

April 15, 2022

To: Lake County Behavioral Health Services  
Elise Jones, Deputy Director of Administration  
elise.jones@lakecountyca.gov

**Proposal to Provide Patients’ Rights Advocacy Services**

Name of Proposer: The SmithWaters Group  
Address: 3666 I Street  
Sacramento, CA 95816  
Proposers Phone: (707) 501-3298 or (916)n287-5449  
Proposers Fax: (916) 706-2446  
Contact Persons: Frank or Bill SmithWaters

We are responding to the Lake County RFP to provide Lake County with full Patients’ Rights Advocacy Services as described in CCR Title IX and W&I assorted statutes. Attachments include our Company Profile with Executive Summary and Cost Proposal.

Persons authorized to make representations for the Proposer are:

<b>Frank W. SmithWaters</b>	<b>Willyum M. SmithWaters</b>
Director	Program Director
3666 I Street	3666 I Street
Sacramento, CA 95816	Sacramento, CA 95816
(707) 501-3298	(916) 287-5449
<a href="mailto:smithwaters@comcast.net">smithwaters@comcast.net</a>	<a href="mailto:smithwaters@comcast.net">smithwaters@comcast.net</a>

Persons authorized to commit the contractor to the proposal and are authorized to bind the proposer:

_____	or	_____
<b>Frank W. SmithWaters</b>		<b>Willyum M. SmithWaters</b>

## **Company Profile**

The SmithWaters Group was founded in 2010 by Frank and Bill SmithWaters. Frank and Bill have worked in the mental health community for more than a combined 60 years of service. Our advocacy services have included work at both the state and national level including direct testimony during Congressional Hearings in Washington, D.C. We currently provide services in nine counties throughout California including Lake County.

Frank has been involved with Patients' Rights programs since 1990 with the creation of the first consumer driven Patients' Rights program in Sacramento County (only the second program of its kind in the nation). Additionally he served as the Patients' Rights Advocate for Napa State Hospital and then for many years served as Director of the State Office of Patients' Rights.

Bill has been involved with Patients' Rights programs at both the state and local level, beginning his work as a volunteer with the State Office of Patients' Rights and then working as a Title IX Advocate for Sacramento County. Additionally he was the Director of the Wellness and Recovery Center in Sacramento, providing direct services to more than 100 behavioral health clients on a daily basis. He currently oversees daily operations in all of our county-based programs.

Additionally at the Management level we have Matthew Ulm, our Administrative and AOD Director. Matthew is a CDAC II Certified Counselor and is a NADAC recognized counseling professional. Matthew joined The SmithWaters Group in 2019 and has provided valued guidance and direction to our advocacy staff. Matthew comes from a 20 year background of significant personal involvement in both the mental health and behavioral health systems as well as experiencing related family issues. His life experience is the driving force behind his work.

Our advocates are extremely dedicated to ensuring that the voice of the client does not go unheard. Many have been involved in the mental health client movement as well as providing client advocacy services throughout the region. Their knowledge, willingness to assist and dedication is unparalleled. Of significant note is that all of our staff including all administration come from backgrounds of direct personal experience in the mental health system. We are all committed to ensuring that the rights of all clients in the mental health community are observed and protected.

## **Executive Summary**

The services provided under the terms of this RFP include all aspects of patients' rights services to the Behavioral Health Community of Lake County. These services include (but are not limited to): Direct complaint resolution, mediation of issues between behavioral health clients and Lake County Behavioral Health staff, Investigation of rights violations, complaints and incidents involving clients in Lake County. Additionally, facility monitoring and provision of educational opportunities for both clients and providers (both county and community based) as well as presentations to interested members of the community is an essential component to a quality program. Our investigations in the past in Lake County have included involvement with Child Protective Services, the Public Guardians Office and IHSS, among others.

We have a full understanding of the scope of work required to fulfill the duties of this RFP. We currently operate the Office of Patients' Rights in Napa, Sonoma, Lake, Sutter, Yuba, Yolo, Del Norte, Inyo and San Joaquin Counties. We meet all minimum requirements of this RFP and fully understand the comprehensive and thoroughness of work that will need to be offered to successfully provide services. We communicate regularly with the Behavioral Health Directors of each county we provide services in to ensure an open and transparent line of information exchange.

We provide a multitude of training opportunities for behavioral health staff, clients and the community at large. Our trainings include Certification for W&I Section 5150 assessment, basic fundamental patients' rights, the Riese Hearing process, and Conservatorships just to name a few. Trainings and community presentations are a crucial component to successful integration of a quality patients' rights program into the behavioral health community. Additionally relationship building with other providers as well as related divisions within the Lake County community becomes essential in the provision of quality services.

Our program will comply with all the requirements regarding the confidentiality of patient information and records, including but not limited to, WIC Section 5328, and Title 45, Section 205.50, of the Code of Federal Regulations. We will conform to all other applicable Federal and State statutes and regulations.

The SmithWaters Group has an excellent working relationship with the California Office of Patients' Rights and consults with the Patients' Rights Specialist and Director on a regular basis. The relationship with this office and our advocates goes back more than thirty years and is essential in ensuring that the rights of individuals in the counties that we serve are maintained. On occasion we will

also work directly with Disability Rights California, the federally mandated program that ensure all rights of individuals with disabilities are maintained and protected.

We have a good understanding for the need to maintain quality records and timely submission of reports that identify the work completed under the terms of this RFP. Our quarterly and annual reports provide a valuable level of insight into the services that we provide throughout the County.

Our work in Lake County has provided us with a unique perspective of the needs of the client community – and the community as a whole. We continue to strive towards providing quality services within the county and building upon relationships that are important to maintaining the quality of services expected.

### **Cost Proposal**

Projected costs for this RFP would be based on the rate of \$58 per hour, 64.5 hours monthly for a monthly total of \$3741.

As stated in the RFP, the cost proposal is not binding and is subject to negotiation.