

**EXHIBIT A(x)-SCOPE OF WORK (SOW):**  
**CHILD LEVEL I**

<b>Contractor Name</b>	Account Name Contractor 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**

**Child Level I**

<b>Additional Specifications</b> Program Name - Add Specs
--

**II. CONTRACTED SERVICES**

Outpatient Services

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

Medi-Cal Requirements Apply

<b>Additional Specifications</b> Contracted Services - Add Specs
---

**III. PROGRAM INFORMATION AND REQUIREMENTS**

**A. Program Goals**

Contractor shall provide services to accomplish the following goals:

- i. Improve age-appropriate client functioning in the following life-skill areas:
  - a. Self-care,
  - b. School functioning and social relationships,
  - c. Family relationships, and
  - d. Ability to function in the community;
- ii. Reduce client utilization of emergency services, hospitalization, and out-of-home placement;
- iii. Assist clients to transition to the least intensive level of service appropriate to meet their needs; and
- iv. For clients receiving services under Educationally Related Mental Health Services (ERMHS), Contractor shall also provide services to help clients:
  - a. Receive benefit from their special education services; and
  - b. Reduce the impact of emotional problems on the ability of children and adolescents to acquire new knowledge and skills in the school setting;

- c. Reduce symptomatology in the school setting;
- d. Improve social-emotional functioning scores;
- e. Be successful in a less restrictive educational environment;
- f. Have more satisfying relationships with adults and peers in the school setting; and
- g. Continue to enhance the quality of client/family life and community 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 children and youth who meet criteria for specialty mental health services and their families.

**Additional Specifications**  
Service Groups - Add Specs

**2. Referral Process to Program**

Clients shall be referred by Alameda County Behavioral Health Care Services (ACBH) Acute Crisis Care and Evaluation for System-wide Services (ACCESS) with the exception of ERMHS clients. ERMHS clients shall be referred and authorized to receive services by the client's school district per their Individualized Education Plan (IEP).

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

**3. Program Eligibility**

Contractor shall only serve individuals who:

- i. Are under 21<sup>1</sup> years of age;
- ii. Are eligible for services under full-scope Alameda County Medi-Cal, ERMHS, the Medically Indigent Child (MIC) plan or as an unaccompanied immigrant youth per the guidelines in the November 12, 2015 and February 4, 2016 Provider Letters regarding services to this population, which can be referenced online at <http://www.acbhcs.org/providers/network/CBOs.htm>;
- iii. Meet specialty mental health criteria with impairments in the moderate to severe range; and
- iv. Meet medical and service necessity for Child Outpatient Level I Services.

Foster, kinship, or adopted children and youth with out-of-county Medi-Cal and residing in Alameda County are eligible for services under inter-county arrangements possible under presumptive transfer and Service Authorization Request (SAR).

<sup>1</sup> Youth may be served until their 21<sup>st</sup> birthday.

### Clients Receiving Services under ERMHS

Contractor shall only serve clients referred through the Individualized Education Plan (IEP) process who:

- i. Meet criteria for Specialty Mental Health Services;
- ii. Have been assessed for ERMHS and found to qualify; and
- iii. Have been referred and authorized to receive ERMHS services by the client's school district.

<b>Additional Specifications</b>
----------------------------------

Program Eligibility - Add Specs
---------------------------------

#### **4. Limitations of Service**

ERMHS services shall continue to be approved by the clients' school district per their IEP. Changes to the IEP may result in changes to the provision of Contractor's ability to provide ERMHS services.

<b>Additional Specifications</b>
----------------------------------

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 provide intensive, therapeutic, multidisciplinary, and family-oriented treatment services. For each client referral, Contractor's staff shall attempt to engage the client within one week of the date that the client is referred and provide outpatient services to alleviate psychiatric symptoms. If a client is hospitalized or placed in a 24-hour psychiatric facility, Contractor shall visit the client at that site and actively collaborate with facility staff in discharge planning. Contractor shall match staff with special language skills to meet clients' language needs, whenever possible.

Contractor shall screen each youth for need for Intensive Care Coordination (ICC) and Intensive Home-Based Services (IHBS). Contractor's mental health services shall include assessment, evaluation, plan development, collateral, family engagement,<sup>2</sup> individual and group therapy, individual and group rehabilitation, IHBS, and interactive complexity. Contractor's case management/brokerage services shall include ICC and linkage to IHBS when appropriate. Contractor shall utilize family engagement strategies for all clients served within this program. Contractor shall provide crisis intervention and medication support.

For clients receiving services under ERMHS, Contractor's clinicians shall be responsible for aligning treatment plans and subsequent interventions with the IEP goals.

---

<sup>2</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 ACBH.

**Additional Specifications**  
Program Design - Add Specs

**2. Discharge Criteria and Process**

**Clients Receiving Services under ERMHS**

The discharge criteria, upon which the plan is based, shall be reflected in the treatment plan's goals and objectives, and the student's IEP goals, standards, objectives and benchmarks. The IEP goals, standards, objectives, and benchmarks shall be formally reviewed at least annually. Discharge planning shall involve collaboration between Contractor's treatment/IEP team, students/parents, and ACBH.

**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

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

**D. Minimum Staffing Qualifications**

Contractor shall maintain the following minimum direct service positions:<sup>3,4</sup>

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

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

<sup>4</sup> Clinician includes Licensed or Unlicensed Licensed Practitioner of the Healing Arts (LPHA) or Mental Health Graduate Trainee/Student.

**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 30 days from their episode opening date	95%
Percent of clients who receive four or more visits within 60 days from their episode opening date	95%

**Additional Specifications**  
Quality Objectives - Add Specs

**C. Impact Objectives**

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

**Additional Specifications**  
Impact Objectives - Add Specs

**V. REPORTING AND EVALUATION REQUIREMENTS**

No additional requirements related to program area.

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

**VI. ADDITIONAL REQUIREMENTS**

No additional requirements related to program area.

**Additional Specifications**  
Additional Requirements - Add Specs