

ARLINGTON COUNTY, VIRGINIA

**AGREEMENT NO. 23-DHS-EP-185
AMENDMENT NUMBER 2**

This Amendment Number 2 is made on the date of execution by the County and amends Agreement Number 23-DHS-EP-185 (“Main Agreement”) dated June 16, 2022 between PRS, INC. (“Contractor”) and the County Board of Arlington County, Virginia (“County”).

The County and the Contractor agree to amend the Main Agreement as follows:


- 1. PURSUANT TO CLAUSE 4. CONTRACT TERM, THIS AGREEMENT IS HEREBY RENEWED FROM JULY 1, 2023 TO JUNE 30, 2024.**
- 2. REPLACE EXHIBIT A, SCOPE OF WORK IN ITS ENTIRITY WITH THE ATTACHED.**
- 3. REPLACE EXHIBIT B, CONTRACT PRICING IN ITS ENTIRITY WITH THE ATTACHED.**

All other terms and conditions of the Main Agreement remain in effect.

WITNESS these signatures:

THE COUNTY BOARD OF ARLINGTON
COUNTY, VIRGINIA

PRS, INC.

AUTHORIZED
 SIGNATURE:  _____
534895882490484...
 NAME: Meloni Hurley
 TITLE: Assistant Purchasing Agent
 DATE: 6/30/2023

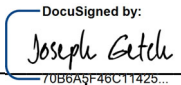
AUTHORIZED
 SIGNATURE:  _____
70B6A5F46C11425...
 NAME: Joseph Getch
 TITLE: Chief Executive Officer
 DATE: 6/22/2023

EXHIBIT A

SCOPE OF WORK

I. PERFORMANCE SPECIFICATIONS

The Contractor shall provide supported education and employment services as described below:

A. DEFINITIONS AND STANDARDS

1. Supported Education is defined as: Individualized or group assistance that helps clients with disabilities achieve their educational goals. Services include assisting clients to identify and access reasonable accommodations and providing support services in the community and at school sites.
2. Supported Employment is defined in three (3) phases:
 - a) Assessment Phase – receive referrals; determine eligibility and employment needs; initiate services. This phase lasts approximately one (1) month.
 - b) Active Phase – assist with resumes; prepare for interviews; link to training; provide job placement; and develop jobs. The frequency and time spent with the Client can be intensive or moderate service level. Also provide academic assessments, training, and support for Clients seeking further education. This phase lasts three (3) to six (6) months.
 - c) Monitoring Phase - provide support at a minimum of 1 contact per month and maximum of up to 3 hours of service per month via phone call, job-site visits and/or in person meetings for up to six months post job placement. Clients will remain open in this phase as long as the client remains in the job and active in Outpatient services and the support from Job Avenue is indicated based on the client’s adjustment to the job.
3. Supported Employment Principles and Standards
<https://store.samhsa.gov/product/Supported-Employment-Evidence-Based-Practices-EBP-Kit/SMA08-4364> :
 - a) Enhance service accessibility by the absence of exclusion criteria and the active solicitation of and timely response to referrals.
 - b) Complete a rapid search for competitive jobs, typically within a month of program entry.
 - c) Base employer contacts on job choices reflecting the client’s preferences, needs and strengths; job options may be in a variety of settings.
 - d) Assist in providing competitive job options that are permanent, rather than temporary; support the client in finding more rewarding job opportunities if so desired by the client.
 - e) Provide individualized, flexible and time-unlimited follow-along supports; employer supports may include education and guidance; and client supports may include crisis intervention, job coaching, job counseling, job support groups, transportation, changes in treatment, and a support network; as well as the weekly Employment Dinner.
 - f) Provide services in the community setting, both inside and outside of the office.
 - g) Provide services that assist in engaging and reaching out to clients on an ongoing basis in a way that is tolerant of different levels of communication readiness.

B. GENERAL REQUIREMENTS

The Contractor shall:

1. Provide 4.7 Full Time Equivalents (FTE) of direct service-Supported Employment staff and 0.50 FTE for Supported Employment supervision and administration for clients with serious mental illness (SMI) and/or substance use disorder (SUD) served in the Behavioral Health Division (BHD of the Arlington County Department of Human Services (DHS). Contractor staff shall function as members of the BHD integrated care team and provide a full range of employment and education services for clients with SMI and SUD. Contractor must operate with fidelity to the Individual Placement and Support (IPS) employment model <https://soarworks.samsha.gov/article/ips-supported-employment>
2. Perform the work on-site at a BHD facility at 2120 Washington Boulevard 3rd floor, Arlington Virginia 22204, virtually, and/or in the Arlington community as determined to best meet the need or preference of the client.
3. Coordinate program services in close collaboration with on-site psychiatric, nursing, and therapy providers, as appropriate, to monitor the severity and urgency of the client's mental health condition.
4. Maintain client records in the BHD electronic health record system, documenting services in accordance with Department of Behavioral Health and Developmental Services, DBHDS, Department of Aging and Rehabilitation Services, and Department of Medical Assistance Services regulatory guidelines and completing all documentation within 24 hours of service.
5. Coordinate with the County Project Officer to ensure clients' language needs are addressed, by provision of an interpreter, where necessary. The County will arrange the services or provide guidance to Contractor staff for arranging the services.
6. Report maintenance, repair and replacement needs for the program space to the BHD Office Manager and Project Officer.

C. SERVICE REQUIREMENTS

The Contractor shall:

1. Assist clients with career planning and securing gainful employment. This includes employment and education readiness assessment, job search, job development, job placement, job coaching and mentorship, job retention support and administrative functions.
2. Adhere to Supported Employment principles and standards as listed Section A, Definitions and Standards.
3. Accept all referrals from BHD. Assess clients for eligibility in accordance with the Virginia Department of Behavioral Health and Developmental Services (DBHDS) <https://casetext.com/regulation/virginia-administrative-code/title-12-health/agency-30-department-of-medical-assistance-services/chapter-50-amount-duration-and-scope-of-medical-and-remedial-care-services/part-iii-amount-duration-and-scope-of-services/section-12vac30-50-226-community-mental-health-services> within 14 days of referral. It is expected that upon completion of the program, and with the supportive services available, clients will reach their education and employment goals.
4. Conduct an initial individual service plan (ISP) within 24-hours of the client entering the program. A comprehensive ISP shall be completed within 15 days of admission. Review plans together with the client at least once quarterly. An ISP must include at a minimum:
 - a) Statement of client's challenges, corresponding needs, and goals consisting of a sequence of measurable objectives to meet identified needs;
 - b) Statement of services to be rendered and frequency of services to accomplish client's goals and objectives;
 - c) Timeline for accomplishing client's goals and objectives;

- d) Projected ancillary services needed by client and plan for accessing them;
 - e) Designation of staff member responsible for overall case management.
5. Develop new partnerships with educational institutions and private companies and individuals to create additional opportunities for program clients. This may include identifying accommodation for clients, specific projects, internship opportunities, recruiting community volunteers to offer computer classes, partner with employers in the community to develop part-time or full-time job opportunities for clients.
 6. Provide individualized and flexible supports, utilizing existing community and program resources as much as possible, as determined by the individual's preferences, skills, abilities and economic requirements.
 7. Coordinate with the Arlington Employment Center to organize a job fair, targeted to BHD clients, at a minimum semi-annually.
 8. Provide transportation to clients as necessary for the successful completion of employment services.
 9. Contractor staff must provide the work during standard County hours of 8:30AM - 5PM Monday-Friday. There may be occasions where evening or weekend hours will be required to accommodate job placements and/or support job fairs or other public events.

D. PERFORMANCE REQUIREMENTS

1. Contractor staff must provide direct services (in-person or virtual) for at least 70% of their total work hours –1,456 hours out of 2080 hours annualized. Direct services include employment and education readiness assessment, job search, job coaching and mentorship, and maintenance support. Documentation and travel time are not considered direct services.
2. Maintain, at minimum, a 45% placement rate and at least 65% job retention at 90 days, for clients placed in employment.
3. Add ALL clients who meet the Department of Aging and Rehabilitation Services (DARS) eligibility criteria to the DARS reimbursement waitlist. The County will complete a quarterly review of client eligibility and will verify that all eligible clients were added to the waitlist.
4. Serve at least 200 unduplicated clients per year. When the number of clients served is expected to be below 200 unduplicated, the contractor shall develop a enrollment and marketing plan to meet the goal within an agreed upon timeframe.
5. Maintain CARF <http://www.carf.org/home/> accreditation for the contract period.

E. STAFFING

1. **Supervisor** - Qualifications, Duties and Expectations
 - a) Have a master's degree in a Behavioral Health or related field with at least three (3) years post-graduate experience including one (1) year supervising supported employment and/or education services.
 - b) Receive referrals from BHD program staff and assign them to Employment Specialists on a rolling basis. Ensure that the initial assessment appointment with the client occurs within 14 business days of referral. Assign each Employment Specialist to work with specific BHD teams, unless this results in a delay in assessment time.
 - c) Serve as a liaison to BHD staff and provide prompt resolution to problems, as they arise, during the Contract period.
 - d) Ensure the program provides state-of-the art, evidence-based Supported Employment and education
https://store.samhsa.gov/sites/default/files/d7/priv/buildingyourprogram-se_0.pdf, in

conformance with nationally-recognized standards of fidelity including but not limited to maintaining acceptable caseloads, integration with behavioral health treatment providers, function as an effective team, and assure the absence of exclusionary admission criteria and timely response to referrals, rapid search for employment.

- e) Provide at least one (1) monthly supervision meeting for Employment Specialists to assess needs and review goals, including staff preferences, performance reviews, performance ratings, and achievements. The Supervisor must document discussions and provide follow-up on ideas and suggestions from previous meetings and must ensure implementation of those suggestions occurred where feasible. In preparation for the supervision meetings, the Supervisor should review staff supervision plans, staff caseloads, client documentation, productivity outcomes and written performance evaluations.
- f) Lead weekly program staff meetings. In preparation, the Supervisor must develop the agenda, review emails, voice mails and the Activities Action Plan such as job development activities, job fairs, retreat and strategic planning days. The Supervisor shall take notes at the meeting for follow-up on important issues.
- g) Provide direct services to three to five (3 - 5) BHD clients per year.
- h) Provide administrative functions such as administering client satisfaction surveys, addressing concerns/conflicts raised by clients and families, referring sources, employers and County staff. The Supervisor shall meet with the County Project Officer at least once monthly to provide an update on performance issues, successes, complaints, incidents, or expected deviation from target metrics.
- i) Capture and enter information into the County's Electronic Health Record System to include:
 - i. Collect and update client and service information in the Electronic Health Record used for the tracking program utilization and outcomes and generating required reports (e.g., the program Performance Monitoring Plan, and State and local accountability reports).
 - ii. Collect new client referral and admission information.
 - iii. Collect monthly employment statistics from staff regarding the monthly number of Clients obtaining employment and progressing throughout all employment phases.
 - iv. Update employment outcomes in the monthly tracking report.
 - v. Provide quarterly employment outcome data for the state report.
- j) Respond to information inquiries from a variety of sources.
- k) Establish and implement a formal performance evaluation process, approved by the County Project Officer, that includes evaluation and quality control procedures to monitor the program's progress and effectiveness. Outcomes shall be:
 - i. Observable and measurable
 - ii. Disaggregated by gender, race, ethnicity, and zip code
 - iii. Measured at routine intervals
 - iv. Used as part of continuous quality improvement to inform service delivery
 - v. Indicative of how individuals are benefiting from service
 - vi. Indicative of Client satisfaction

2. Employment Specialists - Qualifications, Duties and Expectations

- a) Direct service staff certified as Qualified Mental Health Professionals (QMHP-A) in Virginia is preferred. Non-QMHP staff hired on or after July 1, 2022 must be reviewed and approved by the Contract Officer.

- b) Experience working with young adults with serious mental illness and substance use disorders.
 - c) Experience with community-based services.
 - d) Knowledge of evidence-based supported employment and supported education services and Supported Employment fidelity scale.
 - e) Ability to negotiate with employers.
 - f) Experience providing career development services, including career planning, vocational assessment, resume assistance, workshops and job search assistance. Must be able to engage, educate, coach and mentor clients to be successful in the workplace.
 - g) Must have experience working with persons of varying cultures; at least one staff should be bi-lingual (English/Spanish) or multi-lingual.
3. The Contractor shall operate a personnel system which includes:
- a) Standards of conduct, employee ethics, conflicts of interest, annual employee performance evaluations, equal employment opportunity, and appropriate initial employee orientation.
 - b) Written, up-to-date, job descriptions that exist for all positions covered by this Contract, including identified essential functions, explicit responsibilities, and qualification statements expressed in terms of knowledge, skills, and abilities as well as occupational qualifications or requirements.
 - c) Incumbents of positions, which require specific levels of education or training, shall have documentation of this education or training in their personnel file.
 - d) Training records for employees shall be updated as staff completes additional training or educational programs.
 - e) Procedures regarding criminal background (<https://law.lis.virginia.gov/vacode/title37.2/chaper4/section37.2-416/>) and Virginia Central Registry check for staff (<https://law.lis.virginia.gov/vacode/title37.2/chapter4/section37.2-408.1/>), driving record check, required Tuberculosis testing (<https://law.lis.virginia.gov/admincode/title12/agency35/chapter105/section510/>), which comply with State legislation, laws and licensure standards.
4. The Contractor shall ensure that all staff who work directly with clients covered by this Agreement receive training and/or orientation prior to their work with clients regarding:
- a) The Supported Employment model;
 - b) Policies and procedures regarding client confidentiality;
 - c) Policies and procedures that assure client rights, including orientation to human rights regulations;
 - d) Service documentation procedures;
 - e) Health maintenance, to include infectious disease control and proper nutrition, and safety-related monitoring;
 - f) All applicable training required by State Licensure regulations.
 - g) Admission criteria and intake procedures;
 - h) Information on external resources and referral procedures;
 - i) Preparation of individual service plans; documentation of service provision in client files;
 - j) Job retention and support services and follow-up procedures;
 - k) Policies and procedures for discharge or termination of clients.
 - l) All applicable aspects of program operation necessary to the fulfillment of objectives under terms of the contract.

Provide annual reports of staff training to the County Project Officer and cooperate in evaluations on the effectiveness of staff training.

II. ADHERENCE TO LOCAL STATE & FEDERAL REGULATIONS

The Contractor shall comply with all statutes, regulations, standards, laws, and applicable policies and procedures in the operation of the program which are the subject of this Contract, including, by way of illustration and not limited to the following:

1. All applicable Federal and State laws and regulations (12WAC35-115 -Rules and Regulations to Assure the Rights of Clients Receiving Services from Providers of Mental Health, Mental Retardation and Substance Abuse Services) for the assurance of the individual rights of Clients served by the program. The Contractor shall submit a copy of its approved Human Rights Plan, evidencing State approval, to the Project Officer.
2. All applicable State Department of Behavioral Healthcare and Developmental Services' (DBHDS) licensure regulations and satisfy applicable inspection, licensing, provider, contractual, and reporting requirements of the Virginia Departments of Health, Medical Assistance Services, Rehabilitative Services, and Social Services. The Contractor shall provide the County with copies of such reviews.
3. Federal Confidentiality of Alcohol and Substance Abuse Records, 42 C. F. R. Part 2.
4. All applicable provisions of Title VII of the Civil Rights Act of 1964, Sections 503 and 504 of the Rehabilitation Act of 1973, the Vietnam Era Veterans Readjustment Act of 1974, the Age Discrimination Act of 1975, the Americans With Disabilities Act of 1990, the Virginians With Disabilities Act, the Virginia Fair Employment Act of 1975, the Civil Rights Act of 1991, regulations issued by the Federal Granting Agencies, Executive Orders 11246 and 11375, and other federal and state mandates or subsequent amendments and regulations developed pursuant thereto, to ensure that no person will be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination in services operated or funded as a result of this Contract on the grounds of race, color, national origin, age, gender, or disability.
5. All applicable provisions of Title 37.2 of the Code of Virginia and all other applicable statutory, constitutional mandates, regulations, and policies, as well as the State DBHDS Community Services Board policies and procedures including but not limited to:
 - a) Virginia Freedom of Information Act, Sections 2.23700 et seg through 346, 1, including its notice of meeting and public meeting provisions;
 - b) Government Data Collection Act, Sections 2.2-3800 et seg;
 - c) Virginia Disclosure of Patient Information to Third Party Payors by Professionals, Sections 37.1-225 through 233;
 - d) Virginia Substance Abuse Services, Sections 37.1-203 through 223;
6. Virginia Human Rights and Licensure Regulations and Procedures for Continuity of Care between Community Services Boards and State Psychiatric Facilities (available from the VADBHDS).

III. BUDGET AND FINANCE

The County will pay the Contractor for the expenses for the operation of the Supported Employment program.

1. The County may reduce the maximum Contract amount, if denied by Federal, State, or local sources, due to the Contractor's violation of reporting or other requirements. If possible, the Contractor shall be notified thirty (30) days in advance of implementation of such funding reductions.
2. The Contractor shall maintain a financial system, which includes:

Operation of financial management, procurement, and contracting systems that are consistent with Virginia Financial Management Standards for Community Services Boards, Accounts Receivable and Reimbursement Procedures, and Community Services Boards Procurement Procedures Manuals issued by Virginia DBHDS

<https://dbhds.virginia.gov/assets/doc/BH/oss/fy2020-pc-csb-administrative-rqmts.pdf>.

3. The Contractor shall adhere to the following fiscal and budget reporting requirements:
 - a) permit authorized representatives of the County or the State to review all records of the Contractor as deemed necessary. All accounts of the Contractor are subject to such audit and financial review, regardless of whether the funds are used exclusively for specific program activities or mingled with funds for other Contractor activities.
 - b) submit financial reports at the request of the County at any time during the period of service covered by this or any preceding Agreements.
4. Travel expenses and costs related to performing the job shall be covered under the contracted cost per staff member.

IV. REPORTING REQUIREMENTS

1. State DBHDS Licensure reports, including annual evaluations or any other reports associated with on-site inspections by Licensing Specialists.
2. Client Incident Report (due next workday for emergencies of a medical or behavioral-nature, due within five (5) workdays for other incidents).
3. Reports of actual or suspected violations of client human rights (e.g., investigations by the Regional Human Rights Advocate; all contacts made to Adult Protective Services).
4. The Contractor shall submit the following reports and work products to the designated Project Officer:

<u>Report or Product</u>	<u>Date Due or Frequency</u>
Policy and Procedure Manual Updates	Within ten (10) working days of changes
Program License Renewals	Within ten (10) working day of renewal
Service Utilization Reports	Ten (10) working days after end of each month
Outcome and Performance Measure	Quarterly
State Performance Contract	As required by State and County deadlines
End of year evaluation report	Annually
Updated staff roster and training	Annually
Critical Incident Reports	As incidents arise (per DBHDS standards)
Internal investigation reports for allegations of abuse, neglect, or exploitation	As incidents arise (per DBHDS)
Other reports deemed necessary	Upon request
Total individual wages and hours worked, average hours per week, average hourly rate.	Annually

Organization Name: PRS, Inc						
Quarterly Programmatic Report	Contracted Targeted Goal	Q1	Q2	Q3	Q4	Total (Actual Year-End)
<u>Clients Served</u>						
Duplicated number of Arlington resident Clients served through Supported Employment Services by phase						
Unduplicated number of Arlington resident Clients served through Supported Education Services						
Total unduplicated Clients served	250					
<u>Reimbursements</u>						
Number of Clients on DARS waitlist						
Number of Clients approved for DARS reimbursement						
Total revenue generated by non-County billing						
<u>Outcomes Measures</u>						
		<u>Q1</u>	<u>Q2</u>	<u>Q3</u>	<u>Q4</u>	Average (Actual Year-End)
Number and % of Clients served who are employed within quarter						
Number and % of Clients employed who maintain employment in a single job for more than 90 days						
Number of new Clients referred to program						
Fidelity scale scores						
Number of Arlington employers						
Number of public outreach events and job fairs						
Client satisfaction with services						

VI. COMMUNITY RELATIONS

The Contractor shall:

1. attend meetings of the Arlington Community Services Board, Neighborhood Advisory Committee and other community citizen advisory bodies, as requested by the Project Officer, and shall provide reports and other information to the Project Officer, if requested.
2. Respond within two business days to any community complaints or problems related to the Supported Employment program and shall keep the Project Officer informed of complaints/problems and efforts to address them.

VII. ROLE OF ARINGTON COUNTY/BHD

The County/BHD will:

1. Serve as the central screening and referral source for clients who receive services as well as provide ongoing treatment services and case management support. Further, a Project Officer will be assigned as the liaison with the Contractor regarding day-to-day operation of the program and client monitoring.
2. Maintain and repair the office space, located at 2120 Washington Boulevard, Arlington, VA 22204.
3. Pay for utility services, including electricity, gas, water and telephone.
4. Provide workstations, computers and access to County systems, office supplies and equipment.
5. Maintain responsibility for overall case coordination and referrals to the Contractor based upon individual choice, matching of individuals' needs, location, transportation, and cost.
6. Review required program documentation (incident reports and required documentation), monitors activities (site visits, individual records, audits, financial statements).

REVISED EXHIBIT B**CONTRACT PRICING****Beginning July 1, 2023**

The Contractor shall be paid for FTE slot filled at the following rates:

	FTE	Max	Hourly
Employment Services Worker	4.70	\$358,095.00	\$36.63
Employment Services Supervisor	0.50	\$78,489.00	\$75.47
Contract Maximum	5.20	\$436,584.00	