

EXHIBIT A – PROGRAM REQUIREMENTS (A-P): ADULT OUTPATIENT THERAPY

I. Program Name

Adult Outpatient Therapy Program (Formerly Adult Level III Program)

II. Contracted Services¹

Outpatient Services

- Mental Health Services
- Case Management/Brokerage
- Crisis Intervention
- Medication Support (only if approved/included in Exhibit A- Scope of Work, SOW)

Medi-Cal Requirements Apply

III. Program Information and Requirements

A. Program Goals

Contractor shall provide services to accomplish the following goals:

- i. Reduce the impact of mental health issues on clients; and
- ii. Improve the ability of clients to function in the community.

B. Target Population

Contractor shall provide services to the following populations:

1. Service Groups

Contractor shall serve adults with moderate to severe mental health issues.

2. Referral Process to Program

Contractor shall only accept clients referred through ACBH Acute Crisis Care and Evaluation for Systemwide Services (ACCESS).

3. Program Eligibility

Contractor shall only serve individuals who:

- i. Are Alameda County residents and/or have Alameda County Medi-Cal;
- ii. Are 18 years of age or older;
- iii. Are eligible for services under an ACBH-approved insurance plan as defined by ACBH at <http://www.acbhcs.org/providers/Access/access.htm>;
- iv. Meet specialty mental health criteria with impairments in the moderate to severe range per the ACBH Behavioral Health Screening Form for

¹ See all requirements specified in the Exhibit A-1: Standard Requirements, Exhibit A - Scope of Work (Ex A-SOW), and other Exhibits attached to this Agreement.

Assessment and Treatment as Medically Necessary, which can be referenced online at <http://www.acbhcs.org/providers/network/CBOs.htm>; and

- v. Have been referred through ACCESS.

4. Limitations of Service

Not applicable.

C. Program Description

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

1. Program Design

The initial assessment and treatment plan is due 30 days from each client's entry into the program. The goals of the initial treatment plan shall be framed as achievable in 20 hours of service or less.

Clients shall be referred through ACCESS for a brief therapy model, which shall be limited to the following for most clients:

- i. Up to 20 individual, group and/or family therapy and/or crisis intervention sessions, over a six-month period (individual and family therapy sessions shall be limited to 60 minutes per session, and group therapy sessions shall be limited to 90 minutes per session);
- ii. Up to four hours of assessment or plan development; and
- iii. Up to two hours of collateral or case management/brokerage services (case management/brokerage services shall assist clients in connecting to resources that are clinically indicated).

If Contractor is approved to provide medication support (see Contracted Services in Ex A-SOW), medication support services may be rendered on an as needed basis.

Contractor shall collaborate with benefits advocacy providers to ensure the timely release of medical records and health status summaries when appropriately requested.

Contractor shall provide community referrals to external support networks such as respite care, child care, and substance abuse treatment resources. For clients who need ongoing psychiatric care, Contractor shall coordinate appropriate services through the ACBH ACCESS Line at (800) 491-9099.

2. Discharge Criteria and Process

Contractor shall ensure that each individual has an appropriate discharge plan and referral to community resources when clinically appropriate, and that this is shared with clients at least 14 days prior to discharge whenever possible. If not possible to share this with a client 14 days prior to discharge, Contractor shall document the reason(s).

3. Hours of Operation

Contractor shall maintain the hours as specified in Exhibit A-SOW.

4. Service Delivery Sites

Contractor shall deliver services at designated service delivery sites as specified in Exhibit A-SOW. Contractor may also provide services in community settings where clients are located.

Contractor shall obtain written approval from ACBH through the ACBH Program Contract Manager prior to implementing any changes in service delivery sites.

D. Minimum Staffing Qualifications

Contractor shall maintain the direct service staffing as specified in the Exhibit A-SOW.

IV. Contract Deliverables and Requirements

A. Process Objectives

Contractor shall deliver units of service as specified in Exhibit A-SOW.

B. Quality Objectives

Contractor shall provide services toward achieving the following quality objectives:

Quality Measures	Quality Objectives
Percent of clients who receive two or more visits within 30 days from their episode opening date	91%
Percent of clients who receive four or more visits within 60 days from their episode opening date	85%

C. Impact Objectives

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

V. Reporting and Evaluation Requirements

Contractor shall submit an Adult Outpatient Program Capacity Report on an ACBH-provided template on the 1st and 3rd Monday of each month to ACCESS at access@acgov.org.

VI. Additional Requirements

No additional requirements.