

**EXHIBIT (Sub-Exhibit A)-SCOPE OF WORK (SOW):  
ADULT OUTPATIENT THERAPY**

<b>Contractor Name</b>	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**

Adult Outpatient Therapy

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

Outpatient Services

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

Medi-Cal Requirements Apply

<b>Additional Specifications</b> Contracted Services - Add Specs
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**III. PROGRAM INFORMATION AND REQUIREMENTS**

**A. Program Goals**

Contractor shall provide services to accomplish the following goals:

- i. Reduce the impact of mental health issues on clients; and
- ii. Improve the ability of clients to function in the community.

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

Contractor shall provide services to the following populations:

**1. Service Groups**

Contractor shall serve adults with moderate to severe mental health issues.

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

Contractor shall accept clients referred through Alameda County Behavioral Health Department (ACBHD) Acute Crisis Care and Evaluation for Systemwide Services (ACCESS) or may accept self-referred clients in compliance with No Wrong Door.

**Additional Specifications**  
Referral Process to Program - Add Specs

**3. Program Eligibility**

Contractor shall only serve individuals who:

- i. Are Alameda County residents and/or have Alameda County Medi-Cal;
- ii. Are 18 years of age or older;
- iii. Are eligible for services under an ACBHD-approved insurance plan as defined by ACBHD at <https://bhcsproviders.acgov.org/providers/Access/access.htm>;
- iv. Meet service necessity for Specialty Mental Health Services (SMHS) as defined by the California Department of Health Care Services (DHCS); and
- v. Are referred through ACCESS or self-referred.

**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**

The initial assessment and care plan are due 60 days from each client’s entry into the program. If Contractor’s initial assessment or reassessment indicates a need for a more intensive level of care or that a client is not eligible for SMHS, Contractor shall call ACCESS to discuss the client needs and confirm whether to refer the client back to ACCESS for assignment to a different level of care.

Clients may be referred through ACCESS for a brief therapy model, which shall be limited to the following for most clients: up to 20 hours of individual/group therapy and/or rehabilitation, family engagement,<sup>1</sup> peer support services, and/or crisis intervention sessions, over a six-month period. Contractor shall provide evaluation,

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<sup>1</sup> 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.

peer support services, interactive complexity, collateral and case management/brokerage as needed.

Contractor shall collaborate with benefits advocacy providers to ensure the timely release of medical records and health status summaries when appropriately requested.

Contractor shall provide community referrals to external support networks such as respite care, child care, and substance abuse treatment resources. For clients who need ongoing psychiatric care, Contractor shall coordinate with ACCESS to seek the appropriate services for the client.

**Additional Specifications**  
Program Design - Add Specs

## **2. Discharge Criteria and Process**

Contractor shall ensure that each client has an appropriate discharge plan and referral to community resources when clinically appropriate, and that this is shared with clients at least 14 days prior to discharge whenever possible. If not possible to share this with a client 14 days prior to discharge, Contractor shall document the reason(s).

Contractor shall ensure continuity of care by continuing to provide services until the client is linked to a Managed Care Plan, other services within the mental health plan, or the client no longer requires mental health treatment.

**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):

**Additional Specifications**  
Service Delivery Sites - Add Specs

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

## **D. Minimum Staffing Qualifications**

Contractor shall maintain the following minimum direct service positions:<sup>2, 3</sup>

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<sup>2</sup> The positions shall be maintained at the specified level or higher of direct FTE staff.

<sup>3</sup> Clinician includes Licensed or Unlicensed Licensed Practitioner of the Healing Arts (LPHA) or Mental Health Graduate Trainee/Student.

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

##### B. Quality Objectives

Contractor shall provide services toward achieving the following quality objectives:

Quality Measures	Quality Objectives
Percent of clients who receive two or more visits within 45 days from their episode opening date	70%
Percent of clients who receive four or more visits within 90 days from their episode opening date	80%

**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 submit a quarterly Adult Outpatient Program Capacity Report on an ACBHD-provided template to ACCESS per the table below.

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

**Additional Specifications**  
Reporting And Eval Req - Add Specs

## **VI. ADDITIONAL REQUIREMENTS**

No additional requirements.

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