

AGREEMENT

THIS AGREEMENT is made between the **CITY AND COUNTY OF DENVER**, a municipal corporation of the State of Colorado (the “City”), and **ROCKY MOUNTAIN HUMAN SERVICES**, a Colorado nonprofit corporation, whose address is 9900 East Iliff Avenue, Denver, Colorado 80231 (the “Contractor”), individually a “Party” and jointly the “Parties.”

RECITALS

WHEREAS, the City awarded this Agreement to the Contractor as the result of a sole source to provide Denver residents, ages six and older, with intellectual and developmental disabilities (IDD) and mental health needs (IDD-MH) with access to 24-hour crisis interventions services, care coordination and individualized coaching, along with specialized provider and engagement training utilizing the nationally recognized evidence-based START (Systemic, Therapeutic, Assessment, Resources, and Treatment) program service model. (this “Agreement”).

NOW, THEREFORE, in consideration of the mutual covenants and agreements hereinafter set forth and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the Parties incorporate the recitals set forth above and agree as follows:

1. **COORDINATION AND LIAISON**: The Contractor shall fully coordinate all services under this Agreement with the Executive Director (“Director”) of the Department of Human Services (“Agency” or “DHS”) or the Director’s designee.
2. **SERVICES TO BE PERFORMED**: As the City directs, the Contractor shall diligently undertake, perform, and complete all of the services and produce all the deliverables set forth in **Exhibit A**, Scope of Work, to the City’s satisfaction. The Contractor is ready, willing, and able to provide the services required by this Agreement. The Contractor shall faithfully perform the services in accordance with the standards of care, skill, training, diligence, and judgment provided by highly competent individuals performing services of a similar nature to those described in this Agreement and in accordance with the terms of this Agreement.
3. **TERM**: This Agreement will commence on July 1, 2025 and will expire, unless sooner terminated, on December 31, 2027 (the “Term”). Subject to the City’s prior written authorization, the Contractor shall complete any work in progress as of the expiration date and the Term will extend until the work is completed or earlier terminated by the City.
4. **COMPENSATION AND PAYMENT**
 - 4.1. **Budget**: The City shall pay, and the Contractor shall accept as the sole compensation for services rendered and costs incurred and paid under this Agreement payment not to exceed the line budget amounts set forth in **Exhibit A**.
 - 4.2. **Reimbursable Expenses**: There are no reimbursable expenses allowed under this Agreement. All the Contractor’s expenses are contained in the budget in **Exhibit A**. The City will not be obligated to pay the Contractor for any other fees, costs, expenses, or charges of any nature that may be incurred and paid by the Contractor in performing services under this Agreement including but not limited to personnel, benefits, contract labor, overhead, administrative costs, operating costs, supplies, equipment, and out-of-pocket expenses.

4.3. Invoicing: The Contractor shall provide the City with a monthly invoice in a format and with a level of detail acceptable to the City. Invoices shall be accompanied by documentation of expenses for which reimbursement is sought as well as other supporting documentation required by the City. The City's Prompt Payment Ordinance, §§ 20-107 to 20-118, D.R.M.C., applies to invoicing and payment under this Agreement.

4.4. Maximum Contract Amount

4.4.1. Notwithstanding any other provision of this Agreement, the City's maximum payment obligation will not exceed **SIX MILLION FOUR HUNDRED TWENTY THOUSAND THREE HUNDRED NINETY-NINE DOLLARS AND ZERO CENTS (\$6,420,399.00)** (the "Maximum Contract Amount"). The City is not obligated to execute an Agreement or any amendments for any further services, including any services performed by the Contractor beyond that specifically described in **Exhibit A**. Any services performed beyond those in **Exhibit A** or performed outside the Term are performed at the Contractor's risk and without authorization under this Agreement.

4.4.2. The City's payment obligation, whether direct or contingent, extends only to funds appropriated annually by the Denver City Council, paid into the Treasury of the City, and encumbered for the purpose of this Agreement. The City does not by this Agreement irrevocably pledge present cash reserves for payment or performance in future fiscal years. This Agreement does not and is not intended to create a multiple-fiscal year direct or indirect debt or financial obligation of the City.

4.4.3. If, as a result of any audit or program review relating to the performance of the Contractor under this Agreement, there are any irregularities or deficiencies in any audit or review, then the Contractor will, upon notice from the City, correct all identified irregularities or deficiencies within the time frames designated in the City's written notice. If corrections are not made by such date, then the final resolution of identified deficiencies or disputes shall be deemed to be resolved in the City's favor unless the Contractor obtains a resolution in its favor from the responsible official conducting the audit or review. In any event, the Contractor shall be responsible to indemnify and save harmless the City, its officers, agents, and employees, from and against all disallowed costs.

4.5. Budget Modifications: Budget line items may only be modified in accordance with Budget Modification Policy No. 1703-495, as amended. Notwithstanding the preceding sentence, each modification to **Exhibit A** shall not take effect until approved in writing in accordance with Budget Modification Policy No. 1703-495, and any modification to **Exhibit A** that requires an increase in the Maximum Contract Amount shall be evidenced by a written amendment prepared and executed by both Parties in the same manner as this Agreement.

4.6. Mill Levy Funding Restrictions: This Agreement is funded with mill levy dollars pursuant to § 53-550, D.R.M.C., the Developmental Disabilities Mill Levy, as amended. Mill levy dollars are dedicated to provide services and supports for persons with intellectual and developmental disabilities, children up to age five with developmental delays, and persons seeking a developmental disability or delay determination For all funds provided by the City and all

services supplied under this Agreement, the Contractor shall comply with the residency requirements in § 53-550(d), D.R.M.C., and all indirect costs that may be paid by the City pursuant to this Agreement shall not exceed the limit set in § 53-550, D.R.M.C. Notwithstanding anything to the contrary set forth herein, any provision or budgeted line item within this Agreement or its exhibits that conflict or are contrary to the provisions of § 53-550, D.R.M.C., as amended, shall be *void ab initio*.

5. **REPORTS AND PERFORMANCE MONITORING:** The Contractor shall provide the City with the reports described in the Exhibits, if any, in such a format as may be designated by the City. The Contractor shall also comply with all contract closeout procedures directed by the City to be performed under this Agreement for final reimbursement, including but not limited to final review of payments, invoices, referrals, and required reporting documents, including close-out signature. The Contractor shall permit the City to monitor and review the Contractor's performance under this Agreement, provided that such monitoring and inspection shall be performed in a manner that will not unduly interfere with the Contractor's operations and the services to be provided under this Agreement.
6. **STATUS OF CONTRACTOR:** The Contractor is an independent contractor retained to perform professional or technical services for limited periods of time. Neither the Contractor nor any of its employees are employees or officers of the City under Chapter 18 of the Denver Revised Municipal Code, or for any purpose whatsoever.
7. **TERMINATION**
 - 7.1. The City has the right to terminate this Agreement with cause upon written notice effective immediately, and without cause upon ten (10) days prior written notice to the Contractor. However, nothing gives the Contractor the right to perform services under this Agreement beyond the time when its services become unsatisfactory to the City.
 - 7.2. Notwithstanding the preceding paragraph, the City may terminate this Agreement if the Contractor or any of its officers or employees are convicted, plead *nolo contendere*, enter into a formal agreement in which they admit guilt, enter a plea of guilty or otherwise admit culpability to criminal offenses of bribery, kickbacks, collusive bidding, bid-rigging, antitrust, fraud, undue influence, theft, racketeering, extortion or any offense of a similar nature in connection with the Contractor's business. Termination for the reasons stated in this paragraph is effective upon receipt of notice.
 - 7.3. Upon termination of this Agreement, with or without cause, the Contractor shall have no claim against the City by reason of, or arising out of, incidental or relating to termination, except for compensation for work duly requested and satisfactorily performed as described in this Agreement.
 - 7.4. If this Agreement is terminated, the City is entitled to and will take possession of all materials, equipment, tools, and facilities it owns that are in the Contractor's possession, custody, or control by whatever method the City deems expedient. The Contractor shall deliver all documents in any form that were prepared under this Agreement and all other items, materials and documents that have been paid for by the City to the City. These documents and materials are the property of the

City. The Contractor shall mark all copies of work product that are incomplete at the time of termination "DRAFT-INCOMPLETE."

8. EXAMINATION OF RECORDS AND AUDITS: Any authorized agent of the City, including the City Auditor or his or her representative, has the right to access, and the right to examine, copy and retain copies, at City's election in paper or electronic form, any pertinent books, documents, papers and records related to the Contractor's performance pursuant to this Agreement, provision of any goods or services to the City, and any other transactions related to this Agreement. The Contractor shall cooperate with City representatives and City representatives shall be granted access to the foregoing documents and information during reasonable business hours and until the latter of three (3) years after the final payment under this Agreement or expiration of the applicable statute of limitations. When conducting an audit of this Agreement, the City Auditor shall be subject to government auditing standards issued by the United States Government Accountability Office by the Comptroller General of the United States, including with respect to disclosure of information acquired during the course of an audit. No examination of records and audits pursuant to this paragraph shall require the Contractor to make disclosures in violation of state or federal privacy laws. The Contractor shall at all times comply with D.R.M.C. § 20-276.

9. WHEN RIGHTS AND REMEDIES NOT WAIVED: In no event will any payment or other action by the City constitute or be construed to be a waiver by the City of any breach of covenant or default that may then exist on the part of the Contractor. No payment, other action, or inaction by the City when any breach or default exists will impair or prejudice any right or remedy available to it with respect to any breach or default. No assent, expressed or implied, to any breach of any term of this Agreement constitutes a waiver of any other breach.

10. INSURANCE

10.1. General Conditions: The Contractor agrees to secure, at or before the time of execution of this Agreement, the following insurance covering all operations, goods or services provided pursuant to this Agreement. The Contractor shall keep the required insurance coverage in force at all times during the term of this Agreement, including any extension thereof, and during any warranty period. The required insurance shall be underwritten by an insurer licensed or authorized to do business in Colorado and rated by A.M. Best Company as "A-VIII" or better. Each policy shall require notification to the City in the event any of the required policies be canceled or non-renewed before the expiration date thereof. Such written notice shall be sent to the parties identified in the Notices Section of this Agreement. Such notice shall reference the City contract number listed on the signature page of this Agreement. Said notice shall be sent thirty (30) days prior to such cancellation or non-renewal unless due to non-payment of premiums for which notice shall be sent ten (10) days prior. If such written notice is unavailable from the insurer, the Contractor shall provide written notice of cancellation, non-renewal and any reduction in coverage to the parties identified in the Notices Section by certified mail, return receipt requested within three (3) business days of such notice by its insurer(s) and referencing the City's contract number. The Contractor shall be responsible for the payment of any deductible or self-insured retention. The insurance coverages specified in this Agreement are the minimum requirements,

and these requirements do not lessen or limit the liability of the Contractor. The Contractor shall maintain, at its own expense, any additional kinds or amounts of insurance that it may deem necessary to cover its obligations and liabilities under this Agreement.

- 10.2. Proof of Insurance:** The Contractor may not commence services or work relating to this Agreement prior to placement of coverages required under this Agreement. The Contractor certifies that the certificate of insurance attached as **Exhibit B**, preferably an ACORD form, complies with all insurance requirements of this Agreement. The City requests that the City's contract number be referenced on the certificate of insurance. The City's acceptance of a certificate of insurance or other proof of insurance that does not comply with all insurance requirements set forth in this Agreement shall not act as a waiver of the Contractor's breach of this Agreement or of any of the City's rights or remedies under this Agreement. The City's Risk Management Office may require additional proof of insurance, including but not limited to policies and endorsements.
- 10.3. Additional Insureds:** For Commercial General Liability, Auto Liability and Excess Liability/Umbrella (if required), the Contractor and subcontractor's insurer(s) shall include the City and County of Denver, its elected and appointed officials, employees, and volunteers as additional insured.
- 10.4. Waiver of Subrogation:** For all coverages required under this Agreement, with the exception of Professional Liability – if required, the Contractor's insurer shall waive subrogation rights against the City.
- 10.5. Subcontractors and Subconsultants:** The Contractor shall confirm and document that all subcontractors and subconsultants (including independent contractors, suppliers or other entities providing goods or services required by this Agreement) procure and maintain coverage as approved by the Contractor and appropriate to their respective primary business risks considering the nature and scope of services provided.
- 10.6. Workers' Compensation and Employer's Liability Insurance:** The Contractor shall maintain the coverage as required by statute for each work location and shall maintain Employer's Liability insurance with limits of \$100,000 per occurrence for each bodily injury claim, \$100,000 per occurrence for each bodily injury caused by disease claim, and \$500,000 aggregate for all bodily injuries caused by disease claims.
- 10.7. Commercial General Liability:** The Contractor shall maintain a Commercial General Liability insurance policy with minimum limits of \$1,000,000 for each bodily injury and property damage occurrence, \$2,000,000 products and completed operations aggregate (if applicable), and \$2,000,000 policy aggregate. Policy shall not contain an exclusion for sexual abuse, molestation, or misconduct.
- 10.8. Automobile Liability:** The Contractor shall maintain Automobile Liability with minimum limits of \$1,000,000 combined single limit applicable to all owned, hired, and non-owned vehicles used in performing services under this Agreement.
- 10.9. Professional Liability (Errors & Omissions):** The Contractor shall maintain minimum limits of \$1,000,000 per claim and \$1,000,000 policy aggregate limit. The policy shall be kept in

force, or a Tail policy placed, for three (3) years for all contracts except construction contracts for which the policy or Tail shall be kept in place for eight (8) years.

11. DEFENSE AND INDEMNIFICATION

- 11.1. The Contractor hereby agrees to defend, indemnify, reimburse and hold harmless City, its appointed and elected officials, agents and employees for, from and against all liabilities, claims, judgments, suits or demands for damages to persons or property arising out of, resulting from, or relating to the work performed under this Agreement ("Claims"), unless such Claims have been specifically determined by the trier of fact to be the sole negligence or willful misconduct of the City. This indemnity shall be interpreted in the broadest possible manner to indemnify City for any acts or omissions of the Contractor or its subcontractors either passive or active, irrespective of fault, including City's concurrent negligence whether active or passive, except for the sole negligence or willful misconduct of City.
- 11.2. The Contractor's duty to defend and indemnify City shall arise at the time written notice of the Claim is first provided to City regardless of whether Claimant has filed suit on the Claim. The Contractor's duty to defend and indemnify City shall arise even if City is the only party sued by claimant and/or claimant alleges that City's negligence or willful misconduct was the sole cause of claimant's damages.
- 11.3. The Contractor will defend any and all Claims which may be brought or threatened against City and will pay on behalf of City any expenses incurred by reason of such Claims including, but not limited to, court costs and attorney fees incurred in defending and investigating such Claims or seeking to enforce this indemnity obligation. Such payments on behalf of City will be in addition to any other legal remedies available to City and will not be the City's exclusive remedy.
- 11.4. Insurance coverage requirements specified in this Agreement in no way lessen or limit the liability of the Contractor under the terms of this indemnification obligation. The Contractor is responsible to obtain, at its own expense, any additional insurance that it deems necessary for the City's protection.
- 11.5. This defense and indemnification obligation shall survive the expiration or termination of this Agreement.

12. **COLORADO GOVERNMENTAL IMMUNITY ACT**: In relation to this Agreement, the City is relying upon and has not waived the monetary limitations and all other rights, immunities and protection provided by the Colorado Governmental Act, C.R.S. § 24-10-101, *et seq.*

13. **TAXES, CHARGES AND PENALTIES**: The City is not liable for the payment of taxes, late charges or penalties of any nature, except for any additional amounts that the City may be required to pay under the City's prompt payment ordinance D.R.M.C. § 20-107, *et seq.* The Contractor shall promptly pay when due, all taxes, bills, debts, and obligations it incurs performing the services under this Agreement and shall not allow any lien, mortgage, judgment, or execution to be filed against City property.

14. **ASSIGNMENT; SUBCONTRACTING**: The Contractor shall not voluntarily or involuntarily assign any of its rights or obligations, or subcontract performance obligations, under this Agreement without

obtaining the City's prior written consent. Any assignment or subcontracting without such consent will be ineffective and void and will be cause for termination of this Agreement by the City. The City has sole and absolute discretion whether to consent to any assignment or subcontracting, or to terminate this Agreement because of unauthorized assignment or subcontracting. In the event of any subcontracting or unauthorized assignment: (i) the Contractor shall remain responsible to the City; and (ii) no contractual relationship shall be created between the City and any subconsultant, subcontractor, or assign.

15. **INUREMENT**: The rights and obligations of the Parties to this Agreement inure to the benefit of and shall be binding upon the Parties and their respective successors and assigns, provided assignments are consented to in accordance with the terms of this Agreement.
16. **NO THIRD-PARTY BENEFICIARY**: Enforcement of the terms of this Agreement and all rights of action relating to enforcement are strictly reserved to the Parties. Nothing contained in this Agreement gives or allows any claim or right of action to any third person or entity. Any person or entity other than the City or the Contractor receiving services or benefits pursuant to this Agreement is an incidental beneficiary only.
17. **NO AUTHORITY TO BIND CITY TO CONTRACTS**: The Contractor lacks any authority to bind the City on any contractual matters. Final approval of all contractual matters that purport to obligate the City must be executed by the City in accordance with the City's Charter and the Denver Revised Municipal Code.
18. **SEVERABILITY**: Except for the provisions of this Agreement requiring appropriation of funds and limiting the total amount payable by the City, if a court of competent jurisdiction finds any provision of this Agreement or any portion of it to be invalid, illegal, or unenforceable, the validity of the remaining portions or provisions will not be affected if the intent of the Parties can be fulfilled.
19. **CONFLICT OF INTEREST**: No employee of the City shall have any personal or beneficial interest in the services or property described in this Agreement. The Contractor shall not hire, or contract for services with, any employee or officer of the City that would be in violation of the City's Code of Ethics, D.R.M.C. § 2-51, *et seq.*, or the Charter §§ 1.2.8, 1.2.9, and 1.2.12. The Contractor shall not engage in any transaction, activity or conduct that would result in a conflict of interest under this Agreement. The Contractor represents that it has disclosed any and all current or potential conflicts of interest. A conflict of interest shall include transactions, activities or conduct that would affect the judgment, actions or work of the Contractor by placing the Contractor's own interests, or the interests of any party with whom the Contractor has a contractual arrangement, in conflict with those of the City. The City, in its sole discretion, will determine the existence of a conflict of interest and may terminate this Agreement if it determines a conflict exists, after it has given the Contractor written notice describing the conflict.
20. **NOTICES**: All notices required by the terms of this Agreement must be hand delivered, sent by overnight courier service, mailed by certified mail, return receipt requested, or mailed via United States mail, postage prepaid, if to the Contractor at the address aforementioned and to the City at the addresses below: Executive Director, Denver Department of Human Services, 1200 Federal Boulevard, Denver, Colorado 80204-3221; with a copy to: Denver City Attorney's Office, 1437

Bannock St., Room 353, Denver, Colorado 80202. Notices hand delivered or sent by overnight courier are effective upon delivery. Notices sent by certified mail are effective upon receipt. Notices sent by mail are effective upon deposit with the U.S. Postal Service. The Parties may designate substitute addresses where or persons to whom notices are to be mailed or delivered. However, these substitutions will not become effective until actual receipt of written notification.

21. **DISPUTES**: All disputes between the City and the Contractor arising out of or regarding this Agreement will be resolved by administrative hearing pursuant to the procedure established by § 56-106(b)-(f), D.R.M.C. For the purposes of that administrative procedure, the City official rendering a final determination shall be the Director as defined in this Agreement.
22. **GOVERNING LAW; VENUE**: This Agreement will be construed and enforced in accordance with applicable federal law, the laws of the State of Colorado, and the Charter, Revised Municipal Code, ordinances, regulations and Executive Orders of the City and County of Denver, which are expressly incorporated into this Agreement. Unless otherwise specified, any reference to statutes, laws, regulations, charter or code provisions, ordinances, executive orders, or related memoranda, includes amendments or supplements to same. Venue for any legal action relating to this Agreement will be in the District Court of the State of Colorado, Second Judicial District (Denver District Court).
23. **NO DISCRIMINATION IN EMPLOYMENT**: In connection with the performance of work under this Agreement, the Contractor may not refuse to hire, discharge, promote, demote, or discriminate in matters of compensation against any person otherwise qualified, solely because of race, color, religion, national origin, ethnicity, citizenship, immigration status, gender, age, sexual orientation, gender identity, gender expression, marital status, source of income, military status, protective hairstyle, or disability. The Contractor shall insert the foregoing provision in all subcontracts.
24. **NO DISCRIMINATION IN PROGRAM ASSISTANCE**: In connection with the performance of work under this Agreement, the Contractor may not, in providing program assistance, discriminate against a program beneficiary or prospective program beneficiary on the basis of race, color, religion, national origin, ancestry, gender, age, military status, sexual orientation, gender identity or gender expression, protective hairstyle, marital or domestic partner status, political beliefs or affiliation, familial or parental status—including pregnancy, medical condition, military service, genetic information, disability. The Contractor shall insert the foregoing provision in all subcontracts.
25. **FAITH BASED ORGANIZATIONS AND SECTARIAN ACTIVITIES**: The Contractor shall not engage in inherently religious activities, such as worship, religious instruction, or proselytizing as part of the programs or services funded under this Agreement.
26. **COMPLIANCE WITH ALL LAWS**: The Contractor shall perform or cause to be performed all services in full compliance with all applicable laws, rules, regulations and codes of the United States, the State of Colorado; and with the Charter, ordinances, rules, regulations and Executive Orders of the City and County of Denver. These laws, regulations, and other authorities are incorporated by reference herein to the extent that they are applicable and required by law to be so incorporated.
27. **COMPLIANCE WITH DENVER WAGE LAWS**: To the extent applicable to the Contractor's provision of Services hereunder, the Contractor shall comply with, and agrees to be bound by, all requirements, conditions, and City determinations regarding the City's Minimum Wage and Civil

Wage Theft Ordinances, Sections 58-1 through 58-26 D.R.M.C., including, but not limited to, the requirement that every covered worker shall be paid all earned wages under applicable state, federal, and city in accordance with the foregoing D.R.M.C. Sections. By executing this Agreement, the Contractor expressly acknowledges that the Contractor is aware of the requirements of the City's Minimum Wage and Civil Wage Theft Ordinances and that any failure by the Contractor, or any other individual or entity acting subject to this Agreement, to strictly comply with the foregoing D.R.M.C. Sections shall result in the penalties and other remedies authorized therein.

- 28. STATUTES, REGULATIONS, AND OTHER AUTHORITY:** Reference to any statute, rule, regulation, policy, executive order, or other authority means such authority as amended, modified, codified, replaced, or reenacted, in whole or in part, and in effect, including rules and regulations promulgated thereunder, and reference to any section or other provision of any authority means that provision of such authority in effect and constituting the substantive amendment, modification, codification, replacement, or reenactment of such section or other provision, in each case except to the extent that this would increase or alter the Parties respective liabilities under this Agreement. It shall be the Contractor's responsibility to determine which laws, rules, and regulations apply to the services rendered under this Agreement and to maintain its compliance therewith.
- 29. LEGAL AUTHORITY:** The Contractor represents and warrants that it possesses the legal authority, pursuant to any proper, appropriate, and official motion, resolution or action passed or taken, to enter into this Agreement. Each person signing and executing this Agreement on behalf of the Contractor represents and warrants that he has been fully authorized by the Contractor to execute this Agreement on behalf of the Contractor and to validly and legally bind the Contractor to all the terms, performances and provisions of this Agreement. The City shall have the right, in its sole discretion, to either temporarily suspend or permanently terminate this Agreement if there is a dispute as to the legal authority of either the Contractor or the person signing this Agreement to enter into this Agreement.
- 30. LICENSES, PERMITS, AND OTHER AUTHORIZATIONS:** The Contractor shall secure, prior to the Term, and shall maintain, at its sole expense, all licenses, certifications, permits, and other authorizations required to perform its obligations under this Agreement. This Section is a material part of this Agreement.
- 31. PROHIBITED TERMS:** Any term or condition that requires the City to indemnify or hold the Contractor harmless; requires the City to agree to binding arbitration; requires the City to obtain certain insurance coverage; limits the Contractor's liability for damages resulting from death, bodily injury, or damage to tangible property; or that conflicts with this provision in any way shall be *void ab initio*. Any agreement containing a prohibited term shall otherwise be enforceable as if it did not contain such term or condition, and all agreements entered into by the City, except for certain intergovernmental agreements, shall be governed by Colorado law notwithstanding any term or condition to the contrary.
- 32. DEBARMENT AND SUSPENSION:** The Contractor acknowledges that neither it nor its principals nor any of its subcontractors are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from entering into this Agreement by any federal agency or by any department, agency, or political subdivision of the State of Colorado. The Contractor shall immediately notify the City if any subcontractor becomes debarred or suspended, and shall, at the

City's request, take all steps required to terminate its contractual relationship with the subcontractor for work to be performed under this Agreement.

33. **NO CONSTRUCTION AGAINST DRAFTING PARTY**: The Parties and their respective counsel have had the opportunity to review this Agreement, and this Agreement will not be construed against any Party merely because any provisions of this Agreement were prepared by a particular Party.
34. **ORDER OF PRECEDENCE**: In the event of any conflicts between the language of this Agreement and the exhibits, the language of this Agreement controls.
35. **INTELLECTUAL PROPERTY RIGHTS**: The City and the Contractor intend that all property rights to any and all materials, text, logos, documents, booklets, manuals, references, guides, brochures, advertisements, URLs, domain names, music, sketches, web pages, plans, drawings, prints, photographs, specifications, software, data, products, ideas, inventions, and any other work or recorded information created by the Contractor and paid for by the City pursuant to this Agreement, in preliminary or final form and on any media whatsoever (collectively, "Materials"), shall belong to the City. The Contractor shall disclose all such items to the City and shall assign such rights over to the City upon completion of the Project. To the extent permitted by the U.S. Copyright Act, 17 USC § 101, *et seq.*, the Materials are a "work made for hire" and all ownership of copyright in the Materials shall vest in the City at the time the Materials are created. To the extent that the Materials are not a "work made for hire," the Contractor (by this Agreement) sells, assigns and transfers all right, title and interest in and to the Materials to the City, including the right to secure copyright, patent, trademark, and other intellectual property rights throughout the world and to have and to hold such rights in perpetuity. The Parties agree that all materials, text, logos, documents, booklets, manuals, references, guides, brochures, advertisements, URLs, domain names, music, sketches, web pages, plans, drawings, prints, photographs, specifications, software, data, products, ideas, inventions, and any other work or recorded information of the Contractor made available, directly or indirectly, by the Contractor to the City as part of the Scope of Services (collectively, "Contractor Materials"), are the exclusive property of the Contractor or the third parties from whom the Contractor has secured the rights to use such product. Contractor Materials, processes, methods, and services shall at all times remain the property of the Contractor; however, the Contractor hereby grants to the City a nonexclusive, royalty free, perpetual, and irrevocable license to use Contractor Materials. The Contractor shall mark or identify all such Contractor Materials to the City.
36. **SURVIVAL OF CERTAIN PROVISIONS**: The terms of this Agreement and any exhibits and attachments that by reasonable implication contemplate continued performance, rights, or compliance beyond expiration or termination of this Agreement survive this Agreement and will continue to be enforceable. Without limiting the generality of this provision, the Contractor's obligations to provide insurance and to indemnify the City will survive for a period equal to any and all relevant statutes of limitation, plus the time necessary to fully resolve any claims, matters, or actions begun within that period.
37. **ADVERTISING AND PUBLIC DISCLOSURE**: The Contractor shall not include any reference to this Agreement or to services performed pursuant to this Agreement in any of the Contractor's advertising or public relations materials without first obtaining the written approval of the City. Any

oral presentation or written materials related to services performed under this Agreement will be limited to services that have been accepted by the City. The Contractor shall notify the City in advance of the date and time of any presentation. Nothing in this provision precludes the transmittal of any information to City officials.

38. CONFIDENTIAL INFORMATION

38.1. “Confidential Information” means all information or data disclosed in written or machine recognizable form and is marked or identified at the time of disclosure as being confidential, proprietary, or its equivalent. Each of the Parties may disclose (a “Disclosing Party”) or permit the other Party (the “Receiving Party”) access to the Disclosing Party’s Confidential Information in accordance with the following terms. Except as specifically permitted in this Agreement or with the prior express written permission of the Disclosing Party, the Receiving Party shall not: (i) disclose, allow access to, transmit, transfer or otherwise make available any Confidential Information of the Disclosing Party to any third party other than its employees, subcontractors, agents and consultants that need to know such information to fulfil the purposes of this Agreement, and in the case of non-employees, with whom it has executed a non-disclosure or other agreement which limits the use, reproduction and disclosure of the Confidential Information on terms that afford at least as much protection to the Confidential Information as the provisions of this Agreement; or (ii) use or reproduce the Confidential Information of the Disclosing Party for any reason other than as reasonably necessary to fulfil the purposes of this Agreement. This Agreement does not transfer ownership of Confidential Information or grant a license thereto. The City will retain all right, title, and interest in its Confidential Information.

38.2. The Contractor shall provide for the security of Confidential Information and information which may not be marked, but constitutes personally identifiable information, HIPAA, CJIS, or other federally or state regulated information (“Regulated Data”) in accordance with all applicable laws, rules, policies, publications, and guidelines. If the Contractor receives Regulated Data outside the scope of this Agreement, it shall promptly notify the City.

38.3. Confidential Information that the Receiving Party can establish: (i) was lawfully in the Receiving Party’s possession before receipt from the Disclosing Party; or (ii) is or becomes a matter of public knowledge through no fault of the Receiving Party; or (iii) was independently developed or discovered by the Receiving Party; or (iv) was received from a third party that was not under an obligation of confidentiality, shall not be considered Confidential Information under this Agreement. The Receiving Party will inform necessary employees, officials, subcontractors, agents, and officers of the confidentiality obligations under this Agreement, and all requirements and obligations of the Receiving Party under this Agreement shall survive the expiration or earlier termination of this Agreement.

38.4. Nothing in this Agreement shall in any way limit the ability of the City to comply with any laws or legal process concerning disclosures by public entities. The Parties understand that all materials exchanged under this Agreement, including Confidential Information, may be subject to the Colorado Open Records Act., § 24-72-201, *et seq.*, C.R.S., (the “Act”). In the event of a request to the City for disclosure of confidential materials, the City shall advise the Contractor of

such request in order to give the Contractor the opportunity to object to the disclosure of any of its materials which it marked as, or otherwise asserts is, proprietary or confidential. If the Contractor objects to disclosure of any of its material, the Contractor shall identify to the City the legal basis under the Act for any right to withhold. In the event of any action or the filing of a lawsuit to compel disclosure, the Contractor agrees to intervene in such action or lawsuit to protect and assert its claims of privilege against disclosure of such material or waive the same. If the matter is not resolved, the City will tender all material to the court for judicial determination of the issue of disclosure. The Contractor further agrees to defend, indemnify and save and hold harmless the City, its officers, agents and employees, from any claim, damages, expense, loss or costs arising out of the Contractor's intervention to protect and assert its claim of privilege against disclosure under this Article, including but not limited to, prompt reimbursement to the City of all reasonable attorney fees, costs, and damages that the City may incur directly or may be ordered to pay.

- 39. DATA PROTECTION:** The Contractor shall comply with all applicable federal, state, local laws, rules, regulations, directives, and policies relating to data protection, use, collection, disclosures, processing, and privacy as they apply to the Contractor under this Agreement, including, without limitation, applicable industry standards or guidelines based on the data's classification relevant to the Contractor's performance hereunder. The Contractor shall maintain security procedures and practices consistent with §§ 24-73-101 *et seq.*, C.R.S., and shall ensure that all regulated or protected data, provided under this Agreement and in the possession of the Contractor or any subcontractor, is protected and safeguarded, in a manner and form acceptable to the City and in accordance with the terms of this Agreement, including, without limitation, the use of appropriate technology, security practices, encryption, intrusion detection, and audits.
- 40. PROTECTED HEALTH INFORMATION:** The Contractor shall comply with all legislative and regulatory requirements of the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"); the Health Information Technology for Economic and Clinical Health Act ("HITECH"); 42 CFR Part 2; the privacy standards adopted by the U.S. Department of Health and Human Services, as amended, 45 C.F.R. parts 160 and 164, subparts A and E; and the security standards adopted by the U.S. Department of Health and Human Services, as amended, 45 C.F.R. parts 160, 162 and 164, subpart C (collectively, "HIPAA Rules"). The Contractor shall implement all necessary protective measures to comply with HIPAA Rules, and the Contractor hereby agrees to be bound by the terms of the Business Associate Agreement attached hereto and incorporated herein by reference as **Exhibit C**. The Contractor shall not use protected health information or substance use treatment records except as legally necessary to fulfill the purpose of this Agreement and shall hold the City harmless, to the extent permitted by law, for any breach of these regulations. This Section shall survive the expiration or earlier termination of this Agreement, and the Contractor shall ensure that the requirements of this Section are included in any relevant subcontracts.
- 41. TIME IS OF THE ESSENCE:** The Parties agree that in the performance of the terms, conditions, and requirements of this Agreement, time is of the essence.

- 42. PARAGRAPH HEADINGS:** The captions and headings set forth herein are for convenience of reference only and shall not be construed to define or limit the terms and provisions hereof.
- 43. CITY EXECUTION OF AGREEMENT:** This Agreement will not be effective or binding on the City until it has been fully executed by all required signatories of the City and County of Denver, and if required by Charter, approved by the City Council.
- 44. AGREEMENT AS COMPLETE INTEGRATION-AMENDMENTS:** This Agreement is the complete integration of all understandings between the Parties as to the subject matter of this Agreement. No prior, contemporaneous, or subsequent addition, deletion, or other modification has any force or effect, unless embodied in this Agreement in writing. No oral representation by any officer or employee of the City at variance with the terms of this Agreement or any written amendment to this Agreement will have any force or effect or bind the City.
- 45. USE, POSSESSION OR SALE OF ALCOHOL OR DRUGS:** The Contractor shall cooperate and comply with the provisions of Executive Order 94 and its Attachment A concerning the use, possession or sale of alcohol or drugs. Violation of these provisions or refusal to cooperate with implementation of the policy can result in contract personnel being barred from City facilities and from participating in City operations.
- 46. ELECTRONIC SIGNATURES AND ELECTRONIC RECORDS:** The Contractor consents to the use of electronic signatures by the City. This Agreement, and any other documents requiring a signature under this Agreement, may be signed electronically by the City in the manner specified by the City. The Parties agree not to deny the legal effect or enforceability of this Agreement solely because it is in electronic form or because an electronic record was used in its formation. The Parties agree not to object to the admissibility of this Agreement in the form of an electronic record, or a paper copy of an electronic document, or a paper copy of a document bearing an electronic signature, on the ground that it is an electronic record or electronic signature or that it is not in its original form or is not an original.
- 47. ATTACHED EXHIBITS INCORPORATED:** The following attached exhibits are hereby incorporated into and made a material part of this Agreement: **Exhibit A**, Scope of Work; **Exhibit B**, Certificate of Insurance; and **Exhibit C**, HIPAA/HITECH BAA.

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Contract Control Number:
Contractor Name:

SOCSV-202579367-00
ROCKY MOUNTAIN HUMAN SERVICES

IN WITNESS WHEREOF, the parties have set their hands and affixed their seals at
Denver, Colorado as of:

SEAL

CITY AND COUNTY OF DENVER:

ATTEST:

By:

APPROVED AS TO FORM:

Attorney for the City and County of Denver

By:

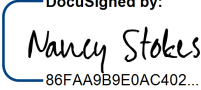
REGISTERED AND COUNTERSIGNED:

By:

By:

Contract Control Number:
Contractor Name:

SOCSV-202579367-00
ROCKY MOUNTAIN HUMAN SERVICES

By:  86FAA9B9E0AC402...

Name: Nancy Stokes
(please print)

Title: CFO
(please print)

ATTEST: [if required]

By: _____

Name: _____
(please print)

Title: _____
(please print)



Rocky Mountain Human Services, Inc.

EXHIBIT A

SCOPE OF WORK

Jaggaer No. SOCSV-202579367-00

I. Overview

Contractor Name	Rocky Mountain Human Services, Inc. (RMHS)
Business Address	9900 E. Iliff Avenue Denver, CO 80231
Website	https://www.rmhumanservices.org/
Services Summary	To provide Denver residents, ages six and older, with intellectual and developmental disabilities (IDD) and mental health needs (IDD-MH) with access to 24-hour crisis intervention services, care coordination and individualized coaching, along with specialized provider and engagement training utilizing the nationally recognized evidence-based START (Systemic, Therapeutic, Assessment, Resources, and Treatment) program service model.
Contract Term	7/1/2025 - 12/31/2027
Fiscal Term(s)	7/1/2025 - 12/31/2027
Budget Total	\$6,420,399
Division	Child Welfare (CW) and Adult Protective Services (APS)
Program	Intellectual and Developmental Disabilities Equitable Access to Services (IDDEAS)
Funding, Funding Type	Intellectual and Developmental Disabilities Mill Levy (local funding)
CCD Contract # (Legacy #)	N/A

II. Background and Purpose

- A. Denver Human Services (DHS) is the City and County of Denver's county department for human services. DHS's mission is to compassionately serve Denver residents by connecting them to basic needs, protective services, and community supports to improve their well-being. The DHS Intellectual and Developmental Disabilities Equitable Access to Services (IDDEAS) program partners with the community to manage the Developmental Disabilities Mill Levy tax fund for Denver residents with intellectual and developmental disabilities (IDD). The IDDEAS program identified adequate mental health services as a top need for Denver's IDD community. The IDDEAS program Advisory Council recommended implementation of a **Systemic, Therapeutic, Assessment, Resources, and Treatment (START)** program in Denver to address that need.
- B. The START program is a nationally recognized evidence-based, community crisis prevention and intervention service model for individuals ages six and older with IDD and mental health needs (IDD-MH) overseen by the University of New Hampshire National Center for START Services (UNH NCSS) which provides technical assistance, training, evaluation, and certification to START programs.

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START programs provide mental health assessment and 24-hour crisis response, START coordination and coaching, along with training and systems linkages to address the mental health needs of people with IDD. START crisis prevention and intervention services are patient-centered and engage service recipients with IDD-MH in treatment including those with significant delays in cognitive, communication, and social functions. START programs develop community-wide capacity and expertise to meet the mental health needs of individuals with IDD and are proven to significantly reduce emergency mental health service use, and caregivers report high service satisfaction¹.

- C. As of January 2025, the Denver START program at Rocky Mountain Human Services (RMHS) is the only certified START program in Colorado.
- D. Funding for this Agreement has been provided in accordance with the eligibility, residency, and permitted use requirements outlined in the Developmental Disabilities Mill Levy, § 53-550, D.R.M.C.

III. Focus population(s)

- A. Contractor shall provide services for the following focus population(s):
 - 1. Denver residents ages six and older who have an active or pending IDD determination with a state-designated Case Management Agency (CMA) and have mental health support needs.
- B. Eligibility criteria
 - 1. Contractor shall provide services, as detailed in this Agreement, to individuals that meet funding eligibility criteria. To qualify for services, supports, and benefits under this program, an individual must meet eligibility requirements as required by D.R.M.C. Section 53-550² and as detailed in the Rules Governing Implementation of the IDDEAS Program document³.
 - 2. Contractor shall use criteria agreed upon by both DHS and Contractor to assess eligibility for referrals to Denver START program. Referrals may come from anyone that identifies a need to make a referral to the Denver START program, including individuals, families, and various professionals or community members.
- C. Geographic service area(s)
 - 1. Contractor shall engage focus population Citywide.

IV. Services

Services funded through this Agreement are for the management and continued growth of the Denver START Program, in accordance with the UNH NCSS [START model](#). As a certified START program, Contractor shall provide person-centered, cross-systems crisis prevention and intervention services for Denver residents with IDD-MH and build capacity within the Denver community, at-large, to better serve and support people with IDD-MH and their families through integrated interventions. Contractor shall

¹ UNH NCSS 2024 Clinical Team Manual 2024 Edition (pg. 7)

² D.R.M.C. Section 53-550

³ [Rules Governing Implementation of the IDDEAS Program](#)

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Rocky Mountain Human Services, Inc.

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provide the following services:

A. Staffing and Training

1. Contractor is expected to maintain a full staff consisting of, the below listed staffing positions, with ratios that meet the business need to ensure fidelity to the UNH NCSS START program model and to ensure support for afterhours crises for Denver START persons.:
 - a. Clinical Director (1.00 FTE)
 - b. Program Director (1.00 FTE)
 - c. Clinical Team Leader (1.00 FTE)
 - d. START Coordinators (7.00 FTE)
 - e. Therapeutic Coach Team Leader (1.00 FTE)
 - f. Therapeutic Coaches (3.00 FTE, pending caseload ratios)
 - g. Medical Director (.25 FTE)
 - h. Administrative Assistant (1.00 FTE)
 - i. Data Analyst (1.00 FTE)
2. Designated FTE per position, as demonstrated in this Agreement, shall reflect any anticipated stipends and overtime which may occur due to on-call positions which support Denver START's 24/7 crisis services (*see Section IX. Budget for details*).
3. Contractor may make staffing adjustments to meet business need with prior consultation with DHS.
4. Contractor shall facilitate training for Denver START's clinical team staff to maintain certification, per UNH NCSS program requirements. This includes ongoing training, coaching, and supervision as well as START certification maintenance, per eligible clinical staff member, and attendance at staff development events including, but not limited to, the annual START National Training Institute Conference.

B. Client START Services

1. Contractor shall provide the following services and supports to Denver persons with IDD-MH in accordance with the START model, which emphasizes local, person-centered, positive, multidisciplinary, cost-effective, and evidence-informed practices and promotes the development of least-restrictive, life-enhancing services and supports to the people referred. Contractor shall:
 - a. Maintain effective and accessible methods of referral for Denver persons and community providers, including conducting timely review of referrals for enrollment eligibility and subsequent START Coordinator assignment;
 - b. Complete Denver START intake process for all enrolled persons, in accordance with UNH NCSS START program guidelines and best practices, including an average caseload of approximately 18-23 persons per certified Denver START Coordinator.
 - c. For the resources committed in this Agreement, Contractor must maintain an overall active caseload that is comprised at all times of no less than 80% of persons meeting Denver developmental disabilities Mill Levy eligibility

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requirements (see Section III. B. Eligibility criteria).

- i. Up to 20% of the active enrolled persons count for the Denver START program services may be those who do not meet the Denver developmental disabilities Mill Levy eligibility requirements provided that Contractor credits DHS monthly for persons served that are not eligible for services in this Agreement (see Section X. I. Out-of-Area Client Services and Credit Mechanism).
- d. Provide ongoing START Program service coordination and therapeutic coaching to enrolled persons, including clinical assessment, treatment, and stabilization services and consultation provided by the medical and clinical directors.
 - i. Services should be provided in the context of short-term community-based therapeutic supports that are both emergency (hospital prevention, transition to community, and acute assessment and treatment) and planned (ongoing support for the individual and care provider).
- e. Collaborate with enrolled persons' systems of care to facilitate the development and implementation of individualized, Cross-Systems Crisis Prevention and Intervention Plans (person-specific, written plan of response for acute crisis).
- f. In accordance with Denver START program policy and procedures, provide 24-hour-a-day, 7-days-a-week, timely crisis response to the system of care in support of persons with IDD-MH actively enrolled into the Denver START Program.
 - i. In times of crisis, this means immediate telephonic access and in-person assessments within two (2) hours of the request whenever possible.
 - ii. Additionally, and in accordance with Denver START program policy and procedure, the Denver START Program may provide crisis support to persons engaged with linkage agencies, according to related linkage agreements and dependent on program staffing ratios.
- g. Maintain accurate, timely, and complete data entry in the START Information Reporting System (SIRS) in accordance with UNH NCSS best practices and program certification standards. Data should be analyzed to measure outcomes and modify strategies to meet Denver START program goals.
- C. Community Outreach and Capacity Building
 - 1. Contractor shall enhance the capacity of local providers and stakeholders to serve Denver persons with IDD-MH through activities that enhance relationships and build expertise among IDD, mental health, education, and other providers, such that persons with IDD-MH are able to receive appropriate and timely clinical support to meet their needs in the least restrictive setting possible. Such activities will include, but are not limited to:
 - a. Leadership and/or facilitation of trainings and other community facing

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- meetings, with an emphasis on building capacity within the City and County of Denver, to better serve and support the IDD-MH community.
 - b. Conduct regular trainings, including Clinical Education Team (CET) meetings with essential community partners and DHS staff, for the long-term benefit and the well-being of Denver persons with IDD.
 - i. Contractor shall conduct a minimum of ten (10) Clinical Education Teams (CETs) annually.
 - c. Provide support, training and/or technical assistance to partners in the community, including, but not limited to: persons with IDD-MH and support systems, mobile mental health crisis teams, residential and day providers, and outpatient and inpatient mental health providers.
 - i. Contractor shall conduct a minimum of twelve (12) community-facing meetings, seminars, or trainings under the START Program model.
 - d. Provide access to the START National Online Training Series on Mental Health and IDD for up to fifty (50) community partners serving Denver persons with IDD-MH.
2. Convene and maintain a Denver START Program Advisory Council to provide a forum in which councilmembers can offer feedback to Contractor related to the wide spectrum of persons needing services, the changing landscape with research and training, and the commitment to success across providers and systems.
 - a. Contractor shall recruit and seat key stakeholders, identified as crucial partners for Denver START Program success, which may include, but is not limited to: persons with lived experience with IDD-MH, parents/caregivers of children/youth with IDD-MH, WellPower, Denver Health nurse coordinators for people with complex needs, Colorado Crisis Services, primary health care, emergency medicine, law enforcement, housing, IDD and/or mental and behavioral health residential service providers, JFK Partners, Children's Hospital of Colorado, Denver Public Schools, DHS Child Welfare, Adult Protective Services, and other community-based resources. Contractor will ensure they have a broad representation to center a whole-person approach to program implementation.
 - b. Contractor shall work with stakeholders to assess the needs of the population locally to ensure that effective service delivery takes place.
 - c. Members of the Denver START Program Advisory Council shall help support the establishment of formal and informal linkage agreements through their professional and technical expertise in the community.
 3. Contractor shall establish and maintain linkage agreements with community partners which define partnerships and practices between the Contractor and community service providers / partners with the intent of building a coordinated and collaborative system of services for persons with IDD-MH.
 - a. Linkage agreements shall provide a framework for collaboration to promote effective support and care for persons with IDD-MH across systems and to improve access, appropriateness, and accountability between linkage

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partners with the goal of improved service outcomes.

- b. Contractor shall prioritize establishing linkage agreements to better serve the areas that are identified community-wide service gaps.
- D. Cultural Responsiveness and Trauma-informed Services
1. Contractor shall provide services as described in this Agreement in a manner culturally appropriate and consistent with the City's commitment to equity values, which encompass inclusion, engagement, equitable programming, accountability, transparency, and the promotion of intersectional, inclusive, and accessible programs and strategies.
 2. Contractor shall ensure all staff provide services through a trauma-informed approach with an emphasis on harm reduction. Staff shall be trained and continually coached to better understand trauma so they can be sensitive and responsive to the focus population(s) receiving services.
 3. Contractor shall apply a team approach that fosters clarity of roles and responsibilities; opportunities for mutual engagement and cooperation and collaboration in the context of a comprehensive, strengths-based understanding of the people receiving Denver START Program services.
- E. Program Certification Renewal
1. UNH NCSS serves as an integral partner in the implementation of the model in the Denver community. Contractor shall maintain a collaborative, learning-based partnership with UNH NCSS.
 - a. To maintain status as a certified START program, Contractor shall execute a sub-contract with UNH NCSS to provide consultation, training, technical assistance, and provide START program certification renewal.
 - i. The UNH NCSS subcontract shall include Contractor's access to and use of the UNH NCSS SIRS database.
 - b. Contractor shall be evaluated by UNH NCSS for formal START program certification renewal every two (2) years following initial program certification, as required by the START program model.
 - c. Contractor shall monitor the Denver START Program's certification renewal requirements and status, in partnership with UNH NCSS, and provide periodic updates on the program certification renewal status to DHS IDDEAS designated program contact through check-ins or reports.
 - i. Contractor shall notify the City and DHS IDDEAS program contact promptly and in writing, if they do not receive START Program certification renewal from UNH NCSS or if the program recertification is granted conditionally.
 - ii. Contractor will communicate to DHS IDDEAS program contact renewal findings and any action steps necessary to remain in good standing as a certified START program. Contractor may continue to provide START Program services while actively addressing renewal findings.
 - d. Contractor shall provide program certification renewal verification to DHS IDDEAS program contact following UNH NCSS evaluation of the Denver START Program.

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V. Communication and Collaboration

A. Contractor shall:

1. Attend and participate in meetings with DHS on a minimum monthly basis, to track overall progress toward goals outlined in this Agreement.
2. Communicate with DHS identified challenges and opportunities for the Denver START Program's success and strategies to best reach focus populations including any geographic areas within Denver that exhibit a greater need for START services.
 - a. Contractor shall share relevant materials from the current Action Plan to address challenges on as needed basis.
3. Consult with DHS on questions pertaining to eligibility, the required 80/20 persons caseload expectations (see *Section IV. B. Client START Program Services subsection c. i.*), and the prioritization of Denver START partnerships city-wide and out of county.
4. Contractor is expected to meet, at a minimum, on a quarterly basis with DHS and UNH NCSS to discuss service delivery, key performance indicators (KPI)/reporting, certification renewal status and other topics, as needed.
 - a. Meetings may be conducted in writing via email, in lieu of meeting, with prior written approval from DHS IDDEAS program contact.

B. DHS shall:

1. Attend and participate in meetings to facilitate delivery of services as set forth in this Agreement.
2. Communicate City policy and programmatic decisions which impact service delivery to Contractor with clear expectations regarding next steps for implementation.
3. Provide guidance to Contractor on outreach and service delivery as necessary to support fulfillment of the funding purpose.

VI. Key Performance Indicators (KPIs)

A. Contractor shall track and provide DHS information on the following Output/Process Measures:

1. Staffing and Training:
 - a. Percentage of fully dedicated Denver START Program positions filled during the contract term.
 - b. Percentage of vacant positions filled within approximately 120 days or, in the alternative and following the 120-day time-period, a progress report submitted to DHS IDDEAS program contact, on a monthly basis, until resolved, detailing a recruitment action plan.
 - c. Staff participation in trainings, conferences, and other professional development opportunities.
2. Program Certification Renewal:
 - a. Activities taken to maintain START certification and meaningful fidelity to START program model including, but not limited to, execution of subcontract

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with UNH NCSS, completion of UNH NCSS hosted trainings and conferences, START coordinator certification and program certification renewals, visits and program consultations with UNH NCSS staff, and participation in UNH NCSS study/practice groups.

- b. Contractor shall provide any new, updated, or proposed Denver START Program policies and procedures for the IDDEAS program's documentation and review.
3. Client START Services:
 - a. Contractor shall provide the NCSS Quarterly Data Summary Report ensuring that, at a minimum, the following measures are reported to DHS on a quarterly basis (*see Section VII. Reports*).
 - i. Number of referrals received
 - ii. Referral source and reason for referral
 - iii. Number of persons newly enrolled or persons reactivated
 - iv. Summary of active persons in Denver START Program and associated demographic information
 - v. Average caseload count per certified START Coordinator
 - vi. Persons inactivated from Denver START Program and reason for discharge
 - vii. Cumulative number of persons served by the Denver START Program year-to-date.
 - viii. Provision of planned START coordination services within targets identified through UNH NCSS guidance on best practices. Percentage of enrolled people who receive:
 - Clinical medical consultation
 - Therapeutic supports
 - Outreach
 - ix. Provision of START Therapeutic Coaching: Number of enrolled persons who received planned and emergency therapeutic coaching services and total number of coaching hours provided
 - x. Number of crisis contacts, number of crisis calls received necessitating in-person response, and the total number of enrolled persons who received crisis intervention services
 - xi. Contractor shall ensure Denver START program data is entered timely in the SIRS database and is maintained in accordance with UNH NCSS program best practices and certification standards.
4. Community Capacity Building:
 - a. Contractor shall provide to DHS the following:
 - i. Number of Community Education Team (CET) meetings held and topics of discussion.
 - ii. Trainings or consultations provided to community agencies, and topics of training/consultation.

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- iii. Names and titles of current Denver START Program Advisory Council members and number of meetings held.
 - iv. Active strategic partnerships and linkage agreements (informal and formal), including names of partner/linkage agencies targeted and the strategic benefit of relationship to the Denver START Program and/or Denver IDD community.
- B. Contractor shall track and provide DHS information on the following Outcome Measures:
 - 1. Staffing and Training:
 - a. Percentage of eligible staff who have current START certification/recertification.
 - 2. Program Certification Renewal:
 - a. Program progress towards program certification renewal with certification (renewal anticipated Q1 2027).
 - b. Areas of program strengths or opportunities for growth as identified in consultation with UNH NCSS.
 - 3. Client START Services:
 - a. Client emergency room/department use;
 - b. Psychiatric admissions;
 - c. Law enforcement interface;
 - d. Therapeutic supports utilization;
 - e. Crisis disposition following provision of crisis intervention services;
 - f. Client stabilization as reflected on START Plan data;
 - g. Percentage of persons inactivated from Denver START Program due to having achieved stabilization; and
 - h. Grievance Metrics:
 - i. Number of grievances, complaint trends, and resolution or outcomes.
 - 4. Community Capacity Building:
 - a. Recommendations made to, and/or actions taken on behalf of, the Denver START Program by the Denver START Program Advisory Council.
 - b. Number of persons and names of associated agencies that attend Denver START Program hosted CETs and other trainings/seminars/consultations for community members.
 - c. Denver START Program Advisory Council agendas, attendance rosters, and minutes.
 - d. List of community agencies making referrals to the Denver START Program.
- C. Contractor shall track and provide DHS information on the following Impact Measures:
 - 1. Client START Services:
 - a. Reduction in emergency service utilization rates over time
 - b. Reduction in out-of-home/out-of-state placement rates.

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- c. As relevant, reduction in cross-system enrolled persons spending as identified by the 2025 HMA Sustainability / Cost Savings Report.
- d. Increase in overall enrolled persons quality of life as represented by success stories or other means as identified by Contractor.
- e. Satisfaction feedback from enrolled persons and support systems.
- 2. Community Capacity Building:
 - a. Increase in knowledge, expertise and confidence of community providers measured via feedback surveys distributed and collected following CETs, community trainings/consultations, and annually with linkage partnerships.
 - b. Description of Denver START Program enhancements, including improved response to system-wide service gaps, as a result of Denver START Program Advisory Council engagement recommendations, and/or actions taken on behalf of the Denver START Program by the Denver START Program Advisory Council.
 - c. Increases in community capacity in service delivery and supports for Denver persons with IDD-MH developed through linkage agreements, outreach, and training sessions.
- 3. Quality Measures
 - a. Staffing and Training:
 - i. Denver START Program staff retention data.
 - b. Program Certification Renewal:
 - i. Contractor's fulfillment of all program requirements as required from UNH NCSS and to remain in good standing as a certified START program, including developing action plans and implementing recommendations based on UNH NCSS feedback from Q&A sessions and Certification reviews.
 - c. Client START Services:
 - i. Percentage of accepted referrals assigned to START Coordinator within seventy-two (72) hours of acceptance.
 - ii. Percentage of accepted referrals in which initial contact with the system occurs within twenty-four (24) hours of assignment to START Coordinator.
 - iii. Percentage of intake of persons that occurred within seven to nine (7-9) calendar days of assignment to START Coordinator.
 - iv. Percentage of in-person crisis response services occurring within two (2) hours of initial contact (contingent on staffing level).
 - v. Enrolled persons success stories which demonstrate the effectiveness of the Denver START Program, engagement in respectful and clear communication, increase in PERMA+ (Positive Emotions, Engagement, Positive Relationships, Meaning, and Accomplishment, plus happiness and health), and a providing a culturally responsive and trauma-informed approach to interactions with focus population
 - vi. Service Improvement.

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- Adjustments based on persons feedback, trends, and outcomes reporting as relevant.
- d. Community Capacity Building:
 - i. Contractor shall be responsive to City and DHS feedback on monthly metrics and track performance specific to KPIs as communicated by City.
 - Contractor will identify, track, and report on any other local data or trends that are deemed critical measures as the Denver START Program develops, either through the SIRS database report or progress reports delivered to DHS.

VII. Reports

- A. Contractor shall submit the following reports by the dates indicated below:

Report	Details	Due Date
1. Monthly Enrollment Measures	Report shall include the following: Total number of enrolled persons served to date; total active caseload; total number of referrals to date; total number of referrals that month; total new enrollments; summary of referral sources for new enrollments; total number of persons disenrolled and reasons for disenrolling; and total number of active non-mill levy eligible enrolled persons being served.	Monthly– to be submitted on or before the last business day of the month following the month services were provided.
2. Quarterly Progress Report	Report shall include the following: Quantitative data and/or narrative summaries related to listed output, outcome, and quality measures as outlined in this Agreement (see <i>Section VI. Key Performance Indicators (KPIs)</i>). Data should be presented both for the reporting period and on a cumulative basis when possible. Report shall include the quarterly SIRS Data Summary including information about current caseload, people served, and indicators of program status.	Quarterly - to be submitted on or before the last business day of the month following the end of the quarter in which services were provided.
3. Denver START Program Mid-Term and Final Report	Mid-Term and Final Reports shall include the following: Status and impacts of the Denver START Program including an aggregate reporting, to-date, on all KPI's as outlined in this Agreement (see <i>Section VI. Key Performance Indicators (KPIs)</i>).	Mid Term Report (for services provided from 7/1/2025 through 9/1/2026) due 12/31/2026.

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Report	Details	Due Date
	<p>Report shall include progress in developing partnerships and linkages, critical details from Denver START Program Advisory Council engagement, findings learned through community feedback mechanisms and capacity building activities.</p> <p>Contractor shall report on relevant observations and analysis related to overall START support services for Denver persons and provide an analysis of service outcomes and updates related to the 2025 HMA cost-savings analysis, as relevant.</p>	<p><u>Final Report</u> <i>(for services provided from 7/1/2025 through 12/31/2027) due March 31, 2028.</i></p>
4. IDDEAS Advisory Council Presentation	<p>Presentation shall include the following information: activities and services provided to date under the contract term, as well as an indication of progress towards program certification renewal.</p> <p>Contractor will schedule presentation date with DHS IDDEAS program contact.</p> <p><i>*Presentation is anticipated to occur between January and June of 2027.</i></p>	<p>Presentation should occur no later than June 2027.</p>

1. Contractor shall submit reports timely to the DHS IDDEAS program contact.
2. Contractor shall request report due date extensions in writing prior to a report deadline and the extension must be approved in writing by DHS IDDEAS program contact.

VIII. Administrative Requirements

A. Policies and Procedures

1. Contractor shall establish and maintain written policies and procedures to operationalize the services identified in this Agreement and demonstrate compliance with all relevant federal, state, and local regulations, including UNH NCSS guidelines and requirements for START model fidelity, the Mill Levy Ordinance, and IDDEAS Program Rules.
2. Contractor policies shall describe standards, criteria, and procedures related to the purpose of the specific program area and ensure eligible residents have equitable access and efficient processes to benefit from mill levy funding. Policies and procedures shall include, but are not limited to:
 - a. Denver START Program Eligibility and Residency Verification;
 - b. Referral criteria and process;
 - c. Denver START intake policy and processes;

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- d. Client Services fund management;
 - e. Data management and quality assurance processes;
 - f. Grievance;
 - g. Denver START Program Advisory Council;
 - h. Policy and process for clients who relocate outside of the City after enrollment; and
 - i. Additional policies and procedures which may be required upon request by the City.
 3. Contractor shall provide new policies or proposed updates to policies and procedures as part of the quarterly reporting process for City review and feedback. All current policies and procedures shall be made available to the City program contact in electronic form.
- B. **Grievance Procedure**
 1. A grievance procedure is a formal way for an individual or a family to raise a problem or complaint to the Contractor.
 2. Contractor shall develop and implement a public-facing grievance process which clearly outlines the steps involved in reviewing, addressing, resolving, and documenting grievances which may occur for Services as defined in this Agreement during the term of the contract.
 3. Contractor shall document this procedure and must receive approval in writing from the DHS program contact for the proposed grievance procedure before it is implemented. This should be prioritized within the first 30 days of beginning services.
 4. Individuals and families receiving services must be properly notified of the grievance procedure once it is approved. This can be done through the Contractor's website, distribution of printed materials at time of service, or in other ways not yet contemplated, so long as it is accessible to the focus population(s) defined in this Agreement.
 5. Contractor shall promptly address grievances. The DHS program contact shall be consulted and notified of any grievances that cannot be resolved by the Contractor.
 - a. For more information on how IDDEAS program addresses grievances, please see D.R.M.C. Section 53-550 and the Rules Governing implementation of the IDDEAS Program document.
- C. **Language Access**
 1. Contractor shall adhere to the spirit of the City and County of Denver's Executive Order 150, which is in place to ensure public facing programs communicate effectively and equitably with Limited English Proficient (LEP) persons through the reasonable provision of language access.
 2. Contractor shall be responsible for ensuring the organization, program, or service area defines tasks to achieve language access and maintain compliance with federal law requirements for Title VI Language Access and corresponding Executive Orders from the City and County of Denver.

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- a. Contractor shall clearly devise and document procedures for language access.
 - b. Contractor shall ensure all personnel and/or subcontractors receive training on language access strategies and procedures.
 - c. Contractor shall collect data that identifies the language needs of the population served.
- D. **Branding**
 1. Contractor shall ensure Denver START materials appropriately incorporate the Denver Human Services (DHS) logo and/or reference the DHS IDDEAS program in business or other reporting spaces, as appropriate.
 2. Contractor shall consult with DHS program contact when branding opportunities arise before formal approval or publication of materials.
 3. When using City branding, including the Denver Human Services (DHS) logo, Contractor may include logos or references on curricula, deliverables, and promotional materials under the following circumstances:
 - a. All components of the deliverables meet DHS standards. Contractor may work with the IDDEAS program contact and the DHS Marketing and Communications team to determine opportunities to include attributions and ensure DHS standards are met.
 - b. Any materials that use DHS branding are provided to the IDDEAS Program Manager for review and approval by the DHS Marketing and Communications Team at least two (2) weeks prior to production deadline.
 - c. Written approval is received from the DHS Marketing and Communications Director or designee prior to use.
- E. **Sustainability Plan**
 1. To support continued program growth and sustainability of funding, the Contractor shall incorporate findings as appropriate from contracted community-wide cost savings analysis (report anticipated by July 2025) and continue efforts to diversify funding sources for ongoing sustainment of robust Denver START services without full dependence on mill levy funding in the years following the termination of this Agreement.
- F. **Training**
 1. Contractor shall ensure staff receive the following trainings, at minimum, in order to perform services as described in this Agreement:
 - a. START coordinator training provided by UNH NCSS.
 - b. Any additional training as required by UNH NCSS for certified START programs.
- G. **Performance Management**
 1. Contractor shall permit the City to carry out reasonable activities to review, monitor, and evaluate any of the procedures used by Contractor in providing or supplying services and make available for inspection all notes and other documents used in performing the services as described in this Agreement. Monitoring can and shall be performed by the City throughout the term of the

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Agreement as follows:

- a. *Program or Managerial Monitoring* – Review of the quality of services being provided and the effectiveness of those services to address the needs of the City.
 - b. *Contract Monitoring* – Review and analysis to determine the extent to which Contractor is achieving established contractual objectives and goals. The City will provide performance monitoring and reporting reviews and will manage any performance issues and develop interventions to resolve concerns.
 - c. *Compliance Monitoring* – Review to ensure the terms of the Agreement are met, including federal, state and city legal requirements, standards, and policies.
 - d. *Financial Monitoring* – Regular reviews to ensure that costs are allocated and expended in accordance with the terms of the Agreement. The City will review allowability and documentation of costs through invoice review, sampling methods, and/or full documentation reviews.
 - i. If the City gives notice, as a result of an audit or review relating to the fiscal performance of the Contractor including those performed by a DHS internal auditor, of any irregularities or deficiencies, the Contractor shall correct all identified irregularities or deficiencies within the identified time frames. If the identified irregularities or deficiencies cannot be corrected by the designated by the City, Contractor shall notify the City in writing and identify a date that the Contractor expects to correct the irregularities or deficiencies; provided, however, that the irregularities or deficiencies shall be corrected no later than ninety (90) days from the date of the City’s notice.
- H. Subcontractors
1. Contractor shall, prior to entering an agreement with any approved service providers, subcontractors, consultants, or any other entity approved to supply the services described in this Agreement, ensure the adequacy of their accounting system and financial records to accurately account for the funds awarded them and to be able to allocate costs appropriately between two or more projects and/or agreements.
 2. Each approved service provider, subcontractor, subconsultant, or other approved person or entity engaged by the Contractor to provide services and supports under this Agreement will be subject to and will comply with City standards, policies and procedures for contract performance review and audits.
 3. Contractor shall comply with all requests from the City to obtain information from and conduct reviews or financial audits of approved service providers, subcontractors, subconsultants, and other approved persons or entities supplying services under the Agreement.
 4. Contractor shall provide copies of audits and performance reviews, if any, of approved service providers, subcontractors, subconsultants, and all other approved persons or entities supplying services and supports prepared by any entity, other than the City Auditor or a DHS internal auditor, to the City program

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contact within thirty (30) days of the Contractor's receipt.

I. Record-keeping

1. Contractor shall only collect and store client information as is necessary to provide services and satisfy reporting requirements as described in this Agreement, and as required by all applicable local, state, and federal rules, regulations, and laws.
2. Contactor shall establish and maintain record-keeping policies in accordance with the requirements established by applicable state law or as reasonably required by the City, including the City Auditor, concerning the provision of services and expenditure of City Funds, including, but not limited to, establishing and maintaining financial and performance records with respect to all matters covered by this Agreement in sufficient detail and in a manner sufficient to conform to generally accepted accounting principles so as to allow audit of the expenditure of City funds received by the Contractor.
 - a. Contractor shall retain such financial and performance records for a period of six (6) years from the date of final payment to the Contractor under this Agreement.

J. Data Security

1. Parties agree to safely maintain Data while conducting the work scope specified in the Agreement. Parties shall destroy or properly dispose of the information in a manner that is compliant with C.R.S. 24-73-101 when that information is no longer needed for the performance of this Agreement.
2. Parties shall also implement and maintain reasonable security procedures and practices that are appropriate to the nature of the personal identifying information obtained; and reasonably designed to help protect the personal identifying information from unauthorized access, use, modification, disclosure, or destruction.
 - a. In the event of a security breach, as defined in C.R.S. 24-73-103, that compromises computerized data that includes personal information subject to this Agreement, the Party sustaining the breach shall notify the other party of the security breach in the most expedient time and without unreasonable delay following discovery of the security breach, if misuse of personal information about a Colorado resident occurred or is likely to occur; and cooperate with the other party, including sharing with the party any information relevant to the security breach, except that such cooperation does not require the disclosure of confidential business information or trade secrets.

IX. Budget

A. Funding Information/Requirements

1. Program Name: IDDEAS Program
2. Funding Source: Local property tax, Developmental disabilities mill levy Mill Levy
3. Funding Type: Local

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B. Use of Government Funds

1. Contractor shall spend funds provided under this Agreement in a way that serves the public interest, honors the public trust, and is consistent with services as described in this Agreement.
2. Contractor shall use funds provided under this Agreement for the purposes of effectuating the purposes of City law as this Agreement contemplates and as set forth in the scope of work.
3. If requested, Contractor shall establish and submit to the City an inventory list, in such format as designated by the City program contact and within thirty days of said request, of all Equipment and Controlled Assets purchased under this Agreement.
4. Contractor shall update said inventory list as necessary on a timely basis. The inventory shall specify the location of all Equipment and Controlled Assets purchased to supply the Services.
5. Upon the expiration or earlier termination of this Agreement, unless the Agreement is extended by a written amendment executed by the Parties in the same manner as this Agreement, all Equipment and Controlled Assets purchased to supply the Services shall either be returned to the City or disposed of as the City shall direct.

C. IDDEAS Mill Levy funding restrictions

1. This Agreement is funded with mill levy dollars pursuant to D.R.M.C. Section 53-550, the Developmental Disabilities Mill Levy, as amended. Mill levy dollars are dedicated to providing services and supports for persons with intellectual and developmental disabilities, children up to age five with developmental delays, and persons seeking a developmental disability or delay determination. For all funds provided by the City and all services supplied under this Agreement, the Contractor shall comply with the residency requirements in D.R.M.C. Section 53-550,
2. Notwithstanding anything to the contrary set forth herein, any provision or budgeted line item within this Agreement or its exhibits that conflict or are contrary to the provisions of D.R.M.C. Section 53-550, as amended, shall be *void ab initio*.

D. Invoicing

1. Contractor shall submit invoices no later than the last day of the month following the month in which services were provided.
2. Contractor shall use an invoice format or template approved by the City.
3. Invoice supporting documentation must be provided with each invoice and must meet DHS/City documentation requirements.
4. Unless otherwise instructed, invoices shall be submitted to: DHS_Contractor_Invoices@denvergov.org.

E. Budget Modifications

1. Budget line items may only be modified in accordance with the DHS budget modification policies and procedures. Modification shall not take effect until approved in writing.

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2. Any proposed modifications that require an increase in the maximum contract amount shall be evidenced by a written amendment prepared and executed by Contractor and the City in the same manner as this Agreement.

F. Payment Method

1. Contractor shall be reimbursed for services provided under this Agreement according to the approved line-item reimbursement budget.

G. Line-item Reimbursement Budget Table

Personnel				
Position Title	Salary & Wages **	Fringe Benefits*	FTE	Contract Budget**
Associate Director	\$128,012	\$37,123	1.00	\$422,820
Chief Operations Officer	\$185,403	\$53,767	0.10	\$61,239
Clinical Director	\$119,057	\$34,527	1.00	\$393,244
Data Analyst	\$66,544	\$19,298	1.00	\$219,794
Deputy Operations Officer	\$138,892	\$40,279	0.15	\$68,814
Deputy Program Officer	\$148,018	\$42,925	0.20	\$97,780
Director - Developmental and Behavioral Services	\$128,758	\$37,340	0.33	\$141,747
Director - Operations	\$97,843	\$28,374	0.15	\$48,477
Director - Performance & Program Leadership	\$105,063	\$30,468	0.15	\$52,054
Director - Quality	\$102,043	\$29,592	0.10	\$33,705
Medical Director	\$277,976	\$80,613	0.25	\$229,537
Program Assistant	\$50,903	\$14,762	1.00	\$168,132
Program Manager/Clinical Team Lead	\$102,561	\$29,743	1.00	\$338,758
Program Manager/Therapeutic Coach Team Lead	\$106,974	\$31,022	1.00	\$353,332
START Coordinator***	\$80,048	\$23,214	7.00	\$1,850,769
START Therapeutic Coach	\$51,646	\$14,977	3.00	\$511,755
Subtotal of Personnel				\$4,991,957

* Estimated Fringe Benefit Rate: 29%

** Calculated for 30 months, with 3% increase each July 1st

*** Includes on-call stipends for weekend/holidays

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Non-Personnel Direct Costs		
Type of Expense	Cost Detail	Contract Budget *****
Materials & Supplies	Program-related materials and office supplies, including, but not limited to computer hardware, office supplies, testing/program materials, postage & shipping, printing & copying, and telephone & internet expenses.	\$71,670
Travel	Reimbursement of staff personal vehicle mileage, parking, and/or use of ground transportation	\$54,626
Subcontractors/Consultants	UNH Institute on Disabilities – technical assistance, training, evaluation, and START certification	\$180,000
Client Services	Goods and services provided to clients as needed to fulfill START crisis support and individualized crisis planning (including but not limited to personal care items, emergency housing, nutritional support, transportation and telephone access needs)	\$65,031
Other Direct Costs	Development and Training costs including food for external partners, and professional membership dues.	\$15,087
	Conference-related costs, including but not limited to airfare, lodging, meal expenses, and conference registration.	\$61,000
	Food expenses for internal staff development & training	\$1,360
	Interpretation Services	\$26,013
	Software/Licenses – client management user licenses	\$87,397
	Outreach Expenses including, but not limited to professional marketing services, brochures, printing services, promotional materials, and reasonable food and beverage purchases for outreach events and community meetings.	\$13,006
Subtotal of Non-Personnel Direct Costs		\$575,190

*****Includes 5% increase each July 1st

Total Direct Cost	\$5,567,147
Modified Total Direct Cost	\$5,472,116

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Indirect Costs		
Type of Expense	Cost Detail	Contract Budget
Administrative/ Indirect Costs	Indirect Method: Actual Costs	\$853,252

Total Contract Budget		\$6,420,399
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H. Services for Non-Eligible Clients and Credit Mechanism

1. Client Eligibility

- a. This Agreement is intended to fund services for clients who meet funding eligibility as detailed in Section II. B of this Agreement. Services provided to individuals who are not eligible are not appropriate for reimbursement under this Agreement.
- b. The number of non-eligible clients served must not exceed 20% of the total enrolled population at any time. If the proportion of non-eligible clients exceed this threshold, the Contractor must take corrective action to align with Agreement requirements and may be subject to additional review or funding consequences, including denial of reimbursement for excess services.

2. Credit Mechanism for Non-Eligible Clients

- a. To account for services delivered to non-eligible clients, Contractor shall report such instances on a monthly basis.
- b. A credit will be applied for each non-eligible client based on a tiered per-client, per-month (PCPM) fee, which reflects the relative cost burden at different levels of program enrollment.
- c. The applicable PCPM credit will be determined by the total number of clients enrolled in the program (regardless of eligibility) during the month, and will correspond to the tiered schedule provided in Section I.
- d. Contractor shall pro-rate the credit for each non-eligible client who enrolled or disenrolled mid-month. The credit shall be calculated by dividing the applicable PCPM rate by the number of calendar days in the service month, then multiplying that amount by the number of calendar days the client was enrolled in START services during that month

3. Reporting and Documentation

- a. Contractor is responsible for tracking program enrollment and client eligibility, maintaining appropriate documentation, and submitting required data to support the application of the credit rate.
- b. Contractor shall implement and maintain effective internal procedures to verify client eligibility and minimize the provision of services to non-eligible clients.

4. Credit Application

- a. Credits will be applied as reductions to Contractor's monthly reimbursement requests, either through a direct deduction for the applicable month of

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service or as an offset to subsequent invoices, at the discretion of the DHS Financial Services Division.

I. Non-eligible Client Services Credit – Tiered Fee Schedule

Non-Eligible Client Services - Tier-based Fee Schedule			
Program Enrollment (Total Clients)	Credit per Non-Eligible Client (per month)		
	July 1, 2025 – June 30, 2026	July 1, 2026 – June 30, 2027	July 1, 2027 – December 31, 2027
0 – 80 clients	\$2,820	\$2,914	\$3,012
81 – 100 clients	\$2,193	\$2,267	\$2,343
101 – 120 clients	\$1,794	\$1,855	\$1,917
121 – 140 clients	\$1,518	\$1,569	\$1,622
141 – 160 clients	\$1,316	\$1,360	\$1,406

J. Language Access Costs

1. Additional costs related to providing appropriate language access for clients receiving services under this Agreement that are not explicitly stated in the budget and/or included in the Contractor's Indirect Costs shall be borne solely by the Contractor.

K. Personnel Responsibilities

1. Associate Director - Oversees day-to-day clinical, programmatic, data, and administrative support for the START Program. Supervises the Clinical Director, Medical Director, Team Leads, and Program Assistant. Holds administrative on-call responsibility. Leads the Advisory Council, manages linkage agreements and community partnerships, and facilitates specialized community trainings to enhance capacity building.
2. Chief Operations Officer - Oversees day-to-day administrative and operational functions across the organization.
3. Clinical Director - Provides clinical oversight and support for the START Program. Holds administrative on-call responsibilities. Facilitates Clinical Education Team meetings, leads clinical data initiatives, and provides clinical consultation internally and externally.
4. Data Analyst - Supports the data and quality needs of the program, including data collection, analysis, and reporting.
5. Deputy Operations Officer - Oversees operational and data coordination across various program areas within RMHS.
6. Deputy Program Officer - Provides leadership and management for all program areas at RMHS, ensuring alignment with organizational goals.
7. Director – Developmental and Behavioral Services - Oversees department strategy and daily operations for developmental and behavioral services.
8. Director – Operations - Manages business process optimization efforts to enhance organizational efficiency.
9. Director – Performance & Program Leadership - Leads program performance

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monitoring and overall leadership functions.

10. Director – Quality - Supports quality assurance and data needs; supervises data analysts.
11. Medical Director - Provides medical consultation services, both internally and externally, to clients and community partners.
12. Program Assistant - Provides day-to-day administrative and data support to staff and program operations.
13. Program Manager / Clinical Team Lead - Oversees clinical staff, ensuring day-to-day supervision and clinical support for the START caseload. Monitors caseload performance in alignment with START program goals. Holds administrative on-call responsibility.
14. Program Manager / Therapeutic Coach Team Lead - Provides oversight and supervision for therapeutic coaches, ensuring adherence to clinical standards and START program goals. Holds administrative on-call responsibility.
15. START Coordinator - Delivers direct START coordinator services, including assessments, intake, crisis plans, and START plans. Works to stabilize client caseloads and holds on-call responsibility.
16. START Therapeutic Coach - Provides direct coaching services, including emergency coaching, planned coaching, and ongoing support visits per the client's crisis plan, to promote stability.

L. Budget Definitions

1. Salaries and Wages. Staff assigned to work specifically on the contracted activities. Funds may be used to reimburse staff salary and wages and for the prorated share of leave costs (PTO, vacation, sick, holidays, etc.). Funds may not be used to reimburse bonuses, severances, payouts of leave when an employee separated from job, or for staff who are on pre-disciplinary or disciplinary leave.
2. Fringe Benefits. Any monetary benefit an employer offers in exchange for an employee's service that does not include their salary. Funds may be used for the prorated share of payroll taxes (i.e., Social Security, Medicare, federal unemployment, state unemployment), insurance (i.e., medical, dental, vision, life, ADD/LTD, workers comp), and retirement plans.
3. Prorated Share. Salaries, wages and fringe benefits that are based on records that accurately reflect the work performed and comply with the established policies and practices of a contractor's organization. Positions that do not work 100% of their time on the contracted activities, must keep documentation that supports a reasonable allocation or distribution of costs among specific activities or cost objectives.
4. Direct Costs. Costs that can be identified specifically with the contracted program, project or activities and can be assigned relatively easily with a high degree of accuracy.
5. Materials and Supplies. Tangible personal property to be used by contractor during the contract term that are not defined as equipment (useful life of over a year and over \$10,000/unit).
6. Equipment. Tangible personal property to be used by program personnel during

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the course of the contract that have a useful life of more than one year and costs \$10,000 or more per unit.

7. Travel. Costs for employees who travel on official business related to the contracted activities. The costs may only be reimbursed at federal uniform rates and mileage reimbursement may not exceed the approved federal (IRS) rate.
8. Subcontracts/Consultants. Includes all services performed by an independent contractor who is not affiliated or part of the organization. Subcontractors are any supplier, distributor, vendor, or firm that furnishes supplies or services to Contractor. A consultant is an individual retained to provide professional advice or services for a fee. Compensation for consultant services must be reasonable and consistent with that paid for similar services in the marketplace.
9. Client Services. Costs directly benefiting a participant, through subsidy or purchase of services or supplies (i.e., rent/mortgage assistance, bus passes, food boxes, etc.).
10. Other Direct Costs. Any other allowable costs that provide direct support to the program, project or activities and cannot be easily included into the other categories.
11. Administrative/Indirect Cost Rate. Allocable portion of necessary and reasonable costs that benefit multiple programs or functions of an organization that cannot be readily identified as a direct cost (i.e., rent, utilities, general supplies, administrative expenses).
12. Modified Total Direct Cost (MTDC). All direct salaries and wages, applicable fringe benefits, materials and supplies, services, travel, and subcontractor costs up to the first \$50,000 of each subcontract. MTDC excludes equipment, capital expenditures, charges for patient care, rental costs, tuition remission, scholarships and fellowships, participant support costs and the portion of each subcontract in excess of \$50,000.

X. Contract Lifecycle Summary

- A. The table below summarizes the history of the contract to date, providing context on the life of the contract for the current scope of work.

Contract Version	Contract Term	Fiscal Term	Current Budget	Additional Funds	Contract Maximum
Base	07/01/2025 - 12/31/2027	07/01/2025 - 12/31/2027	\$6,420,399	N/A	\$6,420,399

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**CERTIFICATE OF LIABILITY INSURANCE**

DATE (MM/DD/YYYY)

5/15/2024

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an **ADDITIONAL INSURED**, the policy(ies) must have **ADDITIONAL INSURED** provisions or be endorsed. If **SUBROGATION IS WAIVED**, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER IMA, Inc. - Colorado Division 1705 17th Street, Suite 100 Denver CO 80202	CONTACT NAME: IMA Denver Team	FAX (A/C, No):	
	PHONE (A/C, No, Ext): 303-534-4567	E-MAIL ADDRESS: DenAccountTechs@imacorp.com	
INSURED Rocky Mountain Human Services 9900 E Illiff Avenue Denver, CO 80231	INSURER(S) AFFORDING COVERAGE		NAIC #
	INSURER A: Philadelphia Indemnity Insurance Company		18058
	INSURER B: *Pinnacol Assurance		41190
	INSURER C:		
	INSURER D:		
	INSURER E:		
INSURER F:			

COVERAGES**CERTIFICATE NUMBER:** 1178612485**REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC <input type="checkbox"/> OTHER:			PHPK2685252	5/15/2024	5/15/2025	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 20,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 3,000,000 PRODUCTS - COMP/OP AGG \$ 3,000,000 \$
A	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY			PHPK2685252	5/15/2024	5/15/2025	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$ 10,000			PHUB911243	5/15/2024	5/15/2025	EACH OCCURRENCE \$ 6,000,000 AGGREGATE \$ 6,000,000 \$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? <input type="checkbox"/> Y <input checked="" type="checkbox"/> N (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		N/A	4115575	7/1/2024	7/1/2025	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
A	Professional Liability			PHPK2685252	5/15/2024	5/15/2025	Per Occurrence 1,000,000 Aggregate 3,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Sexual Abuse and Molestation Coverage is not Excluded.

Crime Coverage: Policy #107273110

Effective Dates: 5/15/24-5/15/25 Insurer: Travelers Casualty and Surety Co of America

\$1,000,000 Employee Theft Limit; \$25,000 Retention

\$1,000,000 ERISA Fidelity Limit; \$0 Retention

\$1,000,000 Employee Theft of Client Property Limit; \$25,000 Retention

See Attached...

CERTIFICATE HOLDER**CANCELLATION**City and County of Denver Denver
Department of Human Services
1200 Federal Blvd, 4th Floor
Denver CO 80204
USA

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

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ADDITIONAL REMARKS SCHEDULE

AGENCY IMA, Inc. - Colorado Division		NAMED INSURED Rocky Mountain Human Services 9900 E Illiff Avenue Denver, CO 80231
POLICY NUMBER		
CARRIER	NAIC CODE	EFFECTIVE DATE:

ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,
FORM NUMBER: 25 FORM TITLE: CERTIFICATE OF LIABILITY INSURANCE

Sexual Abuse and Molestation Coverage: Policy #PHPK2685252
Effective Dates: 05/15/24-05/15/25 Insurer A: See Above
\$1,000,000 Limit; \$2,000,000 Aggregate

City and County of Denver, its elected and appointed officials, employees and volunteers are included as Additional Insureds on the General and Umbrella Liability Policies if required by written contract or agreement subject to the policy terms and conditions. A Waiver of Subrogation is provided in favor of Additional Insureds on the General and Umbrella Liability Policies if required by written contract or agreement subject to the policy terms and conditions.



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

5/15/2024

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER IMA, Inc. - Colorado Division 1705 17th Street, Suite 100 Denver CO 80202	CONTACT NAME: IMA Denver Team	FAX (A/C, No):	
	PHONE (A/C, No, Ext): 303-534-4567	E-MAIL ADDRESS: DenAccountTechs@imacorp.com	
INSURED Rocky Mountain Human Services 9900 E Illiff Avenue Denver, CO 80231	INSURER(S) AFFORDING COVERAGE		NAIC #
	INSURER A: Philadelphia Indemnity Insurance Company		18058
	INSURER B: *Pinnacol Assurance		41190
	INSURER C:		
	INSURER D:		
	INSURER E:		
INSURER F:			

COVERAGES

CERTIFICATE NUMBER: 1178612485

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

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A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC <input type="checkbox"/> OTHER:			PHPK2685252	5/15/2024	5/15/2025	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 20,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 3,000,000 PRODUCTS - COMP/OP AGG \$ 3,000,000 \$
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DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

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Crime Coverage: Policy #107273110
Effective Dates: 5/15/24-5/15/25 Insurer: Travelers Casualty and Surety Co of America
\$1,000,000 Employee Theft Limit; \$25,000 Retention
\$1,000,000 ERISA Fidelity Limit; \$0 Retention
\$1,000,000 Employee Theft of Client Property Limit; \$25,000 Retention

See Attached...

CERTIFICATE HOLDER

CANCELLATION

City and County of Denver Denver
Department of Human Services
1200 Federal Blvd, 4th Floor
Denver CO 80204
USA

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

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ADDITIONAL REMARKS SCHEDULE

AGENCY IMA, Inc. - Colorado Division		NAMED INSURED Rocky Mountain Human Services 9900 E Illiff Avenue Denver, CO 80231
POLICY NUMBER		
CARRIER	NAIC CODE	EFFECTIVE DATE:

ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,
FORM NUMBER: 25 FORM TITLE: CERTIFICATE OF LIABILITY INSURANCE

Sexual Abuse and Molestation Coverage: Policy #PHPK2685252
Effective Dates: 05/15/24-05/15/25 Insurer A: See Above
\$1,000,000 Limit; \$2,000,000 Aggregate

City and County of Denver, its elected and appointed officials, employees and volunteers are included as Additional Insureds on the General and Umbrella Liability Policies if required by written contract or agreement subject to the policy terms and conditions. A Waiver of Subrogation is provided in favor of Additional Insureds on the General and Umbrella Liability Policies if required by written contract or agreement subject to the policy terms and conditions.

EXHIBIT C
BUSINESS ASSOCIATE AGREEMENT
HIPAA/HITECH

1. GENERAL PROVISIONS AND RECITALS.

- 1.01 The parties agree that the terms used, but not otherwise defined below, shall have the same meaning given to such terms under the Health Insurance Portability and Accountability Act of 1996, Public Law 104-191 ("HIPAA"), the Health Information Technology for Economic and Clinical Health Act, Public Law 111-005 ("the HITECH Act"), and their implementing regulations at 45 CFR Parts 160 and 164 ("the HIPAA regulations") as they exist or may hereafter be amended.
- 1.02 The parties agree that a business associate relationship (as described in 45 CFR §160.103) under HIPAA, the HITECH Act, and the HIPAA regulations arises between the CONTRACTOR and the CITY to the extent that CONTRACTOR performs, or delegates to subcontractors to perform, functions or activities on behalf of CITY.
- 1.03 CITY wishes to disclose to CONTRACTOR certain information, some of which may constitute Protected Health Information ("PHI") as defined below, to be used or disclosed in the course of providing services and activities.
- 1.04 The parties intend to protect the privacy and provide for the security of PHI that may be created, received, maintained, transmitted, used, or disclosed pursuant to the Agreement in compliance with the applicable standards, implementation specifications, and requirements of HIPAA, the HITECH Act, and the HIPAA regulations as they exist or may hereafter be amended.
- 1.05 The parties understand and acknowledge that HIPAA, the HITECH Act, and the HIPAA regulations do not pre-empt any state statutes, rules, or regulations that impose more stringent requirements with respect to privacy of PHI.
- 1.06 The parties understand that the HIPAA Privacy and Security rules apply to the CONTRACTOR in the same manner as they apply to a covered entity. CONTRACTOR agrees to comply at all times with the terms of this Agreement and the applicable standards, implementation specifications, and requirements of the Privacy and the Security rules, as they exist or may hereafter be amended, with respect to PHI.

2. DEFINITIONS.

- 2.01 "Administrative Safeguards" are administrative actions, and policies and procedures, to manage the selection, development, implementation, and maintenance of security measures to protect electronic PHI and to manage the conduct of CONTRACTOR's workforce in relation to the protection of that information.
- 2.02 "Agreement" means the attached Agreement and its exhibits to which these additional terms are incorporated by reference.
- 2.03 "Breach" means the acquisition, access, use, or disclosure of PHI in a manner not permitted under the HIPAA Privacy Rule which compromises the security or privacy of the PHI.

2.03.1 Breach excludes:

1. Any unintentional acquisition, access, or use of PHI by a workforce member or person acting under the authority of CONTRACTOR or CITY, if such acquisition, access, or use was made in good faith and within the scope of authority and does not result in further use or disclosure in a manner not permitted under the Privacy Rule.
2. Any inadvertent disclosure by a person who is authorized to access PHI to another person authorized to access PHI, or organized health care arrangement in which CITY participates, and the information received as a result of such disclosure is not further used or disclosed in a manner disallowed under the HIPAA Privacy Rule.
3. A disclosure of PHI where CONTRACTOR or CITY has a good faith belief that an unauthorized person to whom the disclosure was made would not reasonably have been able to retain such information.

2.03.2 Except as provided in paragraph (a) of this definition, an acquisition, access, use, or disclosure of PHI in a manner not permitted under the HIPAA Privacy Rule is presumed to be a breach unless CONTRACTOR demonstrates that there is a low probability that the PHI has been compromised based on a risk assessment of at least the following factors:

1. The nature and extent of the PHI involved, including the types of identifiers and the likelihood of re-identification;
2. The unauthorized person who used the PHI or to whom the disclosure was made;
3. Whether the PHI was actually acquired or viewed; and
4. The extent to which the risk to the PHI has been mitigated.

2.04 "CONTRACTOR" shall have the same meaning as in the attached Agreement, to which these Business Associate terms are incorporated by reference.

2.05 "CITY" shall have the same meaning as in the attached Agreement, to which these Business Associate terms are incorporated by reference.

2.06 "Data Aggregation" shall have the meaning given to such term under the HIPAA Privacy Rule in 45 CFR §164.501.

2.07 "Designated Record Set" shall have the meaning given to such term under the HIPAA Privacy Rule in 45 CFR §164.501.

2.08 "Disclosure" shall have the meaning given to such term under the HIPAA regulations in 45 CFR §160.103.

2.09 "Health Care Operations" shall have the meaning given to such term under the HIPAA Privacy Rule in 45 CFR §164.501.

2.10 "Immediately" where used here shall mean within 24 hours of discovery.

- 2.11 "Individual" shall have the meaning given to such term under the HIPAA Privacy Rule in 45 CFR §160.103 and shall include a person who qualifies as a personal representative in accordance with 45 CFR §164.502(g).
- 2.12 "Parties" shall mean "CONTRACTOR" and "CITY", collectively.
- 2.13 "Physical Safeguards" are physical measures, policies, and procedures to protect CONTRACTOR's electronic information systems and related buildings and equipment, from natural and environmental hazards, and unauthorized intrusion.
- 2.14 "The HIPAA Privacy Rule" shall mean the Standards for Privacy of Individually Identifiable Health Information at 45 CFR Part 160 and Part 164, Subparts A and E.
- 2.15 "Protected Health Information" or "PHI" shall have the meaning given to such term under the HIPAA regulations at 45 CFR §160.103.
- 2.16 "Required by Law" shall have the meaning given to such term under the HIPAA Privacy Rule at 45 CFR §164.103.
- 2.17 "Secretary" shall mean the Secretary of the Department of Health and Human Services or his or her designee.
- 2.18 "Security Incident" means attempted or successful unauthorized access, use, disclosure, modification, or destruction of information or interference with system operations in an information system. "Security incident" does not include trivial incidents that occur on a daily basis, such as scans, "pings", or unsuccessful attempts to penetrate computer networks or servers maintained by CONTRACTOR.
- 2.19 "The HIPAA Security Rule" shall mean the Security Standards for the Protection of electronic PHI at 45 CFR Part 160, Part 162, and Part 164, Subparts A and C.
- 2.20 "Subcontractor" shall have the meaning given to such term under the HIPAA regulations at 45 CFR §160.103.
- 2.21 "Technical safeguards" means the technology and the policy and procedures for its use that protect electronic PHI and control access to it.
- 2.22 "Unsecured PHI" or "PHI that is unsecured" means PHI that is not rendered unusable, unreadable, or indecipherable to unauthorized individuals through the use of a technology or methodology specified by the Secretary of Health and Human Services ("HHS") in the guidance issued on the HHS Web site.
- 2.23 "Use" shall have the meaning given to such term under the HIPAA regulations at 45 CFR §160.103.

3. OBLIGATIONS AND ACTIVITIES OF CONTRACTOR AS BUSINESS ASSOCIATE.

- 3.01 CONTRACTOR agrees not to use or further disclose PHI that CITY discloses to CONTRACTOR except as permitted or required by this Agreement or by law.

- 3.02 CONTRACTOR agrees to use appropriate safeguards, as provided for in this Agreement, to prevent use or disclosure of PHI that CITY discloses to CONTRACTOR or that CONTRACTOR creates, receives, maintains, or transmits, on behalf of CITY, except as provided for by this Contract.
- 3.03 CONTRACTOR agrees to comply with the HIPAA Security Rule, at Subpart C of 45 CFR Part 164, with respect to electronic PHI that CITY discloses to CONTRACTOR or that CONTRACTOR creates, receives, maintains, or transmits, on behalf of CITY.
- 3.04 CONTRACTOR agrees to mitigate, to the extent practicable, any harmful effect of a Use or Disclosure of PHI by CONTRACTOR in violation of the requirements of this Agreement that becomes known to CONTRACTOR.
- 3.05 CONTRACTOR agrees to immediately report to CITY any Use or Disclosure of PHI not provided for by this Agreement that CONTRACTOR becomes aware of. CONTRACTOR must report Breaches of Unsecured PHI in accordance with 45 CFR §164.410.
- 3.06 CONTRACTOR agrees to ensure that any of its subcontractors that create, receive, maintain, or transmit, PHI on behalf of CONTRACTOR agree to comply with the applicable requirements of Section 164 Part C by entering into a contract or other arrangement.
- 3.07 To comply with the requirements of 45 CFR §164.524, CONTRACTOR agrees to provide access to CITY, or to an individual as directed by CITY, to PHI in a Designated Record Set within fifteen (15) calendar days of receipt of a written request by CITY.
- 3.08 CONTRACTOR agrees to make amendment(s) to PHI in a Designated Record Set that CITY directs or agrees to, pursuant to 45 CFR §164.526, at the request of CITY or an Individual, within thirty (30) calendar days of receipt of the request by CITY. CONTRACTOR agrees to notify CITY in writing no later than ten (10) calendar days after the amendment is completed.
- 3.09 CONTRACTOR agrees to make internal practices, books, and records, including policies and procedures, relating to the use and disclosure of PHI received from, or created or received by CONTRACTOR on behalf of CITY, available to CITY and the Secretary in a time and manner as determined by CITY, or as designated by the Secretary, for purposes of the Secretary determining CITY'S compliance with the HIPAA Privacy Rule.
- 3.10 CONTRACTOR agrees to document any Disclosures of PHI that CITY discloses to CONTRACTOR or that CONTRACTOR creates, receives, maintains, or transmits on behalf of CITY, and to make information related to such Disclosures available as would be required for CITY to respond to a request by an Individual for an accounting of Disclosures of PHI in accordance with 45 CFR §164.528.
- 3.11 CONTRACTOR agrees to provide CITY information in a time and manner to be determined by CITY in order to permit CITY to respond to a request by an Individual for an accounting of Disclosures of PHI in accordance with 45 CFR §164.528.
- 3.12 CONTRACTOR agrees that, to the extent CONTRACTOR carries out CITY's obligation(s) under the HIPAA Privacy and/or Security rules, CONTRACTOR will comply with the requirements of 45 CFR Part 164 that apply to CITY in the performance of such obligation(s).

- 3.13 CONTRACTOR shall work with CITY upon notification by CONTRACTOR to CITY of a Breach to properly determine if any Breach exclusions exist as defined below.

4. SECURITY RULE.

- 4.01 CONTRACTOR shall comply with the requirements of 45 CFR § 164.306 and establish and maintain appropriate Administrative, Physical and Technical Safeguards in accordance with 45 CFR §164.308, §164.310, §164.312, §164.314 and §164.316 with respect to electronic PHI that CITY discloses to CONTRACTOR or that CONTRACTOR creates, receives, maintains, or transmits on behalf of CITY. CONTRACTOR shall follow generally accepted system security principles and the requirements of the HIPAA Security Rule pertaining to the security of electronic PHI.
- 4.02 CONTRACTOR shall ensure that any subcontractors that create, receive, maintain, or transmit electronic PHI on behalf of CONTRACTOR agree through a contract with CONTRACTOR to the same restrictions and requirements contained here.
- 4.03 CONTRACTOR shall immediately report to CITY any Security Incident of which it becomes aware. CONTRACTOR shall report Breaches of Unsecured PHI as described in 5. BREACH DISCOVERY AND NOTIFICATION below and as required by 45 CFR §164.410.

5. BREACH DISCOVERY AND NOTIFICATION.

- 5.01 Following the discovery of a Breach of Unsecured PHI, CONTRACTOR shall notify CITY of such Breach, however, both parties may agree to a delay in the notification if so advised by a law enforcement official pursuant to 45 CFR §164.412.
- 5.01.1 A Breach shall be treated as discovered by CONTRACTOR as of the first day on which such Breach is known to CONTRACTOR or, by exercising reasonable diligence, would have been known to CONTRACTOR.
- 5.01.2 CONTRACTOR shall be deemed to have knowledge of a Breach, if the Breach is known, or by exercising reasonable diligence would have been known, to any person who is an employee, officer, or other agent of CONTRACTOR, as determined by the federal common law of agency.
- 5.02 CONTRACTOR shall provide the notification of the Breach immediately to the CITY DEH Executive Director or other designee.
- 5.02.1 CONTRACTOR'S initial notification may be oral, but shall be followed by written notification within 24 hours of the oral notification.
- 5.03 CONTRACTOR'S notification shall include, to the extent possible:
- 5.03.1 The identification of each Individual whose Unsecured PHI has been, or is reasonably believed by CONTRACTOR to have been, accessed, acquired, used, or disclosed during the Breach;
- 5.03.2 Any other information that CITY is required to include in the notification to each Individual under 45 CFR §164.404 (c) at the time CONTRACTOR is required to notify CITY, or

promptly thereafter as this information becomes available, even after the regulatory sixty (60) day period set forth in 45 CFR §164.410 (b) has elapsed, including:

1. A brief description of what happened, including the date of the Breach and the date of the discovery of the Breach, if known;
2. A description of the types of Unsecured PHI that were involved in the Breach (such as whether full name, social security number, date of birth, home address, account number, diagnosis, disability code, or other types of information were involved);
3. Any steps Individuals should take to protect themselves from potential harm resulting from the Breach;
4. A brief description of what CONTRACTOR is doing to investigate the Breach, to mitigate harm to Individuals, and to protect against any future Breaches; and
5. Contact procedures for Individuals to ask questions or learn additional information, which shall include a toll-free telephone number, an e-mail address, Web site, or postal address.

- 5.04 CITY may require CONTRACTOR to provide notice to the Individual as required in 45 CFR §164.404, if at the sole discretion of the CITY, it is reasonable to do so under the circumstances.
- 5.05 In the event that CONTRACTOR is responsible for a Breach of Unsecured PHI in violation of the HIPAA Privacy Rule, CONTRACTOR shall have the burden of demonstrating that CONTRACTOR made all required notifications to CITY, and as required by the Breach notification regulations, or, in the alternative, that the acquisition, access, use, or disclosure of PHI did not constitute a Breach.
- 5.06 CONTRACTOR shall maintain documentation of all required notifications of a Breach or its risk assessment under 45 CFR §164.402 to demonstrate that a Breach did not occur.
- 5.07 CONTRACTOR shall provide to CITY all specific and pertinent information about the Breach, including the information listed above, if not yet provided, to permit CITY to meet its notification obligations under Subpart D of 45 CFR Part 164 as soon as practicable, but in no event later than fifteen (15) calendar days after CONTRACTOR's initial report of the Breach to CITY.
- 5.08 CONTRACTOR shall continue to provide all additional pertinent information about the Breach to CITY as it becomes available, in reporting increments of five (5) business days after the prior report to CITY. CONTRACTOR shall also respond in good faith to all reasonable requests for further information, or follow-up information, after report to CITY, when such request is made by CITY.
- 5.09 In addition to the provisions in the body of the Agreement, CONTRACTOR shall also bear all expense or other costs associated with the Breach and shall reimburse CITY for all expenses CITY incurs in addressing the Breach and consequences thereof, including costs of investigation, notification, remediation, documentation or other costs or expenses associated with addressing the Breach.

6. PERMITTED USES AND DISCLOSURES BY CONTRACTOR.

- 6.01 CONTRACTOR may use or further disclose PHI that CITY discloses to CONTRACTOR as necessary to perform functions, activities, or services for, or on behalf of, CITY as specified in the Agreement, provided that such use or Disclosure would not violate the HIPAA Privacy Rule if done by CITY.
- 6.02 CONTRACTOR may use PHI that CITY discloses to CONTRACTOR, if necessary, for the proper management and administration of the Agreement.
- 6.03 CONTRACTOR may disclose PHI that CITY discloses to CONTRACTOR to carry out the legal responsibilities of CONTRACTOR, if:
 - 6.03.1 The Disclosure is required by law; or
 - 6.03.2 CONTRACTOR obtains reasonable assurances from the person or entity to whom/which the PHI is disclosed that it will be held confidentially and used or further disclosed only as required by law or for the purposes for which it was disclosed to the person or entity and the person or entity immediately notifies CONTRACTOR of any instance of which it is aware in which the confidentiality of the information has been breached.
- 6.04 CONTRACTOR may use or further disclose PHI that CITY discloses to CONTRACTOR to provide Data Aggregation services relating to the Health Care Operations of CONTRACTOR.
- 6.05 CONTRACTOR may use and disclose PHI that CITY discloses to CONTRACTOR consistent with the minimum necessary policies and procedures of CITY.

7. OBLIGATIONS OF CITY.

- 7.01 CITY shall notify CONTRACTOR of any limitation(s) in CITY'S notice of privacy practices in accordance with 45 CFR §164.520, to the extent that such limitation may affect CONTRACTOR'S Use or Disclosure of PHI.
- 7.02 CITY shall notify CONTRACTOR of any changes in, or revocation of, the permission by an Individual to use or disclose his or her PHI, to the extent that such changes may affect CONTRACTOR'S Use or Disclosure of PHI.
- 7.03 CITY shall notify CONTRACTOR of any restriction to the Use or Disclosure of PHI that CITY has agreed to in accordance with 45 CFR §164.522, to the extent that such restriction may affect CONTRACTOR'S use or disclosure of PHI.
- 7.04 CITY shall not request CONTRACTOR to use or disclose PHI in any manner that would not be permissible under the HIPAA Privacy Rule if done by CITY.

8. BUSINESS ASSOCIATE TERMINATION.

- 8.01 Upon CITY'S knowledge of a material breach or violation by CONTRACTOR of the requirements of this Contract, CITY shall:

8.01.1 Provide an opportunity for CONTRACTOR to cure the material breach or end the violation within thirty (30) business days; or

8.01.2 Immediately terminate the Agreement, if CONTRACTOR is unwilling or unable to cure the material breach or end the violation within (30) days, provided termination of the Agreement is feasible.

8.02 Upon termination of the Agreement, CONTRACTOR shall either destroy or return to CITY all PHI CONTRACTOR received from CITY and any and all PHI that CONTRACTOR created, maintained, or received on behalf of CITY in conformity with the HIPAA Privacy Rule.

8.02.1 This provision shall apply to all PHI that is in the possession of subcontractors or agents of CONTRACTOR.

8.02.2 CONTRACTOR shall retain no copies of the PHI.

8.02.3 In the event that CONTRACTOR determines that returning or destroying the PHI is not feasible, CONTRACTOR shall provide to CITY notification of the conditions that make return or destruction infeasible. Upon determination by CITY that return or destruction of PHI is infeasible, CONTRACTOR shall extend the protections of this Agreement to the PHI and limit further Uses and Disclosures of the PHI to those purposes that make the return or destruction infeasible, for as long as CONTRACTOR maintains the PHI.

8.03 The obligations of this Agreement shall survive the termination of the Agreement.

9. SUBSTANCE ABUSE (42 C.F.R., Part 2).

CONTRACTOR shall also comply with all provisions of 42 C.F.R., Part 2 relating to substance abuse treatment and records.