

STATE OF TEXAS §
 §
COUNTY OF FORT BEND §

ADDENDUM TO AGREEMENT FOR PROFESSIONAL SERVICES

This Addendum (“Addendum”) is made and entered into by and between Fort Bend County, Texas (“County”), a political subdivision of the state of Texas on behalf of the Fort Bend County Health and Human Services Department, and Justice Benefits, Inc. as the general partner of JBI, LTD., a Texas limited partnership (hereinafter referred to as “JBI” or “Contractor”). County and Contractor may be referred to individually as a “Party” or collectively as the “Parties.”

WHEREAS, subject to the changes herein, the Parties have executed and accepted Contractor’s Agreement for Professional Services and Public Health Provider Charity Program Scope of Work, (collectively hereinafter the “Agreement”), attached hereto as Exhibit “A” and incorporated by reference, for the provision of professional assistance to explore opportunities for new state funding, to review prospects for expansion of existing and new state funding opportunities, new Federal Financial Participation (hereinafter “FFP”), to review prospects for expansion of existing FFP, and to secure additional FFP as may be appropriate for the County (hereinafter the “Services”); and

WHEREAS, many of the services provided by the County are funded directly by local and state funds; and

WHEREAS, some of the County’s services are eligible for FFP, which is the portion paid by the federal government to states for their share of expenditures for providing Preventative services to the uninsured/underinsured population and certain other human service programs; and

WHEREAS, JBI is willing and able to provide Services; and

WHEREAS, the Charity Care Program is administered by the Texas Health and Human Services Commission, established under 1 Tex. Admin. Code § 355.8512, and authorize under the 1115 Demonstration Waiver, and that any funds received may be subject to federal and state law; and

WHEREAS, County has determined that this Agreement is for personal or professional services and therefore exempt from competitive bidding under Chapter 262 of the Texas Local Government Code; and

WHEREAS, the following changes are incorporated as if a part of the Agreement; and

WHEREAS, the purpose of this Addendum is to modify, delete, or amend certain terms and conditions set forth in Exhibit A; and

WHEREAS, By Execution of this Addendum, the Parties expressly agree that this Addendum is a material change from the attached Exhibit and is approved and accepted by the parties regardless of any language to the contrary:

1. **Recitals.** The recitals set forth above are incorporated herein by reference and made a part of this Agreement.
2. **Scope of Services.** Subject to the terms of this Addendum, Contractor shall provide Services as outlined in more detail in Exhibit A attached hereto and incorporated fully by reference.
3. **Indemnity.** THE PARTIES AGREE THAT UNDER THE CONSTITUTION AND THE LAWS OF THE STATE OF TEXAS, COUNTY CANNOT ENTER INTO AN AGREEMENT WHEREBY COUNTY AGREES TO INDEMNIFY OR HOLD HARMLESS ANOTHER PARTY. THEREFORE, ANY AND ALL REFERENCES IN IN THE SERVICE AGREEMENT TO COUNTY DEFENDING, INDEMNIFYING, HOLDING, OR SAVING HARMLESS CONTRACTOR OR ANY OTHER PARTY, FOR ANY REASON WHATSOEVER, ARE HEREBY REMOVED AND DELETED.
4. **Applicable Law; Arbitration; Attorney Fees.** The laws of the state of Texas govern all disputes arising out of or relating to this Agreement. The Parties hereto acknowledge that venue is proper in Fort Bend County, Texas for all legal actions or proceedings arising out of or relating to this Agreement and waive the right to sue or be sued elsewhere. County does not agree to submit disputes arising out of or related to the Agreement to binding arbitration. Therefore, any references to binding arbitration or the waiver of a right to litigate a dispute are hereby deleted from the Service Agreement. Additionally, County does not agree to pay any and/or all attorney fees incurred by Contractor in any way associated with the Agreement.
5. **Assignment.** Neither party may assign this Agreement or delegate performance under this Agreement without the prior written consent of the other, which consent shall not be unreasonably withheld. Any purported assignment of rights or delegation of performance in violation of this Section is void.
6. **Conflict.** In the event there is a conflict between this Addendum and the Agreement for Professional Services attached hereto as Exhibit "A," this Addendum shall prevail to the extent of the conflict.
7. **Certain State Law Requirements for Contracts.** The contents of this Section are required by Texas Law and are included by County regardless of content.
 - A. Agreement to Not Boycott Israel Chapter 2271 Texas Government Code: By signature below, Contractor verifies that if Contractor employs ten (10) or more full-time employees and this Agreement has a value of \$100,000 or more, Contractor does not boycott Israel and will not boycott Israel during the term of this Agreement."

B. Texas Government Code Section 2251.152 Acknowledgment: By signature below, Contractor represents pursuant to Section 2252.152 of the Texas Government Code, that Contractor is not listed on the website of the Comptroller of the State of Texas concerning the listing of companies that are identified under Section 806.051, Section 807.051 or Section 2253.153.

8. **Human Trafficking.** BY ACCEPTANCE OF THIS AGREEMENT, CONTRACTOR ACKNOWLEDGES THAT FORT BEND COUNTY IS OPPOSED TO HUMAN TRAFFICKING AND THAT NO COUNTY FUNDS WILL BE USED IN SUPPORT OF SERVICES OR ACTIVITIES THAT VIOLATE HUMAN TRAFFICKING LAWS.
9. **Electronic and Digital Signatures.** The Parties to this Agreement agree that any electronic and/or digital signatures of the Parties included in this Agreement are intended to authenticate this writing and shall have the same force and effect as the use of manual signatures.
10. **Entire Agreement.** This instrument contains the entire Agreement between the parties hereto relating to the rights herein granted and the obligation herein assumed. Any oral representations or modifications concerning this instrument shall be of no force or effect excepting a subsequent modification in writing signed by all the parties hereto.

[EXECUTION PAGE FOLLOWS]

[REMAINDER OF PAGE INTENTIONALLY LEFT BLANK]

IN WITNESS WHEREOF, this Addendum is signed, accepted, and agreed to by all Parties by and through the Parties or their agents or authorized representatives. All Parties hereby acknowledge that they have read and understood this Addendum and the exhibits hereto. All Parties further acknowledge that they have executed this legal document voluntarily and of their own free will.

FORT BEND COUNTY, TEXAS

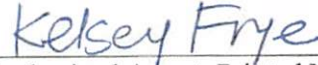
JUSTICE BENEFITS, INC.

KP George, County Judge



Authorized Agent - Signature

Date




Authorized Agent- Printed Name

ATTEST:




Title

Laura Richard, County Clerk



Date

APPROVED:



Letosha Gale-Lowe, MD, Director
Health and Human Services

AUDITOR'S CERTIFICATE

I hereby certify that funds in the amount of \$ _____ are available to pay the obligation of Fort Bend County, Texas within the foregoing Agreement.

Robert Ed Sturdivant, County Auditor

i:\agreements\2026 agreements\hhs\jbi - charity care (26-hhs-100208)\addendum to agmt for prof svcs (kej - 11.25.2025) v2
12.2.2025

Exhibit A

(Follows Behind)

AGREEMENT FOR PROFESSIONAL SERVICES

between
Justice Benefits, Incorporated
and
Fort Bend County, Texas

This Agreement is entered into by and between Fort Bend County, Texas (hereinafter referred to as the “County”) and Justice Benefits, Inc. as the general partner of JBI, LTD, a Texas limited partnership (hereinafter, collectively referred to as “JBI” or “Contractor”), located at 1711 E. Belt Line Road, Coppell, Texas 75019.

WITNESSETH

WHEREAS, many of the services provided by the County are funded directly by local and state funds when, in fact, some of those services are eligible for Federal Financial Participation (hereinafter “FFP”); and

WHEREAS, JBI is willing and able to provide professional assistance to explore opportunities for new state funding, to review prospects for expansion of existing and new state funding opportunities, new FFP, to review prospects for expansion of existing FFP, and to secure additional FFP as may be appropriate for the County;

NOW, THEREFORE, for and in consideration of these mutual covenants and promises recorded herein, the parties hereto agree as follows.

**ARTICLE I
RESPONSIBILITIES OF JBI**

JBI agrees to perform the following services:

1.01 JBI will review the policies and procedures used by the County to identify such additional Federal, State, and other revenue sources, if any, as may be available to the County through participation in new programs or expansion of existing FFP. These efforts may include any of the following activities: advising the County of the reimbursement opportunity, preparing or enhancing the claim, preparing or assisting with submittal packages, preparing audit files, assisting the County with submittals, assisting the County should it be audited for claims on which the Company assisted, or other related federal revenue enhancement activities.

1.02 JBI will continually monitor for new opportunities of funding. Whenever a new federal or state reimbursement opportunity arises, JBI may notify the County of that opportunity. JBI will strive to identify and optimize all federal and state reimbursement opportunities for the County; but is not obligated to make the County aware of all possible opportunities and shall have no liability for any omission to identify the same. Upon the County signing a written directive and/ or Initiative with JBI for the claiming of federal and/or state dollars, then JBI will be entitled to compensation for that Initiative as set forth in Article V of this Agreement.

**ARTICLE II
RESPONSIBILITIES OF THE COUNTY**

2.01 The County agrees to perform the following activities:

- a. Designate a properly authorized County representative to sign each JBI Initiative of which the County approves.
- b. Designate a contract monitor who shall:
 - i. Be the person responsible for monitoring JBI’s performance under the terms and conditions of this Agreement; and

- ii. Authorize payment for services rendered based upon properly submitted invoices to the County in accordance with Article V of this agreement (i.e. Compensation).
- c. Provide JBI with copies of or access to documents and databases that are necessary for the successful completion of work required by this Agreement.

ARTICLE III INITIAL TERM AND RENEWAL

- 3.01 The term of this Agreement is four (4) years, commencing with the date of this Agreement.
- 3.02 Upon conclusion of the Initial Term, this Agreement may be renewed for two (2) additional two (2) year terms, under the same terms and conditions as set forth herein.
- 3.03 Either Party may terminate this Agreement for Professional Services upon thirty (30) days' written notice to the other Party. County will remain obligated to compensate JBI for any services provided to County prior to the terminated date and County will make payments as set forth in Section 5.

ARTICLE IV CONFIDENTIALITY

- 4.01 The County and JBI mutually agree that the confidentiality of the information obtained by JBI shall be strictly observed, as permitted by law, in any reporting, auditing, invoicing, and evaluation, provided however, that this provision shall be construed as a standard of conduct and not a limitation upon the right to conduct the foregoing activities.

ARTICLE V COMPENSATION

5.01 The intent of this Agreement is to compensate JBI for revenues received by the County that are a direct result of JBI's efforts. These efforts may include any or all of the following activities: advising the County of the reimbursement opportunity, preparing or enhancing the claim, preparing submittal packages, preparing audit files, assisting the County with submittals, assisting the County should it be audited for claims on which the Company assisted, or other related federal and/or state revenue enhancement activities. The parties agree JBI will be compensated for revenue sources that directly result from JBI's activities described in the Scope of Services at the rates included in each attached initiative and written directive signed by the county.

❖ Each Initiative and Written Directive signed by the County includes rates at which JBI will be paid.

5.02 Unless otherwise agreed or directed by JBI in writing, the County shall make payment to the order of JBI, at 1711 E. Belt Line Road, Coppell, Texas 75019.

5.03 Both parties recognize that delays in payment or reimbursement to the County by the Federal or State government may occur. JBI will be reimbursed within thirty (30) days after funds are actually received by the County and an accurate invoice is delivered to the County by JBI, even if those receipts occur beyond the term of this Agreement.

5.04 JBI shall have the right to review the County's claims, grant awards, and such books, records, and other documents as may be required to ensure that the payment of JBI's fees is in accordance with this Agreement.

5.05 In the unlikely event any funds recovered through the program by the County is subsequently disallowed, the related fees paid to JBI will be credited against future payments or promptly repaid to County. JBI's liability is limited to the amount paid or owed to JBI.

ARTICLE VI NOTIFICATION

6.01 Any notice, specifications, reports, or other written communications from JBI to the County shall be considered delivered when posted by certified mail. Any notice, delivered by certified mail to JBI at the address on the first paragraph of this Agreement shall be considered delivered when posted.

ARTICLE VII MISCELLANEOUS PROVISIONS

7.01 **Authority.** All necessary approvals for the execution of this Agreement have been obtained and each person executing this agreement on behalf of the County is authorized to execute this Agreement as the binding act of the County. Some programs require a submission with digital signature from an authorized elected official of the County. Contractor will prepare the claim and then provide step-by-step instructions for the authorized County official to complete the online form.

7.02 **Changes to be in Writing.** This Agreement may be modified to include additional work the County desires to be completed on a fixed or contingent fee basis with the written consent of both parties.

7.03 **Choice of Law, Forum Selection and Alternative Dispute Resolution.** Once records are made available, the claim preparation work will be performed by the Contractor at its headquarters in Dallas County, Texas. This Agreement shall be governed by the laws of the State of California and any disputes shall be resolved in said state. The parties prefer informal resolution of any disputes. Prior to filing litigation, the parties shall discuss participating in alternative dispute resolution, including a pre-suit mediation or settlement conference.

7.04 **Counterparts.** This Agreement and the Initiatives that follow may be executed in separate counterparts, each of which shall be deemed to be an original, and such counterparts shall together constitute but one and the same document.

7.05 **Entire Agreement.** This Agreement and its attachments (including all approved Initiatives), if any, contain the entire Agreement between the Contractor and the County. Any previous proposals, offers, discussions, preliminary understandings, and other communications relative to this Agreement, oral or written, are hereby superseded by this Agreement.

7.06 **Force Majeure.** Contractor shall be excused from performance during any delay beyond the time named for the performance of this contract caused by any act of God, war, civil disorder, strike or other cause beyond its reasonable control.

7.07 **Headings.** The headings used herein are for convenience only and shall not limit the construction or interpretation hereof.

7.08 **Inconsistencies.** Where there exists any inconsistency between this Agreement and other provisions of collateral contractual agreements that are made a part hereof by reference or otherwise, the provisions of this Agreement shall control.

7.09 **Indemnification.** Contractor agrees to indemnify the County, its officers, employees, and agents for injury to persons or property, including contractor, its officers, employees or agents, the County, its officers, employees or agents, or other persons where such injury proximately results from an intentional act or omission of the Contractor or its employees.

7.10 **Independent Contractor.** Contractor shall be considered an independent contractor and not an employee of the County. Contractor shall be solely responsible for paying its own staff and the out-of-pocket expenses it incurs in providing services hereunder. Contractor shall also maintain general liability insurance at its own expense, in addition to workers' compensation coverages as may be required by law and will provide proof of insurance to the County upon twenty (20) days' notice.

7.11 **Interest.** In the event a written invoice for services provided under this Agreement remains unpaid for sixty (60) days, the claimant shall be entitled to interest at the highest rate allowed by law.

7.12 **Non-Discrimination.** In performing this Agreement, contractor agrees it will not engage in discrimination in employment of persons because of the race, color, sex, national origin or ancestry, or religion of such persons.

7.13 **Prohibition against Assignment.** There shall be no assignment or transfer of this Agreement without the prior written consent of both parties hereto, except as follows: Contractor shall be permitted to assign its right to be paid by the County after completing its work on an Initiative.

7.14 **Rule of Construction.** Each party and its legal counsel have been afforded the opportunity to review and revise this Agreement. The normal rule of construction to the effect that any ambiguities are to be resolved against

the drafting party shall not be employed in the interpretation of this Agreement or any amendments of exhibits hereto.

7.15 **Severability.** Each paragraph and provision hereof is severable from the entire Agreement and if any provision is declared invalid, the remaining provisions shall nevertheless remain in effect.

7.16 **Terminology and Definitions.** All personal pronouns used herein, whether used in the masculine, feminine or neutral, shall include all other genders; the singular shall include the plural and the plural shall include the singular.

7.17 **Waiver.** The failure on the part of any party to exercise or to delay in exercising, and no course of dealing with respect to any right hereunder shall operate as a waiver thereof; nor shall any single or partial exercise of any right hereunder preclude any other or further exercise thereof or the exercise of any other right. The remedies provided herein are cumulative and not exclusive of any remedies provided by law or in equity, except as expressly set forth herein.

IN WITNESS WHEREOF, the undersigned parties are fully authorized by the County and the Company respectively to execute this Agreement as of the date written below, as well as JBI Initiatives as federal and/or state reimbursement opportunities arise from time to time.

EXECUTED THIS _____ DAY OF _____, 2025

AGREED:

Fort Bend County, TX

ACCEPTED BY:

**JBI, LTD., a Texas Limited Partnership
By: Justice Benefits, Inc., a Texas Corporation
Its: Corporate General Partner**

Signature

Print Name

Title

Address: _____

By: 
Kelsey Frye

**Senior Vice President
1711 East Belt Line Road
Coppell, Texas 75019**

A) Description of JBI's Contribution:

JBI recognizes that the Fort Bend County, Texas could file Public Health Provider Charity Care Program (PHP-CCP) claims. PHP-CCP seeks reimbursement for healthcare services provided without the expectation of reimbursement who meet the provider's Charity-Care Policy, per the Texas Health and Human Services Commission.

JBI will assist with the Implementation Plan, provide training, be a secondary financial contact, enter financial information into database, and obtain the necessary financial data to successfully prepare PHP-CCP claims for the Health Department.

B) Fee Structure:

- ❖ JBI will be paid its fees per its contract with Fort Bend County, Texas on all amounts generated from this program. The contingency fee is fifteen percent (15%).
- ❖ Payments shall be made within thirty (30) days of invoicing.
- ❖ In the unlikely event any funds recovered through this program by the County is subsequently disallowed, the related fees paid to JBI will be credited against future payments or promptly repaid to County. JBI's liability is limited to the amount paid or owed to JBI.

C) Agreed, JBI may proceed with this Initiative:

Fort Bend County, TX:

Name

Date

Justice Benefits, Inc.:

Title

Kelsey Frye
Kelsey Frye
Senior Vice President

12/2/25

Date

Public Health Provider Charity Care Program

The Public Health Provider Charity Care Program (PHP-CCP) is a reimbursement program, authorized under HHSC, for Local Health Departments and Local Mental Health Agencies that reimburses costs of delivering healthcare services (including behavioral health, immunizations and other preventative services) to the uninsured population.

Financial Services

JBI's Financial Team has decades of training on the complexities of federal grants and cost compiling. Each fiscal year, JBI will compile a Charity Care cost report on behalf of the County. The Charity Care claim is a compilation of data from many sources. Payroll, expenditures, and revenue information will be provided by the client. JBI specializes in capturing all costs allocable to the Charity Care Program. JBI will customize each cost report to the County's organizational structure and accounting systems. JBI will:

- Review County's Charity Care Policy and Application to ensure compliance with program guidelines
- Review County's Chagemaster and assist with necessary changes
- Analyze revenues to ensure there is no duplication of costs claimed
- Analyze expenditures for maximized reimbursement potential
- Review payroll data to ensure all reimbursement opportunities are included
- Provide continuous follow-up with staff on any missing information or needed documentation to ensure maximized reimbursement potential
- Compile a completed claim for the County to approve
- Ensure all deadlines are met
- Implement an audit procedure and quality assurance process to ensure all costs are being claimed accurately.

Training & Program Planning

JBI will educate staff on reimbursable activities and compliance requirements. Routine check-in meetings are conducted starting in the implementation phase and continuing throughout the fiscal year. This allows JBI to walk through each step of the claiming process with the County. JBI will provide the financial training materials needed for program understanding and program planning.

Claim Support & Project Plan

Below is our project plan, outlining the 6 steps that our Charity Care team will follow to implement this program in Fort Bend County successfully and efficiently. All of JBI's services follow HHSC, HMFA, and Federal guidelines.

PHASE ONE

1. Establish Charity Care Committee

- Determine which agency staff would be appropriate to attend regular and on-going Charity Care meetings (administration, supervisors, frontline staff, fiscal, IT)
- Introduce JBI team (project implementation, financial support, technical assistance)
- Establish a “kick-off” meeting date for initial program explanation and needs assessment
- JBI team will schedule regular and on-going meetings to guide the agency through the process to build the Charity Care program
- Create meeting agendas for check-in call discussions
- Provide action items for respective agencies
- Answer questions and provide technical assistance
- Provide call re-cap summaries and schedule next check-ins

1.2 Develop and approve Charity Care & Financial Assistance Policy

- Draft Charity Care & Financial Assistance Policy in accordance with the Healthcare Financial Management Association (HFMA) guidelines and 1 TAC §355.8217
- Draft policy sections (definitions, eligibility, communication, participating providers)
- Define key terms: Charity Care, Medically Necessary, Uninsured, etc.
- Define FPL thresholds and sliding scale percentages for eligibility
- Determine how policy will be communicated to the public
- Determine what units and providers perform eligible services and will be included in the Charity Care program
- Present draft to leadership for approval
- Review draft with legal counsel
- Publish policy on internal system and public facing website with an effective date prior to the start of the Charity Care program

1.3 Define eligibility, application process, approval timelines

1.4 Develop Charity Care Application process and forms

- Develop Charity Care Application and check list of required documents
- Define FPL thresholds and sliding scale percentages
- Designate protocols for clients unable to provide required documents (affidavit of no income, etc.)
- Determine application format best suited for client needs and current agency practices (e.g., paper form provided at intake, electronic application completed on tablet)
- Translate into required languages (e.g., Spanish, Vietnamese)
- Distribute via website, front desk, and patient portal |

- Set standard timeline for approval (e.g., 30 days)
- Set standard timeline for client re-screenings (e.g., 6 months, 1 year)
- Present draft application to leadership for approval
- Review draft application with legal counsel
- Publish application in coordination with the Charity Care policy and post to public facing website
- Create SOP for staff collecting and processing Charity Care applications

1.5 Develop Charity Care Chagemaster

- Define services eligible for Charity Care reimbursement
- Develop or update the agency Chagemaster that aligns with area financial demographics
- Ensure Electronic Health Records systems are updated to reflect Chagemaster fees for services provided
- Ensure Electronic Health Records systems have the ability to report the amount of Charity Care services provided within a specified timeframe

1.6 Develop Community Communication Plan

- Draft multilingual communication templates of Charity Care Policy and Application
- Post signage in registration and waiting areas
- Publish policy summary on patient billing statements
- Train front desk staff to explain availability of program

1.7 Create provider participation list

- Determine which clinics provide eligible services
- Gather associated provider staff and locations
- Create and maintain a master participation list for cost report supporting documentation and to be uploaded into the STAIRS system

PHASE 2 – INFRASTRUCTURE SETUP

2.1 Configure EHR/Billing System for Charity Care tracking

- Review agency Electronic Health Record systems to understand documentation fields for all client types (self-pay, private insurance, Medicare, Medicaid, no insurance, etc.)
- Add Charity Care indicator to patient accounts
- Track Charity Care application status (approved/denied/date of last screen)
- Program system to tag Charity Care charges
- Program system to remind frontline staff of Charity Care re-screens needed
- Test reporting tools for data extraction (Charges Billed and Charity Care file exports)
- Document user training and workflows

2.2 Develop staff training

- Create presentation and handouts
- Schedule in-person and/or virtual training sessions
- Solicit questions and provide technical assistance
- Track participation and collect feedback

PHASE 3

3.1 Develop Cost-to-Charge Ratio (CCR)

- Develop charge master with county.
- Pull data from billing for total charges by department
- Calculate direct and indirect costs for each service line
- Use Medicare CCR methodology
- Document source data and methodologies utilized

3.2 Create Personnel Cost Worksheets

- List all staff assigned to Charity Care services
- Pull staff salary and benefit costs
- Link each position to a cost center

3.3 Documentation standards for allowable costs

- Document all allowable/unallowable expenses
- Create documentation SOPs (payroll reports, general ledgers, transaction details)
- Records will be securely stored using JBI's government-encrypted software up to seven years.

PHASE 4 and 5 – DSHS STAIRS SYSTEM PROVIDER DATA AND COST REPORT SUBMISSION

- **Entity Data:** Entity identification and general information.
- **Contract Management:** Verification of contracts and business components.
- **General Information:** Reporting period details, provider identification numbers, and cost allocation plan.
- **General and Statistical Data:** Charity care reimbursements, billed charges, and client data.
- **Payroll and Benefits:** Documentation of personnel-related expenditures.
- **Payroll Taxes and Federal Funding Reductions:** Details of payroll taxes and funding reductions.
- **Depreciation Expense & Purchase of Depreciable Assets:** Asset descriptions and depreciation details.

- **Facility, Operations, and Other Costs:** Identification of other operating costs. Allocate costs claimed in accordance with 2 CFR 200 guidelines. Attach in detail the allocation methodology used for allocating costs.
- **Preparer Verification:** Summarization of service costs
- **Report Certifications:** Certification of cost report by an authorized agent.

PHASE 6 – PROGRAM MONITORING, AUDITS & COMMUNICATION

- Review any policy changes in TAC or federal regulations
- Update Charity Care Policy as internal policies/guidelines change
- Document all revisions and effective dates
- Regularly assess program participation and areas of improvement
- Discuss potential program expansion efforts
- Share updates with agency during regular and on-going program check-in calls
- Assist with any and all federal/state audits

Audit Support

JBI attends and stays current on all state Charity Care trainings to ensure that the most recent information is being carried out at the County level.

JBI will come on-site to assist the County through any state or federal audit that they may undergo.

JBI will assist the agency in providing citations and audit responses as necessary.

JBI will assist the agency in developing and implementing corrective action plans as necessary.

