

**EXHIBIT A(x)-SCOPE OF WORK (SOW):
ADULT LANGUAGE ACCESS**

Contractor Name	Account Name Contractor Legal Name
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See Applicable Exhibit A Documents. Any additional specifications or variations in contracted service requirements applicable to this Exhibit A-SOW shall be contained herein.

I. PROGRAM NAME

Language Acute Crisis Care and Evaluation for System-Wide Services (ACCESS)

Additional Specifications Program Name - Add Specs
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II. CONTRACTED SERVICES

Access and Linkage to Treatment (including services listed below)

Outreach and Engagement

Outpatient Services:

- Mental Health Services
- Case Management/Brokerage
- Crisis Intervention
- Medication Support

Medi-Cal Requirements Apply¹

Additional Specifications Contracted Services - Add Specs

III. PROGRAM INFORMATION AND REQUIREMENTS

A. Program Goals

Contractor shall provide services to accomplish the following goals:

- i. Increase outreach, engagement, and access to behavioral health services;
- ii. Increase target communities' awareness and knowledge of mental health issues;
- iii. Increase crisis stabilization related to mental health issues; and
- iv. Reduce the impact of mental health issues on clients.

Additional Specifications Program Goals - Add Specs

¹ A portion of Contractor's services through this program are required to bill to Medi-Cal. Contractor shall ensure compliance with all applicable Medi-Cal requirements specified in this Exhibit and the Exhibit A-1 for the overall program and for any brief treatment services beyond stabilization of an acute crisis.

B. Target Population

Contractor shall provide services to the following populations:

1. Service Groups

Contractor shall serve adults with mental health issues.

Additional Specifications
Service Groups - Add Specs

2. Referral Process to Program

Contractor shall accept client referrals as follows:

Referral Process to Program - Add Specs

3. Program Eligibility

Contractor shall only serve individuals who:

- i. Are Alameda County residents;
- ii. Are 18 years of age and older;
- iii. Require short term crisis stabilization related to mental health issues;
- iv. Are eligible for payment of services through the County Mental Health Plan; and
- v. Are attempting to access the Alameda County Behavioral Health Care Services (ACBH) service system.

Additional Specifications
Program Eligibility - Add Specs

4. Limitations of Service

Not applicable.

Additional Specifications
Limitations of Service - Add Specs

C. Program Description

Contractor shall maintain programmatic services at or above the following minimum levels:

1. Program Design

Contractor shall follow the ACBH Psychological Testing Policy and Procedure, which can be referenced online at <https://bhcsproviders.acgov.org/providers/network/CBOs.htm>.

Clients requiring brief treatment services beyond stabilization of an acute crisis shall meet service necessity for specialty mental health services as defined by the California Department of Health Care Services (DHCS). Contractor's brief mental health services

shall include assessment, plan development, collateral, family engagement,² peer support services, individual and group therapy, individual and group rehabilitation and interactive complexity, case management/brokerage, crisis intervention and medication support services.

For clients in need of ongoing specialty mental health services, Contractor shall contact ACBH ACCESS for connection to ongoing services.

Additional Specifications
Program Design - Add Specs

2. Discharge Criteria and Process

Contractor shall connect clients to an appropriate level of behavioral health support.

For clients receiving brief treatment services beyond stabilization of an acute crisis, Contractor shall ensure that each individual has an appropriate discharge plan and referral to community resources as needed at least 14 days prior to discharge.

Additional Specifications
Discharge Criteria and Proc - Add Specs

3. Hours of Operation

Contractor shall maintain the following hours of operation:

Hours of Operation - Add Specs

4. Service Delivery Sites

Contractor shall provide services at the following location(s):

Service Delivery Sites - Add Specs

D. Minimum Staffing Qualifications

Contractor shall maintain the following minimum direct service positions:^{3,4}

Minimum Staffing Qual - Add Specs

IV. CONTRACT DELIVERABLES AND REQUIREMENTS

A. Process Objectives

On an annual basis, Contractor shall deliver the following services/deliverables:

² Family engagement is an umbrella term that includes family therapy, collateral family therapy, collateral family groups, multi-family groups, collateral caregiver, and any other new codes specified by ACBH.

³ The positions shall be maintained at the specified level or higher of direct FTE staff.

⁴ Clinician includes Licensed or Unlicensed Licensed Practitioner of the Healing Arts (LPHA) or Mental Health Graduate Trainee/Student.

Process Objectives - Add Specs

B. Quality Objectives

Contractor shall work collaboratively with ACBH to develop performance measures around quality of care.

Additional Specifications

Quality Objectives - Add Specs

C. Impact Objectives

Contractor shall work collaboratively with ACBH to develop performance measures around the impact of services.

Additional Specifications

Impact Objectives - Add Specs

V. REPORTING AND EVALUATION REQUIREMENTS

Contractor shall document and enter data into the Contact Tracking Database for all calls and walk-ins that are received through the ACCESS Program. For any clients receiving brief treatment beyond stabilization of an acute crisis, Contractor shall input client data into **SmartCare**.

Quarterly

Contractor shall submit a Quarterly Program Report that describes Contractor’s progress in achieving the Contract Deliverables and Requirements. Reports shall be labeled in accordance with the established naming convention and shall be uploaded to the ACBH ShareFile according to the following schedule:

Quarter	Dates Covered in Report	Due Date
1 st	July 1 – September 30	October 31 st
2 nd	October 1 – December 31	January 31 st
3 rd	January 1 – March 31	April 30 th
4 th	April 1 – June 30	July 31 st

Annual

Contractor shall submit an Annual Mental Health Services Act (MHSA) Community Services and Supports (CSS) Report on an ACBH-provided template that collects demographics data in addition to Contractor’s progress, successes, and challenges in achieving the Contract Deliverables and Requirements. Reports shall be labeled in accordance with the MHSA Three Year Plan and/or Plan Update established naming convention and shall be uploaded to the ACBH ShareFile within 30 days from the end of **each fiscal year**.

Additional Specifications
Reporting And Eval Req - Add Specs

VI. ADDITIONAL REQUIREMENTS

No additional requirements.

Additional Specifications
Additional Requirements - Add Specs