

## **EXHIBIT A – PROGRAM REQUIREMENTS (EX A-P): ADULT LANGUAGE ACCESS**

### **I. Program Name**

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

### **II. Contracted Services<sup>1</sup>**

Access and Linkage to Treatment, including:

Outreach and Engagement

Outpatient Services

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

Medi-Cal Requirements Apply<sup>2</sup>

### **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.

#### **B. Target Population**

Contractor shall provide services to the following populations:

##### **1. Service Groups**

Contractor shall serve adults with mental health issues.

##### **2. Referral Process to Program**

Contractor shall accept client referrals as specified in Exhibit A-SOW.

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<sup>1</sup> 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.

<sup>2</sup> 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 A-P and the Exhibit A-1 for the overall program and for any brief treatment services beyond stabilization of an acute crisis.

### **3. Program Eligibility**

#### Outreach and Engagement

Not applicable.

#### Outpatient Services - Crisis Response and Stabilization

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 ACBH service system.

Any clients requiring brief treatment services beyond stabilization of an acute crisis shall meet criteria to receive specialty mental health services under the ACBH-identified Behavioral Health Screening Form for Assessment and Treatment as Medically Necessary, which can be referenced online at: <http://www.acbhcs.org/providers/network/CBOs.htm>.

### **4. Limitations of Service**

Not applicable.

## **C. Program Description**

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

### **1. Program Design**

Contractor shall implement the Program Design as specified in Exhibit A-Scope of Work (A-SOW).

Contractor shall follow the ACBH Psychological Testing Protocol, which can be referenced online at <http://www.acbhcs.org/providers/network/CBOs.htm>.

Contractor shall implement the Adult Needs and Strengths Assessment (ANSA) according to the procedures specified by ACBH Quality Management for all clients that receive outpatient services for 60 days or longer.

### **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.

### **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 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 work collaboratively with ACBH to develop performance measures around quality of care.

**C. Impact Objectives**

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

**V. Reporting and Evaluation Requirements**

Reporting and Tracking

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 data into an electronic data collection and claiming system approved by ACBH Information Systems (IS).

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 Citrix ShareFile according to the following schedule:

| Quarter         | Dates Covered in Report | Due Date                 |
|-----------------|-------------------------|--------------------------|
| 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>   |

| Quarter         | Dates Covered in Report | Due Date              |
|-----------------|-------------------------|-----------------------|
| 4 <sup>th</sup> | April 1 – June 30       | July 31 <sup>st</sup> |

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 Citrix ShareFile** within 30 days from the end of the contract period.

**VI. Additional Requirements**

No additional requirements.