EXHIBIT A(Sub-Exhibit A)-SCOPE OF WORK (SOW):
ADULT LANGUAGE ACCESS

Contractor Name	Account NameContractor Legal Name

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

Language Acute Crisis Care and Evaluation for Systemwide Services (ACCESS)

Additional Specifications
Program Name - Add Specs

II. CONTRACTED SERVICES

Access and Linkage to Treatment

Outreach and Engagement

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

Medi-Cal Requirements Apply[1]

Additional Specifications
Contracted Services - Add Specs

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.

Additional Specifications
Program Goals - Add Specs

[1] 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 and the Exhibit A-1 for the overall program and for any brief treatment services beyond stabilization of an acute crisis.

B. Target Population

Contractor shall provide services to the following populations:

1. Service Groups

Contractor shall serve adults with mental health issues.

Additional Specifications
Service Groups - Add Specs

2. Referral Process to Program

Contractor shall accept client referrals as follows:

Referral Process to Program - Add Specs

3. Program Eligibility

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 Alameda County Behavioral Health Department (ACBHD) service system.

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 follow the ACBHD Psychological Testing Policy and Procedure, which can be referenced online at https://bhcsproviders.acgov.org/providers/network/CBOs.htm.

Clients requiring brief treatment services beyond stabilization of an acute crisis shall meet service necessity for Specialty Mental Health Services (SMHS) as defined by the California Department of Health Care Services (DHCS). Contractor's brief mental health services shall include assessment, plan development, collateral, family

engagement,[2] peer support services, individual and group therapy, individual and group rehabilitation and interactive complexity, case management/brokerage, crisis intervention and medication support services.

For clients in need of ongoing SMHS, Contractor shall contact ACBHD ACCESS for connection to ongoing services.

Additional Specifications
Program Design - Add Specs

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.

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:[3,4]

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

[2] Family engagement is an umbrella term that includes family therapy, collateral family therapy, collateral family groups, multi-family groups, collateral caregiver, and any other new codes specified by ACBHD.
[3] The positions shall be maintained at the specified level or higher of direct FTE staff.
[4] Clinician includes Licensed or Unlicensed Licensed Practitioner of the Healing Arts (LPHA) or Mental Health Graduate Trainee/Student.

B. Quality Objectives

Contractor shall work collaboratively with ACBHD to develop performance measures around quality of care.

Additional Specifications
Quality Objectives - Add Specs

C. Impact Objectives

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

Additional Specifications
Impact Objectives - Add Specs

V. REPORTING AND EVALUATION REQUIREMENTS

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 client data into SmartCare.

Quarterly

Contractor shall submit a Quarterly Program Report that describes Contractor's progress 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.

In the quarterly report, Contractor shall document on a ACBHD provided template the number of Screening Tools administered to clients, including but not limited to, Screening Tools indicating referral to SMHS (score of 6 and higher) for assessment and Screening Tools administered indicating referral to Managed Care Plans/NSMHS (score of 5 and below) for assessment. Assessments and surveys shall be administered in the client's preferred language when possible and when translation is available.

Reports shall be labeled in accordance with the ACBHD established naming convention and shall be uploaded to the ACBHD ShareFile according to the following schedule:

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

Annual

Contractor shall submit an Annual Behavioral Health Services Act (BHSA) 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

No additional requirements.

Additional Specifications
Additional Requirements - Add Specs