

**EXHIBIT A(x)-SCOPE OF WORK (SOW):
CALIFORNIA WORK OPPORTUNITY AND RESPONSIBILITY TO KIDS
(CALWORKS)**

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

California Work Opportunity and Responsibility to Kids (CalWORKs) Mental Health Program

Additional Specifications Program Name - Add Specs
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II. CONTRACTED SERVICES

CalWORKs Mental Health Services
Individual Placement Support (IPS)

Additional Specifications Contracted Services - Add Specs

III. PROGRAM INFORMATION AND REQUIREMENTS

A. Program Goals

Contractor shall provide services to help clients accomplish the following goals:

- i. Reduce and remove behavioral health barriers to employment;
- ii. Improve coping abilities, concentration, motivation, self-efficacy, and self-esteem;
- iii. Increase employment and self-sufficiency;
- iv. Understand and access community resources to support and maintain wellness;
- v. Attain their fullest potential in vocational, social, and emotional functioning; and
- vi. Diminish impairment and prevent serious deterioration in functioning.

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 CalWORKs Welfare to Work (WTW) recipients who are working toward establishing self-sufficiency and facing mental health and/or substance use issues that present a barrier to their employment.

Additional Specifications
Service Groups - Add Specs

2. Referral Process to Program

Contractor shall engage clients referred by Alameda County Behavioral Health Care Services (ACBH) Vocational Unit staff in coordination with the three main Social Services Agency (SSA) Self-Sufficiency Centers and Outstations. Should Contractor identify additional clients that might be eligible for CalWORKs supportive services, they shall coordinate with the appropriate SSA or ACBH Vocational Unit staff for CalWORKs WTW supportive services eligibility determination. Contractor shall provide clients not interested in ongoing mental health supportive services linkage to community resources based on the clients' immediate needs.

Additional Specifications
Referral Process to Program - Add Specs

3. Program Eligibility

Contractor shall only serve individuals who:

- i. Are CalWORKs WTW recipients in Alameda County;
- ii. Are a parent or a child with mental health and/or substance use issues that present a barrier to the parent(s)' employment; and
- iii. Are eligible for CalWORKs WTW supportive services.

Additional Specifications
Program Eligibility - Add Specs

4. Limitations of Service

CalWORKs WTW mental health/substance use supportive services eligibility shall be determined by SSA. When SSA determines an individual is no longer eligible for these services (for any number of reasons), SSA shall inform the client directly through their existing protocol. Upon notification the client is no longer eligible for WTW Mental Health Supportive Services (via SSA, ACBH, the client, or other means), Contractor shall have 45 business days to terminate treatment with the client and/or refer the client for ongoing services.

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 communicate and collaborate with SSA and ACBH Vocational Unit staff to obtain referrals and authorization for services. Contractor shall communicate with SSA and ACBH Vocational Unit staff as needed to assure active client participation in the program.

Contractor shall utilize an integrated approach that incorporates principles from the following evidence-based and best practice models, such as but not limited to:

- i. Case management models, including:
 - a. Strengths-based approach
 - b. Assertive Community Treatment Model
 - c. Clinical/Rehabilitation Model
- ii. Brief-therapy models, including:
 - a. Cognitive Behavioral Therapy
 - b. Emotional Freedom Technique
 - c. Assertive Community Treatment
 - d. Narrative work
 - e. Eye Movement Desensitization and Reprocessing
- iii. Therapeutic skill building, including:
 - a. Mindfulness
 - b. Boundary setting
 - c. Self-care
- iv. Life skill building, including:
 - a. Organization
 - b. Prioritization
 - c. Budgeting
 - d. Travel training

Contractor shall provide **case management and clinical services** to reduce and remove behavioral health barriers to employment among clients. Case management services shall be based on Substance Abuse and Mental Health Services Administration (SAMHSA) case management principles (2012)¹ **and shall include the following activities:**

- i. **Conduct outreach, case finding, and engagement; Conducts assertive outreach and engagement to new referrals;**
- ii. **Provides assessment and ongoing reassessment; Broad-based and part of a comprehensive (biopsychosocial) assessment;**
- iii. **Assists in goal planning; Comprehensive planning that may include any of a participant's life areas that present as barriers to employment;**
- iv. **Makes referrals and conducts linkage to needed resources; Multiple resources (e.g. housing, SUD, transportation, childcare, education/training, children's school/Individualized Education Plan, etc.), as needed, are integrated into a broad package of case management services;**
- v. **Monitors resource linkage; Closely involved in ongoing relationship between participant and the resources they have been linked to;**
- vi. **Provides therapeutic services beyond resource acquisition (e.g. therapy, skills teaching); Provides many services within a package of treatment/case management services;**
- vii. **Helps develop informal support systems; Through use of wellness centers, family, and mutual help support (peer groups);**

¹ SAMHSA Case Management Principles p. 13 <https://store.samhsa.gov/sites/default/files/d7/priv/sma15-4215.pdf>

- viii. Responds to crises; Responds to crises-related mental health and resource needs, stabilizes situation, provides further therapeutic interventions;²
- ix. Engages in advocacy on behalf of the individual participant; Assertively advocates for participant's needs with multiple systems, including agencies, families, legal/justice systems;
- x. Engages in advocacy in support of resource development; Advocates for needed resources; and
- xi. Provides direct services related to resource acquisition (e.g. wellness center. Employment services); Provides many direct services within a unified package of treatment/case management.

Contractor shall engage eligible clients and provide them the following mental health services: alcohol and other drug education, assessment, brokerage/resource linkage, case management, collateral, outreach/engagement, individual rehabilitation, peer engagement, plan development, psycho-education, short-term individual and group therapy.

Contractor shall develop an individualized care plan with clear goals for each client. Contractor shall refer clients for other services such as higher level of mental health treatment, medication evaluation, treatment for substance use disorders, and/or Supplemental Security Income evaluation, if indicated. Because of the time-limited nature of the behavioral health services, long-term individual therapy **as a stand-alone service** is not appropriate. Contractor shall refer clients who appear to have severe behavioral health impairments or who need longer-term services to ACBH Acute Crisis Care and Evaluation for System-wide Services (ACCESS) program for assessment and treatment.

Contractor's staff shall facilitate weekly clinical treatment meetings **on a monthly basis and include ACBH Vocational Unit staff in the clinical treatment team meetings** to ensure oversight of program activation and service delivery.

Contractor shall facilitate client-specific clinical case conferences including CalWORKs WTW mental health multi-disciplinary team, ACBH/SSA staff (Employment Counselors, Social Workers, Operational Leads, etc.), and other partners as needed.

Contractor's staff shall present, upon request, a service overview for SSA staff during in-service training and weekly to program participants during CalWORKs WTW orientations.

Contractor's staff shall facilitate mental health workshops and coordinate activities with SSA Career and Employment Center (CEC) providers weekly as part of SSA WTW Job Club activities.

Contractor shall develop and maintain a Subcontract or Memorandum of Understanding (MOU) with the purpose of outlining roles and responsibilities for this subcontractor and

² Contractor shall be available to SSA staff upon request for client crisis intervention as necessary.

with any partner that forms a formal collaboration with another entity in relation to this program. Any Subcontract or MOU will be designed to ensure communication and the coordination of services that are being provided. Any Subcontract or MOU shall be renewed each fiscal year and be amended as needed. Contractor shall provide a copy of the executed Subcontract(s) or MOU(s) to ACBH Vocational designee by October 30th of each fiscal year.

Additional Specifications Program Design - Add Specs
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2. Discharge Criteria and Process

Contractor shall discharge clients:

- i. Upon completion of the client’s identified goals within the program;
- ii. When the client has disengaged from services for 90 days or longer despite documented assertive attempts by Contractor to reengage the client;
- iii. Upon notification that the client is no longer eligible for WTW program services from SSA, the client, or other sources; and/or
- iv. When the client indicates they are no longer interested in obtaining employment.

Contractor shall document assertive outreach attempts to reengage the client prior to administrative discharge. Contractor shall engage the client in discharge planning and make referrals to other service providers as appropriate.

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

Alternative arrangements may be made outside of Contractor’s regular hours of operation depending upon client need.

4. Service Delivery Sites

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

Service Delivery Sites - Add Specs

Contractor shall also provide services in community settings where clients are located.

D. Minimum Staffing Qualifications

Contractor shall maintain the following minimum direct service positions:³

- 1.0 Full-Time Equivalent (FTE) Licensed Practitioner of the Healing Arts (LPHA)⁴
- 1.0 FTE IPS Staff (Supported Employment Staff)
- 1.0 FTE Peer Specialist or Case Manager

Contractor’s IPS Staff shall have experience in implementing the IPS program.

Additional Specifications Minimum Staffing Qual - Add Specs

IV. CONTRACT DELIVERABLES AND REQUIREMENTS

A. Process Objectives

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

Process Measure	Process Objective
Number of unduplicated clients	100
Number of clients at any given time	50
Number of outpatient units	
Percent of clients who respond to the client satisfaction survey	30%

Additional Specifications Process Measure - Add Specs

B. Quality Objectives

Contractor shall provide services toward achieving the following quality objectives:

Quality Measures	Quality Objectives
Percent of clients who are working at anytime	30%
Percent of services that are field based	65%
Percent of client’s score satisfactory on the client satisfaction survey	75%

Additional Specifications Quality Objectives - Add Specs
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C. Impact Objectives

Impact Measures	Impact Objectives
Percent of clients that either met their goals or partially met their goals before being discharged	40%

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

⁴ LPHA includes staff who are registered with the California Board of Behavioral Sciences, usually registered MFT/ASW interns, Professional Clinical Counselors (unlicensed), psychologists and psychiatrists who are waived by the State to provide services.

Impact Measures	Impact Objectives
Number of clients with at least one job placement per year per Employment Specialist	12

Additional Specifications
Impact Objectives - Add Specs

V. REPORTING AND EVALUATION REQUIREMENTS

Contractor shall input data into SmartCare by the third business day of each month according to the written data entry procedures specified by ACBH Information Systems (IS), and complete any corrections based on the test claim by no later than the 20th of each month.

Additional Specifications
Reporting And Eval Req - Add Specs

VI. ADDITIONAL REQUIREMENTS

Contractor shall submit the following to the identified SSA liaison via secure email system:

- i. A signed copy of the ACBH Release of Information Form within five days of episode opening;
- ii. An Initial Assessment Report Form for each new client, within five working days of completing the intake assessment; and
- iii. A Monthly Attendance and Progress Report for every client with an open case within five days of the beginning of the month for the previous month.

IPS Supported Employment

Contractor shall implement the evidence based practice, IPS, for individuals who have expressed interest and motivation in pursuing competitive employment, regardless of their employment readiness, diagnoses, symptoms, substance use history, psychiatric hospitalizations, homelessness, level of disability, or legal system involvement.

Contractor's designated IPS Staff shall provide the evidence-based practice of IPS Supported Employment in line with the eight Practice Principles and the 25 Fidelity Standards.⁵ Contractor shall implement a model that fully integrates the roles of IPS Staff into the mental health treatment services team.

Upon referral to the IPS service, Contractor's IPS Staff shall conduct all phases of supported employment including intake, engagement, assessment, career profile, employment plan, job development, job placement, and job shadowing. Contractor shall offer specialized benefits planning to clients upon referral to the program, when starting a new job, and thereafter when there are changes to work hours and/or pay. Contractor shall help clients access additional support and benefits for which they may be eligible through the California Department of Rehabilitation. Employment Plans shall be updated as conditions change, but at least semi-

⁵ <https://ipsworks.org/>
IPS Fidelity Scale: <https://ipsworks.org/wp-content/uploads/2017/08/IPS-Fidelity-Scale-Eng1.pdf>

annually. Employment Plans shall also be updated should the client not have attained employment within 90 days of intake.

Contractor's IPS Staff and/or clients shall engage in their first face-to-face contact with an employer within 30 days of referral. Upon placement, Contractor's staff shall continue to provide job development, face-to-face employer contacts and follow-along supports on an ongoing basis, as determined by individual client needs. Contractor's staff shall provide reassessment when a client ends a job and periodically as needed.

Contractor shall participate in fidelity review site visits at least annually as determined by the ACBH Vocational Unit. Following the baseline IPS fidelity review, Contractor shall submit quarterly IPS outcome data to the ACBH IPS Trainer and IPS Center at Rockville Institute (Westat).

When a client is discharged by the mental health team, they shall also be discharged from IPS Services. Otherwise, discharge from IPS services shall occur when the client reports stability and/or satisfaction with their job, and/or when there no longer appears to be a need for regular follow-along support from the Employment Specialist.

Contractor shall also discharge a client from IPS services when the client indicates they are no longer interested in obtaining employment or have disengaged from services for 90 days or longer. For these situations, Contractor shall document assertive outreach attempts to reengage the client prior to discharge. When possible, discharge planning shall involve collaboration between the IPS Staff, the client, and the client's mental health team.

Contractor shall provide IPS services toward achieving the following quality and impact objectives:

Quality Measures	Quality Objectives
Minimum fidelity score which is equivalent to "good" on the Supported Employment Fidelity Scale	80%

Impact Measures	Impact Objectives
Percent of clients who have retained employment for 45 days or longer	60%

Additional Specifications Additional Requirements - Add Specs
