

**EXHIBIT A(x)-SCOPE OF WORK (SOW):  
WELLNESS CENTERS**

<b>Contractor Name</b>	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**

Wellness Centers

<b>Additional Specifications</b> Program Name - Add Specs
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**II. CONTRACTED SERVICES**

Outreach and Engagement

Linkage to Services, Peer Support and Wellness Services

Medi-Cal Administrative Activities (MAA) Requirements Apply

<b>Additional Specifications</b> Contracted Services - Add Specs
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**III. PROGRAM INFORMATION AND REQUIREMENTS**

**A. Program Goals**

Contractor shall provide services to accomplish the following goals:

- i. Enable clients living with serious mental illness (SMI) to function as independently as possible in the community;
- ii. Provide a welcoming entry point for individuals who are unserved or underserved by the mental health system;
- iii. Provide services in an environment of inclusion and acceptance that are, more often than not, managed and staffed by consumers who provide or arrange for peer support, wellness, and recovery-oriented education;
- iv. Use proven curricula that support the acquisition of the knowledge and skills required for clients to reach their recovery goals, which may include:
  - a. Establishing a mutual support network;
  - b. Participating in recreational activities;
  - c. Connecting with other behavioral health services, if appropriate;
  - d. Sustaining living in the community, rather than in institutional settings;
  - e. Participating in culturally- and ethnically-relevant program activities; and/or
  - f. Navigating the Housing Navigation Centers.

**Additional Specifications**  
Program Goals - Add Specs

**B. Target Population**

Contractor shall provide services to the following populations:

**1. Service Groups**

Contractor shall provide services to adults experiencing mental health challenges. These individuals may or may not be currently enrolled in Alameda County Behavioral Health Care Services (ACBH) specialty mental health programs (e.g., Service Teams, Full Service Partnerships, etc.). Clients may include individuals who are homeless or at risk of homelessness, have co-occurring substance use and/or physical health disorders, frequently use hospitals and other emergency services, are at risk of institutionalization, and/or have limited English proficiency.

**Additional Specifications**  
Service Groups - Add Specs

**2. Referral Process to Program**

Contractor shall accept referrals from any ACBH-contracted provider, mobile crisis teams (if appropriate), or the community.

**Additional Specifications**  
Referral Process to Program - Add Specs

**3. Program Eligibility**

Contractor shall serve clients who:

- i. Are Alameda County residents;
- ii. Are 18 years of age or older;
- iii. Are experiencing mental health issues;
- iv. Are not yet connected to behavioral health services;
- v. Are in need of additional support beyond that provided by any assigned specialty mental health program; and/or
- vi. Are transitioning from a specialty mental health case management program.

**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 offer peer support and wellness services to all clients. Contractor's services shall include a set of related activities to reduce risk factors for developing a potentially SMI and to build protective factors and prevent relapse.

Contractor shall provide services according to the guiding principles of wellness and recovery:

- i. Consumer and family participation and involvement;
- ii. Accessible programs and services;
- iii. Addressing age-specific needs;
- iv. Culturally-relevant programs and services;
- v. Community partnerships; and
- vi. Accountability and measurable outcomes.

Contractor shall operate the Wellness Centers as a comprehensive, transformational, and accessible service to the identified target population. Contractor shall structure Wellness Centers as natural support for clients to create their own wellness portfolio of groups, classes, and personal connections; mental health, housing, and employment services; and physical and/or psychiatric supports. Rehabilitative services shall focus on group activities geared toward increased community involvement and skill development to increase individual supports and independence.

Contractor's team shall provide regularly-structured and meaningful peer and other support activities and services that may include, but are not limited to:

- i. Social skills training;
- ii. Peer-led support groups;
- iii. Seeking Safety groups;
- iv. Social/recreational activities;
- v. Educational support;
- vi. Spiritual support;
- vii. Field trips;
- viii. Resource referrals;
- ix. Individual peer support;
- x. Peer leadership activities;
- xi. Partners in Change Outcomes Management Systems;
- xii. Motivational Interviewing;
- xiii. Wellness Management and Recovery; and
- xiv. Other wellness supports.

Contractor shall assist clients who are in need of crisis services or a higher level of care to connect with outpatient services within the Wellness Center, Acute Crisis Care and Evaluation System-wide Services (ACCESS), or the Crisis Response Team.

Contractor shall maintain a MAA claim plan, and conduct outreach and engagement in ways that maximize revenue generation through MAA.

**Additional Specifications**  
Program Design - Add Specs

**2. Discharge Criteria and Process**

Not applicable.

**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:<sup>1</sup>

Minimum Staffing Qual - Add Specs

**IV. Contract Deliverables and Requirements**

**A. Process Objectives**

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

Process Objectives - Add Specs

**B. Quality Objectives**

Contractor shall provide services toward achieving the following quality objective for clients:

Quality Measure	Quality Objective
Percent of clients reporting that they agree or strongly agree with the statement “I like the services that I received here”	At least 85%

**Additional Specifications**  
Quality Objectives - Add Specs

<sup>1</sup> The positions shall be maintained at the specified level or higher of direct FTE staff.

**C. Impact Objectives**

Contractor shall provide services toward achieving the following impact objective:

<b>Impact Measure</b>	<b>Impact Objective</b>
Percent of clients who answer that they “deal more effectively with daily problems” as a result of the services they receive	At least 50%

<b>Additional Specifications</b> Impact Objectives - Add Specs
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**V. REPORTING AND EVALUATION REQUIREMENTS**

Contractor shall use an electronic sign-in system for clients who enter the Wellness Centers. Sign-in shall be optional for clients.

Contractor shall submit MAA logs that detail Contractor’s activities sorted in ascending order by staff and then by date. These reports shall be submitted to the ACBH Finance Office Specialist Clerk by the 15<sup>th</sup> of the month for the prior month’s activities.

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:

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

Annually

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.

<b>Additional Specifications</b> Reporting And Eval Req - Add Specs
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**VI. ADDITIONAL REQUIREMENTS**

No additional requirements.

<b>Additional Specifications</b> Additional Requirements - Add Specs
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