

**EXHIBIT A(Sub-Exhibit A)-SCOPE OF WORK (SOW):  
HOUSING SUPPORT PROGRAM (HSP)**

Contractor Name	Account NameContractor Legal Name
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**I. PROGRAM NAME**

Housing Support Program (HSP)

<b>Additional Specifications</b> Program Name - Add Specs
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**II. CONTRACTED SERVICES**

Contractor shall provide the following HSP Levels of Care (LOC) and contracted supports as indicated below:

- ☐ Level 1: Basic Board and Care
- ☐ Level 2: Basic Board and Care
- ☐ Level 3: Basic Board and Care
- ☐ Level 4A: Low-Level Specialized Care
- ☐ Level 4B: Mid-Level Specialized Care
- ☐ Level 4C: High-Level Specialized Care

Contractor shall provide the following supports on an approved as needed basis:  
Level 2 and Level 3 LOCs:

- ☐ Physically accessible or non-ambulatory bed
- ☐ Injection medication administration
- ☐ Intensive Activities of Daily Living (ADL) or Instrumental ADL (IADL) support
- ☐ Transitional Age Youth (TAY)-specific care

Level 4A and Level 4B LOCs:

- ☐ Oxygen management
- ☐ CPAP/Sleep management
- ☐ Ostomy
- ☐ Catheter
- ☐ Wound Care (stage 1 or 2)
- ☐ Diabetic care/insulin administration
- ☐ IADLs support
- ☐ Incontinence care
- ☐ Specialty diet
- ☐ Dementia Care

Level 4C:

- ☐ Hospice
- ☐ Continuous 24-hour Bedside Care

<b>Additional Specifications</b>
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### III. PROGRAM INFORMATION AND REQUIREMENTS

#### A. Program Goals

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

- i. Reduce severity of mental health symptoms;
- ii. Improve daily functioning;
- iii. Improve overall health status;
- iv. Obtain/maintain housing stability;
- v. Increase community connections/social networks;
- vi. Reduce tobacco use;
- vii. Obtain needed mental health, substance use, and primary care services;
- viii. Meet care and supervision needs;
- ix. Engage in community and wellness activities;
- x. Link with Alameda County Behavioral Health Department (ACBHD)-contracted Individual Placement and Support (IPS) Supported Employment education and employment services;
- xi. Move to more integrated and independent housing settings appropriate to meet their needs and goals; and
- xii. **Increase** hope, personal empowerment, respect, social connection, self-responsibility and self-determination.

<b>Additional Specifications</b>
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Program Goals - Add Specs
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#### B. Target Population

Contractor shall provide services to the following populations:

##### 1. Service Groups

Contractor shall provide services to individuals 18 years of age and older with serious mental illness (SMI).

<b>Additional Specifications</b>
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Service Groups - Add Specs
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##### 2. Referral Process to Program

Contractor shall accept referrals from ACBHD sub-acute mental health facilities including but not limited to Villa Fairmont, Morton Bakar, and Gladman. Additional referrals may come from the ACBHD State Psychiatric Hospital Liaison as well as other behavioral health community-based organizations. Referrals shall be approved by Alameda County Health Housing and Homeless Services (AC Health H&H) based on the appropriate HSP Level of Care as determined by client needs.

AC Health H&H shall review and approve clients requiring additional HSP Levels of Care program supports and/or services based on a formal written request from Contractor utilizing the approved AC Health H&H template packet. This request shall include a description of the additional supports Contractor shall provide to the client.

**Additional Specifications**

Referral Process to Program - Add Specs

**3. Program Eligibility**

Clients must be referred/approved by AC Health H&H and meet service necessity for the applicable HSP Level of Care identified under Section II. Contracted Services as indicated below:

<b>HSP Levels of Care</b>	<b>Client Needs</b>
1: Basic Board and Care	Individuals requiring care and supervision services, and additional basic services.
2: Basic Board and Care and ONE Service or Support	Individuals requiring care and supervision services, basic services, and/or additional supports. Specifically, individuals require <b>ONE</b> of the services and/or supports identified under Section II. Contracted Services.
3: Basic Board and Care and TWO or more Services or Supports	Individuals requiring care and supervision services, basic services, and additional support services. Specifically, individuals require <b>TWO or MORE</b> of the services and/or supports identified under Section II. Contracted Services.
4A: Level 4A: Low-Level Specialized Care	One to four of the below supports: a. Oxygen management b. CPAP/Sleep management c. Ostomy d. Catheter e. Wound Care (stage 1 or 2) f. Diabetic care/insulin administration g. IADLs support (must be bundled with other supports) h. Incontinence care i. Specialty diet
4B: Level 4B: Mid-Level Specialized Care	a. Five or more of the Level 4A supports, and/or b. Dementia Care
4C: High-Level Specialized Care	a. Hospice, and/or b. Continuous 24-hour Bedside Care

**Additional Specifications**

Program Eligibility - Add Specs

**4. Limitations of Service**

Contractor shall consider all referrals from the County and shall work with their designated HSP Liaison to accommodate new referrals into vacant County-designated beds. Contractor shall document in writing to the HSP Liaison their specific reasons for refusing any County referral.

<b>Additional Specifications</b>
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Limitations of Service - Add Specs
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### C. Program Description

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

#### 1. Program Design

Contractor shall provide HSP services, which shall include additional supportive, supervisory, and rehabilitative services as described below in addition to care and supervision requirements established and monitored by the California Department of Social Services, Community Care Licensing Division (CCLD). Contractor shall remain informed of the Housing First Model<sup>1</sup> and emerging practices.

Contractor shall:

- i. Participate in the County's monthly HSP training and support activities.
- ii. Maintain individual client records in accordance with CCLD and County requirements.<sup>2</sup>
- iii. Allow access to the facility by County, County-contracted, and State staff for client assessment, monitoring, record review, consultation, and additional on-site supportive programming for residents.
- iv. Maintain the capacity to meet the specialized needs of clients served, including TAY, adults, and older adults with serious mental illness, as identified by the County and in the facility's program plan.

Contracted services shall include, but shall not be limited to, all of the following components, as specified in each client's Service Plan:

- i. At time of entry, conducting a care coordination treatment planning meeting, including the client's psychiatrist, medical provider, conservators, case/care manager, home operator/staff, and client.
- ii. Coordinating referrals and access to employment, social, educational, and recreational supports for clients.
- iii. Supporting and coordinating with outside resources to conduct services onsite to better connect clients to needed information and services (including support groups, educational events, workshops, trainings, etc.).

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<sup>1</sup> For more information please refer to: [housing-first-fact-sheet.pdf](#)

<sup>2</sup> In addition to CCLD requirements, the County requires that all client records maintained at the facility contain names and contact information for each of the residents residing in County-designated beds in addition to the following: a) Current health insurance and health insurance plan; b) Current primary care medical provider; c) Current psychiatrist, when applicable; d) Current case manager/service coordinator; e) Current pharmacy; and f) Current emergency contact(s). In addition, the County requires that all client files for residents in County-designated beds contain a copy of an updated treatment plan on each resident developed collaboratively with their case manager/service provider. At a minimum, this plan must be updated on an annual basis and for significant life events that impact the resident.

- iv. Organizing onsite social events for clients.
- v. Providing or arranging transportation to meet the client's mental health needs and for participation in planned programs.
- vi. Encouraging the client to take increasing responsibility for the client's own treatment by supporting self-established goals and the use of support and treatment through individual and group supports.
- vii. Encouraging the client's use of public transportation, use of leisure time in a constructive manner, and maintenance of adequate hygiene and grooming.
- viii. Assisting the client to learn social relationship skills, such as communication with others and the appropriate expression of feelings.
- ix. Participating in meetings with ACBHD staff.
- x. Assisting the client in developing skills of budgeting, personal shopping, monetary transactions, menu planning, and shopping for, and the preparation of, basic meals with the goal of supporting clients to move toward greater living independence over time.
- xi. Assisting the client in becoming responsible for self-medication, as prescribed by the treating physician.
- xii. Providing close supervision of, and intensive interactions with, clients who require the management of difficult behavioral problems, consistent with the client's service plan.

In collaboration with ACBHD and other County and County-contracted service providers, contracted services shall also include supporting and encouraging the client to:

- i. Identify and secure more independent living arrangements over time through a variety of strategies including, but not limited to: supporting affordable housing applications, cultivating relationships with potential housemates, and fostering the development of community living skills.
- ii. Pursue educational and employment opportunities.
- iii. Increase their financial independence and personal assets.
- iv. Address substance use disorders, including, but not limited to, nicotine and alcohol dependence.

Providers of contracted services understand and agree to the following policies specific to Alameda County:

- i. AC Health H&H shall review requests for clients requiring HSP (Levels 2, 3 and 4) additional supports and services and approve, as appropriate.
- ii. Sites serving clients with limited mobility shall demonstrate non-ambulatory certification and/or approval from CCLD for non-ambulatory beds.
- iii. Providers approved to provide TAY-specific programming shall provide age-appropriate programming that may include providing education workshops, youth-focused recreational opportunities, linking TAY with appropriate outside supports, etc.
- iv. Providers serving clients needing injections shall maintain appropriate staffing and supervision.

- v. Providers serving clients requiring a higher level of staffing to meet functional needs shall maintain appropriate staffing and equipment to help with daily hygiene needs, transportation, toileting, etc.
- vi. Providers serving clients at risk for increased self-harm or harm to others shall maintain appropriate staffing and support to meet their needs in collaboration with ACBHD, other County departments, and their contracted providers.
- vii. Providers shall only utilize medical doctors in good standing with the Medical Board. Medical doctors providing services to HSP clients shall not be on probation or under any current disciplinary actions.
- viii. Providers shall only utilize pharmacies in good standing with the California Board of Pharmacy. Pharmacies providing services to HSP clients shall not be on probation or under any current disciplinary actions.

<b>Additional Specifications</b>
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Program Design - Add Specs
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## **2. Discharge Criteria and Process**

Clients shall be discharged according to CCLD regulations. Contractor shall contact ACBHD and AC Health H&H as soon as they have concerns about the need to potentially discharge a client. Contractor, ACBHD, AC Health H&H staff, and the client's service providers shall work together to coordinate housing stability. Client discharges from the facility shall be the last resort.

<b>Additional Specifications</b>
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Discharge Criteria and Proc - Add Specs
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## **3. Hours of Operation**

Contractor shall maintain the following hours of operation:

- Seven days per week, 24 hours per day; 365 days per year.

<b>Additional Specifications</b>
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Hours of Operation - Add Specs
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## **4. Service Delivery Sites**

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

Service Delivery Sites - Add Specs
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At these location(s), Contractor shall maintain:

- Fire clearance; and
- Adult Residential Facility (ARF) license; or
- Residential Care Facilities for the Elderly (RCFE) license.

County reserves the right to review and verify Contractor's current CCLD licensure with Contractor and/or State, on at least an annual basis, as well as to request information on any violations, penalties, and/or citations. Contractor shall notify ACBHD of any CCLD

citations Contractor or Contractor's facility receives within 30 days and provide documentation when each citation has been resolved. County may request a plan of correction from Contractor for any unresolved citations and/or repeat violations. Contract renewal shall be deemed on the basis of Contractor's timely resolution of said plan of correction and/or Contractor's overall performance.

**D. Minimum Staffing Qualifications**

Contractor shall provide the staffing required to deliver the contracted services as described in this Agreement.

**Additional Specifications**

Minimum Staffing Qual - Add Specs

**IV. CONTRACT DELIVERABLES AND REQUIREMENTS**

**A. Process Objectives**

On an annual basis, Contractor shall provide the services, as described in the Program Description, to eligible clients.

**Additional Specifications**

Process Objectives - Add Specs

**B. Quality Objectives**

Contractor shall obtain a minimum of 20 hours of HSP training per year for supervisory staff in relevant mental health programming provided by or approved by the County.

**Additional Specifications**

Quality Objectives - Add Specs

**C. Impact Objectives**

Contractor shall work collaboratively with AC Health H&H to develop performance measures around impact of services.

**Additional Specifications**

Impact Objectives - Add Specs

**V. REPORTING AND EVALUATION REQUIREMENTS**

Contractor shall track vacancies weekly and provide a written report to AC Health H&H designee by the third Thursday of each month.

Contractor shall enter data in the Homeless Management Information Systems (HMIS) within three business days from the date of service. Contractor shall, at a minimum, collect and enter the clients' intake data profile, enrollment/discharge, updates, annual assessment, and documentation of services provided. Contractor shall provide additional data as requested by AC Health H&H.

<b>Additional Specifications</b>
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Reporting And Eval Req - Add Specs
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## VI. ADDITIONAL REQUIREMENTS

No additional requirements.

<b>Additional Specifications</b>
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Additional Requirements - Add Specs
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