

CALIFORNIA MENTAL HEALTH SERVICES AUTHORITY  
PARTICIPATION AGREEMENT  
QA/QI ANALYTICS PROGRAM/PROJECT

COVER SHEET

Lake County ("Participant") desires to participate in the QA/QI Analytics Program ("Program") offered by the California Mental Health Services Authority ("CalMHSA") on the terms provided in this Participation Agreement ("Agreement"). Participant acknowledges that the Program also will be governed by CalMHSA's Joint Powers Agreement and its Bylaws, as well as the terms of the JPA-Business Associate Agreement executed between the parties on April 8, 2022. The Agreement is effective on January 1, 2025, through June 30, 2026 ("Term"). The following exhibits are attached and form part of this Agreement:

- Exhibit A Detailed Program Description, Requirements, Restrictions
- Exhibit B General Terms and Conditions
- Attachment A QA/QI Analytics Program Order Form

1. **Summary of Program:** CalMHSA is offering the following Program to Counties:

This Program will support the Participant's Mental Health and/or Drug Medi-Cal Plans by managing extensive QA/QI activities and requirements across topics including quality assurance, utilization management and review, and research, clinical optimization, and performance management.

- 2. **Funding:** The Program requires the following funding and payments:
- 3. Participant will pay a fixed fee for Services selected by Participant from Exhibit B, Section V. Table 2. Total fees paid by Participant shall be in the amount of \$34,371.50. Additional purchases may be made via the Order Form attached hereto as Attachment A.

The total funding amount for this Agreement shall not exceed \$34,371.50.

Authorized Signatures:

CalMHSA


DocuSigned by:  
Signed: Dr. Amie Miller Name (Printed): Dr. Amie Miller, Psy.D., MFT  
82E9EF8AB7CC446...

Title: Executive Director Date: 9/7/2025

Participant: LAKE COUNTY

Signed: \_\_\_\_\_ Name (Printed): \_\_\_\_\_


Title: Board of Supervisors/ CAO Date: \_\_\_\_\_

Signed:  Digitally signed by Lloyd C. Guintivano  
DN: cn=Lloyd C. Guintivano, c=US,  
o=County of Lake, ou=Office of the County  
Counsel,  
email=Lloyd.Guintivano@lakecountyca.gov  
Date: 2025.09.03 13:39:14 -0700

Name (Printed): Lloyd C. Guintivano

Title: County Counsel

Date: September 3, 2025

Signed:   
Elise Jones (Sep 10, 2025 10:01:09 PDT)

Name (Printed): \_\_\_\_\_

Title: Director of Behavioral Health

Date: 09/10/2025

**Participation Agreement**

**EXHIBIT A – Detailed Program Description, Obligations, Restrictions**

**Detailed Program Description:**

CalMHSA will support Participants in managing essential Quality Assurance and Quality Improvement activities for those utilizing the CalMHSA SmartCare Electronic Health Record System. This Program strives to enhance organizational effectiveness through structured quality assessment, data-driven insights, and streamlined and standardized operational processes, strengthen compliance, increase knowledge on policy development, and support workforce retention. The below Table 1 includes a list of all the available offerings under this Agreement. Additional details on each Program offering are included under Exhibit A, CalMHSA and Participant Obligations.

**Table 1:**

Item Number	Program Offering	Description	Cost
1	Policies Development	CalMHSA will conduct a comprehensive review and synthesis of 6 newly published Behavioral Health Information Notices (BHINs) to develop policies that support county plans’ compliance with BHIN guidance. These policies will incorporate all necessary elements to facilitate adherence to regulatory requirements. Training may include updates to current workflows, EHR updates or enhancements, documentation requirements, and claiming for services.	\$45,288.75
2	EQRO Audit Preparation (ISCAT/NAV)	CalMHSA will support county plan(s) in preparing for the FY24-25 External Quality Review (EQR) audits related to the SmartCare EHR by developing required audit reports and participating in audit sessions as invited by the county plan(s). Reports will be submitted to the county plan(s) unless otherwise specified. CalMHSA will identify and complete the portions of the Information Systems Capability Assessment Tool (ISCAT) document best responded to by CalMHSA and will identify those sections best completed by county plan(s). CalMHSA will liaise with the EQR team as permitted and participate in virtual audits as needed/invited by county plans. CalMHSA	\$36,430.00

		will support document resubmission as needed.	
3	DHCS Compliance Audit Preparation and Response	CalMHSA will support the county plan in preparation for and response to DHCS compliance audits to facilitate compliance with regulatory requirements, enhance operational efficiency, and improve organizational readiness for audits. CalMHSA will develop a gap assessment, prepare documents for submission, liaise with DHCS to the extent permitted, attend audit review, and support the developing of corrective action plans.	\$20,300.00
4	Chart Review Tools and Coaching	CalMHSA will provide support to County plan in the development and implementation of chart review tools and training and coaching on conducting chart reviews for compliance and quality purposes.	\$22,174.00
5	Performance Improvement Projects*	CalMHSA will support county plan(s) in meeting EQR PIP requirements by providing regular PIP coaching, consultation and writing support. CalMHSA will develop standard SmartCare reports to support counties in identifying client populations relevant to each PIP and assist with interpreting and applying HEDIS measure descriptive analysis reports to PIPs, as applicable.  CalMHSA support under this scope of work applies to federally required Performance Improvement Projects (PIPs) for Mental Health Plans (MHPs) and Drug Medi-Cal Organized Delivery System (DMC-ODS) Plans per 42 C.F.R. § 438.330(b)(1) and (d)(1). CalMHSA support does not apply to other quality or performance improvement projects, such as those mandated by DHCS as part of a Corrective Action Plan (CAP) for quality performance measures per BHIN 24-004.	\$31,197.25
6	Enhanced Analytics- PHI Dashboards	CalMHSA will provide a suite of individual county-facing PowerBI dashboards to display SmartCare data relevant to treatment services, quality/compliance, and	\$34,371.50

		<p>fiscal operations. The initial dashboard will focus on client demographic and service data, providing local insights into treatment populations and the service mix. Subsequent dashboards will focus on optimizing EHR data capture and tracking selected initiatives (e.g. CARE Act). Dashboard findings will be reviewed quarterly with county directors/leadership.</p> <p>CalMHSA will provide 3 complimentary commercial PowerBI user licenses (“User Licenses”) for the Participant to utilize upon the execution of this Agreement.</p> <p>If the Participant wishes to obtain additional User Licenses, CalMHSA will purchase and maintain User Licenses on behalf of the Participant at rate of \$240.00 per user, for a 12-month user license to support the Enhanced Analytics – PHI Dashboards Offering. Participant will designate the number of User Licenses to be purchased for their county via Section V. Table 3 or Attachment A. User Licenses purchased via Attachment A will be invoiced for on an annual basis as noted in Section V.</p> <p>Alternatively, Participant may choose to use their own commercial PowerBI user licenses if applicable. CalMHSA will not provide any administrative or technical support related to PowerBI licenses not purchased through CalMHSA</p> <p>Participant may choose to re-assign user licenses during the 12-month license period if needed. Participants will be able to assign or re-assign a user license via a CalMHSA provided registration link that will be sent to the Participant upon execution of this Agreement.</p>	
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**\*RE: Performance Improvement Projects: HEDIS-based PIP support is only available to counties that are also participating in the CalMHSA Quality Measures and Performance Improvement Program. Counties**

**that are not participating in the CalMHSA Quality Measures and Performance Improvement Program may opt in to PIP-support for those PIPs that have topics other than improving HEDIS outcomes.**

**CalMHSA Obligations:**

CalMHSA shall provide the following services based on each Program offering purchased:

- A. Policies Development
  - 1. Review, synthesis, and create six (6) policies for newly published (“finalized”) Behavioral Health Information Notices (BHINs).
  - 2. Make policies available on a CalMHSA’s platform.
  - 3. Maintain policy controls by making updates to policies based on updated state guidance (BHINs).
  - 4. Develop training geared for direct service providers.
  - 5. Develop training geared toward QA/QI staff or relevant leadership staff members.
  - 6. Make training available on a CalMHSA platform.
  - 7. Communicate information on training via email.
- B. EQRO Audit Preparation
  - 1. Submission Generation:
    - i. Complete the portion of the required EQR document submission relevant to CalMHSA support role for SmartCare EHR to county plan(s).
  - 2. Audit Session Participation
    - i. Participate in audit sessions as invited by the county plan(s) to address inquiries and provide support.
    - ii. Assist County Plan(s) with document re-submission as needed.
- C. DHCS Compliance Audit Preparation and Response
  - 1. Pre-Audit Preparation
    - i. Review documents provided to County plan(s) by DHCS related to the triennial review.
    - ii. Conduct an initial review of current documentation processes and practices.
    - iii. Develop a detailed report highlighting areas of risk, including recommendations for addressing identified concerns.
    - iv. Review documents to be submitted to DHCS using the DHCS request for documents checklist.
  - 2. Audit Coordination
    - i. Coordinate with internal teams and external auditors.
    - ii. Manage timelines and ensure all audit preparation documents and activities are completed on schedule.
    - iii. Participate alongside the county plan in the initial and closing conference for the audit.
  - 3. Audit Response
    - i. Facilitate smooth communication between auditors and staff.

- ii. Prepare and submit required documentation to auditors, to the extent permitted.
- iii. Ensure accuracy and completeness of submitted materials.
- iv. Assist in managing auditor requests and inquiries.
- v. Identify strategies for addressing issues or discrepancies identified during the preliminary review and audit findings.
- vi. Prepare written response to audit findings.

D. Chart Review Tools and Coaching

1. Development of Chart Review Tools:

- i. Create chart review tools tailored to the specific compliance with regulatory requirements for specialty mental health services and state guidance (BHINs).
- ii. Tools provided will be user-friendly, align with industry best practices, and meet regulatory requirements and state guidance.
- iii. Make chart review tools accessible for use.
- iv. Make necessary updates to chart review tools to keep up-to-date based on state guidance (BHINs).

2. Training on Chart Review Tools:

- i. Design training module on the use of the chart review tools.
- ii. Training module and material shall be accessible for use.

3. Coaching and Support:

- i. Lead five (5) one-hour coaching opportunities on best practices for chart reviews.
- ii. Each one-hour coaching session will be available via a live-virtual platform to be agreed upon prior to coaching dates.
- iii. CalMHSA will offer real-time guidance and feedback to ensure staff understand how to apply the tools effectively.

4. Executive Synthesis Session:

- i. Provide information on county plan's overall performance.

E. Performance Improvement Projects

1. Provide monthly PIP coaching meetings with county QI staff to discuss PIP development and implementation, which may include:

- i. Understanding the problem;
- ii. Identifying interventions;
- iii. Selecting key performance indicators (KPIs);
- iv. Discussing implementation barriers, solutions, and progress.

2. PIP Writing Support

- i. Assistance drafting and revising required EQR PIP forms based on county input and results of local implementation efforts.

3. Data Support

- i. Develop standard SmartCare report identifying client population relevant to each PIP.

- ii. CalMHSA data subject matter experts (SMEs) will join periodic existing monthly PIP consultation meeting to review HEDIS measure descriptive analysis reports to support interpretation and application to PIPs, if relevant.
- F. Enhanced Analytics – PHI Dashboards
- 1. Develop, publish and maintain county-facing Service and Demographics Dashboard.
  - 2. Develop, publish and maintain additional Power BI dashboards as per above.
  - 3. Provide quarterly executive coaching sessions on dashboard findings/insights.

**Participant Obligations:**

Participant shall provide the following services based on each Program offering purchased:

- A. Policies Development
- 1. Assign a county plan liaison to facilitate communication on policy development and training opportunities.
  - 2. Implement changes to County plan(s)'s internal staff workflows that align with new policies.
  - 3. Facilitate staff participation in training.
  - 4. Distribute and communicate policy changes and updates and provide support to Participant's network providers.
- B. EQRO Audit Preparation
- 1. Primary EQR Liaison
    - i. As the entity subject to EQR audit, the County Plan must take the lead in communicating and coordinating with the EQR unless otherwise agreed by the EQR.
  - 2. Data and Documentation Provision
    - i. Provide CalMHSA with all necessary documents and background information required for the development of audit reports.
  - 3. Audit Session Support
    - i. Attend audit sessions, inviting CalMHSA as needed.
  - 4. Post-Audit Collaboration
    - i. Provide CalMHSA with all necessary follow-up information to comply with post-audit resubmissions or other deliverables.
- C. DHCS Compliance Audit Preparation and Response
- 1. Pre-Audit Preparation
    - i. Collaborate with CalMHSA and provide documents necessary to conduct an initial review of current documentation practices and processes.
  - 2. Audit Coordination:
    - i. Coordinate with CalMHSA on requests by DHCS for audit documentation submission.
    - ii. Ensure timelines are met and ensure all audit preparation activities are completed on schedule.

3. Audit Response
  - i. Ensure smooth communication between auditors and staff.
  - ii. Ensure accuracy and completeness of submitted materials.
  - iii. Coordinate with CalMHSA to assist in managing auditor requests, inquiries and to address any issues or discrepancies identified during the audit.
  - iv. Implement recommended strategies for corrective action plans and monitor progress.
  - v. Review the final written response to audit findings.
- D. Chart Review Tools and Coaching
  1. Staff Coaching
    - i. Ensure that staff are informed about coaching opportunities and open to feedback during coaching.
    - ii. Identify and ensure staff participation in training modules and coaching sessions.
- E. Performance Improvement Projects
  1. Identify staff person responsible for the development of PIPs as well as local staff to carry out PIP interventions. County will provide PIP liaison name/contact information and inform CalMHSA of changes to responsible staff liaison
  2. Participate actively in the development and implementation of all stages of the PIP process, including report writing and form submission.
  3. Lead the implementation of strategies and document activities and efforts.
  4. Submit any supplemental data and/or documents to support the development of PIPs. This may include, but is not limited to, recommendations from EQRs, County surveys, stakeholder feedback, QI Committee, etc.
- F. Enhanced Analytics – PHI Dashboards
  1. Identify two authorized staff members to receive dashboard access and maintain current contact information including the user’s first name, last name, e-mail address, and level of dashboard access. Only authorized staff members will be able to assign and re-assign user licenses across Participant staffParticipate in quarterly coaching sessions.
- G. Communicate all questions and concerns to CalMHSA via [ManagedCare@calmhsa.org](mailto:ManagedCare@calmhsa.org).

**Program Restrictions:**

- A. Timelines and technical requirements may need adjusting due to unique circumstances.
- B. HEDIS client level and/or event level data will not be provided to the participant under this Agreement.

**Participation Agreement**  
**EXHIBIT B - General Terms and Conditions**

**I. Definitions**

The following words, as used throughout this Agreement, shall be construed to have the following meaning, unless otherwise apparent from the context in which they are used:

- A. CalMHSA – California Mental Health Services Authority, a Joint Powers Authority (JPA) created by counties in 2009 at the instigation of the California Mental Health Directors Association to jointly develop and fund mental health services and education programs.
- B. Member – A County (or JPA of two or more Counties) that has joined CalMHSA and executed the CalMHSA Joint Powers Agreement.
- C. Participant – Any County participating in the Program either as Member of CalMHSA or under a Memorandum of Understanding with CalMHSA.
- D. Program – The program identified in the Cover Sheet offered by CalMHSA under the Agreement.

## II. Responsibilities

- A. Responsibilities of CalMHSA:
  - 1. Provide the Program as described in the Agreement;
  - 2. Act as the Fiscal and Administrative agent for the Program.
  - 3. Manage funds received consistent with the requirements of applicable laws, regulations, and this Agreement.
  - 4. Provide regular fiscal reports to Participant and/or other public agencies with a right to such reports.
  - 5. Comply with CalMHSA's Joint Powers Agreement and Bylaws.
- B. Responsibilities of Participant:
  - 1. Pay for the Program as set out in this Agreement. Payments are due within 30 days of receipt of an invoice or, as applicable, within 30 days of Agreement execution.
  - 2. Provide CalMHSA and any other parties deemed necessary with requested information and assistance to fulfill the purpose of the Program.
  - 3. Where applicable, ensure completion of any Participant requirements set out in Exhibit A including all assessments, creation of individual case plans, and providing or arranging for services.
  - 4. Cooperate by providing CalMHSA with requested information and assistance to fulfill the purpose of the Program.
  - 5. Provide feedback on Program performance.
  - 6. Comply with applicable laws, regulations, guidelines, contractual agreements, JPA requirements, and bylaws.

**III. Amendment.** This Agreement may be supplemented, amended, or modified only by the mutual agreement of CalMHSA and the Participant, expressed in writing and signed by an authorized representative of both parties.

## IV. Withdrawal, Cancellation, and Termination

- A. Participant may withdraw from the Program and terminate the Agreement upon six (6) months' written notice to CalMHSA, to the attention of the Executive Director. Notice shall be deemed served on the date of mailing.
- B. Member Cost Sharing. The withdrawal of a Participant from the Program shall not automatically terminate its responsibility for its share of the expense and liabilities of the Program. The contributions of current and past Participants are chargeable for their share of unavoidable expenses and liabilities arising during their participation period.
- C. CalMHSA may terminate, cancel, change, or limit the Program due to circumstances, including but not limited to, lack of County participation, government restrictions, issues with vendors or their services/platforms/products, lack of funding, governmental funding changes, inability to provide the Program due to vendor(s), regulatory changes, force majeure, or other issues.
- D. If applicable, upon cancellation, termination, or other conclusion of the Program, any funds remaining undisbursed after CalMHSA satisfies all obligations arising under the Program shall be returned to Participant. However, funds used to pay for completed deliverables, services rendered, upfront fees, fees to create the Program, or fees for any portal or platform, ongoing services etc. are not subject to such reversion (subject to applicable laws). Unused funds that were paid for by a joint effort will be returned pro rata to Participant in proportion to payments made. Adjustments may be made if disproportionate benefit was conveyed to a particular Participant. Excess funds at the conclusion of county-specific efforts will be returned to the particular County that paid them per the Program.

**V. Fiscal Provisions.** Participant will pay a fixed fee for Services selected in Exhibit B, Section V. Table 2 in the total amount of **\$34,371.50**. Additional purchases may be made via the Order Form attached hereto as Attachment A.

CalMHSA will invoice Participant directly for the Services selected by Participant. Payment for all Services shall be made within 30 days of receipt of CalMHSA invoice for the Services. Payments pursuant to this fixed price, delivery-based Services contract are not subject to cost adjustment, after-completion review, reversal or restrictions.

**Table 2:**

Item Number	Program Offering	Cost	Participant Selection (Mark X to Select)
1	Policies Development	\$45,288.75	
2	EQRO Audit Preparation (ISCAT/NAV)	\$36,430.00	
3	DHCS Compliance Audit Preparation and Response	\$20,300.00	

4	Chart Review Tools and Coaching	\$22,174.00	
5	Performance Improvement Projects*	\$31,197.25	
6	Enhanced Analytics- PHI Dashboards	\$34,371.50	X
Total Cost		\$34,371.50	

\*This Program Offering requires Power BI User Licenses which may be purchased upon execution via Table 3 or via the Work Order Form in Attachment A.

**Table 3:**

Item	Cost	Number of Licenses	Total
Power BI User License	\$240/per user license per year		

**VI. Indemnification.**

- A. Indemnification.** To the fullest extent permitted by law, each party shall hold harmless, defend and indemnify the other party, including its governing board, employees and agents from and against any and all claims, losses, damages, liabilities, disallowances, recoupments, and expenses, including but not limited to reasonable attorney’s fees, arising out of or resulting from the indemnifying party’s negligence or willful conduct in the performance of its obligations under this Agreement, including the performance of the other’s subcontractors, except that each party shall have no obligation to indemnify the other for damages to the extent resulting from the negligence or willful misconduct of any indemnitee. Each party may participate in the defense of any such claim without relieving the other of any obligation hereunder.
  
- B. No Responsibility for Mental Health Services.** CalMHSA is not undertaking responsibility for assessments, creation of case or treatment plans, providing or arranging services, and/or selecting, contracting with, or supervising providers (collectively, “mental health services”). Participant will defend and indemnify CalMHSA for any claim, demand, disallowance, suit, or damages arising from Participant’s acts or omissions in connection with the provision of mental health services.
  
- C. Legal Disclaimer.** CalMHSA is not providing legal advice in any capacity through and/or related to the Program. Any information, advice, consultation, etc. provided by CalMHSA related to the Program is not intended as legal advice and should not be construed or relied upon as such. Participant acknowledges and agrees that it is the sole responsibility of Participant to seek independent legal advice as needed.

**ATTACHMENT A**

**CALIFORNIA MENTAL HEALTH SERVICES AUTHORITY**

**“CalMHSA”**

**TEMPLATE - ORDER FORM NO. \_\_**

**QA/QI ANALYTICS PROGRAM**

This Order Form No. \_\_ is a contract by and between the California Mental Health Services Authority (“CalMHSA”) and \_\_\_\_\_ County (“Participant”).

CalMHSA and Participant entered into Participation Agreement No. \_\_\_\_\_ executed on \_\_\_\_\_ (the “Participation Agreement”).

Participant intends to purchase commercial Power BI user licenses (“User Licenses”) as specified below. CalMHSA and Participant agree to incorporate the additional purchases and corresponding fees as follows:

**ADDITIONAL PURCHASES:**

This Order Form No. \_\_ incorporates the purchase of [number] User Licenses to support Participant’s Enhanced Analytics – PHI Dashboarding totaling \_\_\_\_\_ in additional fees. Payment terms for each additional User License purchased can be found in Attachment A-1, below.

The revised total funding shall not exceed \$\_\_\_\_\_ inclusive of the \_\_\_\_\_ **increase**, for the program term as specified in the Participation Agreement

**ATTACHMENT A-1 – POWER BI USER LICENSES DESCRIPTION AND PAYMENT TERMS**

The table below describes the additional purchases incorporated by this Order Form No. \_\_\_, effective as of the date of execution of this Order Form No. \_\_\_. The purchases listed are in addition to those included in the Participation Agreement and all subsequent Amendments and Order Forms, if any, that preceded this Order Form No. \_\_\_.

Description	Fee Type Description	Payment Term
CalMHSA will purchase and maintain commercial PowerBI user licenses on behalf of the Participant to support the Enhanced Analytics – PHI Dashboards Offering. Participant will designate the number of User Licenses to be purchased for their county in addition to the amount allocated stated in Exhibit A, Table 1 of the Agreement via this Order Form.	\$240.00 per user license per year	CalMHSA will invoice Participant directly for the total cost of User Licenses purchased by Participant. Payment for all User Licenses shall be made within 30 days of receipt of CalMHSA invoice for the Services. Payments pursuant to the purchase of the User Licenses are not subject to cost adjustment, after-completion review, reversal or restrictions. CalMHSA will not refund Participant for any unused User Licenses purchased by Participant.

All other terms or provisions in the Participation Agreement and all subsequent Amendments and Order Forms, if any, that preceded this Order Form No. \_\_\_, not cited herein, shall remain in full force and effect.

**CalMHSA**

Signed: \_\_\_\_\_ Name (Printed): Dr. Amie Miller, Psy.D., MFT

Title: Executive Director Date: \_\_\_\_\_

**Participant:**

Signed: \_\_\_\_\_ Name (Printed): \_\_\_\_\_

Title: \_\_\_\_\_ Date: \_\_\_\_\_

# 25.26.60 CALMHSA QAQI Analytics Program Jan2025-June 2025

Final Audit Report

2025-09-10

Created:	2025-09-10
By:	Avela Gaytan (avela.gaytan@lakecountyca.gov)
Status:	Signed
Transaction ID:	CBJCHBCAABAA9gH-mf2c9_UULrXRU7kTIIEigfDfA4y

## "25.26.60 CALMHSA QAQI Analytics Program Jan2025-June 2025" History

 Document digitally presigned by DocuSign\, Inc. (enterprisesupport@docusign.com)


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 Email viewed by Elise Jones (Elise.Jones@lakecountyca.gov)

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 Document e-signed by Elise Jones (Elise.Jones@lakecountyca.gov)

Signature Date: 2025-09-10 - 5:01:09 PM GMT - Time Source: server- IP address: 208.91.28.66

 Agreement completed.

2025-09-10 - 5:01:09 PM GMT