Tri-City Mental Health Authority, effective recruitment is essential to sustaining care, advancing equity, and delivering on a promise of hope, wellness, and community.

Founded in 1996 and based in Claremont, California, VMA is a full-service communications firm with nearly 30 years of experience supporting public agencies statewide. We look forward to partnering with Tri-City Mental Health Authority to authentically convey its mission and position TCMHA as an employer of choice for behavioral health professionals at every stage of their careers.

VMA brings demonstrated experience with projects of similar scope, integrating recruitment messaging, video production, and targeted digital advertising. Our work includes a professional education video series for the California Early Childhood Special Education Network featuring behavioral health professionals, as well as large-scale, multi-year public awareness campaigns for statewide agencies such as the Delta Conveyance Authority and the Department of Water Resources. Our award-winning, fully integrated, in-house creative team has also led digital enrollment and recruitment campaigns for colleges and school districts throughout the Southern California.

VMA is located within the Tri-Cities service area and is deeply familiar with the critical role Tri-Cities plays in the region. As a former member of the Claremont Human Services Commission and a member of several nonprofit boards, VMA President and CEO Valerie Martinez has conducted site visits, interviews, and voted to approve funding for Tri-Cities. In addition, VMA maintains strong relationships with organizations throughout the region, supporting meaningful community partnerships and on-the-ground outreach. These include city and school district leaders in Claremont, Pomona, and La Verne, as well as Project Sister, Inland Valley Hope Partners, SCIL/AgingNext, Inland Valley Humane Society, San Gabriel Valley Public Affairs Network, San Gabriel Valley Economic Partnership, and Trinity Youth Services.

VMA Communications affirms its independence from Tri-City Mental Health Authority, will perform all services as an independent contractor, has no conflicts of interest related to this engagement, and is fully committed to performing the work described in the RFQ. Our Quote shall remain irrevocable for ninety (90) days from the closing date.

VMA views this opportunity as a valued partnership and a natural extension of our ongoing work in the San Gabriel Valley. In recognition of the current funding environment facing human services organizations, we have reduced our hourly rate to demonstrate our commitment. We would welcome the opportunity to partner with Tri-Cities and help our communities thrive. Please feel free to contact me at valerie.martinez@vmapr.com or (909) 445-1001 with any questions.

Sincerely,



Valerie Martinez
 President/CEO



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QUALIFICATIONS OF FIRM



VMA Communications is a full-service, multilingual, and multicultural communications firm dedicated to enhancing quality of life in the communities we serve.

Founded in 1996, our award-winning, in-house team has partnered with public agencies across California to tell clear, compelling stories that engage audiences and elevate organizational visibility. Our clients include agencies such as the California Early Childhood Special Education Network, Pasadena Unified School District, Claremont Lincoln University, and the California High-Speed Rail Authority, among many others.

VMA's talented team includes expertise across communications disciplines, including a robust creative services team of graphic designers, videographers, and photographers, allowing us to deliver cohesive, effective communications programs tailored to each client's goals and audiences. In addition, the firm brings extensive experience designing and managing digital advertising campaigns for public agencies, using targeted media placement, creative testing, and performance analytics to ensure messages reach intended audiences and drive measurable results.



VMA QUICK FACTS

- **Year Founded:** 1996
- **Corporation**
- **One office:** Claremont, CA
- **Employees:** 30
- **Specializing in** Public Outreach, Public Affairs, and Marketing
- **No litigation or termination of contract for cause** in history of firm; VMA has not been disciplined by any government body or professional association in firm's history
- **DBE/SBE Certified**



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QUALIFICATIONS OF FIRM

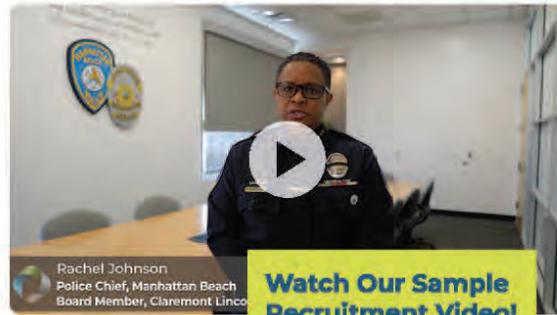


The Special Skills We Bring



Unmatched Social Media and Digital Marketing

VMA has established one of the most measurably effective social media marketing programs in California. We are consistently sought by public agencies to establish their online presence and engage audiences they have been unable to tap using other methods. VMA's team effectively develops and expands social media platforms to brand build and convey curated information related to product, services, and projects. This tactic can be used to drive people to events, support online information platforms, recruit, engage and inform new audiences, and ensure marketing is directly tied to targeted audiences. Results are measurable and can be leveraged to support new messaging and content.



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QUALIFICATIONS OF FIRM



Videography

Our firm boasts award-winning in-house video production capabilities. We can develop storyboard and shooting schedules for any video production in cooperation with TCMHA. VMA can produce engaging videos that help explain complex information using a combination of custom graphics, interviews, voiceover and/or custom animation. In addition, we also offer aerial videography via drone. Equipped with an FAA license and more than five years of drone-piloting experience, our Head of Digital Media, Ad Santell, has been able to provide our clients with cinematic-quality footage to showcase specific sites for projects and capture a bird's-eye perspective.



Web Development and Microsite Design

VMA Communications provides in-house web development and microsite design to support targeted recruitment and public-facing campaigns. Our team includes a dedicated web developer who works alongside designers and strategists to build responsive, mobile-optimized landing pages that centralize messaging, video content, and clear calls to action. Sites are developed with accessibility, security, and analytics in mind and are structured for easy updates and transfer of ownership at project closeout. This integrated approach ensures digital platforms that are functional, efficient, and built to drive engagement.



Successful Digital Advertising

VMA specializes in digital marketing programs that drive engagement, increase visibility, and deliver measurable results. We use data-informed strategies and targeted media buys to support each stage of the marketing funnel, from broad awareness to direct action. Our team leverages tools like promoted content, geofencing, and interest-based filters to reach key audiences with relevant messaging. We also provide ad creative development, performance analytics, comment moderation, and detailed reporting to ensure transparency, continuous improvement, and effective community outreach.



Public Relations and Media Strategy

VMA brings decades of experience in public sector media strategy, with a team that includes former journalists, agency press officers, and a full-time pitch manager. We maintain strong relationships with California newsrooms and understand how to position stories for positive, meaningful coverage across print, broadcast, and digital media. We approach earned media with a storyteller's mindset. Our team does more than write and send press releases. We follow up with assignment editors, make phone calls, and pitch stories that match the interests of local outlets. For many clients, including school districts and public agencies, we produce daily media content and manage direct e-blasts and feature stories through channels such as our California School News Report, which reaches both reporters and community audiences.



High-Impact Information Materials

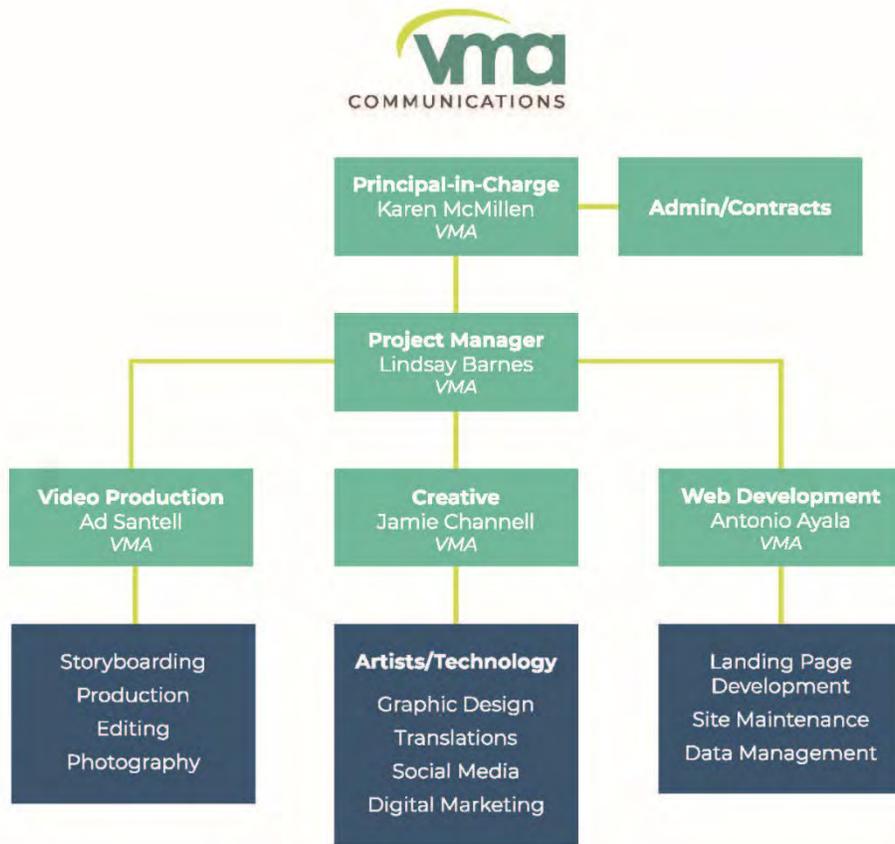
VMA is skilled at developing visually impactful marketing campaigns—from creating initial messaging through collateral design and production. The messaging is fundamental as all decisions regarding the graphic design and collateral relate back to the underlying goal of what is being communicated. Our print quality is attractive and consistent. VMA has both in-house (Coordinated Print Services) and contract print capacity, providing a print process that is seamless, cost-effective, and proportionate to the needs of the project.



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QUALIFICATIONS OF PERSONNEL

VMA Project Organization Chart



VMA PERSONNEL RESUMES



Karen McMillen
Vice President

Karen McMillen leads the VMA team on assignments throughout the region and is responsible for guiding the development and implementation of strategic communications plans for diverse communities, providing critical outreach that connects audiences with the public agencies that serve them. Karen joined VMA in July 2021 following more than two decades of managing organizations and projects across a range of sectors. Most recently, she served as vice president of operations for a national nonprofit that helps put shoes on the feet of children in need throughout the United States. She is also an award-winning producer, director and writer of multi-component media projects for many national and regional organizations.

EDUCATION

Bachelor of Arts,
Liberal Arts,
University of Arizona

QUALIFICATIONS

Years of
Experience: 30
Years with VMA: 4

Project Experience:

- California Early Childhood Special Education Network
- Biosolids Digester Facilities Project
- LA County Parks and Recreation
- El Monte Union High School District – Clean Mobility in Schools Pilot Project

Areas of Expertise:

- Video Project Development & Management
- Community Meetings & Special Events
- Media Relations
- Public Affairs
- Program Assessment
- Research Demographics
- Digital Marketing and Outreach
- Social Media Content



Lindsay Barnes
Executive Associate

Lindsay Barnes brings a decade's worth of experience building meaningful coalitions and winning campaigns to her work at VMA. She specializes in developing strategic communication plans and managing complex interagency messaging campaigns. Prior to joining the firm, Lindsay built two multi-million-dollar congressional campaigns from the ground up. In 2022 she executed the largest media budget for a congressional challenger nationwide and connected with voters in six languages. Most recently, Lindsay worked with local school districts to place propositions and measures on the ballot and advocate for their passage. Lindsay's extensive experience with strategic messaging and constituency analytics helps VMA Communications' clients successfully connect with their communities to achieve their goals.

EDUCATION

Bachelor of Arts,
International Studies,
Marymount
Manhattan College

QUALIFICATIONS

Years of
Experience: 10
Years with VMA: 1

Project Experience:

- Claremont Lincoln University
- Mt. San Antonio College
- Chaffey College
- Delta Conveyance Design & Construction Authority

Areas of Expertise:

- Project Management
- Strategic Communications
- Community Organizing
- Publicity
- Government Affairs
- Digital Marketing

VMA PERSONNEL RESUMES



Ad Santell
Head of Digital Media

Ad Santell began his career with an internship in script development before beginning his journey as a cameraman, working with top cinematographers and artists as well as conducting celebrity interviews and other live events for Vanity Fair and Hollywood Health and Society. Ad eventually set down in Claremont, California, and launched Claremont Video where he began directing, shooting, and editing stories for local businesses, individuals, the Chamber of Commerce (Discover Claremont), and the Claremont Educational Foundation, on which he serves as a board member. Ad joined VMA in 2021, bringing his unique camera and digital talents to an array of infrastructure and education clients.

EDUCATION

Bachelor of Business Management, Business Administration and Management, *University of Phoenix*

QUALIFICATIONS

Years of Experience: 27
Years with VMA: 4

Project Experience:

- LA County Public Works
- Delta Conveyance Design & Construction Authority
- Covina-Valley Unified School District
- El Monte Union High School District
- Metrolink
- California Early Childhood Special Education Network

Areas of Expertise:

- Photography Services
- Video/Audio Production Services
- Drone Operator



Jamie Channell
Deputy Director of Design

Jamie Channell oversees VMA's creative services division, ensuring all clients receive unique, eye-catching collateral and branding imagery. Jamie is a multidisciplinary graphic designer with a passion for clean, efficient and effective design that tells a story and delivers results. With more than 19 years of experience designing print and digital marketing campaigns for corporate clients and non-profits, she specializes in complex design challenges and enjoys partnering with clients to find creative solutions that deliver results. Since February 2017, Jamie has managed VMA projects ranging from school district newsletters, brochures, fliers and postcards to bilingual signage and staging for a client's grand opening in China, as well as a complete corporate rebrand, including logos, packaging, collateral, web design and trade show booths.

EDUCATION

Associate of Arts, Graphic Communications, *Palomar College*

QUALIFICATIONS

Years of Experience: 19
Years at VMA: 8

Project Experience:

- All School Districts
- Karma Automotive
- Metrolink SCORE
- Ocular Science
- Claremont Lincoln University
- Cities of Santa Barbara, Chino, and Pomona
- Delta Conveyance Design & Construction Authority
- California High Speed Rail

Areas of Expertise:

- Art and Creative Direction
- Graphic Design
- Branding & Marketing
- Printing Support
- Social Media
- AI and Emerging Technologies

VMA PERSONNEL RESUMES



Antonio Ayala
Software Engineer

Antonio Ayala is an experienced mechanical engineer and software developer specializing in JavaScript and related frameworks. With a passion for creating innovative and user-friendly solutions, he's honed his expertise in developing robust full-stack applications and websites for production environments.

Equipped with a deep understanding of software systems and program management, Antonio possesses a strong track record of delivering high-quality software that seamlessly integrates front-end and back-end functionalities. He thrives in collaborative environments, leveraging problem-solving skills and attention to detail to architect scalable and efficient systems that are attractive, branded, and accessible to end users. Staying up-to-date with the latest industry trends and best practices, Antonio combines technical proficiency with a commitment to creating exceptional user experiences.

EDUCATION

Bachelor of Science, Mechanical Engineering, University of Southern California

QUALIFICATIONS

Years of Experience: 4
Years with VMA: 2

Project Experience:

- Metrolink SCORE
- Biosolids Digester Facilities Project
- Washington Boulevard Light Rail Transit Coalition

Areas of Expertise:

- Website and App Development
- Software Engineering



Ernesto Cruz
Senior Associate – Video Services

Ernesto joined VMA in 2018, and has been a part of the firm's Infrastructure Development Team as well as its Education Team, assisting in areas such as community outreach strategies, database coordination and management, and writing. Additional tasks include conducting media outreach, coordinating public events, and building periodic reports for the firm's clients. He is also one of VMA's bilingual and biliterate team members, providing translation services and assisting any Spanish-speaking community members at public meetings and events. He knows how important client success is, and is willing to be flexible in order to help meet client goals.

EDUCATION

Bachelor of Science, Educational Studies, Grand Canyon University

QUALIFICATIONS

Years of Experience: 6
Years with VMA: 5

Project Experience:

- LA County Public Works
- Delta Conveyance Authority
- City of Covina Grand Ave. Rehabilitation
- Moreno Valley General Plan Update
- California High-Speed Rail Authority
- Metrolink SCORE
- City of Chino General Plan Update
- Metro NextGen Bus Study

Areas of Expertise:

- Database Building and Management
- Event Coordination and Support
- Public Outreach Coordination & Support
- Media Coverage and Monitoring
- Professional Writing
- Bilingual & Biliterate (English/Spanish)
- Translation Services (English/Spanish)
- Photography Services



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VMA PERSONNEL RESUMES



Lauren Creiman
Deputy Director of Content and Production

Lauren Creiman specializes in creating and delivering comprehensive communications campaigns for school districts, bringing each organization's unique narrative to life through a synergistic mix of words, images, video, and social media. Drawing on her deep expertise in translating complex educational issues for a general audience, Lauren's work bolsters district transparency and drives inclusiveness across communities. A true communications powerhouse, Lauren is equally adept at constructing social media campaigns, orchestrating short and in-depth video productions and distilling the essence of rigorous instructional programs and innovative enrichment efforts into phrases that excite and inform district stakeholders.

EDUCATION

Bachelor of Arts,
Journalism,
University of La Verne
Bachelor of Arts,
Speech
Communication,
University of La Verne

QUALIFICATIONS

**Years of
Experience:** 10
Years with VMA: 8

Project Experience:

- Bonita Unified School District
- Fontana Unified School District
- California Early Childhood Special Education Network
- San Gabriel Unified School District
- Rosemead School District

Areas of Expertise:

- Writing and Editing
- Strategic Planning
- Media Relations/ Issue Management
- Public Affairs
- Project Coordination
- Video Production
- Social Media Marketing/Management



ATTACHMENT B



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RFQ NO. 2026-0101

ATTACHMENT B

PROPOSER'S REFERENCES AND SUBCONTRACTORS

Company Name: VMA Communications	Address: 243 N. Oberlin Ave, Claremont, CA 91711
Owner, Principal Officer: Valerie Martinez	Headquarters Location/Date of Establishment: Claremont, CA / 1996
Email: lindsay.barnes@vmapr.com	Website: vmapr.com
Phone: (909) 445-1001	Fax:

1. List license(s) and corresponding numbers/classification applicable or required for the Scope of Services of this Quote:
 N/A

2. Have you ever operated this business under a different name? Yes _____ No X
 If yes, please explain:
 N/A

3. **On Going Legal Proceedings:** Provide details on any litigation in which you/your company have been the subject of a lawsuit in the past five (5) years. If none, then write "NONE."
 NONE

4. Has the Proposer, any officer of the Proposer, or any employee of the Proposer who has proprietary interest in the Proposer, ever been disqualified, removed, or otherwise prevented from bidding on, or completing a federal, state, or local government project because of a violation of law or safety regulation? Yes No
 If yes, please explain:
 N/A

[Continued on Page 2]

RFQ NO. 2026-0101

List references for projects of similar size and scope of work for this Quote that you/your company are/is currently working on or has completed in the last 5 years:

1. Agency Name: Bonita Unified School District Contact Name: Superintendent Matt Wien
 Contact e-mail: wien@bonita.k12.ca.us Contact Phone: (909) 971-8200 ext. 5101
 Scope of Work: Community Engagement, Branding, Graphic Design, Social Media, Photography, Videography, Media Coverage, Digital Advertising, Digital Newsletters
 Agreement Amount: \$274,000 Agreement Start/End Date: 7/2025 - 6/2026

2. Agency Name: California Early Childhood Special Education Network Contact Name: Melanie Hertig, Executive Director
 Contact e-mail: mhertig@calescse.org Contact Phone: (949) 940-6489
 Scope of Work: Videography and Social Media

 Agreement Amount: \$158,000 Agreement Start/End Date: 8/2025 - 6/2027

3. Agency Name: Lynwood Unified School District Contact Name: Juliette Funes
 Contact e-mail: jfunes@mylUSD.org Contact Phone: (310) 886-1600 ext 8004
 Scope of Work: Enrollment Communications, Digital Advertising, Social Media, Videography, Media Coverage, Newsletters
 Agreement Amount: \$268,000 Agreement Start/End Date: 7/2025 - 6/2026

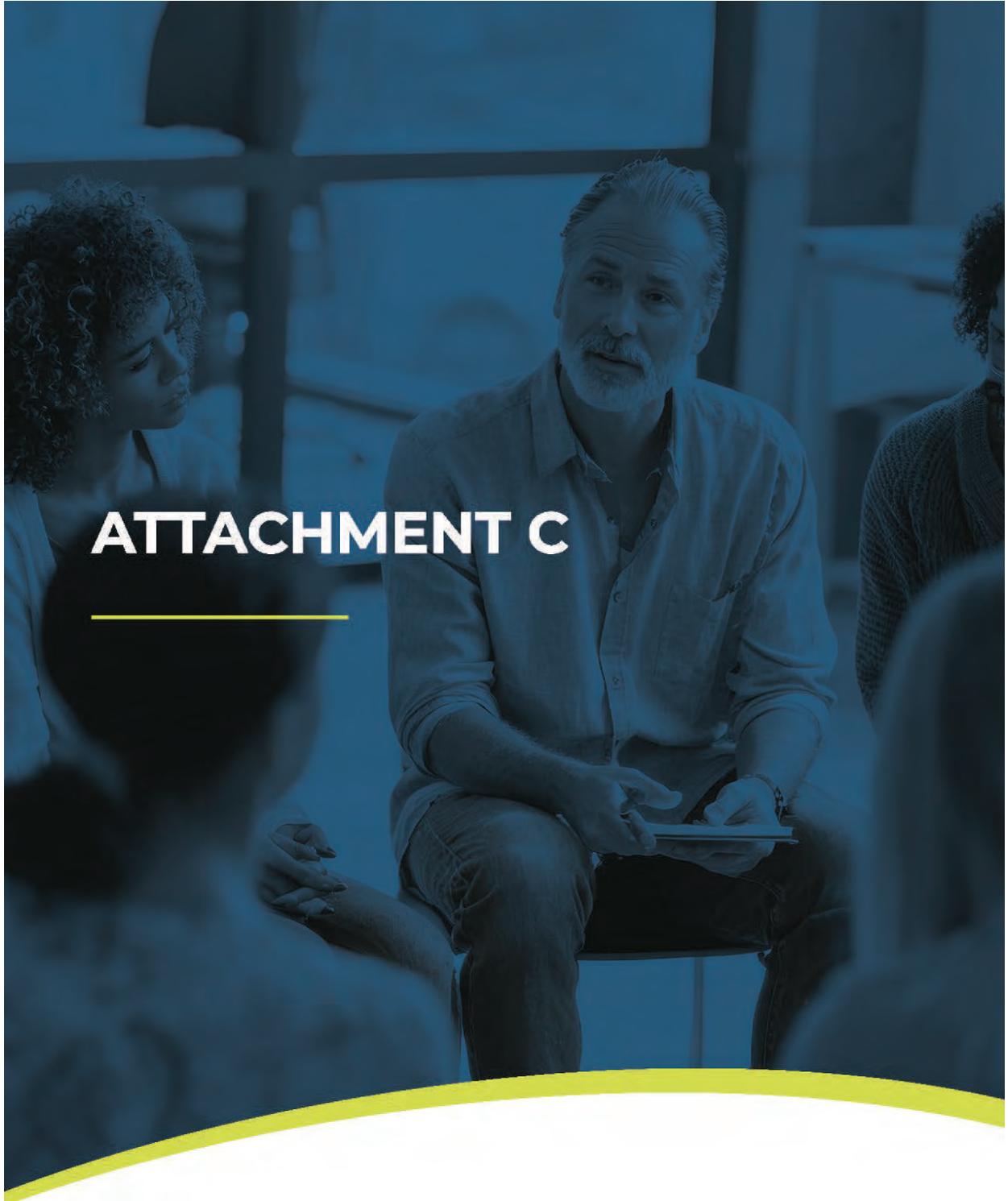
4. Agency Name: Claremont Lewis Museum of Art Contact Name: Seth Pringle, Executive Director
 Contact e-mail: springle@clmoa.org Contact Phone: 909-621-3200
 Scope of Work: Website Development and Maintenance

 Agreement Amount: \$15,880 Agreement Start/End Date: 11/2021 - 08/2023

5. Agency Name: City of Pomona – Garey Avenue Rehabilitation Contact Name: Cesar Ortiz,
 Contact e-mail: cortiz@rkagroup.com Contact Phone: (909) 532-5062,
 Scope of Work: Community Outreach, Public Event Planning, Online Information Hub
 Agreement Amount: \$40,500 Agreement Start/End Date: 03/2024-10/2024

Subcontractors to be utilized, if applicable:

1. Agency Name: _____ Contact Name: _____
 Contact e-mail: _____ Contact Phone: _____
 Specialty: _____ Years in Business: _____
 Scope of Work: _____



ATTACHMENT C



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CASE STUDIES



VMA created a powerful video for Bonita Unified encapsulating what makes the District shine. [Watch here](#) ▶

CASE STUDY

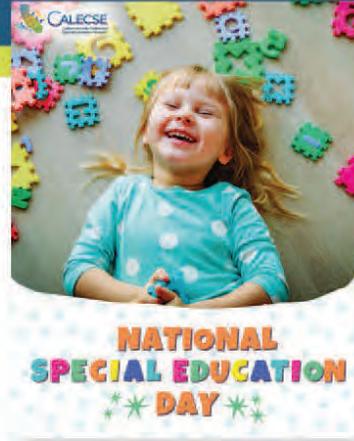
Bonita Unified School District

Community Engagement, Branding, Graphic Design, Social Media, Photography, Videography, Media Coverage, Advertising, Digital Newsletters

Bonita Unified School District serves approximately 10,000 students in the San Gabriel Valley, providing them with an educational experience guided by the core values of equity, mastery, and a focus on results. Bonita Unified first partnered with VMA in 2018 with the goal of boosting enrollment, enhancing community engagement, and raising awareness of the District's successes. Since then, VMA has assisted the District with establishing consistent branding, social media management, media coverage, professional photography, and engaging storytelling about Bonita Unified's students, staff, and programs through videos, print collateral, digital content, advertising, and more.

VMA has been instrumental in articulating the District's vision to the community through an ongoing, comprehensive monthly communications plan, as well as through stand-alone items such as Reports to the Community and showcase videos featured at Bonita Unified's State of the District events. We have also created dynamic digital newsletters that put the achievements of Bonita Unified students and staff front and center, enhanced communication through bimonthly Superintendent's Updates, and **executed targeted digital enrollment campaigns on Meta and Google to support student recruitment and districtwide awareness.**

CASE STUDIES



CASE STUDY

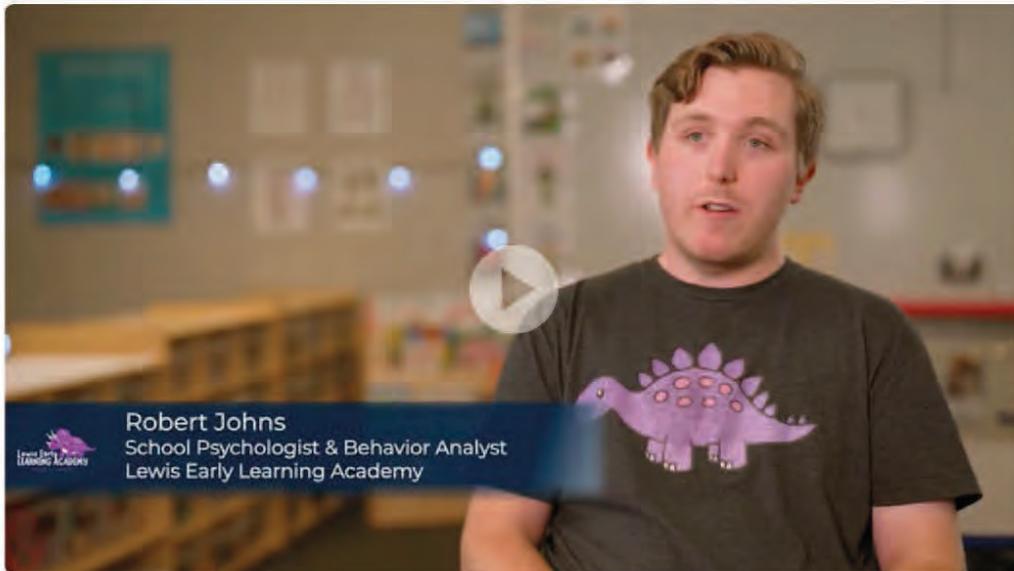
California Early Childhood Special Education Network

Video Production and Social Media

The California Early Childhood Special Education Network (CalECSE) partnered with VMA to produce a variety of high-impact digital content to advance early childhood special education services in California, helping to fulfill their mission of improving outcomes for California's special education students.

VMA produced and distributed a series of videos that served as powerful education and training on best practices in early childhood special education. VMA also kickstarted CalECSE's strategic social media and digital outreach efforts, launching [Instagram](#) and [Facebook](#) pages, creating content, and generating consistent engagement growth across all platforms.

As a result of VMA's work, CalECSE has provided impactful professional development for special education practitioners throughout the state and established itself as a beacon of knowledge and support in the early childhood special education community.



Robert Johns
School Psychologist & Behavior Analyst
Lewis Early Learning Academy

Click image to view video



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Claremont Lincoln University

Program Marketing, Digital Advertising, Collateral Design and Production, Media Coverage, Photography, Videography, Motion Graphics

Claremont Lincoln University (CLU) is a rapidly evolving provider of niche online education programs for emerging leaders in the public service and nonprofit sectors. During a time of organizational change, CLU engaged VMA to help reach potential new students through a mix of traditional and digital communications channels. VMA began by creating a suite of compelling visual materials for meetings and conferences, including vertical banners, motion graphics, and printed collateral that worked together to tell the story of CLU's impactful programs and draw prospective students and partners into conversation.

As the partnership grew, VMA became CLU's rapid-response, go-to firm for key marketing needs. This work expanded to include photography, videography, and motion graphics that highlighted the distinctiveness of CLU's programming, as well as the **design and execution of a targeted digital advertising campaign promoting a specialized program for law enforcement professionals**. The digital campaign drove traffic to a dedicated program microsite, strengthening CLU's online presence and generating qualified interest among priority audiences while reinforcing messaging across platforms.



CASE STUDIES



Lynwood Unified School District

Digital Enrollment Campaign

VMA Communications has partnered with Lynwood Unified School District for more than a decade, strengthening enrollment, communications, and community engagement. In 2024, the District launched a comprehensive Enrollment Marketing Campaign to counter statewide declines and highlight its outstanding academic, arts, and career programs.

VMA created a bilingual digital advertising campaign across Google, Facebook, and Instagram that featured vibrant visuals, professional photography, and video storytelling to showcase the District's early education, dual enrollment, and career technical pathways. Complementary eblasts, postcards, and newsletters reinforced the message across print and digital channels.

The three-month campaign generated more than 1.1 million impressions, 48,000 video plays, and over 13,000 visits to the enrollment webpage. The District received 675 phone call inquiries, surpassing projections and reversing downward trends. Through data-driven strategy and authentic storytelling, VMA helped Lynwood Unified celebrate its successes and inspire families to join its thriving school community.



CASE STUDIES



CASE STUDY

City of Pomona – Garey Avenue Rehabilitation Project

Web Development and Outreach Communications

Garey Avenue is a vital and heavily traveled corridor in the City of Pomona, serving as a key route connecting residential neighborhoods with commercial areas. Given its importance, the city prioritized the development and analysis of improvement recommendations for this corridor to better serve residents and businesses.

To support this initiative, the City partnered with VMA Communications, Inc. to lead a comprehensive public outreach effort and develop clear, project-specific messaging that would inform and engage stakeholders throughout the planning process. VMA collaborated closely with City staff to implement a strategic outreach plan that effectively communicated the project's phased approach, key features, constraints, and timeline, while aligning with the needs and interests of the Pomona community.

A central component of this outreach was a series of traditional and non-traditional open-house style public meetings designed to meet the community where they are, both geographically and in terms of accessibility. **To further support outreach efforts, VMA developed a comprehensive range of materials, including a project fact sheet, display boards, and a user-friendly website that served as a central hub for updates and information.** The coordination of these resources, along with the design of an interactive presentation and the provision of Spanish translation and interpretation services, ensured the outreach process was accessible, informative, and effective for all members of the community.

Through this thoughtful, community-centered approach, VMA helped the City of Pomona build public trust, encourage meaningful participation, and move the Garey Avenue improvement project forward with valuable input from those it aims to serve.

CASE STUDIES



Visit the live site at clmoa.org ▶

CASE STUDY

Claremont Lewis Museum of Art

Website Development Project

This small museum was growing fast. It had received a major endowment and was in the process of changing its name and expanding its facility, all while running daily operations which included an ongoing roster of exhibit and event programming. Its website was nearly a decade old, didn't meet current programming and usability standards, and its design didn't reflect the contemporary and sophisticated attributes of the organization. In addition, the site's user interface was difficult for patrons to navigate and the backend content management system was challenging for its small, mostly volunteer staff to maintain.

VMA designed a comprehensive, yet clean, modern site that captures the museum's vibrant visual identity and its impressive array of exhibitions, events, and activities. The site draws in visitors and subtly guides them on a journey of discovery that encourages deeper involvement and engagement with the museum. The site was built on a WordPress platform that automatically generates a mobile version, making it easy for site visitors to navigate on an array of devices and browsers, and easy for staff to maintain and update.

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24 |

CASE STUDIES



CASE STUDY

Delta Conveyance Authority Digital Engagement at Scale

In April 2020, VMA Communications created and launched all social media channels for the Delta Conveyance Authority (DCA), establishing a digital presence for one of California's most complex and scrutinized infrastructure efforts. Over five years, we led a high-impact engagement program designed to educate, inform, and connect with Californians across regions and languages.

Our strategy blended steady, transparent organic content with geo-targeted, multilingual ad campaigns and short-form video storytelling. We developed branded series, produced educational explainers, and adapted content across English, Spanish, and Chinese. Each campaign was customized for specific milestones and optimized monthly based on performance analytics and community response.

Video production was central to our approach. VMA created a full library of visual content, including drone-filmed project site overviews, animated explainers, and multilingual adaptations with subtitles and voiceovers. **These videos were used across platforms as both organic content and paid advertising, translating technical information into accessible, high-impact storytelling that consistently outperformed industry benchmarks.**

Throughout, we translated complex material into digestible posts, reels, and graphics that met the public where they were. Our team maintained consistent publishing schedules, responded to real-time issues, and helped the agency navigate legal, political, and public concerns with clarity and trust.

Results at a Glance (2020–2025)

Metric	Value
Paid + Organic Impressions	14.2 million+
Video Plays	2.4 million+
Total Posts Published	1,000+ across platforms
Ad CTR (Average)	2.5–3.9% (peaks up to 9.66%)
Monthly Peak Reach	Up to 85,000 users

QUALIFICATIONS OF FIRM



Why VMA?

California's behavioral health workforce shortage is not an abstract challenge. It is felt daily by individuals and families seeking care, by clinicians managing heavy caseloads, and by public agencies working to meet rising community need with limited staffing capacity. Behavioral health professionals play a critical role in stabilizing individuals, strengthening families, and supporting healthier communities, yet recruitment and retention remain persistent obstacles across the system. This campaign presents a timely opportunity to address that challenge by elevating authentic staff voices, clarifying career pathways, and positioning Tri-City Mental Health Authority as a place where meaningful work, professional growth, and community impact intersect.

VMA's approach is built for the moment Tri-City Mental Health Authority is in. We will design an integrated recruitment strategy that combines human-centered storytelling with targeted digital outreach to reach both emerging and experienced professionals where they are. By pairing compelling video and visual content with clear, accessible information and data-informed media placement, this effort is intended to spark interest, reduce barriers, and motivate qualified candidates to take action.

VMA is uniquely equipped to deliver this work. For nearly 30 years, we have partnered with public agencies across California operating within complex, mission-driven systems, bringing together strategic insight, modern media execution, and a fully integrated, award-winning in-house creative team. Based in Claremont and located within the Tri-Cities service area, VMA brings deep regional familiarity alongside statewide reach.

That local insight is informed by long-standing relationships with organizations and leaders throughout the San Gabriel Valley, including city and school district partners in Claremont, Pomona, and La Verne, as well as community-based organizations such as Project Sister, Inland Valley Hope Partners, SCIL/AgingNext, Inland Valley Humane Society, the San Gabriel Valley Public Affairs Network, the San Gabriel Valley Economic Partnership, and Trinity Youth Services. Together, this perspective enables VMA to develop recruitment strategies that are grounded, credible, and aligned with Tri-City Mental Health Authority's mission and workforce needs.



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27 |

PROPOSED APPROACH AND SCOPE OF WORK



1 Planning and Strategy Development

VMA Communications will initiate the project with a structured planning and discovery phase to align Tri-City Mental Health Authority's recruitment priorities, workforce needs, and campaign objectives. This phase establishes the strategic foundation for all creative, digital, and technical work that follows.

VMA will conduct collaborative kickoff and planning meetings with TCMHA staff to confirm priority classifications, target audiences, geographic focus, and recruitment goals. This process will include a review of existing recruitment materials, brand guidelines, and job descriptions, as well as discussion of internal workflows, approval processes, and timeline considerations. These early conversations ensure messaging, creative direction, and media execution are grounded in operational realities and responsive to hiring needs.

Based on this discovery, VMA will develop an integrated recruitment strategy that aligns messaging, video storytelling, digital advertising, landing page functionality, and marketing collateral into a cohesive campaign framework. Messaging will be tailored to resonate with multiple candidate segments, including recent graduates, early-career professionals, and experienced behavioral health practitioners, while remaining consistent with TCMHA's mission, values, and community-based model of care.

Throughout the project, VMA will apply disciplined quality control, budget oversight, and schedule management practices. All content will move through VMA's three-tier internal quality assurance process—concept review, technical review, and final quality control—to ensure accuracy, accessibility, and brand consistency. Closed captioning, ADA considerations, and platform-specific technical requirements are incorporated as standard practice.

VMA will manage the project using a centralized project management system and master production calendar to track milestones, approvals, and deadlines across all phases of work. Budget discipline is maintained through job-based estimating and task-level time tracking, allowing scope adjustments as needed without compromising campaign effectiveness.

This planning-led, quality-driven approach ensures all campaign components are aligned, efficient, and positioned for maximum impact within the project timeline and available resources.



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PROPOSED APPROACH AND SCOPE OF WORK

2 Recruitment Video Production

VMA will produce one primary recruitment video, approximately two to three minutes in length, highlighting Tri-City Mental Health Authority's mission, staff experience, organizational culture, and community impact. Filming will include interviews, location footage, and supporting B-roll captured across selected TCMHA sites, coordinated to minimize disruption to ongoing services.

During pre-production, VMA will collaborate with TCMHA to select one primary creative direction aligned with recruitment priorities and target audiences. Proposed creative options include:

- **Why We Do the Work** – A documentary-style, interview-driven approach centered on authentic staff voices, emphasizing motivation, purpose, and the meaningful impact of behavioral health work.
- **A Place to Grow** – A narrative-focused concept highlighting professional development, mentorship, supervision, and long-term career pathways at TCMHA.
- **Many Roles, One Mission** – A visually dynamic concept showcasing the breadth of clinical and non-clinical roles that support TCMHA's system of care.

The selected concept will guide filming, editing, and final delivery. All production and post-production services, including editing, graphics, sound design, and music licensing, will be completed by VMA's award-winning, in-house creative team.

To support digital distribution, VMA will identify and produce short-form video clips derived from the primary recruitment video. VMA's social and digital team will select the strongest moments for short-form use, editing clips for video-first social platforms with attention to pacing, captioning, aspect ratios, and platform best practices. These assets will be designed to perform effectively both organically and through paid promotion.

3 Digital Advertising Campaign

VMA will develop and manage a targeted digital recruitment campaign running eight weeks within the project period, with a primary emphasis on reaching qualified behavioral health professionals through LinkedIn, supported by complementary static and video advertising and search-based recruitment efforts.

Audience targeting will include established mental health professionals, recent graduates and early-career professionals (including interest-based and geofenced outreach around college and university campuses), and geotargeted audiences across Southern California aligned with TCMHA's service area.

All creative assets will be developed by VMA's in-house creative team. VMA will implement A/B message and creative testing to evaluate variations in messaging, imagery, and calls to action, shifting budget toward higher-performing content throughout the campaign.

Campaign performance will be monitored using VMA's digital campaign reporting framework, with analysis focused on impressions, reach, clicks, engagement, video views, cost efficiency, and conversions where applicable.



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29

PROPOSED APPROACH AND SCOPE OF WORK

4 Recruitment Landing Page

VMA will design and build a dedicated, standalone recruitment landing page to serve as the central digital hub for the campaign. The landing page will consolidate key messaging, recruitment video content, and clear calls to action linking directly to Tri-City Mental Health Authority's external job application portal. The page will be optimized for mobile, tablet, and desktop use.

The landing page will be developed by VMA's in-house web developer in close coordination with strategists and designers to ensure alignment between messaging, visual design, and user experience. Content will be streamlined to guide users efficiently from awareness to action, with emphasis on clarity, scannability, and conversion.

The page will be built using best practices for accessibility, security, privacy, and analytics transparency. SEO-informed page structure and keyword-aligned copy will support search visibility and conversion efficiency. VMA will host and maintain the landing page during the project period and provide all files and documentation to TCMHA at project closeout.

5 Marketing Collateral and Print-Ready Materials

To complement digital recruitment efforts, VMA will design high-impact marketing collateral for use at job fairs, campus outreach events, conferences, and community engagement activities. Materials will align visually and thematically with the broader recruitment campaign.

Proposed collateral includes a tri-fold recruitment brochure highlighting TCMHA's mission and career opportunities and a one-page recruitment FAQ addressing common candidate questions. All materials will be designed for both print and digital distribution.

VMA offers in-house print coordination and can advise on specifications and production options. Printing costs will be priced separately from creative and design services.

6 Ownership and Project Closeout

At the conclusion of the project, VMA will provide Tri-City Mental Health Authority with full ownership of all creative assets produced under this contract, including final and editable video files, raw footage, design files, photography, digital advertising assets, and print-ready collateral files.

QUALIFICATIONS OF FIRM



Project Timeline



Phase 1: Research, Planning, and Strategy

March 1 – March 14

- Project kickoff and discovery meetings
- Confirmation of recruitment priorities, target audiences, messaging, and success metrics
- Review of existing materials, workflows, and approval processes
- Finalization of creative direction and overall campaign strategy



Phase 2: Recruitment Video Production and Initial Collateral Development

March 14 – May 5

- Pre-production planning, interview selection, and filming schedule
- On-site filming at selected TCMHA locations
- Capture of interviews, B-roll, and supporting visuals
- Editing of the primary recruitment video and development of short-form video clips
- Initial concept development and early design exploration for printed recruitment materials, informed by emerging video themes and messaging
- Internal quality control and client review cycles
- Design and development of a standalone recruitment landing page, including messaging, visual design, SEO-informed structure, analytics setup, and mobile optimization

(continued on next page)



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PROJECT TIMELINE

(continued from previous page)



Phase 3: Video Finalization, Marketing Collateral Completion, and Website Updates

April 28 – May 18

- Final client review and approval of the primary recruitment video and short-form clips
- Final quality control, captioning, formatting, and delivery of all video assets
- Completion and refinement of printed recruitment materials, including a tri-fold brochure and one-page recruitment FAQ
- Preparation of print-ready files (printing costs handled separately based on desired quantities)
- Integration of finalized recruitment videos into the recruitment landing page



Phase 4: Digital Advertising Campaign (8 Weeks)

May 5 – June 30 (8 full weeks)

- Launch and management of the targeted digital recruitment campaign, with emphasis on reaching career professionals and support from complementary video, display, and search-based recruitment efforts
- A/B testing of creative and messaging variations
- Ongoing optimization based on performance data
- Reporting focused on impressions, reach, engagement, clicks, and conversions where applicable



Phase 5: Campaign Wrap-Up and Reporting

June 23 – June 30

- Conclusion of paid media activity
- Compilation and analysis of final campaign performance data
- Delivery of final campaign summary and recommendations
- Final delivery of all creative assets and design files



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ATTACHMENT D



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RFQ NO. 2026-0101

ATTACHMENT D
EXCEPTION(S) TO SPECIFICATIONS AND/OR
SAMPLE INDEPENDENT CONTRACTOR AGREEMENT

- We have no exceptions to the Scope of Work/Requirements
- We have exceptions to the Scope of Work/Requirements as listed below. Exceptions to the Scope of Work/Requirements stated herein shall be fully described in writing by the Proposer in the space provided below. Any alternate must be approved by Tri-City Mental Health Authority no less than 10 business days prior to the closing date.

- We have no exceptions to any other section of the RFQ document or Independent Contractor Agreement.
- We have exceptions to the RFQ document or Independent Contractor Agreement stated herein which shall be fully described in writing by the Proposer in the space provided below.



ATTACHMENT E



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35 |

RFQ NO. 2026-0101

ATTACHMENT E
PROPOSER PRICE QUOTE

To ensure consistency and for proper analysis, cost/pricing submission should follow the format reflected and completed in its entirety. The Proposer should consider the Scope of Services as set forth in **Section III** and as required under **Section V.C.5** of this RFQ.

The hourly rates must include any required overhead or internal administrative services. If applicable, overtime, double-time, holiday pay, shall be calculated per the Department of Industrial Relations Prevailing Wage Labor Code. Please include the billable hour for time and materials per assigned project manager or employees OR final price at the bottom of your cost Quote as a total not-to-exceed amount to implement the Quote. The Proposer shall attach an itemized list stating specifically what is being furnished, such as materials, labor, tools, production costs, travel, and other work necessary to complete the Scope of Services or expected number of hours with hourly rate. The cost for the Scope of Services as stated in the Request for Quotes documents shall be as follows:

COST QUOTE			
SERVICE/ITEM DESCRIPTION (Attach Detailed Description of Services)	# OF HOURS	HOURLY RATE	ALL INCLUSIVE MAXIMUM COST
Marketing Strategy Development	40	\$ 195	\$ 7,800
Recruitment Video & Short Clips	80	\$ 195	\$ 15,600
Digital Advertisement Campaign	40	\$ 195	\$ 7,800
Recruitment Landing Page	80	\$ 195	\$ 15,600
Marketing Collateral	60	\$ 195	\$ 11,700
Other Direct Work to complete Scope of Services (Attach Detailed Description)		\$	\$ 7,500
SUBTOTAL		\$	\$ 66,000
TOTAL PROJECT COST (Not to Exceed)	\$ 66,000		

Proposer/Company Name: VMA Communications

Name and Title of Authorized Representative: Valerie Martinez

Authorized Representative Signature: 

Date: 1/28/2026

BUDGET

Tri-City Mental Health Detailed Project Budget

PROFESSIONAL SERVICES (LABOR)

Task	Scope	Hours	Hourly Rate	Total Cost
Marketing Strategy Development	Campaign strategy, messaging framework, and execution plan	40	\$195	\$7,800
Recruitment Video & Short Clips	One 2-3 minute recruitment video plus 2-3 cut-downs (15-30 seconds)	80	\$195	\$15,600
Digital Advertising Campaign	Campaign setup, management, and optimization across LinkedIn, Meta, and Google	40	\$195	\$7,800
Recruitment Landing Page	Content development, design, and launch	80	\$195	\$15,600
Marketing Collateral	FAQ one-pager and trifold brochure (content + design)	60	\$195	\$11,700
Subtotal – Professional Services		300		\$58,500

OTHER DIRECT COSTS

Item	Description	Cost
Digital Media Placements	Budget for paid digital advertising spend	\$2,500
Printing Stipend	Suggested allowance for printing trifolds and FAQ materials (final cost TBD based on quantity)	\$5,000
Subtotal – Other Direct Costs		\$7,500

TOTAL PROJECT BUDGET

Category	Amount
Professional Services	\$58,500
Other Direct Costs	\$7,500
Total All-Inclusive Maximum Cost	\$66,000

EXHIBIT C

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

VMA COMMUNICATIONS

Contractor’s Name	Last	First
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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 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.

Valerie Martinez, President/CEO

Date	Contractor or Vendor’s Name	Contractor or Vendor’s Signature
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Ontson Placide, Executive Director

Date	TCMHA Executive Official’s Name	TCMHA Executive Official’s Signature
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**Tri-City Mental Health Authority
AGENDA REPORT**

DATE: February 18, 2026

TO: Governing Board of Tri-City Mental Health Authority

FROM: Ontson Placide, LMFT, Executive Director

BY: Micaela P. Olmos, CPMC, JPA Administrator/Clerk

SUBJECT: Consideration to Form an Ad-Hoc Committee to Interview Applicants for Membership to TCMHA Mental Health Commission

Summary

Article IV, Section D [Appointment] of the Tri-City Mental Health Authority (TCMHA) Mental Health Commission (MHC) Bylaws, states that Commission members shall be appointed by the Governing Board. Accordingly, staff recommends that the Governing Board form an Ad-Hoc Committee to interview and select potential MHC Membership Applicants.

Background:

The Mental Health Commission is an advisory body to the Governing Board of TCMHA; serve without compensation; and it has no policy or budget authority. Section 5604.2 of the California Welfare and Institutions Code (WIC) defines in detail the duties of a MHC.

As a result of recent vacancies in the MHC, recruitment for candidates to serve on the Commission began a couple of months ago, and the current deadline to apply has been extended to March 31, 2026. In the interest of time, it is recommended that the Governing Board form an Ad Hoc Committee at this time so that it is ready and in place for when interviews are scheduled for potential candidates. It is anticipated that one day commitment will be required to conduct the interviews.

Funding:

None Required.

Recommendation:

Staff recommends that the Governing Board select a minimum of two Board Members to form an Ad Hoc Committee to interview potential MHC Membership Applicants.

Attachment:

Attachment 13-A. 2026 MHC Membership Recruitment Flyer