

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 Services¹

Access and Linkage to Treatment, including:

Outreach and Engagement

Outpatient Services

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

Medi-Cal and Federal Funding Requirements Apply²

III. Program Information and Requirements

A. Program Goals

Contractor shall provide services to accomplish the following goals:

- Increase outreach, engagement, and access to behavioral health services;
- Increase target communities' awareness and knowledge of mental health issues;
- Increase crisis stabilization related to a mental health issues; and
- 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.

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.

² 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:

- Are Alameda County residents;
- Are 18 years of age and older;
- Require short term crisis stabilization related to a mental health issues;
- Are eligible for payment of services through the County Mental Health Plan; and
- 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 Reporting

Contractor shall submit a Quarterly Program Report in the ACBH-specified format within 30 days from the end of the contract period to the ACBH Program Contract Manager that provides a summary of the Contractor's progress, successes, and challenges in achieving the Contract Deliverables and Requirements as listed in the Exhibit A.

These reports shall be submitted to the assigned Operational Lead through email and copy contracts@acgov.org as well as the assigned ACBH Program Contract Manager.

All quarterly reports shall be submitted in accordance with 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 Evaluation Report

Contractor shall submit an annual Evaluation Report to ACBH management in the ACBH-provided template within 30 days from the end of the contract period that collects client perceptions of service quality, impact on clients’ behavioral health outcomes, and other programmatic successes and challenges. Contractor shall work with ACBH to determine appropriate metrics for evaluation and to implement programmatic improvements.

VI. Additional Requirements

No additional requirements.