

BOS Agreement Number: _____

**AMENDMENT TO BOARD OF SUPERVISORS
AGREEMENT # 10-130**

This Second Amendment to Board of Supervisors Agreement No. 10-130 is entered into this _____ day of _____, 2011 by and between the County of Mendocino, a political subdivision of the State of California, hereinafter referred to as "COUNTY" and **Manzanita Services, Inc.**, hereinafter referred to as "CONTRACTOR."

WHEREAS, the Board of Supervisors approved the original agreement # BOS 10-130 on August 10, 2010; and

WHEREAS, the Board of Supervisors entered into the first amendment # BOS 10-130A on June 30, 2011 extending the agreement's termination date from June 30, 2011 to July 31, 2011 with no increase in funding; and

WHEREAS, the Mental Health Branch is exploring alternate models for Recovery Center services and will conduct a competitive bidding process for a contract to begin January 1, 2012; and

WHEREAS, during this planning process the Mental Health Branch desires to provide a continuity of care for clients attending Manzanita Services; and

WHEREAS, it is the desire of the CONTRACTOR and the COUNTY to extend the termination date set out in the original Agreement # BOS 10-130 and Amendment # BOS10-130A; and

WHEREAS, the Mental Health Services Act funds the full cost of operating Recovery Centers in Willits and Ukiah;

NOW THEREFORE, we agree as follows:

Term Date: Original: July 1, 2010 through June 30, 2011
Amendment 1: Added one (1) month through July 31, 2011
Amendment 2: Adds five (5) months through December 31, 2011

Definition of Services: Revised Definition of Services attached with deletions struck and additions in italics (Exhibit A).

Payment Terms: Original Amount: \$ 222,503 (July 2010 to July 2011)
Increased by: \$ 74,401 (August to December 2011)
New Total: \$ 296,904

Revised Payment terms attached for period of amendment, August 1, 2011 through December 31, 2011 (Exhibit B).

All other terms and conditions of Board of Supervisors Agreement # 10-130 are to remain in full force and effect.

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IN WITNESS WHEREOF, the parties hereto have executed this Agreement as of the day and year first above written.

COUNTY OF MENDOCINO

By _____
Kendall Smith, Chair and/or
John McCowen, Vice Chair
Board of Supervisors

Date: _____

ATTEST:

CARMEL J. ANGELO, Clerk of said Board

By _____
Deputy

I hereby certify that according to the provisions of
Government Code Section 25103, delivery of this
document has been made.

CARMEL J. ANGELO, Clerk of said Board

By _____
Deputy

Date :

HEALTH AND HUMAN SERVICES AGENCY

By _____
STACEY CRYER, HHSA Director

Date: _____

Budgeted: ☒ Yes ☐ No

Budget Unit: 4051

Line Item (Acct String): 86-2189

Org/Object Code: MACSS

Grant: ☐ Yes ☒ No

Grant No.: _____

INSURANCE REVIEW:

RISK MANAGER

By _____
KRISTIN McMENOMEY, Director
General Services Agency

Date: _____

CONTRACTOR/COMPANY NAME

By _____
Signature

Printed Name: _____

Title: _____

Date: _____

NAME AND ADDRESS OF CONTRACTOR:

Manzanita Services, Inc.

PO Box 323

Ukiah, CA 95482

By signing above, signatory warrants and
represents that he/she executed this
Agreement in his/her authorized capacity
and that by his/her signature on this
Agreement, he/she or the entity upon behalf
of which he/she acted, executed this
Agreement

COUNTY COUNSEL REVIEW:

APPROVED AS TO FORM:

JEANINE B. NADEL, County Counsel

By _____

Date: _____

EXECUTIVE OFFICE REVIEW:

APPROVAL RECOMMENDED

By _____
Carmel J Angelo, Chief Executive Officer

Date: _____

Fiscal Review:

By: _____
Deputy CEO/Fiscal Date

Signatory Authority: \$0-25,000 Department; \$25,001- 50,000 Purchasing Agent; **\$50,001+ Board of Supervisors**

Exception to Bid Process Required/Completed ☐ **Exception #:** _____

EXHIBIT A

DEFINITION OF SERVICES

CONTRACTOR shall provide the following services:

Intent of Contract

1. Manzanita Services will operate and staff a Client Recovery Resource Centers (CRRC) *in Ukiah and Willits* offering support, education, and meaningful daytime activities for clients with severe and persistent mental illness who have been referred by Mendocino County Adult Mental Health Recovery Services (MC AMHRS).
2. The program will be designed to assist with client stabilization and crisis prevention with the goal of avoiding the need for clients to be placed in higher levels of care outside of Mendocino County.
3. The majority of clients referred under this contract will have Milestones of Recovery Scale (MORS) (Attachment A) scores of 3 to 5, meaning Manzanita Services staff will be expected to possess the skills to work appropriately with clients who may be disruptive, uncooperative, and have co-occurring disorders.

Caseload, Hours of Operation, and Location

4. Manzanita Services will provide program services for up to 50 clients referred by MC AMHRS.
- ~~5. Activities will be scheduled specifically for clients at the first step of recovering from mental illness. based on the needs and interests of clients referred by MC AMHRS.~~
- ~~6. Hours of operation will be from 10:30 a.m. to 2:00 p.m. on Mondays, Wednesdays, and Fridays and from 10:30 a.m. to 12:00 p.m. on Tuesdays and Thursdays. Monday through Friday in Ukiah and 11:00 a.m. to 2:00 p.m. Tuesday through Friday in Willits.~~
- ~~7. MC AMHRS clients will have the choice of attending an art-based Client Recovery Support Program housed at MC AMHRS PES on Tuesdays and Thursdays from 12:00 to 3:00 p.m.~~
8. The *Ukiah and Willits* CRRCs must be located in ~~Ukiah~~ in a publicly accessible buildings with convenient access to public transportation.

Welcoming Environment

9. Manzanita Services will continue ensuring a welcoming CRRC environment for clients through practices such as: a morning meeting that provides welcome, orientation, and opportunity for feedback and participation in decision-making; *and* keeping a client suggestion ~~box or book.;~~ ~~and consolidation of room usage within the building.~~
10. Manzanita Services will pursue further enhancements of the welcoming environment at the CRRC such as: ongoing staff training on welcoming practices; *and* partnering with MC AMHRS staff to continue improving the referral, intake, and orientation process for new clients. ~~;~~ ~~and exploring options for expanding food service.~~

Referrals

11. MC AMHRS Case Managers will schedule and attend a Referral meeting with Manzanita Services staff to discuss each new referral.
12. Referral meeting will include a review of pertinent treatment and recovery goals, issues, and suggestions to assist with the client's orientation to the CRRC.
13. MC AMHRS Case Manager will provide Manzanita Services staff with a Release of Information (ROI) form (Attachment B) for each referred client at or before the Referral meeting.

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DEFINITION OF SERVICES

14. MC AMHRS Case Manager will ensure all required ROI signatures have been obtained, including Public Guardian's signature for conserved clients.
15. MC AMHRS Case Manager will provide Manzanita Services with updated ROIs annually as they expire.
16. Manzanita Services has the right to refuse referrals of individuals who are legally restrained from the center, who create a safety risk to staff or clients in the center, or who are temporarily barred from the center for violation of policies and procedures. In such an event, MC AMHRS staff will schedule a case conference to address specific clinical and safety concerns.

Client Intake, Assessment, and Follow-Up

17. Following completion of a Referral meeting, MC AMHRS Case Manager will schedule and attend an Intake appointment with the client and Manzanita staff at the CRRRC.
18. Intake appointment will include a tour of the CRRRC, Expectations for Behavior (handout of CRRRC rules), an overview of the Principles of Recovery, explanation of Activity Schedule, and a summary of next steps.
19. Manzanita Services will provide clients with a copy of Manzanita's Grievance Procedure at Intake.
20. Within 30 days of Intake, Manzanita Services staff will assist each MC AMHRS client to complete an Individual Recovery Inventory. Clients will update the Inventory biannually thereafter. Inventory consists of a "true" or "false" self-assessment in areas of: Clinical Care and Access to Resources; Self-Esteem & Self-Empowerment/ Hope; Supportive Relationships (Family, Peer, Community); and Work, Education, and Meaningful Activity.
21. Based on the completed Inventory, Manzanita Services staff completes a Recovery Assessment in partnership with the client. Staff may request input from the MC AMHRS Case Manager. Staff and the client use the Recovery Assessment to develop "My Recovery Plan" with goals and timelines ~~in each of the four Inventory categories listed above.~~ *beginning with client-identified wellness goals and a "giving back to the community" goal.*
22. Manzanita Services staff will assign a baseline Milestones of Recovery Scale (MORS) score to each MC AMHRS client within 30 days of Intake and update the score biannually thereafter.
23. Assessments, forms, and measurement instruments used are subject to approval by MC AMHRS.

Groups and Workshops

24. Weekly groups will cover a minimum of eight different *peer support and recovery* topics per week (e.g. *Wellness Recovery Action Plans (WRAP), life skills, dual diagnosis*).
25. ~~Weekly groups will include life skills (e.g. purchasing and preparing food, money management, study skills for college students).~~
26. Manzanita Services will explore options for providing health education (e.g. nutrition, classes from a Public Health Nurse, management of chronic conditions).
27. Weekly schedule will include unstructured, supervised congregate time for clients to interact with peers, watch movies, etc.

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Art Program

28. *In Ukiah*, Manzanita Services will provide an ~~afternoon~~ Art Program at the CRRC on Mondays, Tuesdays, ~~Wednesdays~~, Thursdays, and Fridays from ~~12:00 p.m. to 2:00 p.m.~~ 11:00 a.m. to 12:30 p.m.
29. *On Wednesdays from 10:30 a.m. to 2:00 p.m., the Ukiah center will offer an art program modeled after the Adult Vocational Education (AVE) program at MC AMHRS that many clients are familiar with and have enjoyed.*
30. ~~Content of the program will focus on the needs and interests of MC AMHRS clients who formerly attended the Adult Vocational Education (AVE) program at MC AMHRS, and who may continue to attend the art-based Client Recovery Support Program at Mental Health on Tuesday and Thursday afternoons.~~
31. Manzanita Services will coordinate their on-site Art Program with the program offered by MC AMHRS. ~~and begin transition planning with the expectation that Manzanita Services will assume responsibility for the complete Monday-Friday afternoon art program no later than July 2011.~~

Communication Policy

32. Manzanita Services will provide training to CRRC staff and volunteers on the HHS Communication Policy (Attachment C) annually.
33. Manzanita Services will hold CRRC staff and volunteers accountable for communicating with each other and with clients according to the HHS Communication Policy.

Attendance Tracking

34. Manzanita Services staff will track MC AMHRS clients' daily attendance at Manzanita.
35. Manzanita Services will explore options for tracking client attendance by group, and implement attendance tracking by group if feasible.
36. Manzanita Services will provide MC AMHRS with daily attendance reports on request.
37. Attendance reports will not include information on individuals who are not clients of MC AMHRS.

Reporting

38. Manzanita Services will submit the following reports to designated MC AMHRS staff with the monthly invoice for payment:
 - a. Monthly Report – AMHRS Clients 2010-11 (Attachment D), including:
 - i. Initials of clients referred by MC AMHRS during the 2010-11 contract year (per Manzanita Services' records) with date of intake and date of current ROI form.
 - ii. Current year MORS scores for each MH AMHRS client.
 - iii. Indication of which MC AMHRS clients visited Manzanita at least once in reporting month.
 - b. Monthly Report – Narrative 2010-11 (Attachment E)
 - i. Copy of weekly activity schedule in use during reporting month with brief description of content of each group or activity.
 - ii. Summary of results of biannual Customer Satisfaction Surveys.
 - iii. Summary of topics discussed at Community Meeting including feedback provided by MC AMHRS clients.
 - iv. Report of training received by staff or volunteers during the reporting month, including topic, trainer, length, and names of attendees.

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DEFINITION OF SERVICES

- v. Summary report of grievances filed by MC AMHRS clients including Manzanita's response.
- 39. Manzanita Services staff will submit Exhibit 6 Quarterly Report Form (Attachment F) to designated MC AMHRS staff quarterly.
- 40. MC AMHRS will submit a monthly update to Manzanita Services that includes:
 - a. Current list of MC AMHRS Case Managers and their contact information.
 - b. Current list of clients referred by MC AMHRS during the 2010-11 contract year (per MC AMHRS' records).
 - c. Notation of each MC AMHRS client's living situation (e.g. Ukiah Park, Redwood Creek, homeless, etc.)
 - d. Notation of each MC AMHRS client's assigned MC AMHRS Case Manager.
- 41. MC AMHRS Case Managers will contact Manzanita Services staff as soon as possible to report changes in AMHRS client status (e.g. housing, conserved status, or assigned Case Manager) that may create a need for additional client support from Manzanita Services staff.

Customer Satisfaction Survey

- 42. Manzanita Services will distribute a Customer Satisfaction Survey to MC AMHRS clients biannually and offer assistance with completion as appropriate.
- 43. Customer Satisfaction Surveys will include an opportunity for MC AMHRS clients to provide input on the selection of group topics, weekly group scheduling, and other CRRC operations.
- 44. Customer Satisfaction Surveys will include one or more questions related to whether clients feel welcomed at the CRRC.
- 45. Manzanita Services will submit a summary report of survey results to MC AMHRS designee within a month of survey distribution (Attachment E), and will report results at subsequent MC AMHRS Case Management meeting.

Community Meetings

- 46. Manzanita Services staff will host monthly community meetings that include an opportunity for clients to provide input on the selection of group topics, weekly group scheduling, and other CRRC operations.
- 47. Manzanita Services will invite MC AMHRS Case Managers to community meetings.

Coordination with MC AMHRS Staff

- 48. Designated Manzanita Services and MC AMHRS staff will schedule ~~bimonthly~~ *quarterly* check-in meetings and biannual CRRC site visits to review program progress and contract compliance.
- 49. Designated Manzanita Services staff will attend MC AMHRS Case Management meetings twice monthly (or as otherwise scheduled) to report on program services, community meetings, client feedback, and discuss client issues.
- 50. Manzanita Services staff will welcome MC AMHRS Case Managers to meet with clients on-site at the CRRC as needed.
- 51. MC AMHRS Case Managers will document their visits to the CRRC by signing a Visitors Log Book provided by Manzanita Services.
- 52. Manzanita Services will maintain a written Crisis Response Policy that includes instructions for contacting MC AMHRS staff in the event of a client crisis or emergency.

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53. Manzanita Services will assign a designee to attend MHSA Work Group meetings for the Adult System of Care (ASOC) and Workforce Education & Training (WE&T).
54. MC AMHRS will notify Manzanita Services of available training opportunities that may benefit CRRC staff, volunteers, or clients.
55. MC AMHRS and Manzanita Services staff will continue to explore the possibility of partnering on additional client support strategies (e.g. crisis apartment, garden project).

PAYMENT TERMS
August-December 2011

	Hours/ Week	Hourly Rate	Monthly Allocation	Total Allocation
Center Operations <i>Rent, utilities, insurance, office equipment, postage, supplies</i>			\$ 2,700	\$ 13,500
Transportation <i>CRRC vehicle and other travel</i>			\$ 250	\$ 1,250
<i>Staff Salaries:</i>				
<i>Director</i>	30	\$ 25.00	\$ 3,075	\$ 15,375
<i>Center Coordinator</i>	10	\$ 18.00	\$ 738	\$ 3,690
<i>Peer Specialist II</i>	32	\$ 16.00	\$ 2,099	\$ 10,495
<i>Peer Specialist II</i>	15	\$ 15.50	\$ 953	\$ 4,765
<i>Peer Specialist I</i>	22	\$ 14.00	\$ 1,263	\$ 6,315
<i>Peer Specialist I</i>	13	\$ 13.00	\$ 693	\$ 3,465
<i>Staff Benefits (20%)</i>			\$ 1,764	\$ 8,821
Total Staff Salaries			\$ 10,585	\$ 52,926
<i>Other Personnel:</i>				
<i>Art Educator</i>			\$ 410	\$ 2,050
<i>Volunteer Incentives</i>			\$ 615	\$ 3,075
<i>Bookkeeper</i>			\$ 220	\$ 1,100
<i>Computer Support</i>			\$ 100	\$ 500
Total Other Personnel			\$ 1,345	\$6,725
TOTAL			\$ 14,880	\$74,401

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