

1. **PRESENTATION**

Each page, including attachments, must be clearly and consecutively numbered.

Mental Health Systems, Inc. (MHS) ensures that each page, including attachments, will be clearly and consecutively numbered.

2. COVER PAGE

Use Attachment A as the cover page.

This form must be fully completed and signed by an authorized officer of the Proposer.

ATTACHMENT A

ATTACHMENT A – COVER PAGE

Use this checklist to ensure that all items requested have been included.

Items Completed		Page (s)
1.	Attachment A – Cover Page	1
2.	Attachment B – Statement of Certification	2
3.	Attachment C – Licenses, Permits, and/or Certifications	2
4.	Attachment D – Certification Regarding Debarment or Suspension; California Secretary of State Business Entity Registration	1
5.	Attachment E – Cost	1
6.	Attachment F – References	1
7.	Attachment G – Employment of Former County Officials	1
8.	Attachment H – Exceptions to RFP	1
9.	Attachment I – Public Records Act Exemptions	1
10.	Attachment J – Indemnification and Insurance Requirements Affidavit	2
11.	<i>*if applicable</i> Attachment K – Business Associate Agreement	N/A

Proposer Name: Mental Health Systems, Inc.
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 RFP Contact: Alyce Belford, Senior Vice President
 Name of Authorized Representative: James C. Callaghan, Jr.
 Title of Authorized Representative: CEO & President

By signing below, the individual acknowledges that he/she has the authority to bind the Proposer to the terms of the Proposal. The individual further acknowledges that he/she has read and understands the RFP, the contents of the Proposal and the Attachments, and attests to the accuracy of the information submitted therein.

Signature of Authorized Representative: 
 Date: 7/14/2021

3. TABLE OF CONTENTS

All pages of the Proposal, including the enclosures, must be clearly and consecutively numbered and correspond to the Table of Contents.

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4. STATEMENTS OF CERTIFICATION

Include the following on Attachment B:

- a. A statement that the offer made in the Proposal is firm and binding for nine (9) months from the Deadline for Proposals.**

MHS' offer is firm and binding for nine (9) months from the Deadline for Proposals.

- b. A statement that all aspects of the Proposal, including cost, have been determined independently, without consultation with any other Proposer (competitor) for the purpose of restricting competition.**

MHS assures that all aspects of the Proposal, including cost, have been determined independently, without consultation with any other Proposer (competitor) for the purpose of restricting competition.

- c. A statement that all declarations in the Proposal and attachments are true and that this shall constitute a warranty, the falsity of which will entitle the County to pursue any remedy by law.**

MHS assures that all declarations in the Proposal and attachments are true and that this shall constitute a warranty, the falsity of which will entitle the County to pursue any remedy by law.

- d. A statement that the Proposer agrees that all aspects of the RFP and the Proposal submitted shall be binding if the Proposal is selected and a Contract awarded.**

MHS agrees that all aspects of the RFP and the Proposal submitted shall be binding if the Proposal is selected and a Contract awarded.

- e. A statement that the Proposer agrees to provide the County with any other information the County determines is necessary for an accurate determination of the Proposer's ability to perform the Services as proposed.**

MHS agrees to provide the County with any other information the County determines is necessary for an accurate determination of the Proposer's ability to perform the Services as proposed.

- f. A statement that the Proposer, if selected will comply with all applicable rules, laws and regulations.**

If selected, MHS will comply with all applicable rules, laws, and regulations.

- g. A statement that the Proposer has reviewed the RFP and General Contract Terms in their entirety and have no exceptions to any requirements, terms, or conditions, except as noted in Attachment H.**

MHS has reviewed the RFP and General Contract Terms in their entirety and has no exceptions to any requirements, terms, or conditions.

ATTACHMENT B

**ATTACHMENT B
 STATEMENT OF CERTIFICATION**

The following statements are incorporated in our response to San Bernardino County.

	Statement	Agree (Initial)	Agree with qualification (Initial and attach explanation)
1.	The offer made in the Proposal is firm and binding for nine (9) months from the date the Proposal is opened.	<i>JCC</i>	
2.	All aspects of the Proposal, including cost, have been determined independently, without consultation with any other Proposer or competitor for the purpose of restricting competition.	<i>JCC</i>	
3.	All declarations in the Proposal and attachments are true and that this shall constitute a warranty, the falsity of which will entitle the County to pursue any remedy by law.	<i>JCC</i>	
4.	Proposer agrees that all aspects of the RFP and the Proposal submitted shall be binding if the Proposal is selected and a Contract awarded.	<i>JCC</i>	
5.	Proposer agrees to provide the County with any other information the County determines is necessary for an accurate determination of the Proposer's ability to perform the Services as proposed.	<i>JCC</i>	
6.	Proposer, if selected will comply with all applicable rules, laws and regulations.	<i>JCC</i>	
7.	The RFP has been reviewed in its entirety and Proposer has no exceptions to any requirements, terms, or conditions, except as noted in Attachment H.	<i>JCC</i>	

5. STATEMENT OF EXPERIENCE AND QUALIFICATIONS

Include the following in this section of the Proposal:

- a. Business name of the Proposer and type of legal entity such as corporation, partnership, etc. If Proposer is a business entity that must be registered with the California Secretary of State, Proposer shall provide the County the entity number assigned to it by the Secretary of State.**

Mental Health Systems, Inc., also known as MHS or MHS, Inc. is a 501(c)(3) non-profit. MHS is classified as a corporation. MHS is a business entity registered with the California Secretary of State, and our entity number is C0848177.

- b. Number of years the Proposer has been in business under the present business name, as well as related prior business names.**

Mental Health Systems, Inc. has been doing business under this name for 43 years, since its initial incorporation in 1978.

- c. Statement that the Proposer does not have any commitments or potential commitments that may impact the Proposer's ability to perform the Contract, if awarded.**

MHS does not have any commitments or potential commitments which may impact MHS' ability to perform the contract.

6. LICENSES, PERMITS, AND/OR CERTIFICATIONS

Provide copies of all licenses, permits and/or certifications in Attachment C as required under Section X. TERMS AND CONDITIONS Paragraph A, 22.

MHS is licensed to do business in the State of California, proof of licensure in San Diego is provided in Attachment C. MHS plans to co-locate our proposed **San Bernardino (SB) New STARTS** program with our San Bernardino City ACT program which has a Certificate of Exemption regarding its Business Registration. Certificate of Exemption can be found after Attachment C, which is on the following page.

NOT TRANSFERABLE

POST IN A CONSPICUOUS PLACE

City of San Bernardino CERTIFICATE OF EXEMPTION

This Certificate of Exemption is issued to: SAN BERNARDINO CITY ACT

This organization has submitted all necessary documents for exempt status to the Finance Department – Business Registration Office to be exempt from payment of Business Registration Tax.

This organization, therefore, is now exempt from payment of Business Registration Tax pursuant to San Bernardino Municipal Code § 5.04.630.

Said exemption is approved for the business or activity of: PROGRAMS FOR CHARITABLE PURPOSES IN CONNECTION WITH COMMUNITY AND INDIVIDUAL MENTAL HEALTH AND SUBSTANCE ABUSE (DRUG AND ALCOHOL) PROGRAMS.

Located at: 1181 E HIGHLAND AVE STE A

Expiration Date: 11/30/2021

Account Number: 968471

It shall be unlawful for the holder of the above exemption or their representative(s) to conduct an activity in the City of San Bernardino, which violates any Municipal Code Provision. An example of illegal activity includes, but is not limited to, the sale of or accepting donations for any tangible item(s) when this operation is carried on from street corners, vacant lots, public right-of-way or from any unenclosed temporary structures.

This Exemption Certificate must be available to any law enforcement personnel or member of the general public to observe at the site(s) where the activity is performed.



**Finance
Department**

7. **RESERVED**

8. **RESERVED**

9. **PROPOSAL DESCRIPTION**

The Proposal should include the following:

- a. A brief synopsis of the Proposer’s understanding of the County’s needs and how the Proposer plans to meet them.**

Mental Health Systems, Inc. (MHS), is exceptionally qualified and prepared to meet the County of San Bernardino’s needs in assisting individuals out of homelessness through outreach and engagement, housing navigation, housing retention, and case management. Currently, MHS operates more than 85 community-based programs throughout California, in addition to over 500 Master Leased Housing Units and manages over 400 subsidies for people who either cannot afford privately paid services or for whom appropriate services are not otherwise available.

MHS is committed to serving the target population of individuals experiencing homelessness with a program, **San Bernardino (SB) New STARTS**, that is based on a Low Barrier-Housing First model, meaning clients in our program will not be burdened by the barriers often associated with finding housing, including mental illness, substance use disorders, disability-related issues, and co-occurring disorders that make attaining housing difficult. According to 2020 San Bernardino County data, 20 percent of unsheltered homeless individuals have substance use and/or mental health disorders¹, and we understand that it is key for our program to provide a holistic service delivery that not only links clients to housing solutions, but also to appropriate mental health/substance use disorder (SUD) resources, as well as to medical, dental, nutritional, and social supports.

A key feature of MHS program is that it will share facilities with the MHS San Bernardino City ACT Outreach and Engagement program, a sister program to our more intensive services, San Bernardino County ACTION, an affiliate to the County Behavioral Health Outpatient Full-Service Partnership (FSP), as well as intensive community-based services, making handoffs to more intensive treatment a seamless transition. Located centrally

¹ <https://indicators.sbcounty.gov/housing/homelessness-housing-insecurity/>

in the heart of San Bernardino near Perris Hill Park at 1181 E. Highland Ave, Suite A, MHS currently works with unsheltered individuals located within the City of San Bernardino (central to the target areas identified in this RFP), and their families, to serve this population with immediacy and geographic ease. MHS provides assistance and response to local officials, law enforcement, social services, and community partners in a time-sensitive and efficient manner by deploying outreach workers in response to individuals, partners, and business owners to assist unsheltered individuals with critical and real-time responses. A 2019 homeless count and survey report² by San Bernardino County indicates there was a 33 percent increase in unsheltered homeless individuals from 2018, highlighting the need for our proposed **SB New STARTS** program.

MHS understands the program is to be centered around field-based engagement, and we are prepared to continue strengthening our related service delivery and working relationship with the County's InnROADs team to increase the health and safety of participants while ultimately transitioning these individuals into housing solutions, and linking them to medical, social, and financial supports.

Our existing relationships with InnROADs and DBH's Homeless Outreach Support Team (HOST) and San Bernardino County Sheriff's Homeless Outreach and Protective Enforcement (HOPE) Team through our San Bernardino City ACT Outreach and Engagement Team positions us to continue building on the success that the program has seen in serving the target population. Since January 2021, through our San Bernardino City funded program, MHS has housed more than 143 clients, which is almost triple the 50 clients we were originally contracted to serve. Currently, 81 of these clients have been retained for more than 30 days. These clients have been placed in an array of housing solutions, including hotels, inns, room and boards, and master leased apartments.

Engaging clients in the field is a core aspect of our proposed **SB New STARTS** program's service delivery, and MHS is experienced in this specific type of engagement with the unsheltered population. MHS' experience

² <https://wp.sbcounty.gov/dbh/sbchp/wp-content/uploads/sites/2/2019/05/2019-homeless-count-and-survey-report.pdf>

in providing project solutions with short term goals for the project in housing solutions, outreach and engagement is vast. An example of such is in San Diego County, MHS collaborated with the San Diego Central Library to implement a pilot project providing outreach and some cases management to chronically homeless individuals living in or near downtown San Diego, in addition, MHS also participated in the County of San Diego's short term pilot project at the Convention Center to house and link over 1000 clients in shelter to bridge and Permanent Supportive Housing Solutions, both short term projects building upon our experience in operating pilot programs in and around the state. MHS' LINKED program in Santa Clara County provides case management and system navigation support services to 271 individuals who are reentering the community from incarceration, or institutions. Services include intensive case management and referral to community resources to increase self-sufficiency and reduce recidivism, both of which are essential for a client to retain housing permanence, aligning with the mission of **SB New STARTS**. Currently, MHS also has over 500 Master Lease Housing units and provides supportive services, and manages over 400 subsidies, and vouchers throughout the state of California, along with supportive services.

MHS is wholeheartedly invested in housing and providing more than adequate resources to serving our homeless population, so much so, that we have a designated team of individuals lead with a department for housing innovations and solutions. This team is lead at the executive level, and includes a Senior Vice President, Regional Housing Directors, Property Management and Compliance. MHS is currently a member of multiple Continuum of Care (CoC) programs, uses Homeless Management Information Systems (HMIS) in counties throughout Central and Southern California, and attends the Interagency Council for Homelessness for San Bernardino as well as numerous regional homeless subcommittees that include the Mountain regions, Central and East regions. MHS is also a user the San Bernardino County's HMIS system and presently enters data.

With regard to offering these proposed service, MHS' innovation in providing housing navigation and services is part of what makes MHS a leader in this type of program implementation, and we look forward to bringing this experience and capacity to our proposed **SB New STARTS** program in San Bernardino. MHS is confident in our

ability to have success operating our proposed **SB New STARTS** program based on the successes of the City ACT Outreach and Engagement Program and San Diego Central Library program, Convention Center Project, numerous housing options and our vast experience in dealing with the unsheltered population.

MHS is prepared to exceed the County’s minimum requirement of service hours. Due to this program being embedded in the same facility as the City ACT Outreach and Engagement program, staff will be on hand to provide services seven days per week from 8 a.m. to 7 p.m., increasing the impact our program will have on the County’s unsheltered population.

As per MHS standard, our program will focus on engaging participants “where they are” in their journey to exiting homelessness to create an action plan that is realistically tenable in a timely manner and centered around each individual’s strengths, all based on Housing First, low barrier-models. We will go to the encampments, fields, and river basin if necessary. Much of this engagement is completed in the field in coordination with the County InnROADs team, which MHS has an existing, strong working relationship with due to our experience serving the target population in the City and County.

The program’s outreach and engagement processes will include completing the Vulnerability Index – Service Prioritization Decision Assistance Tool (VI-SPDAT), entering individuals’ information into Coordinated Entry System (CES) and HMIS databases, and linking individuals and families to viable housing options and resources to obtain the benefits entitled to them, as well as community services such as the Department of Behavioral Health (DBH) and the Department of Aging and Adult Services (DAAS), medical and dental as well as social and nutritional supports. MHS understands that removing individuals from homelessness entails more than simply placing a person in housing—the individual must also be educated in the ways to increase their income, increase health and safety, and navigate appropriate community resources in order to obtain and retain housing, and most importantly learning to live inside four walls, be good neighbors, and basic life skills.

At the present, MHS is excited to integrate a collaboration with Amazon to create a Workforce Development Program that will help train and place participants in jobs with the company and set them on a path to career sustainability, and additional similar programs are in the works thanks to the collaborative relationship MHS has with City of San Bernardino Councilman Damon Alexander. MHS is prepared and qualified to provide the education, advocacy, counseling and assistance needed to successfully navigate the road to exiting homelessness through case management that will develop an appropriate action plan, coordinate with appropriate medical and/or mental health providers, provide side by side coaching, crisis intervention, transportation, teach independent living skills, and link participants to appropriate community resources in areas including education and job skills training.

As per MHS standard, **SB New STARTS** will provide clients with a holistic service delivery that is client-centered, strengths-based, and accounts for the multiple facets and factors of homelessness to ensure no client's needs "fall through the cracks," on their way to obtaining and retaining housing. The location of our program provides us with a unique advantage to implement new staff in existing facilities and the use of existing staff from the City ACT Outreach and Engagement program for more intensive services when needed, exemplifying our commitment to well-rounded, holistic service delivery.

Clients who are working with the MHS Team will receive advocacy and coaching delivered "en vivo" at every step of the way in their journey to housing retention, including in areas of conflict resolution and de-escalation to develop and maintain tenant-landlord relationships. These qualifications and experience coupled with the fact that MHS is a pioneer in delivering supportive services related to a Housing First model that positions us as the lead candidate to fulfill the County's request—MHS has developed its housing navigation expertise through overcoming barriers to locating housing in difficult markets, helping participants develop and maintain landlord-tenant relationships, and providing supportive services to assist participants in obtaining and retaining housing. As per MHS standard, all service provision will be delivered in a culturally sensitive manner that honors clients for who they are, as we staff our programs with individuals who are reflective of the population we serve. Further

details on how MHS plans to meet these challenges can be found below in section b, a detailed statement of proposed services.

b. A detailed statement of the proposed Services.

Outreach and Engagement:

MHS is aware that engagement into services is a difficult, yet rewarding operation. We take a unique stance in our multilayered engagement process, using Motivational Interviewing skills as an empirically supported best practice, to engage and empower individuals to seek and accept housing options. Providing outreach and engagement to the target population is the primary feature of our proposed **SB New STARTS** program's operations, and MHS is prepared through our experience to deliver these service provisions in coordination with appropriate County teams, use of HMIS and community networks needed to reduce homelessness in the County.

MHS will continue working with the County's InnROADs team to engage unsheltered individuals in the field. The working relationship between MHS and the InnROADs team is not only effective, but natural in the sense that InnROADs uses a pre-engagement phase, an engagement and treatment phase, and a stabilization phase, all of which align with MHS standards for related service delivery to this target population. We have a multilayered team of outreach, clinical and medical personnel to assure we are prepared for addressing the need so the individual. MHS stands ready to receive individuals from the InnROADs case management team to our own Outreach Team via a "warm handoff" when an individual is ready for the stabilization phase.

MHS understands that it will be expected to locate and engage unsheltered individuals in the field, including on the street, near abandoned buildings, vehicles, and encampment areas in coordination with the InnROADs team to provide psychoeducation in the areas of relapse prevention, personal safety and understanding how to maintain wellness and recovery. To achieve this, MHS staff are trained in field safety techniques, engagement tactics using motivational interviewing, trauma informed treatment, and other advocacy and stabilization practices. Our priority is safety in the most respectful way for everyone, and efficiency and effectiveness for those who are candidates to be housed.

Recently, MHS has collaborated with the InnROADs team to provide vaccinations to the unsheltered population, and currently has partnerships with the Salvation Army, City of San Bernardino, Step Upon on Second, and local law enforcement agencies to perform and promote outreach and engagement activities throughout the City. MHS understands the many challenges associated with engaging the unsheltered population, as contributing factors such as a history of trauma, psychiatric symptoms that can lead to paranoid or confused thinking, a desire to remain socially isolated, or an unwillingness or inability to accept the rules and limits associated with housing can lead to general difficulty when engaging this population.

Finding a way to bridge trust and acceptance, by proving reasonable follow through and doing what we say we will do is key to relationships trust and rapport building, as well as challenging the often suspicious nature of our population. Often, the basics and essentials are needed by our unhoused population. At our initial meeting with individuals in the field, in an attempt to initiate contact through a gesture. That gesture for us includes, MHS staff distributing backpacks containing basic necessities such as blankets, socks, hygiene products, food such as non-perishables and snacks, sunscreen, hats, and water, stuffed with a card that gives our contact information.

MHS finds that hygiene, personal protection equipment, and food are the most major material needs among unsheltered individuals, and the distribution of these items boosts program engagement and thus promotes housing and opens the door for future contacts (see photos in Appendix A). This field-based engagement strategy aligns with MHS' standard of meeting participants "where they are" to provide service delivery that is truly client-centered. MHS acknowledges that these engagements will need to be both spontaneous and regularly scheduled; engagements that are regularly scheduled or repeated have been shown to increase trust between clients and Outreach Teams, and these will take place in weekly, and sometimes daily intervals.

Every Monday morning, MHS prioritizes engagements based on "hot spots" and other areas or individuals brought to our attention. Outreach in the downtown San Bernardino area is conducted daily using clearly marked program vehicles and includes the distribution and provision of the afore-mentioned backpacks and field-based

psychoeducation. Presently MHS staff utilize a tracking and data tool to assist in identifying areas we have covered during our engagement efforts and assist us in detailing outcome information such number of contacts, locations served and client demographics (see Appendix B).

An important tool in assessing an individual's needs and acuity is the Vulnerability Index-Service Prioritization Decision Assistance Tool (VI-SPDAT), and MHS will use this assessment tool in determining which supportive services and housing interventions will be most helpful for clients achieving long-term housing stability, in either the initial phase of engagement or during the second phase. The VI-SPDAT allows MHS to quickly determine these items based on the following four areas: History of housing and homelessness, risk factors experienced by an individual in the last six months, socialization and daily functioning, and wellness. The VI-SPDAT allows MHS to identify participants that may be in need of more intensive care and prioritize them for receiving supportive services appropriately. During this phase of the engagement process, the VI-SPDAT will be completed immediately upon program intake—the VI-SPDAT may be completed in the field, although the majority of clients will receive a hotel room for a shower and meal before being assessed at the program office. All required client information will be entered into the HMIS immediately; MHS is exceptionally familiar with this database and will comply with all reporting requirements associated with it.

Part of MHS' client advocacy and engagement standards are to help individuals acquire and complete the necessary documents in order to receive supportive services, including but not limited to Verification of Homelessness, and assisting in applying for benefits participants may be entitled to, such as obtaining Medi-Cal, applying for Social Security benefits, accessing general relief funds, applying to CalFresh in order to obtain food stability, applying to the Cash Assistance Program for Immigrants (CAPI), applying to the Welfare-to-Work program, and linking participants to the Homeless Provider Network (HPN).

MHS will also assist each client in completion of Housing Authority application for housing vouchers. MHS is aware of the 455 vouchers that are soon to be released to the community and have had preparation meetings

with the Housing Authority to assure we can get access to those vouchers. We will have our clients document ready and strategically seek out properties and developers to increase available inventory to utilize these vouchers when they become available. Linking clients to the HPN increases the public and private resources available to participants in the forms of community and faith-based organizations, private, public and non-profit service providers, and various housing organizations serving San Bernardino County.

Utilizing the HPN adds to the comprehensive support service delivery of our proposed **SB New STARTS** program and helps ensure that appropriate services are made available for any client. Outreach workers will assist clients in filling out documentation and educate participants on how to navigate these programs to increase independence. MHS operates a number of programs throughout San Bernardino, including the Ontario TAY Center, several Recovery Centers throughout Morongo Basin, Central San Bernardino, and in the city borders of San Bernardino.

MHS has included an Outreach Manager in this program. If determined to be appropriate, MHS will conduct an initial evaluation of the individual's mental health status and provide "warm handoffs" to DBH services, for mental health-related services or those related to substance use disorder treatment, recovery support services or other key supportive services. Additionally, the Outreach Manager will work with the Psychiatrist we have included in the program staffing for crisis management, as well as short term solution focused stabilization.

Our existing program has a Psychiatrist and a Nurse available, that can be utilized as a short-term solution to assist with critical evaluations and medication support during the first 30 days for any high acuity clients engaged in unison with the Outreach Manager and Outreach Team. Clients will be referred to community medical and dental clinics, when necessary, as identified by program Outreach Team. MHS will also provide advocacy toward increased independence in the form of assisting participants increase their income through helping them to obtain Social Security Disability Income by assisting in navigating the system and filling out applications and providing referrals to community businesses that offer employment. This advocacy does not stop after a client applies for

benefits or employment—MHS is committed to being a client’s advocate at every step of their interactions with outside service providers or agencies while they are enrolled in our proposed **SB New STARTS** program.

Transportation will be included in the program’s service delivery, as MHS will utilize multiple program vehicles to transport participants to any service-related appointments when necessary, including but not limited to medical and dental appointments, employment-related items such as job interviews, and when service delivery requires the intervention of community resources or outside agencies. Transportation assistance, and side-by-side coaching will also include education on navigating public transit systems to increase self-sufficiency.

As requested by the County, all education, systems navigation training, health navigation training and any other necessary trainings and advocacy identified by MHS along the way can and will often times be conducted in the field in coordination with the InnROADs team. Should we come across an individual who is medically fragile we have built in funds to temporarily house them in a safe place while we gather documents and sort their long-term housing options, while not jeopardizing their homeless status.

MHS has identified gainful employment and increased income as a key feature of our proposed **SB New STARTS** program in collaboration with Amazon for Workforce Development. This collaboration entails a working relationship with an Amazon liaison who works with participants to understand their individual strengths, issues, and barriers related to a client’s employment. MHS is preparing to put in place a MOU that will see clients eligible to work with Amazon receive employment preparation training that will include resume writing, business etiquette, and mock interviews. The liaison will ensure successful onboarding and internally address special accommodations when needed. A flex fund will be available for supplying individuals with work clothes or other necessary work-related materials. With a client’s consent, our staff and Amazon liaison work together to communicate areas of need or concern related to job retention.

Upon showing evidence that the individual has the capacity to successfully retain employment over the course of one year, the Amazon liaison and client work together to create a career plan for the individual that may include

college tuition supports or certifications needed to set the individual on a sustainable career path. This may also include supports for obtaining a high school diploma or GED such as a referral to adult school in the case a client is interested in pursuing these items. The cost of a client's training is 95 percent paid for by Amazon, meaning MHS can utilize this important collaboration without significant strain on our proposed **SB New STARTS** program's budget. MHS has integrated this collaboration into the San Bernardino City ACT program and has seen successful results, as 35 participants will be acquiring employment through the Workforce Development program by the end of August 2021.

In addition, MHS will work to find housing solutions near the Amazon facilities for those who are accepted into the Workforce Development Program, and in fact is prepared to Master Lease if this is feasible for long term housing sustainability. MHS is thrilled to include this as an additional resource to increase client income and employment stability, which are key elements to participants overall wellness and housing retention.

A key community partner for MHS has been Councilman Damon Alexander, who not only notifies MHS of engagement opportunities, but helped facilitate the discovery and implementation of the Amazon Workforce Development collaboration. Alexander is committed to MHS' vision and service provision to the target population, as combating the issue of a growing unsheltered population has been and will remain a top priority during his time in office. MHS and the Councilman have engaged in talks to bring additional businesses into the County to provide similar services as the Amazon Workforce Development program to create additional employment opportunities for participants. Additional community partnerships include the Department of Motor Vehicles and the Community Action Partnership, both of which set aside time and products just for our clients.

The DMV partnership has seen the Department open a time slot for the sole purpose of serving our program's clients, which has proven helpful as certain processes, such as standing around in line at the DMV, can be especially difficult for our participants to handle and would otherwise be a barrier to receiving services. The Community Action Partnership provides clients with an array of household products, such as household cleaning

supplies, hygiene products, and various household needs to increase client independence. Food distribution will be coordinated through Inland Empire Health Plan (IEHP) and other local food distribution efforts.

MHS will enter all participants information into the CES and the HMIS, as we have done for many years in several counties throughout the state of California. Data entry to these systems will be completed in a timely manner by MHS Outreach Team and updated as clients spend time in the program. Additionally, MHS distributes backpacks filled with supplies including blankets, socks, hygiene products, food, and due to the time of year sunscreen and hats. These bags include items with our logo to help promote program engagement and housing.

Housing Navigation: The ultimate goal of MHS' proposed **SB New STARTS** program is to move unsheltered individuals off of San Bernardino County streets and assist them in navigating the processes associated with obtaining and retaining housing. As previously mentioned, MHS has shown the capacity to engage with and house a significant number of unsheltered people, as we have engaged 496 clients in six months through the San Bernardino City ACT Outreach and Engagement program, placing 143 of them in various housing solutions. MHS will work with housing resources in the community including but not limited to room and boards, hotels, and master leased units as housing solutions for the program. MHS has ongoing relationships with multiple room and boards in the County, including our preferred partner A1 Living. A1 is well maintained, has an owner who is actively engaged with and supports the program, provides participants with safety and good, nutritious meals. Clients have their own fridge, and personal locker. Other room and boards MHS plans to use are Marlene Herrera DBA F&M Room and Board, Steps 4 Life Community Services, and the ADAP DBA House of Hope.

Outreach workers will work with each individual to develop a housing plan based on the information from intake assessments such as the VI-SPDAT and information gathered from field work in collaboration with the County InnROADs team. As is MHS standard, this plan will be developed based on a client's strengths, risk factors and individualized housing needs, all while honoring a client's cultural background.

A key factor in developing each individual's housing plan is identifying the barriers in place keeping an individual from obtaining or retaining housing. MHS acknowledges that these barriers include but are not limited to a lack of steady employment, a lack of understanding of how to navigate critical support system resources, co-occurring disorders and/or cultural stigmas that keep individuals from seeking assistance. MHS Outreach Workers and Outreach Team will work together to find solutions to overcome these barriers by identifying appropriate in-house or community-based supportive services and linking participants to these resources.

The Outreach Team will assist clients in obtaining and completing necessary paperwork or documents needed for housing such as proper identification, verification of homelessness, birth certificate, social security card, or social security award letter, as MHS understands that acquiring these critical documents are often barriers to housing. As is MHS standard, we are committed to assisting and accompanying participants at every step of the housing process, including in the assistance of completing applications to landlords in coordination with the DBH Homeless Outreach Support Team, with which MHS has a strong working relationship. This working relationship will include completing items such as subsidy applications and recertifications on behalf of participants, and we look forward to continuing collaborating in order to best serve individuals in need of housing supportive services.

Outreach Team will offer assistance to clients with requesting and obtaining reasonable accommodations to housing when necessary and appropriate. Reasonable accommodations will be requested and obtained when a client with disabilities needs modifications to fulfill their program requirements, as required under the Fair Housing Act. This assistance will be made available to individuals throughout their tenancy. The program Outreach Team will arrange and provide security deposits to property managers or landlords in order to ensure client housing. Once a housing solution is secured, the outreach worker will help the client move in. This may entail assisting in moving a client's personal property into a unit; When appropriate, this may be done alongside a client's family, as the client's family unit is to be honored and involved throughout the housing process with client consent.

Outreach Team will assist in identifying and acquiring basic necessities such as a bed and bedding, couch, light fixtures, and a dining table and utensils. In addition, Outreach Team will arrange for utility deposits on behalf of participants. These support services are all part of the core program component of client advocacy—MHS acknowledges participants will likely need advocacy support when it comes to interacting with property management, landlords, and other service providers such as utility companies. Advocacy support services are all part of MHS’ commitment to providing a well-rounded, comprehensive set of services that will empower clients to obtain and retain housing.

It should be noted that MHS expects 455 Housing Vouchers to become available, and clients who have completed the necessary paperwork and housing authority applications with the help of Outreach Team will be eligible to receive them, even if the client is not chronically homeless. At the time of this writing, the County has not yet announced how these vouchers will be prioritized or distributed. It should also be noted that MHS intends on connecting all clients to the County 2-1-1 line for benefit alignment in addition to in-house case management services.

MHS is prepared to Master Lease units throughout the county in either congregate living or independent, scattered site units. We are also prepared to utilize our partner and builder to rehabilitate and purchase should the opportunity arise. Within the first year we will be seeking funds to enhance our services and allow for long term and ongoing housing support, as well as opportunities to sustain funding for the treatment and supportive service portion of this program.

Tenancy Supports/Housing Retention: In our commitment to assisting participants at every step of the housing process, MHS will provide tenancy support services to participants to help ensure they retain housing. We are aware that resources and housing inventory are limited in the county, and as such have resourced the Housing Authorities Tennent bonus program, and assistance in side-by-side preparation for landlords to assure Housing and Urban Development (HUD) standards are met and tenancy possible without breaking clients

confidentiality. These tenancy support services will come in the forms of education, coaching, advocacy, and continued communication with the client and County InnROADs and HOST teams. Outreach Team will provide early identification and intervention regarding behavior that may jeopardize a client's housing status, such as late rent payment and other lease violations, and behaviors that may impact their program status, such as using drugs or alcohol. Our team will provide education and training on the rights of both the tenant and landlord, and the roles and responsibilities of each. This coaching and training may take place at the clients' place of residence or in a more formal setting at the program's main office.

Our team will also provide coaching and training on ways to develop and maintain healthy relationships with critical parties such as landlords and property managers in order to foster continued, successful tenancy. This training and coaching are to be ongoing and will continue throughout the individual's time in the program, and may take the form of support activities related to household management such as budgeting, grocery shopping, meal planning, and performing basic maintenance around a home.

Clients will be able to take advantage of showering and laundry facilities which are currently available at the program's main office. Clients will receive advocacy support in resolving disputes with landlords and/or neighbors, reducing the risk of adverse actions such as eviction. In the event that housing status is potentially jeopardized or does become jeopardized, MHS will provide advocacy services in the form of going to a client's residence and performing conflict resolution with a client. In these cases, MHS hopes to respond to and resolve landlord concerns without needing their direct involvement. This advocacy will be made available throughout a client's tenancy. An initial step MHS takes to prevent client eviction is to find properties managed by landlords we are familiar with, which often leads to an inherently healthier understanding of program participants and, thus, fewer disputes that may lead to eviction.

MHS acknowledges that the road to obtaining and retaining housing is a long and ongoing process, and as such we are prepared to coordinate with the client on a regular basis to discuss and reflect upon current needs and

recurring or existing housing retention barriers, and ways to overcome them. These check-ups may take place via phone or at the client's place of residence. At a minimum, these check-ups will take place once per week via telephone with person-to-person contact being our preferred method.

As previously mentioned, MHS will link participants to physical health care services in the community to promote wellness and improve a client's independent living skills. MHS believes that working on independent living skills including personal hygiene, cooking, understanding nutrition, home safety, and personal skills such as awareness of recurring or existing issues and problem-solving lead to more successful tenancy and housing retention. Supportive services related to improving independent living skills include coaching on personal hygiene, and conflict resolution related items such as controlling emotions or practicing de-escalation. Coaching participants on how to limit or mitigate negative crisis responses is key in the overall education of clients on how to retain housing through healthy relationships with landlords or neighbors.

Overall, our program's philosophy on providing this critical coaching is that it will take place "en vivo," or at every step of the way to include professional and civil matters, and in ways such as developing a safety plan in the event that a client gets nervous or is unable to regulate themselves. Having this coaching at a client's disposal is key in preventing a client from finalizing eviction due to voluntary departure, as our Outreach Team can keep a client focused on their goals of retaining housing rather than making a rash decision with significant consequences, such as an eviction.

In the event that a client requires additional moves, our team will be made available to assist the client in the same ways previously mentioned when making an initial move-in to a housing solution. The relationship between the client and the outreach worker will be maintained as ongoing while the client is housed. Outreach Team will also facilitate ongoing communication with the County InnROADs and HOST teams regarding the oversight of a client's rental subsidy to ensure no client is removed from a housing solution due to a lack of rental assistance from the program.

Case Management: MHS is committed to providing service delivery that is client-centered and structured around the individual needs of participants. Outreach Team, Case Managers will work to develop an Individual Support and Service Plan (ISSP) to be used as a guide to selecting appropriate support services and housing solutions. The ISSP is developed by Outreach Team and lays out goals related to obtaining and/or retaining housing for clients to work toward, including in areas of employment, navigating housing applications, and housing retention such as maintaining good relationships with a landlord. Participants will have an array of community health-related linkages available to them, including to dental, medical, and mental health providers. Additionally, a Psychiatrist consultant will be on site two days per week to address mental health issues, and the location of our program within the MHS San Bernardino City ACT facilities gives us the unique benefit of giving participants access to immediate psychological services.

Crisis intervention is a critical aspect of MHS programs, and we are prepared to provide this service both in-house and in collaboration with outside providers. In the event of a crisis, MHS will provide an individual with a hotel room to take a shower and eat a meal. These hotels include the Super 8 in Redlands, the Golden Star Inn located in San Bernardino, and the Ontario Inn located in Ontario. In the event that an individual is going through a mental health crisis and has an immediate need for more intensive care, not meeting hospitalization criteria, will be referred to the Windsor Crisis Stabilization Center, with whom MHS has an ongoing relationship. Windsor may also be used as a 24-hour housing solution for an individual in crisis. Crisis intervention may include going to a client's residence to resolve disputes with neighbors, landlords, etc. Conflict resolution is a critical aspect of our program's supportive service delivery, and the implementation of de-escalation is a main coaching point for Outreach Team to empower clients to retain housing. The program's crisis intervention includes collaboration with local law enforcement.

Participants will be transported to appointments in program vehicles by Outreach Team and will also be educated on how to navigate public transit to increase independence. Outreach Team will accompany a client when using public transportation to offer support and coaching, as many clients may be using these types of

services for the first time. Clients are eligible for monthly bus passes from IEHP. The program is slated to have three vehicles available for additional transportation needs, such as during initial engagement phases.

As previously mentioned, Outreach Team will provide coaching on Independent Living Skills such as personal hygiene, nutrition, crisis response and emotional control. Conflict Resolution coaching is a main focus for Outreach Team, as this leads to better tenant-landlord relationships and therefore increases housing retention. MHS is committed to meeting clients where they are at every step of the way in their journey to retain housing as a good tenant and will step in to assist with conflict resolution between a tenant and second party when necessary.

Program Staffing: All hired staff will show, within 90 days of being hired, completion of training for the following evidence-based practices (EBPs):

- Housing First
- Motivational Interviewing
- Listen, Empathize, Agree and Partner (LEAP)
- SSI/SSDI Outreach, Access and Recovery (SOAR)
- Trauma-Informed Care Practices

MHS has existing internal training protocols for Housing First service provision, field safety, Motivational Interviewing, Trauma-Informed Care Practices, and cultural competency, as these evidence-based practices are integral components in all our programs. MHS will utilize Relias trainings for the LEAP and SOAR EBPs. MHS acknowledges that each employee is required to attend at least four hours of cultural competency training per year—MHS has always and will always provide service delivery in a manner that honors and respects the cultures of each of our clients, as it is a core component of meeting participants “where they are” and creating trusted relationships between clients and staff to maximize client engagement and success. MHS has spent the past year assuring that diversity and inclusion are tended too. We hired National Consultant Dr. Shirley Davis to facilitate several listening sessions and followed up those sessions with presentations on inclusivity in the workplace. We have also reinstated our Diversity and Cultural Competency Committee, which is comprised of all levels of staff

❖ Mental Health Systems, Inc.

from multiple backgrounds, sexual orientation, gender identities, and racial makeup who inform the organization on inclusivity and strategy for the best ways to meet the needs of the populations we serve. We adhere to CLAS standards and promote the use of our Diversity and Cultural Competency Plan into our Employee Orientation as well as make it a part of the discussion of our monthly staff meetings. The charts below indicate how MHS hires staff reflective of the population we serve:

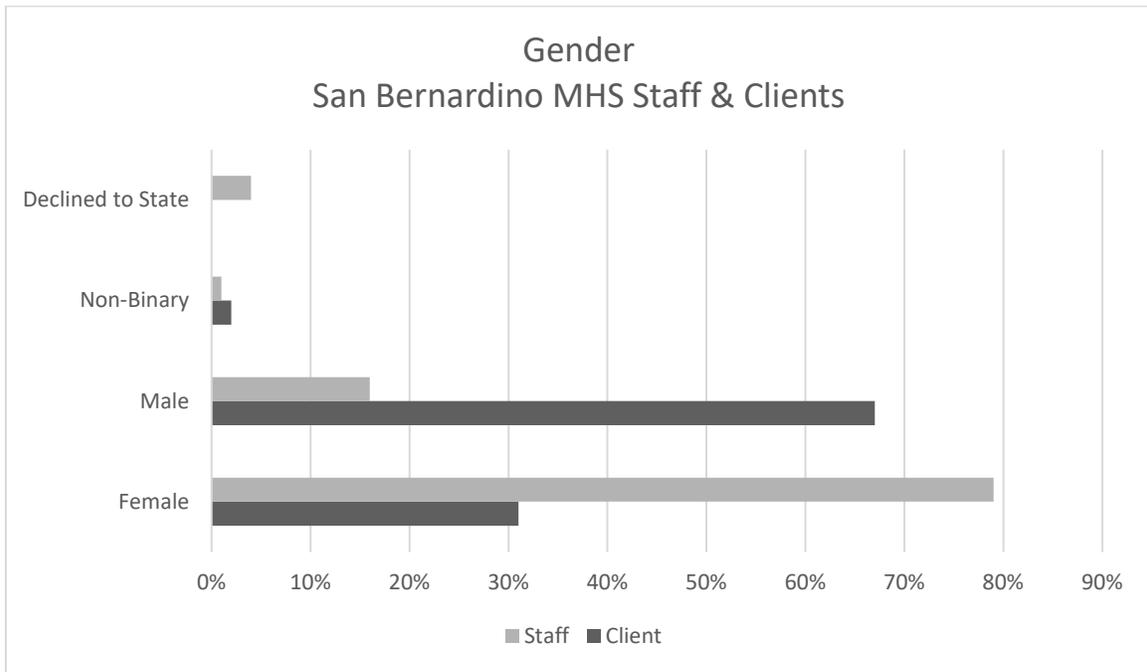


Figure 1. The chart above is a graphic representation of gender of the San Bernardino County community, our clients, and MHS staff.

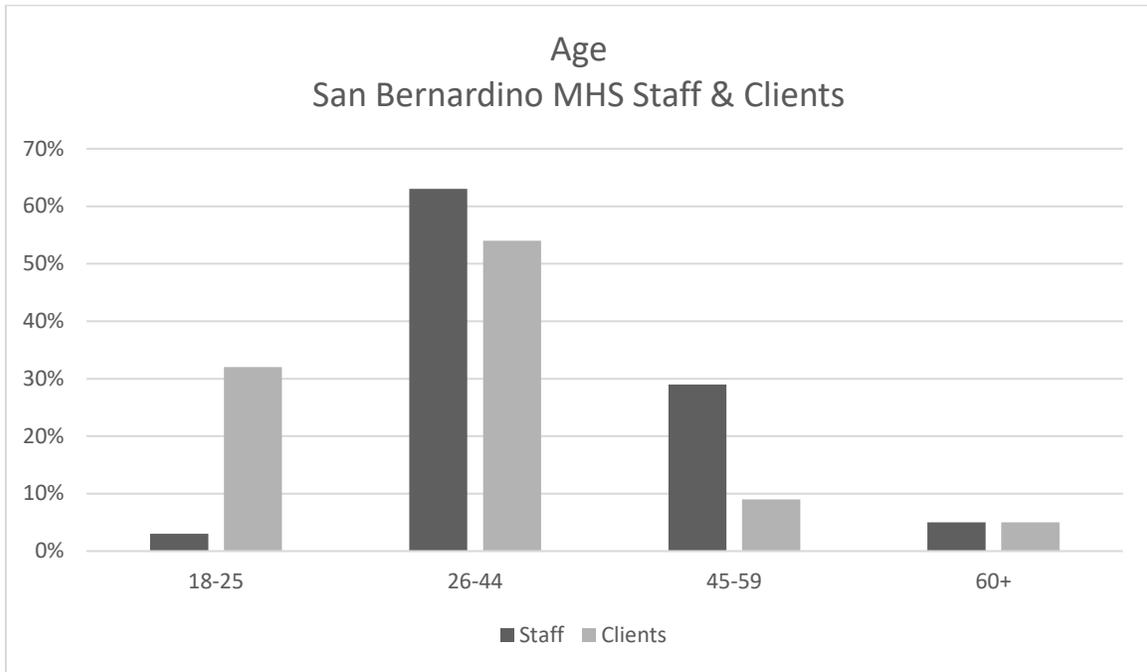


Figure 2. The chart above is a graphic representation of the age groups of the San Bernardino County community, our clients, and MHS staff.

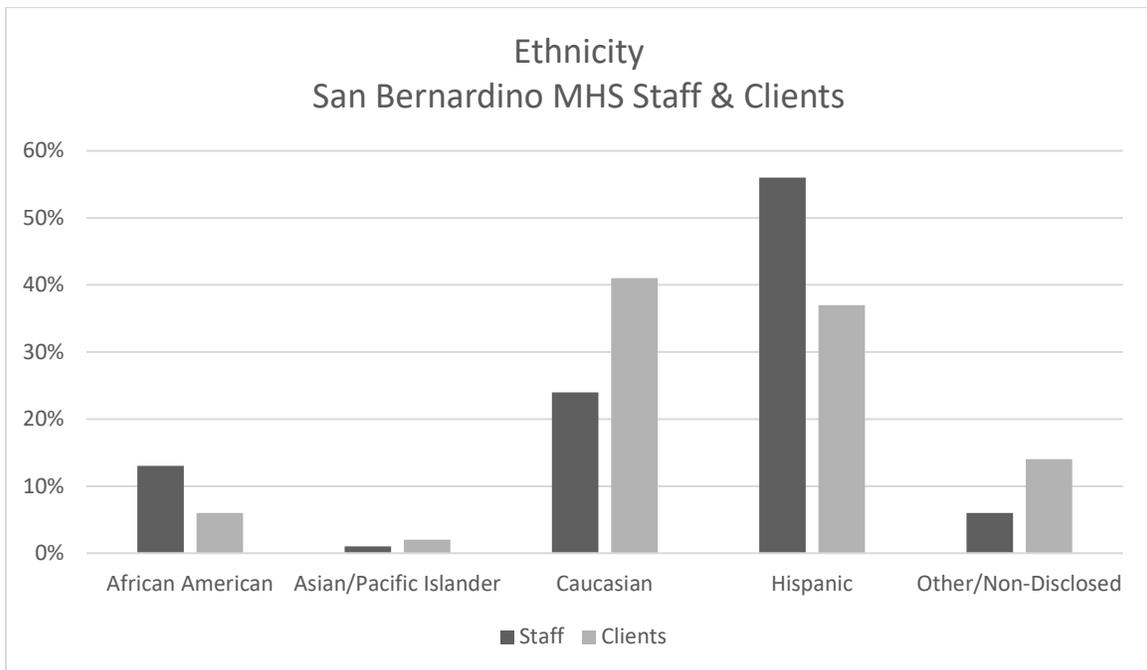


Figure 3. The chart above is a graphic representation of ethnicities of the San Bernardino County community, our clients, and MHS staff.

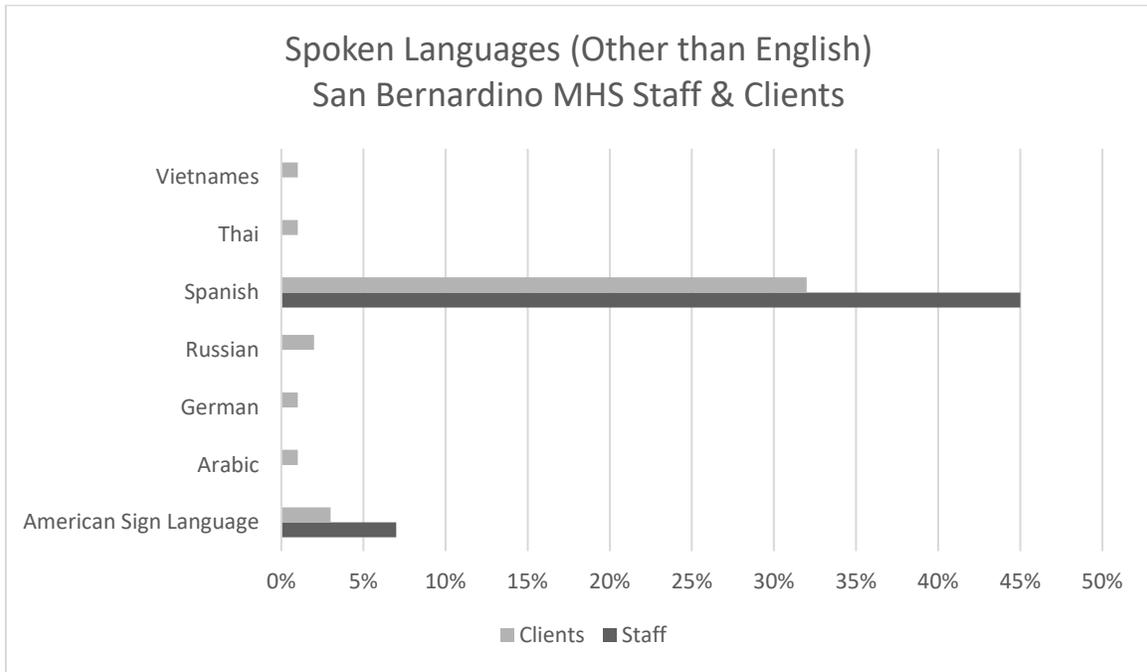


Figure 4. The chart above is a graphic representation of several languages spoken by the San Bernardino County community, our clients, and MHS staff.

Special Requirements – Agency Experience:

- **Significant role in multiple (two or more) communities providing similar services**
- **At least two years working with collaborative decision-making processes**

MHS is an established California non-profit 501(c)(3) agency that provides oversight and management of over eighty (80) behavioral health programs through a system of corporate divisions that include finance, compliance, information technology, human resources, facilities, and operations. Beginning in 1978 as a single day treatment center in Escondido, MHS currently offers services in ten (10) California counties, employing over 830 dedicated individuals. MHS has a forty-three (43) year history of working collaboratively with multiple systems and services to improve the health, wellbeing, and quality of life of individuals struggling with complex behavioral issues. Please find the information for MHS’ programs that provide the same or similar services as requested in this RFP.

San Bernardino County Contracts and Grants			Services Provided
Contract with Contact Information			
Program	San Bernardino City Act	2020 – Present	MHS’ San Bernardino City Act serves adults ages 18+ who have SMI and possible COD and reside in the City of San Bernardino and who are homeless. Our program offers ACT services, in addition to supportive housing services that assist clients in finding housing at rents that they can afford, and rental assistance until that can occur.
Contract:	Contract #: TBD	\$1,713,551.20	
Program Manager	TBD	Contact VP Deanna Kivett at dkivett@mhsinc.org	
Agency	City of San Bernardino		
Agency Contact	Paula Espinoza	Espinoza_Paula@sbcity.org	

San Bernardino County, Office of Homeless Services
Homeless Street Outreach & Engagement, Housing Navigation, Tenancy Supports, & Case Management
RFP No. 20-06

Program	San Bernardino Action	2018 – Present	MHS’ San Bernardino County Action program provides high fidelity Assertive Community Treatment (ACT) services to Co-occurring, SMI adults in the East & West ends of San Bernardino County. The services include outreach and engagement, case management, housing support, vocational support, and medication management. The services are provided 24/7, 365 in the community and aim to be a single point for all services a client needs and aim to reduce the high utilization of emergency services, psychiatric hospitalizations, and involvement with the criminal justice system. This program offers Master Leased as well as Bridge housing options.
Contract:	Contract #: 4400008466	\$9,632,155.00	
Program Manager	Jack Johnson	jajohnson@mhsinc.org	
Agency	San Bernardino County, Department of Behavioral Health		
Agency Contact	Michael Oliver	michael.oliver@dbh.sbcounty.gov	

Program	One Stop TAY Center	2015 – Present	One Stop TAY offers young adults with mental, emotional and/or substance abuse concerns a safe and comfortable environment to define and accomplish their life goals. After they "drop in," they find additional services, such as counseling, housing supports, job training, housing referrals, GED study classes and other enrichment courses. Unlike most Transition Age Youth programs in California, our Drop-in Centers focus on behavioral health, and activities are largely designed by the youth we serve. This program offers housing solution, field based services and bridge housing options.
Contract:	Contract #: 15-530	\$5,193,498.00	
Program Manager	Nima Jafari	njafari@mhsinc.org	
Agency	San Bernardino County, Department of Behavioral Health		
Agency Contact	André Bossieux	abossieux@dbh.sbcounty.gov	

Program	One Stop TAY Center HEAP	2019 – Present	One Stop TAY HEAP program houses a minimum of 11 transitional aged youth families within shared living settings, apartments, and houses. Youth who participate are homeless and engage in a variety of services at our One Stop TAY drop in center and treatment program.
Contract:	Contract #: 19-264	\$260,080.00	
Program Manager	Nima Jafari	njafari@mhsinc.org	
Agency	San Bernardino County, Department of Behavioral Health		
Agency Contact	Andre Bossieux	abossieux@dbh.sbcounty.gov	

Program	Central Valley Recovery Outpatient	2000 – Present	Central Valley Recovery Center Outpatient provides outpatient treatment services to adults with substance use disorders. Services include screening and assessment, group/individual counseling, case management, housing support, and employment preparation.
Contract:	Contract #: 17-337	\$158,783.42	
Program Manager	Jeanell Emond	jemond@mhsinc.org	
Agency	San Bernardino County, Department of Behavioral Health		
Agency Contact	William Oglesby	william.oglesby@dbh.sbcounty.gov	

Program	Central Valley Recovery Center	2000 – Present	Central Valley Recovery Center offers services dedicated to supporting and improving lives in the community of San Bernardino, by offering an array of educational classes, groups and workshops that address substance use disorders as well as providing recreational events that celebrate major holidays and support sober support systems.
Contract:	Contract #: 15-320	\$151,000	
Program Manager	Jeanell Emond	jemond@mhsinc.org	
Agency	San Bernardino County, Department of Behavioral Health		
Agency Contact	William Oglesby	william.oglesby@dbh.sbcounty.gov	

Program	Central Valley Recovery Services	2019 – Present	The Central Valley’s recovery services ensures that each client’s needs are met by providing supportive ancillary services that include but are not limited to housing, employment/job skills, family support, peer support, transportation, health care, and education, while fully considering the core values of Mental Health Systems that include, gender responsiveness, cultural competency and co-occurring disorders (trauma informed services).
Contract:	Contract #: 15-320	\$187,000	
Program Manager	Jeanell Emond	jemond@mhsinc.org	
Agency	San Bernardino County, Department of Behavioral Health		
Agency Contact	William Oglesby	william.oglesby@dbh.sbcounty.gov	

Program	Needles Outpatient	2001 - Present	Our outpatient alcohol and drug treatment facility for adults and families provides services that include group and individual counseling, random urinalysis, individual treatment plans, relapse prevention, anger management, parenting, and groups for women and parolees. We also serve as a drop-in center for drug-free socialization and job search information.
Contract:	Contract #: 12-374 17-447	\$181,363.00	
Program Manager	Carl "TC" Russell	crussell@mhsinc.org	
Agency	San Bernardino County, Department of Behavioral Health		
Agency Contact	William Oglesby	william.oglesby@dbh.sbcounty.gov	

Program	Needles Regional Recovery Center	2012 - Present	Needles Regional Recovery Center offers services dedicated to supporting and improving lives in the community of Needles. Our program serves as an outpatient alcohol and drug treatment facility for adults and adolescents. We work closely with our clients in identifying the underlying causes of addiction and alcoholism.
Contract:	Contract #: 15-320	\$404,000.00	
Program Manager	Carl "TC" Russell	crussell@mhsinc.org	
Agency	San Bernardino County, Department of Behavioral Health		
Agency Contact	William Oglesby	william.oglesby@dbh.sbcounty.gov	

Program	Needles Recovery Services	2017 – Present	Needles recovery services program ensures that each client’s needs are met by providing supportive ancillary services that include but are not limited to housing, employment/job skills, family support, peer support, transportation, health care, and education, while fully considering the core values of Mental Health Systems that include, gender responsiveness, cultural competency and co-occurring disorders (trauma informed services).
Contract:	Contract #: 15-320	\$168,000	
Program Manager	Carl Russell	crussell@mhsinc.org	
Agency	San Bernardino County, Department of Behavioral Health		
Agency Contact	William Oglesby	william.oglesby@dbh.sbcounty.gov	

Program	Yucca Valley Outpatient	2013 – Present	Yucca Valley Outpatient provides outpatient treatment services to adults with substance use disorders. Services include screening and assessment, group/individual counseling, case management, housing support, and employment preparation.
Contract:	Contract #:17-447	\$214,503	
Program Manager	Eric Butterfield	ebutterfield@mhsinc.org	
Agency	San Bernardino County, Department of Behavioral Health		
Agency Contact	William Oglesby	william.oglesby@dbh.sbcounty.gov	

Program	Yucca Valley Recovery Center	2013 – Present	Yucca Valley Recovery Center offers services dedicated to supporting and improving lives in the community of San Bernardino, by offering an array of educational classes, groups and workshops that address substance use disorders as well as providing recreational events that celebrate major holidays and support sober support systems.
Contract:	Contract #:15-320	\$125,000	
Program Manager	Eric Butterfield	ebutterfield@mhsinc.org	
Agency	San Bernardino County, Department of Behavioral Health		
Agency Contact	William Oglesby	william.oglesby@dbh.sbcounty.gov	

Program	Yucca Valley Recovery Services	2019 – Present	Yucca Valley’s recovery services ensures that each client’s needs are met by providing supportive ancillary services that include but are not limited to housing, employment/job skills, family support, peer support, transportation, health care, and education, while fully considering the core values of Mental Health Systems that include, gender responsiveness, cultural competency and co-occurring disorders (trauma informed services).
Contract:	Contract #: 17-337	\$110,000	
Program Manager	Eric Butterfield	ebutterfield@mhsinc.org	
Agency	San Bernardino County, Department of Behavioral Health		
Agency Contact	William Oglesby	william.oglesby@dbh.sbcounty.gov	

Kern County Contracts and Grants Contract with Contact Information			Services Provided
Program	Kern County Homeless Outreach Program	2019 – 2020	MHS’ Kern County Homeless Outreach Program objectives are to increase homeless individuals’ ability to access behavioral health services, increase the number of homeless individuals referred into behavioral health treatment, and decrease the number of individuals with behavioral health conditions experiencing homelessness. To achieve these objectives, the program to participates in engagement and outreach, family involved services, integrated substance use disorder services, and timely service response.
Contract:	Contract #: 739-2019	\$1,400,00.00	
Program Manager	Delores Figueroa	delores.figueroa@mhsinc.org	
Agency	Kern County, Behavioral Health and Recovery Services		
Agency Contact	Cristobal Hernandez	chernandez@kernbhhs.org	

Fresno County Contracts and Grants			Contract with Contact Information
Contract with Contact Information			
Program	Fresno IMPACT	2014 – Present	
Contract:	Contract #: 14-276	\$6,404,895.00	
Program Manager	Nick Persons	nickolas.persons@mhsinc.org	
Agency	Fresno County, Department of Behavioral Health		
Agency Contact	Lindsey Sorondo	lcox@fresnocountyca.gov	

The Fresno IMPACT program offers 24-hour Full Service Partnership services that parallel Assertive Community Treatment. With an emphasis on treating both substance use disorders and SMI, services include psychiatric assessment, crisis intervention, medication management, individual/group counseling, case management, dual recovery treatment, physical health assistance, supportive housing, educational and employment development, and peer counseling. This program has housing, bridge housing and homeless services embedded into the program.

Kern County Contracts and Grants			Services Provided
Contract with Contact Information			
Program	Kern ACTions	2014 – Present	
Contract:	Contract #: 594-2016	\$1,860,000.00	
Program Manager	Sharon Snaer-Hill	ssnaer@mhsinc.org	
Agency	Kern County, Behavioral Health and Recovery Services		
Agency Contact	Sylvia Pettit	spettit@kernbhhs.org	

Kern ACTions is an Assertive Community Treatment program for individuals living with serious mental illness and co-occurring issues. Services include medication management, therapy, substance abuse counseling, case management, peer counseling, housing services, 24-hour crisis intervention, individual or group rehabilitation counseling, dual recovery treatment, physical health assistance, daily living assistance, and educational/employment development.

Kings County Contracts and Grants			Services Provided
Contract with Contact Information			
Program	Kings County ACT	2018 – Present	MHS’ Kings County ACT provides high fidelity Assertive Community Treatment (ACT) services to adults with co-occurring disorders and SMI in Kings County. The services include individual and family therapy, case management, housing support, vocational support, and medication management. The services are provided 24/7, 365 in the community and aim to be a single point for all services and client needs with the goal of reducing the high utilization of emergency services, psychiatric hospitalizations, and involvement with the criminal justice system. This program has housing, bridge housing and homeless services embedded into the program. We actually run a 50 bed housing unit to assist with homelessness and are recipients of COC funding and ESG funding.
Contract:	Contract #:18-087	\$1,326,136.00	
Program Manager	Gina Muro	gina.muro@mhsinc.org	
Agency	Kings County Behavioral Health		
Agency Contact	Stephanie Bealer	stephanie.bealer@co.kings.ca.us	

San Diego County Contracts and Grants			Services Provided
Contract with Contact Information			
Program	Convention Center Counseling Corner	2020 – 2021	Convention Center Counseling Corner was a program dedicated to providing behavioral health services to homeless individuals in a make shift shelter setting at the convention center in San Diego, 18 years and older located at the San Diego Convention Center. Program services included, crisis intervention, behavioral health screening, psychiatric screening, assessment and triage, case management and linkage to community-based support services, medication management delivery and/or coordination, individual and group counseling services, and care coordination and linkage to behavioral health services.
Contract:	Contract #: 547183	Total: \$840,333.00	
Program Manager	Veronica Aguilar	vaguilar@mhsinc.org	
Agency	San Diego County, Health and Human Services Agency		
Agency Contact	TBD	TBD	

Program	FRC - Next Step PSH	2002 – Present	The Family Recovery Center (FRC) is a permanent supportive housing grant award through HUD that provides permanent housing for 14 homeless, disabled, clients and their children
Contract:	Contract #: CA0706L9D011609	\$73,760.00	
Program Manager	Fabiola Quijano-Garcia	fquijano@mhsinc.org	
Agency	San Diego County, Health and Human Services Agency		
Agency Contact	Rhonda Milton	rohnda.milton@hud.gov	

Program	FRC - Shelter Plus Care IIA	2002 – Present	Shelter Plus Care Next Steps is our transitional housing that is no longer transitional rather it is permeant supportive. Women must meet the homeless designation of a minimum of three years homeless. The women who transition into these units receive recovery services through FRC. They have access to a case manager and a therapist.
Contract:	Contract #: CA0689L9D011401	\$118,442.00	
Program Manager	Fabiola Quijano-Garcia	fquijano@mhsinc.org	
Agency	San Diego County, Health and Human Services Agency		
Agency Contact	Shannon Jackson	shannon.jackson@sdcountry.ca.gov	

Program	FRC - Shelter Plus Care IIIA	2002 – Present	Shelter Plus Care IIIA serves chronically homeless, disabled woman and their children. Clients maintain their own apartments with a lease for an indeterminate period of time and pay just 30% of their income towards rent. We are currently seeking additional master lease units.
Contract:	Contract #: CA0881L9D011501	\$184,245.00	
Program Manager	Fabiola Quijano-Garcia	fquijano@mhsinc.org	
Agency	San Diego County, Health and Human Services Agency		
Agency Contact	Jean Richardson	jean.rishardson@hud.gov	

Program	Serial Inebriate Program	2000 – Present	The Serial Inebriate Program provides outpatient treatment services to court-sentenced adults with substance use disorders as an alternative to custody. Services include screening and assessment, group/individual counseling, case management, housing support, and employment preparation.
Contract:	Contract #: 554929	\$1,509,995.35	
Program Manager	Cinthia Castillion	ccastillion@mhsinc.org	
Agency	San Diego County, Health and Human Services Agency		
Agency Contact	David Mullen	david.mullen@sdcounty.ca.gov	

Program	Serial Inebriate Program Sponsor Based Vouchers	2012 – Present	The Serial Inebriate Program Housing Program, an adjunct program of the Serial Inebriate Program, has provided support for 40 sponsor-based subsidies and 25 shelter-plus care vouchers, providing services to 65 clients at any point in time. Our Transitional Housing and Housing subsidies are provided through a grant from the San Diego Housing Commission and the City of San Diego.
Contract:	Contract #: RAP-14-01.3	\$419,750.00	
Program Manager	Cinthia Castillion	ccastillion@mhsinc.org	
Agency	San Diego County, Health and Human Services Agency		
Agency Contact	David Mullen	david.mullen@sdcounty.ca.gov	

Program	Storage Connect Center	2018 – Present	The Storage Connect Center provides secure, protected space for homeless individuals and families in the City of San Diego to store their personal belongings on an ongoing basis and have access to their belongings free of charge. Additionally, MHS provides linkage for homeless clients to access local resources for mental health, substance use, and/or housing services.
Contract:	Contract #: HHI-18-18	\$3,100,088.00	
Program Manager	Veronica Aguilar	vaguilar@mhisnc.org	
Agency	San Diego County Housing Commission		
Agency Contact	Lisa Jones	ljones@sdhc.org	

Program	Storage Connect Center II	2019 – Present	The Storage Connect Center provides secure, protected space for homeless individuals and families in the City of San Diego to store their personal belongings on an ongoing basis and have access to their belongings free of charge. Additionally, MHS provides linkage for homeless clients to access local resources for mental health, substance use, and/or housing services.
Contract:	Contract #: HHI-21-04	\$720,664.00	
Program Manager	Jennica Valdez	jennica.valdez@mhsinc.org	
Agency	San Diego County Housing Commission		
Agency Contact	Sarah Jarman	sjarman@sandiego.gov	

Program	ACTION Central	2017 – Present	ACTION Central is a dual track of Assertive Community Treatment and Substance Use Disorder treatment for adults in the San Diego County Central Region who are homeless or at risk of homelessness and living with a serious mental illness and/or substance use disorder. Services include mental health assessment, medication management and monitoring, individual and group therapy, case management, education/vocational support, peer counseling, and housing services. We have large number of scattered site housing units dedicated to this program.
Contract:	Contract #: 554865	\$2,119,412.51	
Program Manager	Saffire McCool	saffire.mccool@mhsinc.org	
Agency	San Diego County, Health and Human Services Agency		
Agency Contact	Nestor Kensinger	nestor.kensinger@sdcounty.ca.gov	

Program	ACTION East	2017 – Present	ACTION East is a dual track of Assertive Community Treatment and Substance Use Disorder treatment for adults in the San Diego County East Region who are homeless or at risk of homelessness and living with a serious mental illness and/or substance use disorder. Services include mental health assessment, medication management and monitoring, individual and group therapy, case management, education/vocational support, peer counseling, and housing services. We have large number of scattered site housing units dedicated to this program.
Contract:	Contract #: 555095	\$1,613,026.00 (ACT track) \$1,841,443.03 (SUD track)	
Program Manager	Kathryn Shafer	kshafer@mhsinc.org	
Agency	San Diego County, Health and Human Services Agency		
Agency Contact	Nestor Kensinger	nestor.kensinger@sdcounty.ca.gov	

Program	Center Star ACT	2006 – Present	Center Star ACT is a community-based high-fidelity Assertive Community Treatment program for individuals diagnosed with serious mental illness. A multidisciplinary team of psychiatrists, nurses, case managers, dual recovery counselors, and employment/peer specialists deliver highly individualized services. In addition, Center Star ACT provides supportive housing with multi unit and scattered site Master Leases.
Contract:	Contract #: 547183	\$4,068,167.00	
Program Manager	Jason Hespenhide	jhespenhide@mhsinc.org	
Agency	San Diego County, Health and Human Services Agency		
Agency Contact	David Mullen	david.mullen@sdcounty.ca.gov	

Program	Center Star ACT Shelter Plus Care	2002 – Present	PSH IV is a housing subsidy provided to clients enrolled in either SIP, Action East, or Center Star ACT.
Contract:	Contract #: CA0863L9D011502	\$388,005.00	
Program Manager	Jason Hespenhide	jhespenhide@mhsinc.org	
Agency	San Diego County, Health and Human Services Agency		
Agency Contact	David Mullen	david.mullen@sdcounty.ca.gov	

Program	Center Star ACT Sponsor Based Vouchers	2006 – Present	SBS 1 is a subsidy provided to Center Star ACT clients that also meet criteria for the Vulnerability Index subsection of the program. These subsidies are provided the San Diego Housing Commission.
Contract:	Contract #: NA	\$250,000.00	
Program Manager	Jason Hespenhide	jhespenhide@mhsinc.org	
Agency	San Diego County, Health and Human Services Agency		
Agency Contact	David Mullen	david.mullen@sdcounty.ca.gov	

Program	Center Star ACT Vulnerability Index Program	2006 – Present	SBS 50 is a subsidy provided to Center Star ACT clients through Project One For All (POFA). These subsidies are provided the San Diego Housing Commission.
Contract:	Contract #: 547183	\$8,595,976.00	
Program Manager	Jason Hespenshide	jhespenshide@mhsinc.org	
Agency	San Diego County, Health and Human Services Agency		
Agency Contact	David Mullen	david.mullen@sdcounty.ca.gov	

Program	City Star ACT	2017 – Present	City Star ACT is a community-based intensive treatment high fidelity Assertive Community Treatment program for individuals diagnosed with serious mental illness. A multidisciplinary team of a psychiatrist, nurses, clinical case managers, dual recovery counselors, and employment/peer specialists deliver highly individualized treatment and housing supports. We have large number of scattered site housing units dedicated to this program.
Contract:	Contract #: 556358	\$2,352,000.00	
Program Manager	Rochelle Chavis	rochelle.chavis@mhsinc.org	
Agency	San Diego County, Health and Human Services Agency		
Agency Contact	David Mullen	david.mullen@sdcounty.ca.gov	

Program	North Coastal ACT	2017 – Present	The North Coastal Assertive Community Treatment (ACT) program is a community-based intensive treatment program for individuals diagnosed with severe mental illness and many also experiencing a co-occurring disorder. A multidisciplinary team of a psychiatrist, nurses, clinical case managers, dual recovery counselors, and employment/peer specialists deliver highly individualized treatment, groups, and housing supports. The programs operates on a Housing First Model with a team of housing staff who’s primary focus in linking each client with the best housing to meet their presenting needs. We have large number of scattered site housing units dedicated to this program.
Contract:	Contract #: 556419	\$2,202,933.00	
Program Manager	TBD	Contact VP Sarah Nudel @ sarah.nudel@mhsinc.org	
Agency	San Diego County, Health and Human Services Agency		
Agency Contact	Alisha Eftekhari	alisha.eftekhari@sdcounty.ca.gov	

Program	North Star ACT	2006 – Present	North Star ACT is a Mental Health Services Act funded Full-Service Partnership high fidelity Assertive Community Treatment program with housing supports for individuals living with a serious mental illness. In this program, staff provide customized support to meet the unique needs of the clients they serve. For some, this may mean accompanying them to the store for shopping assistance or riding along with them on public transportation to practice becoming more independent. For others, assistance from staff could be developing a monthly budget, or helping them learn how to better communicate with their physician(s). We have large number of scattered site housing units dedicated to this program. In addition this program also operated SAFE Haven which is a direct HUD recipient.
Contract:	Contract #: 556420	\$2,506,500.00	
Program Manager	Julia Saldana	julia.saldana@mhsinc.org	
Agency	San Diego County, Health and Human Services Agency		
Agency Contact	Maria Morgan	maria.morgan@sdcounty.ca.gov	

Program	In-Home Outreach Team (IHOT) North	2014 – Present	The In-Home Outreach Team operates in North San Diego to provide outreach, engagement and linkage services to Laura’s Law-eligible individuals living with serious mental illness and to their family members. The In-Home Outreach Team offers community based assessment, crisis intervention, short-term case management, peer and family/care-taker support services, psycho-education, family support groups and linkage to outpatient mental health care, and rehabilitation.
Contract:	Contract #: 548928	\$2,072,190	
Program Manager	Melissa Tran-Chamblin	melissa.tran@mhsinc.org	
Agency	San Diego County, Health and Human Services Agency		
Agency Contact	Claire Riley	claire.riley@sdcounty.ca.gov	

Tulare County Contracts and Grants			Services Provided
Contract with Contact Information			
Program	Tulare HOME	2019 – Present	Tulare H.O.M.E provides supportive case management services to clients identified through the coordinated entry system as formally homeless now living in supportive housing, but at risk for homelessness. Case Managers link clients to Substances abuse services, mental health services, vocational services, clothing resources, food banks, transportation resources as well as any resources needed to help client stay housed.
Contract:	N/A	\$230,384.00	
Program Manager	Edith Sanchez	edith.rios@mhsinc.org	
Agency	Kings/Tulare Continuum of Care on Homelessness		
Agency Contact	Patrick Isherwood	patricki@selfhelpenterprises.org	

Program	Eden House	2019 – Present	Eden House is a bridge housing facility that provides beds for Tulare County residents for a period of 60-90 days who are awaiting permanent housing. Housing Specialist and Case Managers help clients seek and apply for available housing as well as offering linkage to Substances abuse services, mental health services, vocational services, clothing resources, food banks, transportation resources as well as any resources needed to help client obtain housing.
Contract:	N/A	\$394,400.00	
Program Manager	Edith Sanchez	edith.rios@mhsinc.org	
Agency	Kings/Tulare Continuum of Care on Homelessness		
Agency Contact	Patrick Isherwood	patricki@selfhelpenterprises.org	

Santa Clara County Contracts and Grants			Services Provided
Contract with Contact Information			
Program	LINKED	2019 – Present	LINKED provides case management and navigation services to 271 individuals who are reentering the community from incarceration. Services include intensive case management to community resources to increase self-sufficiency and reduce recidivism.
Contract:	Contract #: 4300016666	Annual: \$1,200,000.00 Total: \$6,000,000.00	
Program Manager	Cecilia Vaca-Rivas	cecilia.vaca-rivas@mhsinc.org	
Agency	Santa Clara County Office of Re-entry		
Agency Contact	Chad Martens	chad.martens@ceo.sccgov.org	

Program	Santa Clara ACTION	2019 – Present	MHS' Santa Clara ACTION program delivers multi-cultural, multi-disciplinary, highly mobile ACT teams that provide services in the community each day. At least 80% of services are provided in the community, in any location in which the consumer feels most comfortable to increase consumer engagement, reduce barriers such as transportation, housing supports, and establish successful relationships with family and other supports. We have large number of scattered site housing units dedicated to this program. Just opened a congregate living site for 14 individuals.
Contract:	TBD	\$7,675,705.00	
Program Manager	TBD	Contact VP Etisha Wilbon at ewilbon@mhsinc.org	
Agency	Santa Clara County Behavioral Health		
Agency Contact	Loretta Iwu	loretta.iwu@hhs.sccgov.org	

- **At least two years of experience facilitating and working within a structure to accomplish goals**
- **Experience developing program policies, procedures, and operations manuals**

As previously stated, our experience in developing housing support programs is extensive, and we have an equally extensive background in developing program policies, procedures, and operations manuals for the various programs throughout the State of California that implement a Housing First model.

As such, our experience facilitating and working within a structure to accomplish goals far exceeds the minimum of two years required by this RFP, and this is further demonstrated by the numerous individuals who have experienced positive change through engaging with our programs. Presently, MHS has internal Housing Division Manuals and standards that are in line with interim rules and HUD standards. **SB New STARTS** is committed to working with local communities to recommend improvements and inspire and implement changes to existing homeless response systems. One of the ways **SB New STARTS** exemplifies this commitment is the implementation of the Amazon Workforce Development collaboration, which is a direct change to the way the community and its agencies will respond to the barrier of employment among unsheltered individuals. This collaboration not only places unsheltered clients with a job, but provides supports at every step of the way, including assistance obtaining work-related clothes and materials, and collaboration between the client and Amazon liaison to ensure the client is on a stable path to retaining employment. MHS plans to continue working with City Councilman Damon Alexander to bring additional similar programs into the County to address the employment needs of the unsheltered population, further exemplifying MHS' commitment to implementing true changes in the response to homelessness rather than simply addressing the symptoms.

Our Housing Division is staffed with a Senior Vice President who oversees housing throughout the State of California.

Dr. Alyce Belford, Senior Vice President has returned to Mental Health Systems following a two-year retreat working for the County of San Bernardino where she over saw the Department of Behavioral Health's Housing,

Substance Use Disorder and Criminal Justice Programs. Dr. Belford has over 25 years of experience working in social services where she has worked with homeless, substance use disorders, criminal justice and children's programs, and even private practice. She has primarily served in the management arena, however, did so by gaining experience working as a line staff and on up through the ranks, and has served as the Clinical Director for ACT Forensic Programs in the past. Dr. Belford has a PhD, in Clinical Psychology and is a Licensed Advanced Alcohol and Addiction Counselor (LAADAC-V CA). Dr. Belford specialized in LGBTQ issues as well as substance use disorders. Dr. Belford personally takes pride in serving our communities and takes the concerns of our homeless, substance abuse challenges personally.

The Property Manager ensures that all leased properties, and location of new properties are identified and are tended to, maintenance completed, appropriate leases are signed, and HUD regulations followed prior to signing.

Lisa Matthews, Property Manager has been a loyal employee of Mental Health Systems for the last three years as a Housing Coordinator. She accepted the role of Property Manager in March of 2021, overseeing all aspects of Property Management for Southern and Northern California. Ms. Matthews's career in property management started in the UK when she spent two years working in mortgage processing. Once Ms. Matthews moved from the UK to the USA, she started her Property Management career spending 17 years in residential and commercial property management. Ms. Matthews has had a successful career in property management and has positively impacted each property that she has managed, by reducing expenditure, increasing income, balancing budgets, maintaining positive staff relations and resident retention. Working in MHS' Housing Division has allowed for Ms. Matthews to put forth and implement our AppFolio Property Management System as well as roll out a system wide Policy and procedure for Master Leasing and lease negotiations. Ms. Matthews oversees the maintenance and repair requests and tracks and resolves property disputes.

The Senior Housing Compliance position is in place to assure that HUD standards are met, writes, and rolls out policies and procedures related to interim rule that are agency relevant and assists in assuring data is collected and appropriate compliance issues are met.

Rachelle Kehoe, Senior Housing Compliance has been an employee of Mental Health Systems since June of 2002. The last 12 years she was in the compliance department supporting adult mental health programs. During her time in compliance, Ms. Kehoe has worked diligently to ensure programs stay compliant with funder requirements, developed procedures for programs, implemented tracking systems, electronic health record, and program start up. Ms. Kehoe is looking forward to committing her energy to the MHS housing department. She has recently written entire policies and procedures for HUD Interim Rule Housing relevant to MHS policies, undergone HMIS cleanup efforts and reduced errors by 95 percent since her start. Ms. Kehoe is passionate about supporting her programs and the communities they serve.

The Regional Housing Division Director oversees the regional needs and the local and regional meetings, including the Interagency Council on Homelessness and the Regional Task Force meetings and other Housing and Homeless Regional meetings.

Edith Rico, Regional Housing Director has been part of the MHS Central Valley Region for four years and has spent most of her time within housing. Ms. Rico was the Program Manager for the New Starts Master Lease program as well as the Hacienda Housing Permanent Supportive Housing program. Ms. Rico believes that housing has become an integral part of the services that we provide to our clients across our agency and understands that having a solid housing department will be a key component to our agency's success. She has been part of multiple housing program start-ups such as Fresno HOME Triage & Bridge Housing, Fresno New Starts Master Lease, Kern ACTion, Kings County ACT. She also serves as a committee member for the Fresno Madera Continuum of Care (FMCoC), Point in Time Count (PIT), & Homeless Management Information System

(HMIS) committees. Ms. Rico is currently perusing a degree in Social Work and working towards getting her real estate and broker license.

MHS acknowledges that we will be required to coordinate with multiple partners throughout the duration of **SB New STARTS** to address the unique needs of the County. The partners, of which you will find a full list for below, will assist MHS in improving housing accessibility, food stability, access to healthcare, and independent living skills for the unsheltered population through the provision of outreach and engagement, and case management, as thoroughly described earlier in this proposal. **SB New STARTS** looks forward to collaborating with the County InnROADs team, and DBH HOST and HOPE teams, which MHS has existing working relationships with, in addition to the community partners listed below to provide a well-rounded, comprehensive set of services to improve the County’s response to homelessness.

The community partners and agencies **SB New STARTS** will be collaborating with include the following:

Community Partner and Agency Collaborations	
Central City Lutheran Social Services	Catholic Charities
Banning DMV	Foothill Aids Project
San Bernardino County DBH	Loma Linda Transplant Center
San Bernardino County InnROADs	211/Inland Social United Way
San Bernardino County Public Health	Family Services Association of Redlands
San Bernardino County Sheriff Department	Salvation Army
Rialto Police Department	Time for Change Foundation
Partners Against Violence	IEHP Community Resource Center in San Bernardino
Inland County Legal Services	Community Employment Pathways Program
Community Action Partnership	Yucaipa Outreach Program
Windsor Center	San Bernardino City Council Member Damon Alexander

In addition, we expect the hiring process to be completed swiftly, as MHS has received more than 50 applications for available positions. Please refer to the following chart and subsequent job descriptions for a detailed look at the program staffing pattern and responsibilities. MHS organizational charts have been included in Appendix C.

Please find job descriptions on the immediately following pages, in the order listed below:

Title	FTE
Vice President	0.20
Program Manager	0.50
Outreach Manager	1.00
Outreach Worker – Bilingual	6.00
Outreach Worker	6.00
Administrative Assistant	0.50
Compliance Specialist	0.10
Program Financial Analyst	0.07

Title:	Vice President	Program:	SB New STARTS
Reports To:	Senior Vice President	Full Time Equivalency	0.20 FTE

JOB SUMMARY

The Vice President is responsible for the oversight and management responsibility of behavioral health programs operated by MHS in a designated region. This position shares allocations across several programs.

RESPONSIBILITIES

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

- Organizes, directs, and supervises multiple behavioral health Program Managers, and service delivery programs within Division, and assures program contract compliance. Monitors and supervises program objectives.
- Explores new and potential business opportunities within the region. Actively participates in all aspects of development, including Request for Proposal/Grant writing, strategic planning and start-up.
- Continuously monitors and evaluates the efficiency, fidelity, and effectiveness of service delivery methods and procedures in compliance with contract requirements and state regulations (Medi-Cal and other funding sources).
- Provides clinical and administrative supervision for direct reports, and reviews and addresses all incident reports for designated programs.
- Assesses and monitors clinical needs of programs, identifies opportunities for improvement, and directs implementation of changes when needed.
- Assists with recruiting and interviewing potential employees. Suggests hiring/firing recommendations for program managers and below, and recommends salary and wage adjustments as necessary.
- Recommends disciplinary action and oversees the development of Performance Improvement Plans for staff.
- Comply with all MHS and program rules, policies and procedures including HIPAA standards.

QUALIFICATIONS

- Master's Degree or Ph.D. in a behavioral health field, and licensed in the State of California (LCSW, MFT, Ph.D.).
- Experience working with mentally ill and dually diagnosed populations in a clinical setting such as a hospital, outpatient clinic, or case management program.
- Experience and understanding of county, state and federal funding streams associated with mental health and/or behavioral health programming.
- Experience in providing clinical supervision, and individual and group counseling, with five years full-time professional experience in the behavioral health field, three of which must be at the supervisory level.
- Ability to perform effective oversight of assigned staff as evidenced by consistent clinical and administrative supervision.
- Ability to manage the daily operations of assigned programs with minimal supervision as evidenced by timely reports and updates, routine accomplishment of deadlines, and contributions to management.
- Ability to establish appropriate, productive, and professional interface with supervisees as evidenced by boundary awareness, staff morale, and relationships with individual staff that feature reciprocal respect and support.
- Ability to understand funding guidelines and program funding as evidenced by monitoring of budget expenses, program productivity, and a consistent pattern of keeping programs on budget.
- Ability to interface positively with the local community as evidenced by committee membership and leadership roles, sustained collaborative relationships, and positive public relations within the local community.
- Maintains a minimum degree of training and knowledge in cultural competency, co-occurring and gender responsiveness, and trauma-informed care.
- Familiarity with mentally ill and dually diagnosed populations including teens, families, and Transition Age Youth.

Title:	Program Manager	Program:	SB New STARTS
Reports To:	Vice President	Full Time Equivalency	0.50 FTE

JOB SUMMARY

The Program Manager is responsible for overall day treatment and outpatient program management, quality assurance, leadership, staff supervision, clinical supervision, clinical assessment guideline review, training, budget management, record keeping, safety, and compliance with contract requirements and the Mental Health Systems, Inc. policies.

RESPONSIBILITIES

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

- Overall responsibility for program operations, including program growth and development
- Oversee quality of direct services, ensuring adherence to best practices, quality of care, and highest professional standards.
- Supervise accurate data collection and record keeping. Reviews contract outcomes and data. Prepare required reports.
- Supervise all direct reports in accordance with contract requirements and company policies. Conduct staff meetings and provide positive and meaningful coaching to staff. Provides leadership and supervision to staff. Conduct performance evaluations.
- Manage staff to maintain positive morale and unit cohesion as evidenced by maintaining a cooperative and flexible attitude toward coworkers, showing adaptability to change, and exhibiting effective communication and interpersonal skills.
- Recruit, interview, and select most qualified candidates in timely manner.
- Conduct outreach on behalf of the program in various community settings to promote program services.
- Coordinate and manage agency referrals and the referral process, and determine appropriate level of care for referrals.
- Adhere to program budget and review monthly operating statement to ensure financial integrity. Review monthly statistics and individual client funding sources to achieve maximum billing to Medi-Cal and Monitors program operations to ensure adherence to all contract requirements.
- Attend County and community meetings, collaborate with external leaders and experts, and participate in public relations activities. Maintain working relationships with service providers and focuses on outreach and increasing potential referral sources
- Oversee facilities and safe work environment by ensuring equipment is in good operating condition and maintaining a clean and neat workplace. Respond to injuries in the workplace in accordance with state and federal law.
- Utilize logical problem-solving techniques both independently and in collaboration with program staff and others to respond to participant needs.
- Respond quickly and appropriately to emergency situations. Guide and support staff to properly address emergency situations.
- Comply with all MHS and program rules, policies and procedures including HIPAA standards.

QUALIFICATIONS

- Master's Degree in Social Work, Counseling or related social services field
- Current BBS licensure as LMFT, LCSW, LPCC; or licensure as Psychologist; or License Waivered
- Minimum of three years' full-time experience post degree providing treatment services to children and youth with severe behavioral and emotional disorders and their families
- Two years of supervisory experience working in a treatment program or similar work setting
- Demonstrated knowledge of case management services, ability to provide effective counseling, therapy and clinical services, and experience managing a budget and maintaining operations under budget constraints
- Knowledge and experience with Microsoft Office Suite and EHR software
- Excellent organizational and time management skills
- Strong verbal and written communication skills; ability to effectively communicate with clients, family members, community leaders, and staff members
- Valid California driver's license and current auto insurance per contract requirements

Title:	Outreach Manager	Program:	SB New STARTS
Reports To:	Program Manager	Full Time Equivalency	1.00 FTE

JOB SUMMARY

The Outreach Manager provides administrative management and personnel direction for the services provided by the staff, as well as direct services to clients including 24-hour crisis intervention. Decisions relating to clinical issues at the program level are made in conjunction with the Program Manager.

RESPONSIBILITIES

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

- Performs outreach to homeless mentally ill individuals by engaging with them in their communities and through referrals by other providers and agencies.
- Conducts bio-psychosocial assessment on all clients and acts as liaison between treatment providers and the client.
- Places clients in short-term emergency shelters and coordinates referrals for Emergency Shelter Bed (ESB) resources for the region.
- Collaborates with providers who serve homeless populations in the region.
- Provides brokerage, linkage and advocacy to ensure resources and services are accessed in a timely manner, provides community based services in client residences as needed.
- Completes all charting and documentation as contractually required and in timely manner as dictated by program requirements.
- Develops and maintains a caseload as assigned by the Program Manager.
- Provides counseling support to clients and families as needed, and makes appropriate referrals to community providers.
- Collaborates with Public Conservator as needed on behalf of clients.
- Provides crisis intervention and initiates contacts with clients as often as needed to prevent client decompensation.
- Accompanies clients when necessary to needed services or resources and maintains contact with assigned treatment providers to continuously appraise client progress.
- Prepares critical care issues for discussion during supervision and treatment team meetings
- Maintains a daily log of client contacts.
- Collects necessary client demographic data and enters it on the MHS Treatment Team Services Data Collection Form.
- Aids in general management of center including running errands as assigned.
- Completes all assigned duties within the time frame and according to the standards as established by the Program Manager.
- Complies with all MHS and program rules, policies and procedures including HIPAA standards.

QUALIFICATIONS

- Bachelor's degree in a behavioral science and at least two years' experience providing services to individuals with mental illness. Master's degree in a behavioral science preferred.
- Bilingual preferred.
- Knowledge of Intensive, strength-based and community-based models of case management
- Knowledge of procedure manuals and an ability to interpret these effectively to staff, family members and community providers. Concept of co-dependent behavior.
- Knowledge of transference and countertransference.
- Handwriting and chart documentation are legible, organized timely and pertinent.
- Recognize mood changes or signs of behavior that indicate relapse.
- Maintain the distinction between therapeutic and social relationships.
- Maintain positive morale and unit cohesion as evidenced by maintaining a cooperative and flexible attitude toward coworkers, showing adaptability to change, exhibiting effective communication and interpersonal skills, and taking initiative to solve problems.
- Set priorities and reacts appropriately to emergency situations.

Title:	Outreach Worker – Bilingual	Program:	SB New STARTS
Reports To:	Outreach Manager	Full Time Equivalency	6.00 FTE

JOB SUMMARY

The Outreach Worker engages with mentally ill individuals who are homeless in an effort to provide short-term case management, housing, and linkages with needed mental health, physical health and social services. In addition, the Outreach Worker offers their extensive knowledge of community resources and support to assist each client to develop social and community support systems, promote stability and enable clients to function at the highest level possible. The Outreach Worker shall be "trauma-informed" and accommodate the vulnerabilities of trauma survivors and allow services to be delivered in a way that will avoid inadvertently re-traumatizing clients and will facilitate consumer participation in treatment.

RESPONSIBILITIES

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

- Performs outreach to homeless substance abusing and/or mentally ill individuals by engaging with them in their communities and through referrals by other providers and agencies.
- Attend Homeless Management Information System (HMIS) training and participate in data gathering activities as directed by Program Manager.
- Conducts bio-psychosocial assessment and SPDAT Assessments on clients and acts as liaison between treatment providers and the client. Assists with maintaining waitlist system in the CAHP database.
- Places clients in short-term emergency shelters and coordinates referrals for Emergency Shelter Bed (ESB) resources for the region. Collaborates with providers who serve homeless populations in the region. Provides brokerage, linkage and advocacy to ensure resources and services are accessed in a timely manner, provides community-based services in client residences as needed.
- Completes all charting and documentation as contractually required and in timely manner as dictated by program requirements.
- Develops and maintains a caseload as assigned by the Program Manager. Provides counseling support to clients and families as needed and makes appropriate referrals to community providers.
- Accompanies clients when necessary to needed services or resources and maintains contact with assigned treatment providers to continuously appraise client progress.
- Maintains a daily log of client contacts. Collects necessary client demographic data and enters it on the MHS Electronic Health Record and/or HMIS system.
- Provides information about the program to community agencies connected to the behavioral health services system to educate them about the program.
- Participates in the Injury and Illness Prevention Program and follows guidelines that promote workplace safety.
- Comply with all MHS and program rules, policies and procedures including HIPAA standards.

QUALIFICATIONS

- Bilingual in Spanish, Vietnamese, Tagalog or Arabic is required.
- Knowledge of intensive, strength-based and community-based models of case management
- Knowledge of procedure manuals and an ability to interpret these effectively to staff, family members and community providers. Concept of co-dependent behavior.
- Knowledge of transference and countertransference.
- Handwriting and chart documentation are legible, organized timely and pertinent.
- Recognize mood changes or signs of behavior that indicate relapse.
- Maintain the distinction between therapeutic and social relationships.
- Maintain positive morale and unit cohesion as evidenced by maintaining a cooperative and flexible attitude toward coworkers, showing adaptability to change, exhibiting effective communication and interpersonal skills, and taking initiative to solve problems.
- Set priorities and reacts appropriately to emergency situations.

Title:	Outreach Worker	Program:	SB New STARTS
Reports To:	Outreach Manager	Full Time Equivalency	6.00 FTE

JOB SUMMARY

The Outreach Worker engages with mentally ill individuals who are homeless in an effort to provide short-term case management, housing, and linkages with needed mental health, physical health and social services. In addition, the Outreach Worker offers their extensive knowledge of community resources and support to assist each client to develop social and community support systems, promote stability and enable clients to function at the highest level possible. The Outreach Worker shall be "trauma-informed" and accommodate the vulnerabilities of trauma survivors and allow services to be delivered in a way that will avoid inadvertently re-traumatizing clients and will facilitate consumer participation in treatment.

RESPONSIBILITIES

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

- Performs outreach to homeless substance abusing and/or mentally ill individuals by engaging with them in their communities and through referrals by other providers and agencies.
- Attend Homeless Management Information System (HMIS) training and participate in data gathering activities as directed by Program Manager.
- Conducts bio-psychosocial assessment and SPDAT Assessments on clients and acts as liaison between treatment providers and the client. Assists with maintaining waitlist system in the CAHP database.
- Places clients in short-term emergency shelters and coordinates referrals for Emergency Shelter Bed (ESB) resources for the region. Collaborates with providers who serve homeless populations in the region. Provides brokerage, linkage and advocacy to ensure resources and services are accessed in a timely manner, provides community-based services in client residences as needed.
- Completes all charting and documentation as contractually required and in timely manner as dictated by program requirements.
- Develops and maintains a caseload as assigned by the Program Manager. Provides counseling support to clients and families as needed and makes appropriate referrals to community providers.
- Accompanies clients when necessary to needed services or resources and maintains contact with assigned treatment providers to continuously appraise client progress.
- Maintains a daily log of client contacts. Collects necessary client demographic data and enters it on the MHS Electronic Health Record and/or HMIS system.
- Provides information about the program to community agencies connected to the behavioral health services system to educate them about the program.
- Participates in the Injury and Illness Prevention Program and follows guidelines that promote workplace safety.
- Comply with all MHS and program rules, policies and procedures including HIPAA standards.

QUALIFICATIONS

- Knowledge of Intensive, strength-based and community-based models of case management
- Knowledge of procedure manuals and an ability to interpret these effectively to staff, family members and community providers. Concept of co-dependent behavior.
- Knowledge of transference and countertransference.
- Handwriting and chart documentation are legible, organized timely and pertinent.
- Recognize mood changes or signs of behavior that indicate relapse.
- Maintain the distinction between therapeutic and social relationships.
- Maintain positive morale and unit cohesion as evidenced by maintaining a cooperative and flexible attitude toward coworkers, showing adaptability to change, exhibiting effective communication and interpersonal skills, and taking initiative to solve problems.
- Set priorities and reacts appropriately to emergency situations.

Title:	Administrative Assistant	Program:	SB New STARTS
Reports To:	Outreach Manager	Full Time Equivalency	0.50 FTE

JOB SUMMARY

The Administrative Assistant provides clerical support for the program. The position consists of typical administrative support duties and responsibilities such as typing, filing, answering phones, preparing reports, ordering supplies, and sorting mail.

RESPONSIBILITIES

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

- Greets, receives and assists visitors and callers, performing clerical and communication duties
- Screens referrals, providing general program information and community resources
- Responsible for the overall efficient and effective operation of program administrative department.
- Functions as administrative assistant for the Program Manager, which includes preparing correspondence and developing reports from written or oral communication.
- Supports Billing and Medical Records Clerk as needed to screen client eligibility, enter billing information in Electronic Health Record and databases, and run reports as needed.
- Performs word processing, spreadsheet operations and data base operations using Microsoft Office software. Prepares reports and documentation as directed by Program Manager
- Transfers information and documents as required to other programs via email, facsimile or mail.
- Maintains quality assurance program for chart documentation, and documents Quality Assurance Reviews including Medication Management Process. Works closely with the Medical Biller
- Prepares files and chart maintenance, including opening and closing of files and organization of forms
- Aids in general management of center including coordinating services and purchases with vendors, communication with corporate office, running errands as assigned.
- Manages inventory and ordering of office supplies, materials as needed
- Complies with all MHS and program rules, policies and procedures, and HIPAA standards.

QUALIFICATIONS

- High school diploma or GED equivalent.
- Two years' full-time, executive or administrative assistant experience performing duties similar to those required by this position.
- Attention to detail
- Fluency in English and Spanish preferred.
- Demonstrated intermediate to advanced knowledge and experience with MS Office suite, including trouble shooting, and performing basic numerical data analysis and compilation. Proficient with Electronic Health Record and billing programs.
- Able to effectively communicate verbally with coworkers, visitors, and vendors
- Enjoy working in an office environment and as part of a team. Able to collaborate as part of team and work independently
- Must be adept at problem-solving, including being able to identify issues and solve problems in a timely manner
- Must be able to communicate clearly, both in writing and orally, with employees, management and co-workers
- Ability to create reports and spreadsheets
- Highly organized, thorough and able to self-monitor work for quality
- Must be dependable, able to follow instructions, timely respond to management, and enjoy working in a fast-paced environment

Title:	Compliance Specialist	Program:	SB New STARTS
Reports To:	Vice President	Full Time Equivalency	0.10 FTE

JOB SUMMARY

The Compliance Specialist analyzes legal and regulatory requirements to ensure contract compliance and quality assurance for assigned programs. Designs and evaluates compliance systems, creates training materials and trains staff. Prepares and analyzes reports, advises management on compliance requirements and recommendations.

RESPONSIBILITIES

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

- Review and remain current on all legal and regulatory compliance requirements.
- Understand program contracts and ensure program contract compliance.
- Perform compliance monitoring activities. Track contract outcomes and deliverables.
- Partner with Program Manager to resolve compliance issues.
- Provide staff training for documentation and contract compliance.
- Provide input towards policy and procedure design, revision, and deletion.
- Represent MHS at community and other agency QI/Compliance meetings and functions.
- Facilitate site certifications and recertifications.
- Complete HIPAA site audits.
- Facilitate County/Funder chart audits and site reviews.
- Complete monthly report of activities and participates in monthly meetings with Compliance Officer.
- Comply with all MHS and program rules, policies and procedures including HIPAA standards

QUALIFICATIONS

- Bachelor of Arts degree in a social services or related field preferred
- One year experience working with participant charts managed by Title 9 guidelines
- Valid California driver's license and current auto insurance coverage.
- Strong ability to effectively communicate verbally and in writing
- Attention to detail, and ability to analyze and understand contract language and regulatory requirements
- Ability to create and facilitate training
- Ability to create reports and spreadsheets. Highly organized, thorough and able to self-monitor work for quality
- Ability to work independently and to effectively collaborate with a team
- Proficiency in Microsoft Office Suite and EHR software.
- Familiarity with procedure manuals and an ability to interpret these effectively to staff, family members and community providers.

Title:	Program Financial Analyst	Program:	SB New STARTS
Reports To:	Program Finance Manager	Full Time Equivalency	0.07 FTE

JOB SUMMARY

The Program Financial Analyst is responsible for analyzing contract cost and production data, communicating irregularities, ensuring fiscal contract compliance, preparing and submitting monthly contract billings, responding to audit requests, and other program/contract related ad hoc reporting. Other duties include budget development, budget analysis and review, preparing and reviewing contract billings, and contract compliance for assigned contracts/programs.

RESPONSIBILITIES

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

- Analyzes cost and production data to communicate results to Program Managers and Vice Presidents. Adjusts projections as necessary.
- Recommends actions by analyzing and interpreting data and making comparative analyses; studying proposed changes in methods and production.
- Develops, reviews and tracks all program budget information ensuring contract compliance, as well as for fiscal audit compliance and assisting in the preparation of audit responses.
- Creates templates and spreadsheets as necessary to facilitate data collection and accurate data presentation; Responsible for preparing, processing and adjusting journal entries when necessary.
- Produces monthly contract reimbursement claims for submission to contracting authority for payment of contract funds. Responds to fiscal questions from program staff, Executive Management and contracting agency personnel.
- Develops and maintains effective liaison with assigned contract monitor and Division/Program personnel.
- Coordinates with MHS Cash Management and funding agency personnel to ensure proper posting of cash receipts and timely payment, and reconciles transactions by comparing and correcting data.
- Comply with all MHS and program rules, policies and procedures including HIPAA standards.

QUALIFICATIONS

- Bachelor's degree in Finance or Accounting, and minimum of three years of financial analysis and/or accounting experience.
- Basic knowledge of Accounting Information Systems, preferably MS Great Plains.
- Thorough understanding of Generally Accepted Accounting Principles (GAAP). Knowledge of accounting principles.
- Utilizes logical problem-solving techniques, both independently and in collaboration with other staff.
- Ability to present complex financial information in a clear and concise manner, and prioritize and respond appropriately to emergency/urgent situations.
- Maintains technical knowledge by attending educational workshops and reviewing publications.
- Advanced MS Windows-based operating system skills with an advanced proficiency in MS Excel
- Attends staff meetings and ongoing staff development and training programs.
- Demonstrates initiative by recommending process improvements in an effort to eliminate redundancy, reduce labor costs and/or increase efficiency.
- Excellent time management and organizational ability; Independent worker and analytical thinker; Strong attention to detail; Ability to multitask and meet constant deadlines.
- Maintains a cooperative, non-defensive attitude and demonstrate openness to ideas and suggestions.
- Adept at problem-solving, including being able to identify issues and solve problems in a timely manner
- Able to communicate clearly, both in writing and orally, with employees, management and co-workers
- Ability to create reports and spreadsheets. Highly organized, thorough and able to self-monitor work for quality
- Must be dependable, able to follow instructions, timely respond to management, and enjoy working in a fast-paced team-based environment.

The program and its staff acknowledge that MHS will be required to work in collaboration with the Office of Homeless Services (OHS) for accurate data collection. MHS understands that collaboration will include, but is not limited to, the following items:

- Collect, analyze, and report on evaluation elements and their outcomes as defined by OHS
- Provide support and assistance to OHS in reporting efforts
- Enter all records of engagement into the Environmental Systems Research Institute (ESRI) app
- Enter required records into the HMIS

As MHS has worked with OHS, the HMIS and ESRI app in the past, we do not foresee any issues in reporting outcomes to the necessary parties and databases.

c. An explanation of any assumptions or constraints.

MHS does not anticipate any assumptions or constraints while operating this program. MHS acknowledges all requirements, including those related to reporting, and is prepared to meet them.

10. **RESERVED**

11. **CERTIFICATION REGARDING DEBARMENT OR SUSPENSION**

Complete Attachment D

ATTACHMENT D

ATTACHMENT D

CERTIFICATION REGARDING DEBARMENT OR SUSPENSION; CALIFORNIA SECRETARY OF STATE BUSINESS ENTITY REGISTRATION

In compliance with contracts and grants Contracts applicable under the U.S. Federal Awards Program, the following certification is required by all Proposers submitting a response to this RFP:

1. The Proposer certifies, to the best of its knowledge and belief, that neither the Proposer nor its Principals are suspended, debarred, proposed for debarment, or declared ineligible for the award of contracts from the United States federal government procurement or nonprocurement programs, or are individually or collectively listed as such in the United States General Services Administration's System for Award Management (SAM) website (www.sam.gov).
2. The Proposer certifies, to the best of its knowledge and belief, that neither any subcontractor listed in its Proposal, nor subcontractor's Principals are suspended, debarred, proposed for debarment, or declared ineligible for the award of contracts from the United States federal government procurement or nonprocurement programs, or are individually or collectively listed as such in the United States General Services Administration's System for Award Management (SAM) website (www.sam.gov).
3. "Principals," for the purposes of this certification, means officers, directors, owners, partners, and persons having primary management or supervisory responsibilities within a business entity (e.g., general manager, plant manager, head of a subsidiary, division, or business segment, and similar positions).
4. The Proposer shall provide immediate written notice to the Purchasing Agent if, at any time prior to award, the Proposer learns that this certification was erroneous when submitted or has become erroneous by reason of changes in circumstances.
5. This certification is a material representation of fact upon which reliance will be placed when making the award. If it is later determined that the Proposer rendered an erroneous certification, in addition to other remedies available to the San Bernardino County government, the County may terminate the Contract resulting from this RFP for default.
6. Proposer affirms that neither it, nor any subcontractor listed in the Proposal, has any recent unsatisfactory performance with the County during the past twenty-four (24) months at a minimum.
7. Proposer also certifies that if it or any of the subcontractors listed in the Proposal are business entities that must be registered with the California Secretary of State, they are registered and in good standing with the Secretary of State.

MHS assures and certifies all the aforementioned statements in Attachment D.

12. COST

Complete proposed pricing on Attachment E

ATTACHMENT E

San Bernardino County
Purchasing Department

Request for Proposal
Homeless Street Outreach and Engagement
Housing Navigation, Tenancy Supports and
Case Management

No. 20-06
Page 6 of 12

ATTACHMENT E – COST

Item/Quantity	Unit Cost	Tax Amount	Discount	Total Amount
Program Manager (salary and benefits) 0.50 FTE	\$59,163			\$59,163
Outreach Manager (salary and benefits) 1.0 FTE	\$96,200			\$96,200
Outreach Worker (bilingual) (salary and benefits) 6.0 FTE	\$67,600			\$405,600
Outreach Worker (salary and benefits) 6.0 FTE	\$65,000			\$390,000
Administrative Assistant (salary and benefits) 0.50 FTE	\$26,000			\$26,000
Compliance Specialist (salary and benefits) 0.10 FTE	\$6,750			\$6,750
Vice President (salary and benefits) 0.20 FTE	\$32,340			\$32,340
Program Financial Analyst (salary and benefits) 0.07 FTE	\$6,006			\$6,006
Client Housing & Client Support Expenses				\$132,324
Program Start-up Expenses (computers, furniture, etc.)				\$58,171
General Operating Expenses				\$177,276
Federally Approved Indirect Rate (14.9% of Direct Exp.)				\$207,070

13. REFERENCES

Provide three (3) references from other entities, preferably public agencies, of same or similar size as the County, with whom you have established a contract on a project of this nature. Provide Contact Name, Address, Phone Number, and dates Services were provided on Attachment F.

ATTACHMENT F

San Bernardino County
Purchasing Department

Request for Proposal
**Homeless Street Outreach and Engagement
Housing Navigation, Tenancy Supports and
Case Management**

No. 20-06
Page 7 of 12

ATTACHMENT F - REFERENCES

Name of Agency	Contact Name/Address	Phone Number	Dates services provided (from/through*)
San Bernardino County Sheriff's Department	Deputy Juan Sanchez 655 East 3 rd St. San Bernardino CA. 92415	(909) 601-2040	02/01/21 – Present
A-1 Living	Mrs. Georgetta Chin 2135 East 19 th Street San Bernardino, CA. 92404	(909) 544-6460	01/01/2014 – Present
RH Community Building	Brad Hardic 2550 W. Clinton Ave #142 Fresno, CA, 93705	(559) 492-1373	02/01/2012 – Present
Amazon	Marie Lloyd 2125 W. San Bernardino Ave. San Bernardino CA. 92408	(805) 792-3118	05/01/2021 – Present
City Of San Bernardino	City Councilman Damon Alexander 290 N. D St. San Bernardino, CA. 92401	(909) 462-8112	01/21/2021 – Present

Provide a minimum of three (3) customer references Proposer has contracted with, providing the same service as requested in this RFP.

*Enter "Present" if still providing the services (Example: 10/08/13 - present).

15. **EXCEPTIONS TO RFP**

Complete Attachment H.

ATTACHMENT H

ATTACHMENT H – EXCEPTIONS TO RFP

CONTRACTOR NAME Mental Health Systems, Inc.
ADDRESS 9465 Farnham Street, San Diego, CA 92123
TELEPHONE # : (858) 573-2600 FAX # : (858) 573-2602

I have reviewed the RFP in its entirety and have the following exceptions: (Please identify and list your exceptions by indicating RFP, the Section or Paragraph number, and Page number, as applicable. Be specific about your objections to content, language, or omissions. Add as many pages as required.)

MHS has no exceptions.

16. **PUBLIC RECORDS ACT EXEMPTIONS**

Complete Attachment I – Public Records Act Exemptions if applicable.

ATTACHMENT I

ATTACHMENT I – PUBLIC RECORDS ACT EXEMPTIONS

PROPOSER NAME Mental Health Systems, Inc.

ADDRESS 9465 Farnham Street, San Diego, CA 92123

TELEPHONE# : (858) 573-2600 FAX # : (858) 573-2602

Proposer requests that specific portions of the contents of this Proposal be held confidential and not subject to public disclosure pursuant to the Public Records Act. The specific portions are detailed below: (Please identify and list your exemptions by indicating the Section or Paragraph number, and Page number, of the Proposal where the content is contained.) **Each stated exemption must include a citation to supporting legal authority, including statutory authority or case law, to support exemption from the Public Records Act. Requested exemptions that does not meet the requirements of this section will not be considered.**

MHS does not request that specific portions of the contents of this Proposal be held confidential.

17. INDEMNIFICATION AND INSURANCE REQUIREMENTS AFFIDAVIT

Submit evidence of ability to insure as stated in Section X, Paragraph B – Indemnification and Insurance Requirements. Proposer must complete and submit Attachment J – Indemnification and Insurance Requirements Affidavit, and ensure the form is complete, including the signature from Proposer’s insurance broker/agent.

ATTACHMENT J

ATTACHMENT J - INDEMNIFICATION AND INSURANCE REQUIREMENTS AFFIDAVIT

**THE PROPOSER’S INSURANCE COMPANY(S) OR INSURANCE AGENT MUST COMPLETE THIS FORM
AND
THE PROPOSER MUST SUBMIT THIS COMPLETED AFFIDAVIT WITH THE PROPOSAL.**

I, the undersigned (Please check one box) underwriter agent/broker, certify that I and the Proposer listed below have jointly reviewed the "Insurance Requirements" in this Request for Proposal (RFP). If the County of San Bernardino ("County") awards the Proposer the Contract for this project, I will be able—within fourteen (14) calendar days after the Proposer is notified of the Contract’s award—to furnish the County with all the required, insurance certificate(s) and endorsement(s) as specified in Section X, Paragraph B. Indemnification and Insurance Requirements.

Marsh & McLennan Agency, LLC	07/12/2021		
Insurance Broker / Agency Name	Date		
Barbara N. Smith			
Insurance Broker’s / Agent’s Name (Printed)	Insurance Broker’s / Agent’s Name (signature)		
9171 Towne Centre Drive, Suite 500	San Diego	CA	92122
Address	City	State	Zip Code
(858) 587-7532		barbara.smith@marshmma.com	
Telephone Number	FAX Number	Email Address	

Mental Health Systems, Inc.	Homeless Street Outreach and Engagement, Housing Navigation, Tenancy Supports and Case Management, RFP #20-06
Proposer’s Name	County RFP Name and Number

Below State the Name of Insurance Company Providing Coverage:

DO NOT write "Will Provide," "To Be Determined," "When required," or similar phrases.

Nationwide Mutual Insurance Company	Depositors Insurance Company
Commercial General Liability	Automobile Liability
Workers’ Compensation Liability	Nationwide Mutual Insurance Company
	Professional Liability
Pollution Liability	Houston Casualty Company
	Cyber Liability
Nationwide Mutual Insurance Company	
Sexual Abuse Liability	

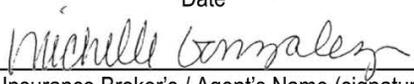
[NOTE TO PROPOSER: See Section X, Paragraph B. Indemnification and Insurance Requirements, for details on the basic requirements and types of insurance for this agreement.]

NOTE TO THE UNDERWRITER / AGENT-BROKER: If the insurance forms that the Proposer submits to the County do not fully comply with the Insurance Requirements, and/or if the Proposer fails to submit the forms within the 14-day time limit, the County may: (1) declare the Proposer’s Proposal non-responsive, and (2) award the Contract to the next highest ranked Proposer.
If you have any questions about the Insurance Requirements, please contact Mr. Rafael Viteri, County of San Bernardino - Risk Management Department, at (909) 386-8730 or via e-mail rviteri@rm.sbcounty.gov (Please provide name of RFP with your email question(s)).

ATTACHMENT J - INDEMNIFICATION AND INSURANCE REQUIREMENTS AFFIDAVIT

**THE PROPOSER'S INSURANCE COMPANY(S) OR INSURANCE AGENT MUST COMPLETE THIS FORM
 AND
 THE PROPOSER MUST SUBMIT THIS COMPLETED AFFIDAVIT WITH THE PROPOSAL.**

I, the undersigned (Please check one box) underwriter agent/broker, certify that I and the Proposer listed below have jointly reviewed the "Insurance Requirements" in this Request for Proposal (RFP). If the County of San Bernardino ("County") awards the Proposer the Contract for this project, I will be able—within fourteen (14) calendar days after the Proposer is notified of the Contract's award—to furnish the County with all the required, insurance certificate(s) and endorsement(s) as specified in Section X, Paragraph B. Indemnification and Insurance Requirements.

Arthur J. Gallagher & Co.	07/08/2021
Insurance Broker / Agency Name	Date
Michelle Gonzalez	
Insurance Broker's / Agent's Name (Printed)	Insurance Broker's / Agent's Name (signature)
505 N. Brand Blvd., Suite 600	Glendale CA 91203
Address	City State Zip Code
(818) 539-8630	N/A Michelle_Bielen@ajg.com
Telephone Number	FAX Number Email Address

Mental Health Systems, Inc.	Homeless Street Outreach and Engagement, Housing Navigation, Tenancy Supports and Case Management, RFP #20-06
Proposer's Name	County RFP Name and Number

Below State the Name of Insurance Company Providing Coverage:
 DO NOT write "Will Provide," "To Be Determined," "When required," or similar phrases.

Commercial General Liability	Automobile Liability
Quality Comp. Inc. Workers' Compensation Liability	Professional Liability
Pollution Liability	Cyber Liability
Sexual Abuse Liability	

[NOTE TO PROPOSER: See Section X, Paragraph B. Indemnification and Insurance Requirements, for details on the basic requirements and types of insurance for this agreement.]

NOTE TO THE UNDERWRITER / AGENT-BROKER: If the insurance forms that the Proposer submits to the County do not fully comply with the Insurance Requirements, and/or if the Proposer fails to submit the forms within the 14-day time limit, the County may: (1) declare the Proposer's Proposal non-responsive, and (2) award the Contract to the next highest ranked Proposer.
 If you have any questions about the Insurance Requirements, please contact Mr. Rafael Viteri, County of San Bernardino - Risk Management Department, at (909) 386-8730 or via e-mail rviteri@rm.sbcounty.gov (Please provide name of RFP with your email question(s)).

APPENDIX

Please find appendices in the following order, on the immediately following pages:

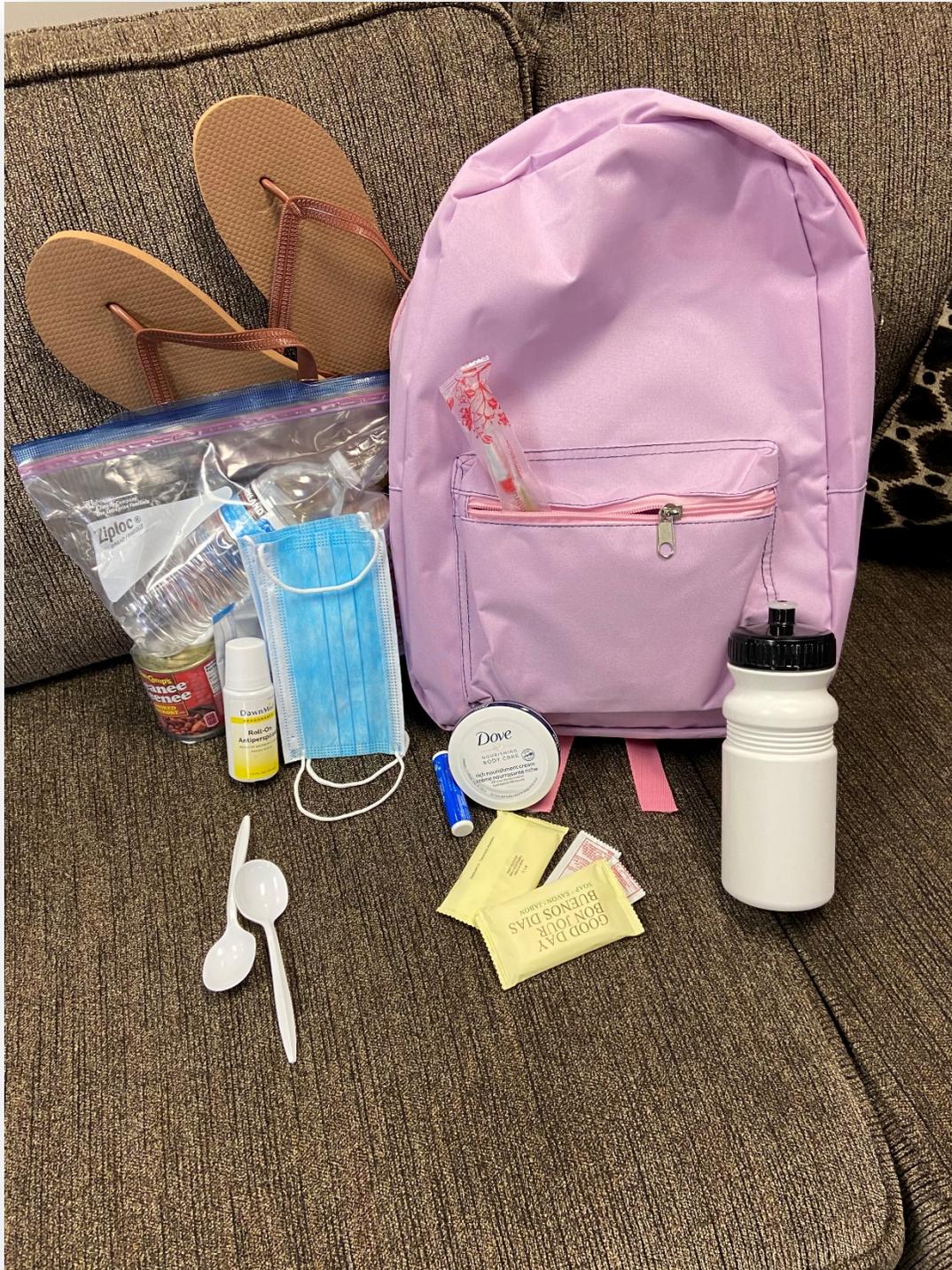
- Appendix A: MHS Housing and Outreach Backpacks
- Appendix B: Engagements and Housing Data for MHS' San Bernardino City ACT Program
- Appendix C: MHS Organizational Charts
- Appendix D: Letters of Support

Appendix A: MHS Housing and Outreach Backpacks

Housing Backpack



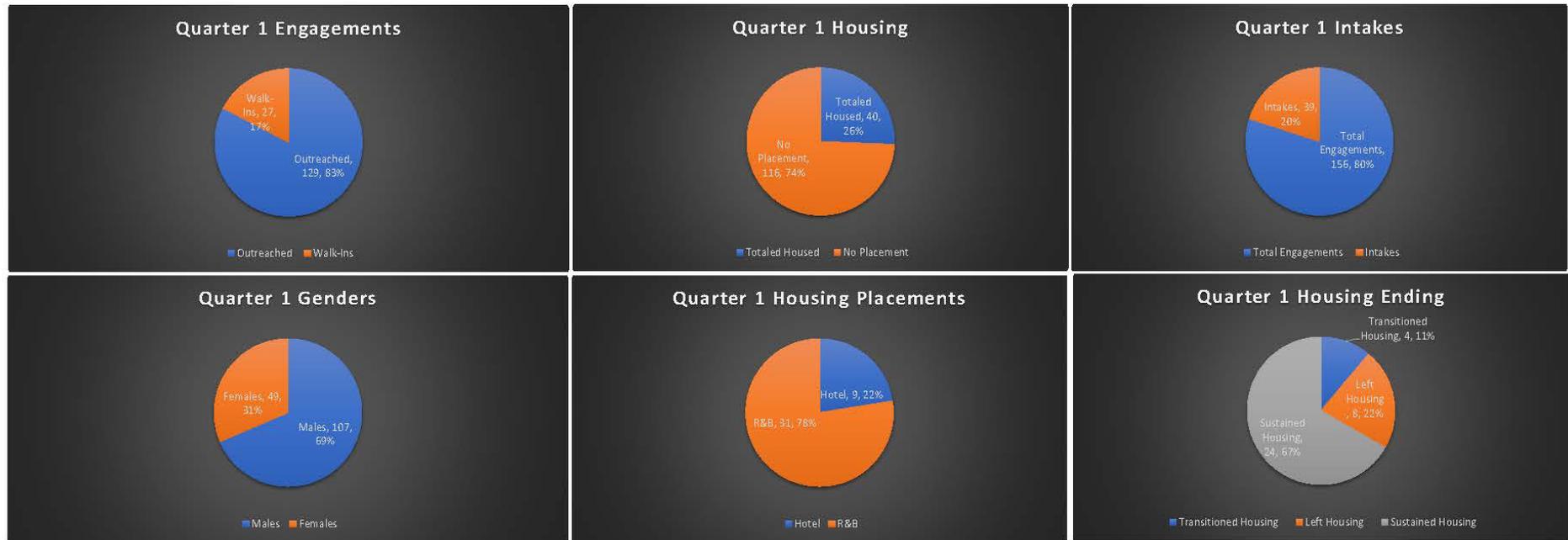
Outreach Backpack



Appendix B: Engagements and Housing Data for MHS' San Bernardino City ACT Program

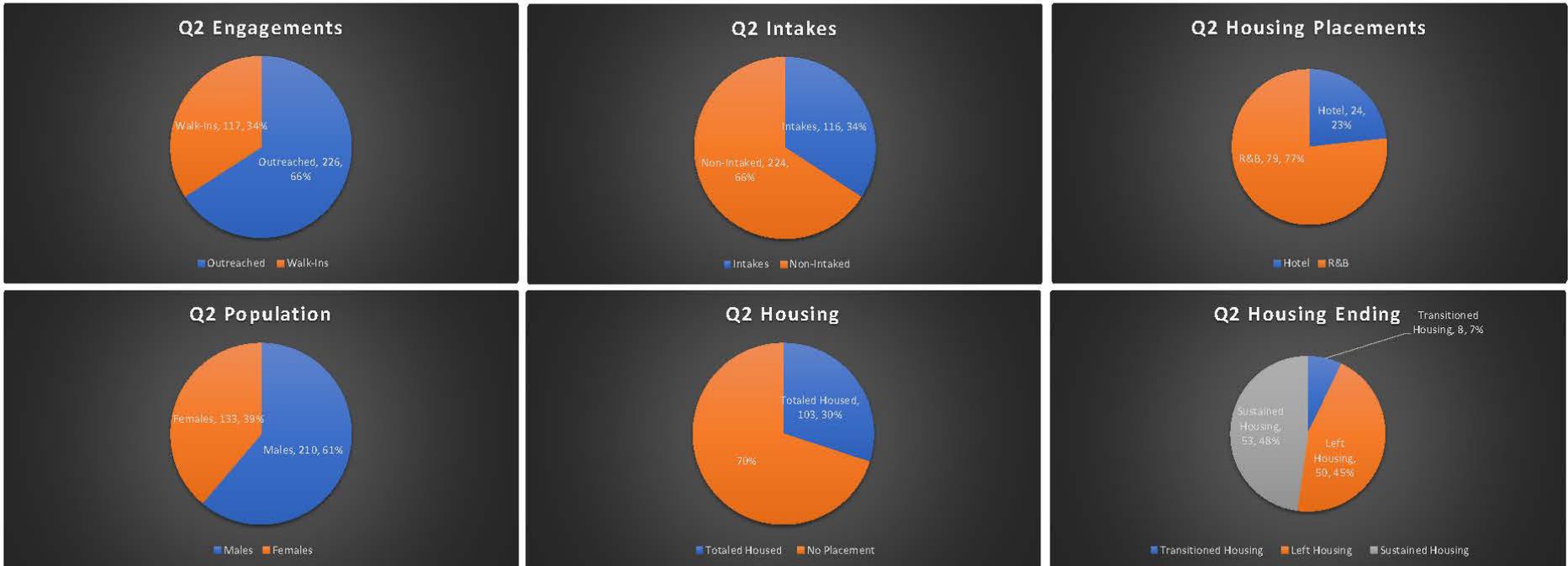
JANUARY - MARCH 2021

<u>Total Engagements</u>	<u>Intakes</u>	<u>Males</u>	<u>Females</u>	<u>Outreached</u>	<u>Walk-Ins</u>	<u>Totaled Housed</u>	<u>No Placement</u>	<u>Hotel</u>	<u>R&B</u>	<u>Transitioned Housing</u>	<u>Left Housing</u>	<u>Sustained Housing</u>
156	39	107	49	129	27	40	116	9	31	4	8	24



APRIL - JUNE 2021

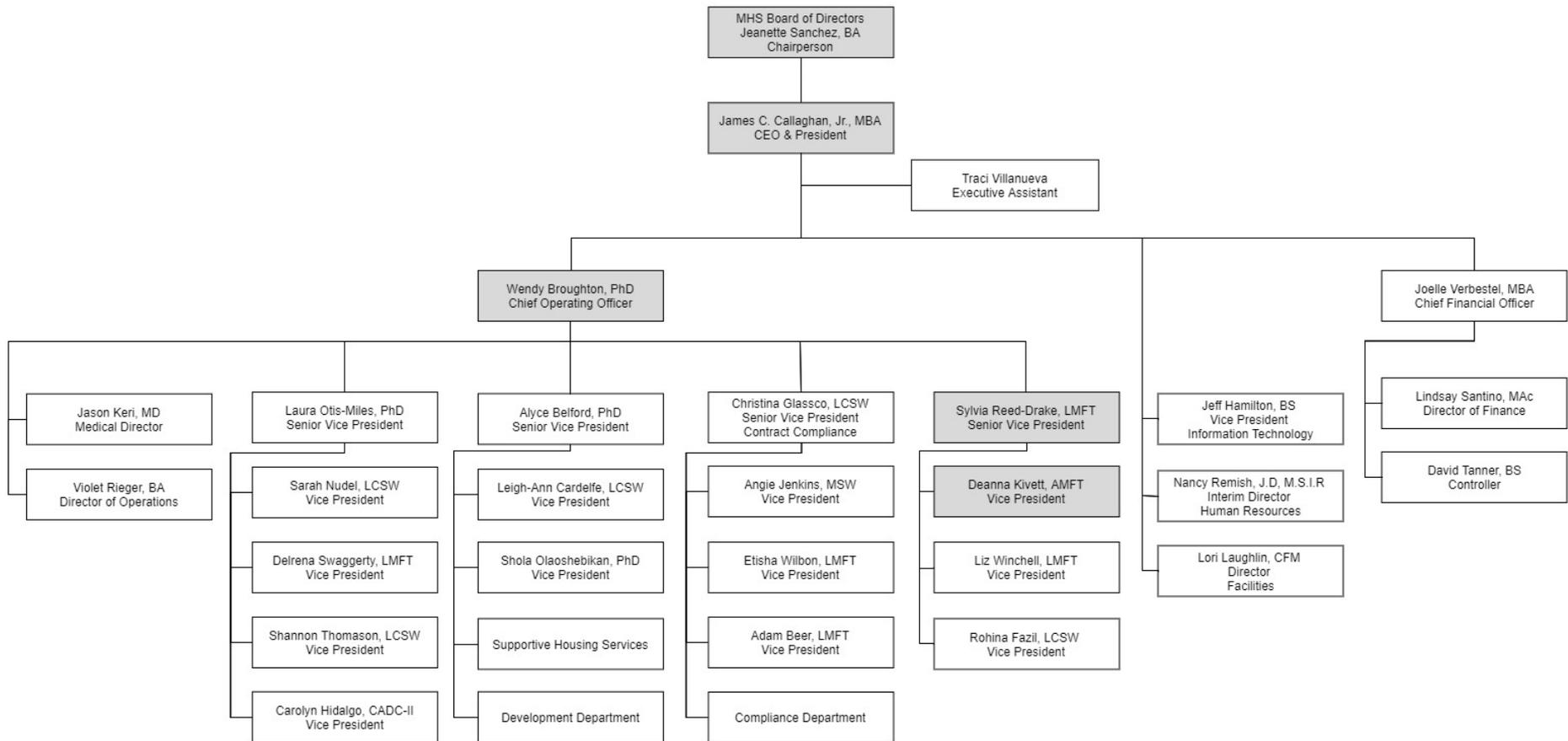
<u>Total Engagements</u>	<u>Intakes</u>	<u>Males</u>	<u>Females</u>	<u>Outreached</u>	<u>Walk-Ins</u>	<u>Totaled Housed</u>	<u>No Placement</u>	<u>Hotel</u>	<u>R&B</u>	<u>Transitioned Housing</u>	<u>Left Housing</u>	<u>Sustained Housing</u>
340	116	210	133	226	117	103	240	24	79	8	50	53



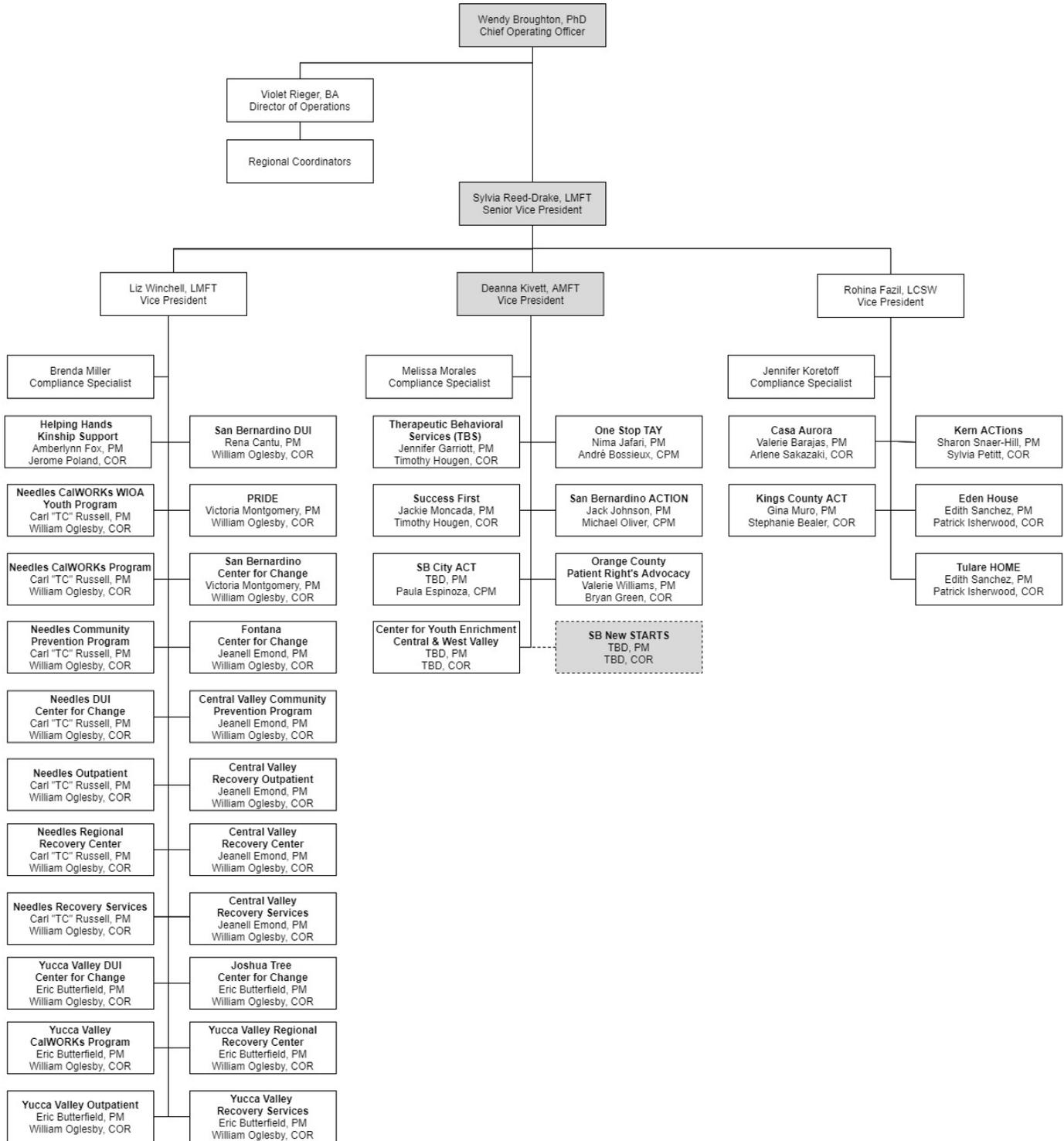
Appendix C: MHS Organizational Charts

MHS is an established California non-profit 501(c)(3) agency that provides oversight and management of over eighty (80) behavioral health programs through a system of corporate divisions that include finance, compliance, information technology, human resources, facilities, and operations. Beginning in 1978 as a single day treatment center in Escondido, MHS currently offers services in ten (10) California counties, employing over 830 dedicated individuals. MHS has a forty-three (43) year history of working collaboratively with multiple systems and services to improve the health, wellbeing, and quality of life of individuals struggling with complex behavioral issues.

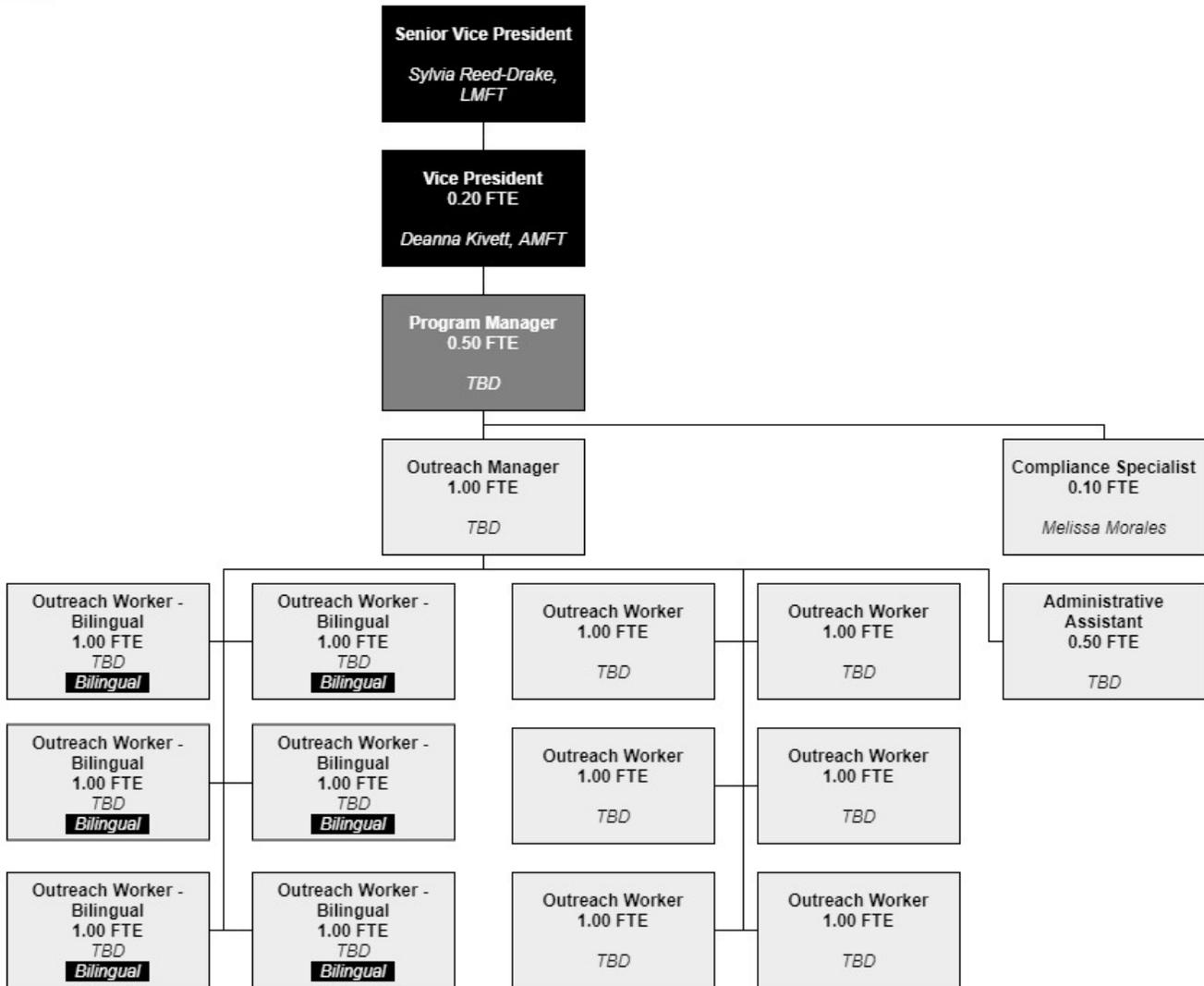
MHS Corporate Office Executive Organizational Chart



MHS Central Valley and Inland Empire Operations



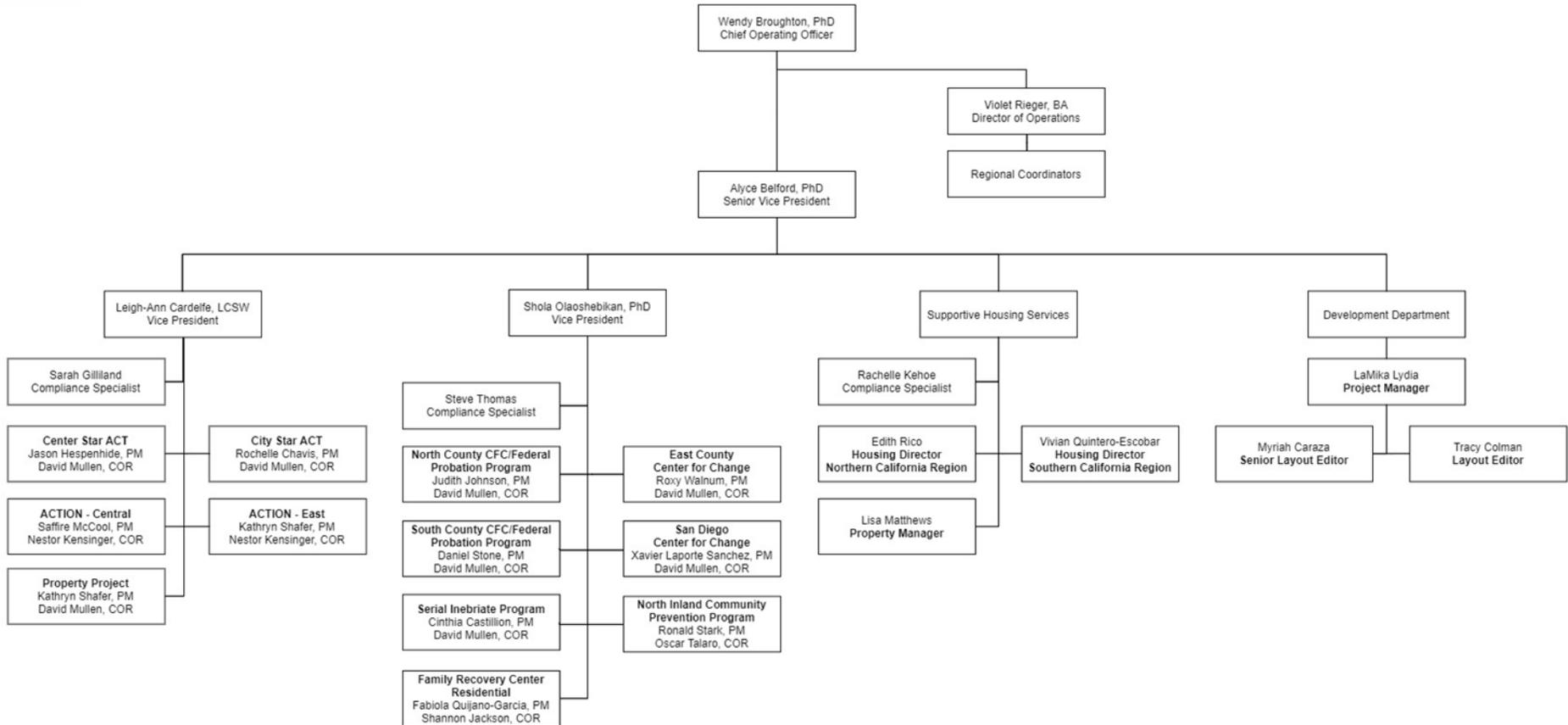
MHS' SB New STARTS Program



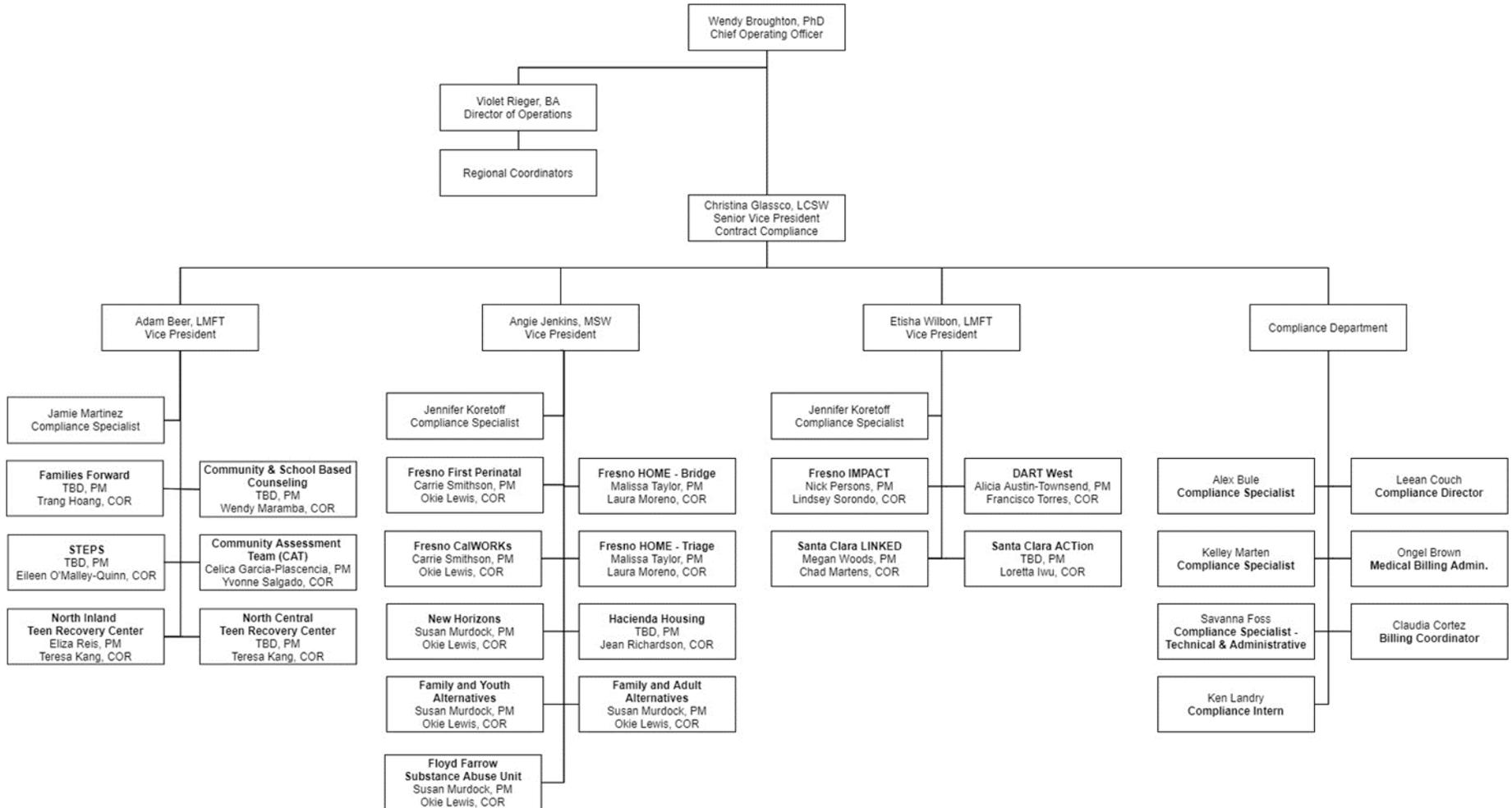
Program Financial Analyst*
 0.07 FTE
 Christopher Tremalgia, BA

* Program Financial Analyst reports to the Program Finance Manager at the Corporate Office.

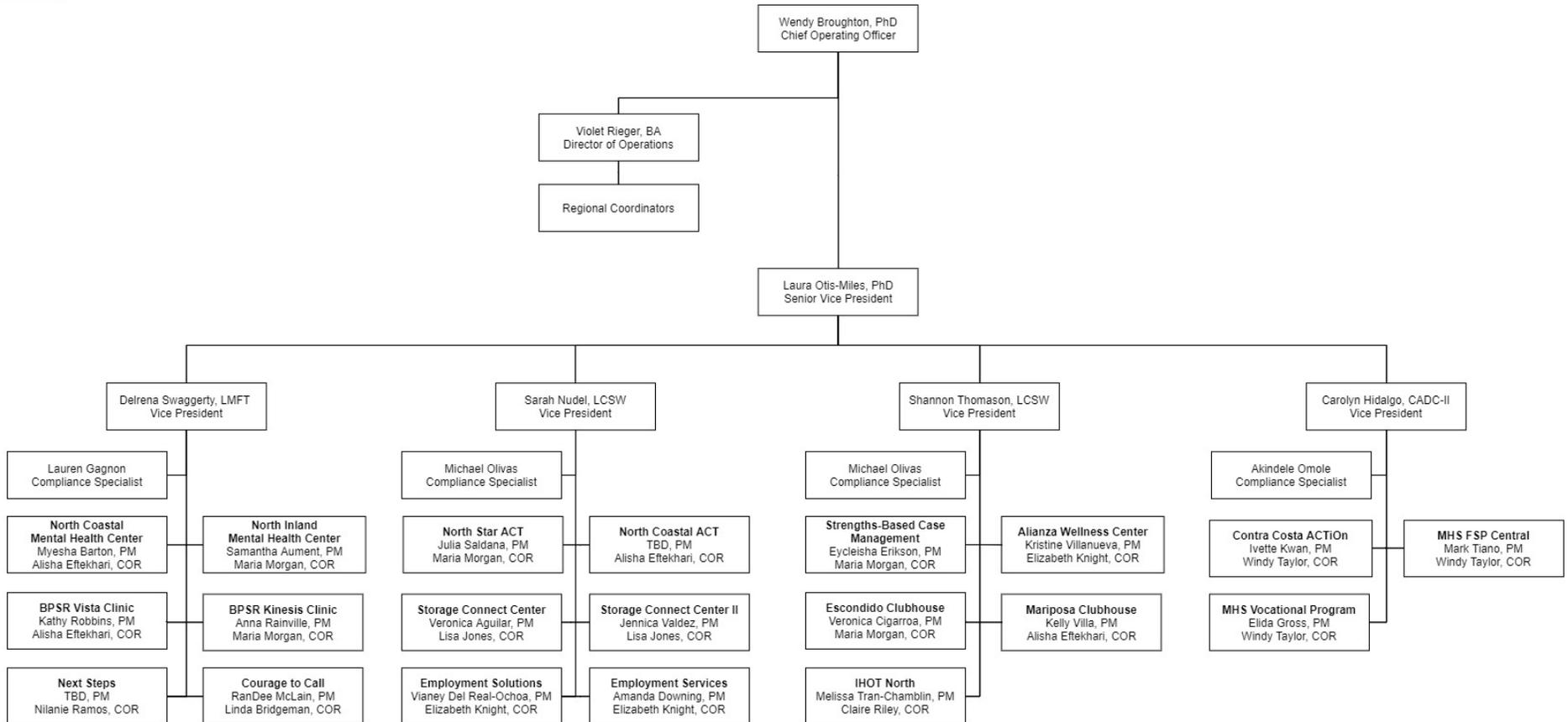
MHS San Diego 1 Operations



MHS San Diego 2 and Fresno Operations



MHS San Diego 3 and Bay Area Operations



Appendix D: Letters of Support

Please find letters of support for **MHS' SB New STARTS** program on the immediately following pages, in the order listed below.

- Brad Hardie, President, RH Community Builders
- Damon L. Alexander, 7th Ward Council Member, Council Office, City of San Bernardino

Brad Hardie, President, RH Community Builders



James C. Callaghan, Jr.
CEO & President, Mental Health Systems, Inc.
9465 Farnham Street
San Diego, CA 92123

Dear Mr. Callaghan,

On behalf of **RH Community Builders**, I am honored to support Mental Health Systems, Inc.'s (MHS) application to the County of San Bernardino for Homeless Street Outreach and Engagement, Housing Navigation, Tenancy Supports and Case Management through RFP #20-06.

We have been working alongside MHS for 3 years and can say with absolute certainty that they are unmatched in their ability to provide excellent, dynamic, and valuable services with culturally diverse communities, as well as various community partners. They have proven themselves to be both professional and compassionate.

MHS operates programs that range from outpatient programs, day treatment programs, residential care, community-based programs, outreach and engagement services, drug and alcohol treatment and prevention programs, in addition to prevention and early intervention services.

MHS routinely hires passionate and qualified trainers, staff, consultants, and program coordinators who engage in an inventive, fierce, and enlightened fashion. Their statewide presence enables them to provide services to clients in ten counties of California.

We strongly support MHS' proposal to the County of San Bernardino in their pursuit to providing Homeless Street Outreach and Engagement, Housing Navigation, Tenancy Supports and Case Management services. Like other services provided by this trusted organization, MHS' Homeless Street Outreach and Engagement program will have the same excellent specialized care and staffing that distinguishes MHS in San Bernardino County as a provider of quality services and a collaborative community partner.

Please feel free to contact me should you require any further assistance or additional information.

Sincerely,

Brad Hardie

Brad Hardie
President
RH Community Builders

Damon L. Alexander, 7th Ward Council Member, Council Office, City of San Bernardino



City of
San Bernardino

Council Office | Damon L. Alexander, Council Member, Seventh Ward alexander_da@sbcity.org

July 12, 2021

Mr. James C. Callaghan, Jr.
CEO & President, Mental Health Systems, Inc.
9465 Farnham Street
San Diego, CA 92123

Dear Mr. Callaghan:

I am honored to support Mental Health Systems, Inc.'s (MHS) application to the County of San Bernardino for Homeless Street Outreach and Engagement, Housing Navigation, Tenancy Supports and Case Management RFP No. 20-06.

I have a working relationship with MHS and familiarity with their ability to provide prompt, competent, and excellent services with both culturally diverse communities and various community partners. They have shown both integrity and expertise.

Regarding the delivery of supportive clinical services, MHS is an incredible community leader. The programs they operate range from day treatment programs, residential care, outpatient programs, community-based programs, prevention and early intervention services, drug and alcohol treatment and prevention programs, in addition to outreach and engagement services.

MHS consistently hires experienced and talented consultants, trainers, staff, and program coordinators who operate in an innovative, passionate, and progressive fashion.

I whole heartedly support MHS' proposal to the County of San Bernardino in their pursuit to provide Homeless Street Outreach and Engagement, Housing Navigation, Tenancy Supports and Case Management services. Similar to other services provided by this trustworthy organization MHS' Homeless Street Outreach and Engagement program will have the same specialized care and staffing that differentiates MHS in San Bernardino County as a provider of quality services and a cooperative community partner.

Please feel free to contact me should you require any further assistance or additional information.

Warm regards,

Damon L. Alexander
7th Ward Council Member

290 North "D" St., San Bernardino, CA 92401 | P: 909-384-5188 | C: 909-462-8112 | alexander_da@sbcity.org