

**EXHIBIT A(x)-SCOPE OF WORK (SOW):
SHORT-TERM RESIDENTIAL THERAPEUTIC PROGRAM (STRTP)**

Contractor Name	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

Short-Term Residential Therapeutic Program (STRTP)

Additional Specifications

Program Name - Add Specs

II. CONTRACTED SERVICES

Outpatient Services

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

Therapeutic Behavioral Services (TBS)

Medi-Cal Requirements Apply

Additional Specifications

Contracted Services - Add Specs

III. PROGRAM INFORMATION AND REQUIREMENTS

A. Program Goals

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

- i. Reduce psychiatric hospitalizations;
- ii. Assist clients in moving to a lower level of care;
- iii. Replace maladaptive behaviors with more appropriate behaviors;
- iv. Improve clients' ability to live at home and in their community;
- v. Improve each family's ability to support client mental health needs, manage challenging behaviors, and reduce mental health barriers to success;
- vi. Enhance the quality of client/family life and school/community functioning; and
- vii. Support the rapid and successful transition of the client back to community-based mental health care.

Katie A./Intensive Care Coordination (ICC) Services

Contractor shall also provide services to accomplish the following goal:

- i. Utilize a collaborative and integrated approach across systems toward establishing a comprehensive and individualized care/service plan with each client and family.

Additional Specifications

Program Goals - Add Specs

B. Target Population

1. Service Groups

Contractor shall provide services to youth who meet criteria for Specialty Mental Health Services and are:

- i. Dependents of the Court placed by Alameda County Social Services Agency (SSA) Department of Children and Family Services;
- ii. Wards of the Court placed by Alameda County Probation Department of Juvenile Services; or
- iii. Dependents/Wards of the Court from host county's Social Services or Probation Departments, and placed through AB 1299 Presumptive Transfer.

Katie A./ICC Services

Contractor shall provide Katie A. services to youth who meet the eligibility criteria as a member of the Katie A. subclass described in the settlement agreement in Katie A., et al., v. Diana Bonta, et al., Case No. CV-02-05662AHM[SHX]. Contractor also shall provide ICC services to other clients who have complex behavioral needs whose treatment requires cross-agency collaboration.

Additional Specifications

Service Groups - Add Specs

2. Referral Process to Program

Contractor shall only provide services to youth who have been referred by the agencies identified in this Exhibit A-SOW, Section III.B.1. Service Groups.

Katie A./ICC Services

Referrals for Katie A. services shall be made by a Social Services Agency in cooperation with Alameda County Behavioral Health (ACBH) and/or its contracted providers as determined by medical and service necessity. Referrals for ICC services may be made by other service providers including, but not limited to, mental health therapists and Probation Officers.

Intensive Home Based Services (IHBS)

Referrals for IHBS shall be generated by the Child and Family Team (CFT) through an individualized treatment plan. Referrals for IHBS shall be submitted to the ACBH Administrator or designee for authorization.

TBS

Referrals shall be provided by the ACBH Administrator or their designee in coordination with Specialty Mental Health Providers.

Additional Specifications

Referral Process to Program - Add Specs

3. Program Eligibility

Contractor shall serve youth who:

- i. Have been ordered into out-of-home placement or referred by ACBH as specified in this Exhibit A, Section III.B.1. Service Groups;
- ii. Have full-scope Medi-Cal;
- iii. Are 17 years of age or younger;
- iv. Meet criteria for placement as set forth in the latest STRTP regulations as detailed in the Admission Statement; and
- v. Have been approved to receive services by the Alameda County or authorizing county's Interagency Placement Review Committee (IPRC).

Contractor may serve Dependents of the Court who are 18 years of age or older if:

- i. The program is licensed to provide services to Non-Minor Dependents, and
- ii. There is a court order changing a youth's status to a Non-Minor Dependent or such change is in process.

Katie A./ICC Services

Youth shall meet eligibility for Katie A./ICC services as defined in the "Medi-Cal Manual For ICC, IHBS and Therapeutic Foster Care (TFC) for Medi-Cal Beneficiaries."¹

IHBS

For authorization of IHBS, Contractor shall coordinate with the ACBH Administrator or designee, submitting required documentation at initial assessment, every six months thereafter, and as requested.

TBS

Contractor shall serve youth who:

- i. Meet the initial screening criteria for TBS eligibility;
- ii. Are assigned and authorized by the ACBH Administrator or designee; and
- iii. For authorization, Contractor shall coordinate with the ACBH Administrator or designee, submitting required documentation at initial TBS assessment, every 90 days thereafter, and as requested.

Additional Specifications

Program Eligibility - Add Specs

¹ Contractor shall adhere to the guidelines in this document and any subsequently updated editions.

4. Limitations of Service

Contractor shall comply with all service limitations for Katie A./ICC services as described in the “Medi-Cal Manual For ICC, IHBS and Therapeutic Foster Care (TFC) for Medi-Cal Beneficiaries.”

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’s clinicians shall be responsible for ensuring that each client receives the appropriate combination of mental health services, case management/brokerage, crisis intervention, and/or medication support according to the client’s specific needs as indicated in the client’s treatment plan. Contractor shall screen each youth for need for ICC and IHBS.

Contractor’s mental health services shall include assessment, evaluation, plan development, collateral, family engagement² 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 a trauma-informed perspective, which shall include planned services to promote the client's healing from any history of trauma.

Contractor shall provide services towards meeting short and long term mental and behavioral health goals and treatment needs as identified by each client’s treatment plan and ACBH. Contractor shall ensure the availability of licensed nursing staff directly or through a nursing hotline.

Contractor shall also make available the following mental health treatment services through linkage to services provided by other agencies: day treatment intensive, day rehabilitation, and psychiatric nursing services. The client may receive services provided offsite by other agencies to meet the client’s needs as set forth in the treatment plan.

Contractor shall provide services aligning with the latest timeline guidelines and requirements from the California Department of Health Care Services (DHCS) and the California Department of Social Services (DSS) regarding STRTP regulations and ACBH Quality Assurance policies. Contractor shall refer to DHCS and DSS regulations for STRTP’s for additional guidance.

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 ACBH.

Katie A./ICC Services

Contractor shall utilize the ICC and IHBS procedure codes in accordance with the guidelines, service limitations/lockouts, and billing requirements set forth in the “Medi-Cal Manual For ICC, IHBS and Therapeutic Foster Care (TFC) for Medi-Cal Beneficiaries,” the “California Integrated Core Practice Model (ICPM) (2018),” the “Alameda County Manual for ICC and IHBS Services–Katie A.,” and as specified by the ACBH Administrator or designee:

- i. Code 557: IHBS
- ii. Code 577: ICC
- iii. Code 578: Child Family Team (CFT-ICC) Facilitation

ICC services shall facilitate assessment of, care planning for, and cross system/multi-agency coordination of services, including urgent services. ICC service components shall include assessing, service planning and implementation, monitoring and adapting, and transition. ICC shall be offered if identified as **a need and** shall be provided when included in the client’s Individualized Client Plan.

Contractor shall ensure that clients are aware that IHBS is a service they are eligible to receive through the course of ICC provision upon authorization by the ACBH Administrator or designee. IHBS shall be offered if identified as a need in a CFT meeting. IHBS shall be provided when included in the client’s Individualized Client Plan.

For Katie A. eligible youth who accept or decline ICC services, Contractor shall submit the Katie A. Sub-Class Eligibility Tool to the ACBH Administrator or designee. For non-Katie A. eligible youth who require ICC services, Contractor shall submit an ICC referral to the ACBH Administrator or designee.

Contractor shall assign cases to an ICC Coordinator within two weeks of confirmation of the referral from the ACBH Administrator or designee.

Contractor shall assign IHBS referrals within two weeks of pre-authorization by the ACBH Administrator.

TBS

Contractor’s TBS program shall supplement other specialty mental health services by addressing the target behaviors/symptoms that are jeopardizing the client’s current living situation or planned transition to a lower level of placement. Contractor shall provide short-term treatment services to further the client’s overall treatment goals.

Contractor’s TBS treatment planning shall be flexible. Intervention strategies shall be refined or updated based on review. Contractor shall include a plan to taper off services as appropriate, and to work with caregivers to continue the utilization of effective strategies. Contractor shall deliver services at the time and place that provide the best opportunity for intensive therapeutic support toward meeting the treatment plan goals. Contractor shall review each client’s progress on a weekly basis within the program,

and review progress collaboratively with the Specialty Mental Health Provider on at least a monthly basis.

Contractor shall open cases within two weeks from the date of assignment by the ACBH Administrator or designee unless the client requests postponement of case opening based on the client's preference for a specific provider and/or language/gender capacity.

Additional Specifications

Program Design - Add Specs

2. Discharge Criteria and Process

Dependents of the Court

Contractor shall discharge clients as determined through the collaborative efforts of Contractor, the client's CFT, ACBH, and SSA.

Wards of the Court

Contractor shall discharge clients as determined through the collaborative efforts of Contractor, the client's CFT, ACBH, and Probation Department.

TBS

Contractor shall discharge a client from TBS when the treatment goals have been met after having discussed termination with the client, parent/family, and appropriate professionals as needed. Contractor shall make recommendations for other appropriate services as needed upon 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

Contractor shall have and maintain valid licensure as follows:

- i. California Department of Social Services Community Care License; and
- ii. California Department of Social Services STRTP License.

IHBS

IHBS shall be provided in any needed setting where the youth is naturally located.

D. Minimum Staffing Qualifications

Contractor shall maintain staffing to meet the requirements of STRTP regulations and ACBH Quality Assurance.

TBS

Unless given prior authorization by the ACBH Administrator or designee, any new staff hired by Contractor to provide TBS services shall hold the minimum qualifications of a Mental Health Rehabilitation Specialist (MHRS) and shall be supervised by a Licensed Practitioner of the Healing Arts (LPHA), according to ACBH Staff Qualifications for Service Delivery and Documentation.

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

B. Quality Objectives

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

Additional Specifications

Quality Objectives - Add Specs

C. Impact Objectives

No additional requirements related to program area.

Additional Specifications

Impact Objectives - Add Specs

V. REPORTING AND EVALUATION REQUIREMENTS

Contractor shall report STRTP client placement information in an ACBH-approved template at the time of invoicing.

Katie A./ICC

Contractor shall enter data into a platform as identified by the ACBH Administrator or designee by the 8th business day of each month.

TBS

Monthly summaries of treatment progress are required to be documented by Contractor's staff in the client chart, unless otherwise specified by the ACBH Administrator or designee.

Additional Specifications

Reporting And Eval Req - Add Specs

VI. ADDITIONAL REQUIREMENTS

Contractor shall ensure that all staff that provide and claim Specialty Mental Health Services under this contract complete both of the following trainings, which are offered periodically by ACBH Quality Assurance, prior to submitting claims for STRTP services:

- i. Alameda County's Medi-Cal Documentation Training (or virtual equivalent); and
- ii. Alameda County's Clinical Documentation for STRTP Contracted Service Providers (or virtual equivalent).

Additional Specifications

Additional Requirements - Add Specs