

EXHIBIT A(Sub-Exhibit A)-SCOPE OF WORK (SOW): WELLNESS CENTERS

Contractor Name	Account NameContractor 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

Additional Specifications Program Name - Add Specs
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II. CONTRACTED SERVICES

Outreach and Engagement

Linkage to Services, Peer Support and Wellness Services

Alameda County Health, Behavioral Health Department (ACBHD) Substitute Payee Program¹

Individual Placement Support (IPS)²

Medi-Cal Administrative Activities (MAA) Requirements Apply

Additional Specifications Contracted Services - Add Specs

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;

¹ Contractor shall comply with standard ACBHD requirements for Other Contracted Services as described in Section VI. Additional Requirements.

² Contractor shall comply with standard ACBHD requirements for Other Contracted Services as described in Section VI. Additional Requirements.

- 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 Health, Behavioral Health Care Department (ACBHD) 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 ACBHD-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;
- vi. Accountability and measurable outcomes; and
- vii. Education on benefits and Alameda County Specialty Mental Health Services

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
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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:³

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 Objectives - Add Specs

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

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

C. Impact Objectives

Contractor shall provide services toward achieving the following impact objective:

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

Additional Specifications

Impact Objectives - Add Specs

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 **ACBHD** Finance Office Specialist Clerk by the 15th of the month for the prior month’s activities.

Quarterly

Contractor shall submit a Quarterly Program Report that describes Contractor’s progress and challenges in achieving the Contract Deliverables and Requirements. Reports shall contain cumulative data from the beginning of the contract fiscal year through the current reporting period. Reports shall be labeled in accordance with the ACBHD established naming convention and shall be uploaded to ShareFile according to the following schedule:

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

Annually

Contractor shall submit an Annual Mental Health Services Act (MHSA) Community Services and Supports (CSS) Report on an ACBHD-provided template that includes Contractor's progress, successes, and challenges in achieving the Contract Deliverables and Requirements. Reports shall be labeled in accordance with the established naming convention and shall be uploaded to the ACBHD ShareFile within 30 days from the end of each fiscal year.

Additional Specifications

Reporting And Eval Req - Add Specs

VI. ADDITIONAL REQUIREMENTS

IPS Supported Employment

Contractor shall implement the evidenced 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.⁴ 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-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).

⁴ <https://ipsworks.org/>

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

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 supports 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%

ACBHD Substitute Payee Program

Contractor shall provide services to accomplish the following goals:

- i. Promote fiscal/benefits stability among clients;
- ii. Support clients in maintaining basic needs including but not limited to housing, food, utilities, and clothing; and
- iii. Coach clients to achieve financial independence.

Clients may be referred to the ACBHD Substitute Payee Program by a Clinician, Social Worker, case manager, Personal Services Coordinator, and/or Public Guardian/Conservator.

ACBHD Substitute Payee Program shall only accept clients who:

- i. Have an assigned case manager within the referring agency who is trained to work with the ACBHD Substitute Payee Program; and
- ii. Have been approved by the ACBHD Substitute Payee Program.

Contractor shall collaborate with clients and the ACBHD Substitute Payee Program to provide non-clinical Substitute Payee services and coordinate Substitute Payee client care and documentation. Contractor shall comply with all operational guidelines and requirements as set forth by the ACBHD Substitute Payee Program.⁵

⁵ <https://bhcsproviders.acgov.org/providers/Subpayee/subpayee.htm>

ACBHD Substitute Payee Program shall include:

- i. Submitting transmittal forms to the ACBHD Substitute Payee Program for payment requests, budget changes, and address changes;
- ii. Receiving client checks via mail when needed;
- iii. Storing client checks securely in a locked storage space and educating clients about properly securing and safeguarding the checks that are issued to them;
- iv. Disbursing checks to clients when applicable in a timely manner;
- v. Assisting clients in budgeting and managing funds and maintaining benefits; and
- vi. Maintaining a minimum of monthly contact with clients receiving ACBHD Substitute Payee Program services.

Contractor shall send a written request to ACBHD Substitute Payee Program for approval of client discharge for clients who are assessed by Contractor as meeting criteria for discharge from the ACBHD Substitute Payee Program.

Contractor shall:

- i. Notify the ACBHD Substitute Payee Program as soon as possible if a client's whereabouts are unknown;
- ii. Notify the ACBHD Substitute Payee Program when closing a client to their program;
- iii. Notify the ACBHD Substitute Payee Program when transferring a client to a new Substitute Payee Program case manager; and/or
- iv. Notify the ACBHD Substitute Payee Program of any changes that may affect client's eligibility for benefits and/or benefit amounts, such as incarceration, hospitalization, living arrangement changes, and/or employment status.

Contractor shall provide services in accordance with the following policies:⁶

- i. ACBHD Substitute Payee Program Description;
- ii. ACBHD Substitute Payee Program Operational Guidelines for Case Managers and Contact Persons; and
- iii. Reporting Responsibilities for Substitute Payee Case Managers and Contact Persons.

Contractor shall return all undistributed client checks to the ACBHD Substitute Payee Program within 48 hours of written notice from ACBHD upon termination of ACBHD Substitute Payee Program. Contractor shall return any checks older than 30 days to the ACBHD Substitute Payee Program.

Additional Specifications

Additional Requirements - Add Specs

⁶ <https://bhcsproviders.acgov.org/providers/network/CBOs.htm>