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**Agenda Item**  
**Regular Meeting of the**  
**Board of Supervisors**  
**Tuesday, January 13, 2026**

COUNTY ADMINISTRATIVE OFFICER:  
Esperanza Colio Warren

COUNTY COUNSEL:  
Gregory Priamos

CLERK OF THE BOARD:  
Vanessa Delgado

**Item Number: 2.1**

**MEETING DATE:** 01/13/2026

**DEPARTMENT:** BEHAVIORAL HEALTH

**AGENDA ITEM PREPARER:** Noelle Magner-Figueroa

**DEPT HEAD/DIRECTOR:** Rachel White

**SUBJECT:**

**BEHAVIORAL HEALTH DEPARTMENT - R. WHITE**

1. Approve the retroactive California Mental Health Services Authority (CalMHSA) Participant Agreement for support in managing activities related to the completion of FY 25/26 annual External Quality Review Audit (EQRO) the support with the federally required Performance Improvement Project (PIP) for the term of January 1, 2026 through December 31, 2026, with a contract total not to exceed \$82,900.00; and
2. Authorize Chair, County Administrative Officer, or designee to sign said contract.

SBC FILE NUMBER: 810

**AGENDA SECTION:**

CONSENT AGENDA

**BACKGROUND/SUMMARY:**

As required by Title 42, Code of Federal Regulations, Part 438, Subpart E, the Department of Health Care Services contracts with an External Quality Review Organization (EQRO). The EQRO conducts reviews of Behavioral Health Plans (BHPs) to analyze and evaluate information related to quality, timeliness, and access to Specialty Mental Health Services (SMHS) and Drug Medi-Cal (DMC) or Drug Medi-Cal Organized Delivery Services (DMC-ODS) provided by California's 56 BHPs and/or their subcontractors to Medi-Cal beneficiaries.

EQRO reviews consist of site visits, consumer (beneficiary) and family member focus groups, BHP and provider staff focus groups, data analysis and reporting, information system reviews, and the evaluation of BHP Performance Improvement Projects (PIPs). A PIP is a focused effort to improve specific administrative or clinical performance in order to improve access to and quality of SMHS, DMC, or

DMCODS. BHPs maintain at least two active PIPs for SMHS and at least two active PIPs for DMC or DMCODS at a time with one focusing on a clinical area and the other on a non-clinical area.

Each EQRO review is summarized in an individualized BHP report. Information included in individualized BHP reports is also included in an annual statewide summary report. Support offered by CalMHSA will help SBCBH complete the mandates of this requirement.

This (CalMHSA) participant agreement will support San Benito County Behavioral Health in managing these two essential activities, EQRO audit support and PIP support for fiscal year 2025-26.

CalMHSA support will include identification and completion of the portions of the Information Systems Capability Assessment Tool (ISCAT) document best responded to by CalMHSA, and identification of those items best completed by county plan. CalMHSA will liaise with the EQR organization's team, as permitted, and identify subject matter experts who will participate in virtual audits, as invited by county plan.

CalMHSA will support county plan in meeting FY25/26 EQR PIP requirements by providing regular PIP coaching and consultation around using QI tools and strategies to support PIP progress. CalMHSA will support county plans with drafting required EQR PIP submissions and resubmissions as needed. CalMHSA will provide data support, providing consultation around measures to monitor intervention effectiveness.

This contract is retroactive to January 1, 2026, due the requirement it must be in a DHCS template as a state contract.

### **FISCAL IMPACT:**

This is a new participation agreement from CalMHSA. San Benito County Behavioral Health has entered into similar agreements in previous years.

For fiscal year 2024-25 BH paid a total of \$92,103.33 for CalMHSA support services. A total of \$55,673.33 was spent on PIPs support and a total of \$36,430 spent on EQRO support.

This contract will be paid through the non-general fund specifically the GL string: 228.90.2520.1000.619.136.

### **STAFF RECOMMENDATION:**

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2. Authorize Chair, County Administrative Officer, or designee to sign said contract

### **ATTACHMENTS:**

[Agenda Fact Sheet - CalMHSA EQRO](#)  
[CalMHSA SBC EQRO and PIP Participant Agreement](#)