

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

Contractor Name	Account Name Contractor Legal Name
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I. PROGRAM NAME

Housing Support Program (HSP)

Additional Specifications Program Name - Add Specs
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II. CONTRACTED SERVICES

Contractor shall provide the following HSP Levels of Care and contracted service and/or supports as approved/included below:

Contractor shall provide the following HSP contracted services and/or supports on an as-needed basis as approved/included below:

Additional Specifications Contracted Services - Add Specs

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 Care Services (ACBH)-contracted Individual Placement and Support (IPS) Supported Employment education and employment services; and
- xi. Move to more integrated and independent housing settings appropriate to meet their needs and goals.

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 individuals 18 years of age and older with serious mental illness (SMI).

Additional Specifications
Service Groups - Add Specs

2. Referral Process to Program

Contractor shall accept referrals from ACBH sub-acute mental health facilities including but not limited to Villa Fairmont, Morton Bakar, and Gladman. Additional referrals may come from the ACBH State Psychiatric Hospital Liaison. Referrals shall be approved by Office of Homeless Care and Coordination (OHCC) Housing Services (HS) based on the appropriate HSP Level of Care as determined by client needs.

OHCC HS 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 OHCC HS 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 **OHCC HS** and meet service necessity for the applicable HSP Level of Care as indicated below:

HSP Levels of Care	Client Needs
1: Basic Board and Care	Individuals requiring care and supervision 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 ONE 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 TWO or MORE of the services and/or supports identified under Section II. Contracted Services.

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.

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 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 California Department of Social Services, Community Care Licensing Division (CCLD).

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.¹
- 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. Provide services that are individualized, client-centered, and consistent with the philosophy, principles, and practices of the Recovery Vision for mental health consumers as outlined in the Mental Health Services Act (MHSA).²
- v. Maintain the capacity to meet the specialized needs of clients served, including Transition Age Youth, (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.

¹ 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.

² These key recovery concepts include: hope, personal empowerment, respect, social connections, self-responsibility, and self-determination.

- 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.) .
- 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 with County and County-contracted staff in meetings in the facility.
- 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 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. **OHCC HS** shall review requests for clients requiring HSP (Levels 2 and 3) 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 ACBH, 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 Providers 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 Providers shall not be on probation or under any current disciplinary actions.

Additional Specifications

Program Design - Add Specs

2. Discharge Criteria and Process

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

Additional Specifications

Discharge Criteria and Proc - Add Specs

3. Hours of Operation

Contractor shall maintain the following hours of operation for HSP clients:

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

Additional Specifications

Hours of Operation - Add Specs

4. Service Delivery Sites

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

Service Delivery Sites - Add Specs

In addition to fire clearance, Contractor shall maintain valid Adult Residential Facility (ARF) or Residential Care Facilities for the Elderly (RCFE) Licensing by the CCLD.

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. 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

No additional requirements related to program area.

Additional Specifications Minimum Staffing Qual - Add Specs

IV. CONTRACT DELIVERABLES AND REQUIREMENTS

A. Process Objectives

Contractor shall provide the services, as described in the Program Description, to eligible clients.

Additional Specifications Process Objectives - Add Specs
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B. Quality Objectives

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

Additional Specifications Quality Objectives - Add Specs
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C. Impact Objectives

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

Additional Specifications Impact Objectives - Add Specs

V. REPORTING AND EVALUATION REQUIREMENTS

Contractor shall provide, at a minimum, weekly verbal and monthly written vacancy updates to their designated OHCC HS liaison. Contractor shall provide written vacancy updates on a County-provided template to their designated ACBH and OHCC HS staff on the third Thursday of each month.

Contractor shall notify ACBH of any CCLD citations facility/contractor receives within 30 days and provide documentation that citation/s have been resolved.

Additional Specifications

Reporting And Eval Req - Add Specs

VI. ADDITIONAL REQUIREMENTS

No additional requirements related to program area.

Additional Specifications

Additional Requirements - Add Specs
