

**EXHIBIT A(x)-SCOPE OF WORK (SOW):  
ADDITIONAL REQUIREMENTS FOR PROGRAMS WITH ACBH SUBSTITUTE  
PAYEE PROGRAM**

<b>Contractor Name</b>	Account Name Contractor Legal Name
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**I. PROGRAM NAME**

Alameda County Behavioral Health Care Services (ACBH) Substitute Payee Program<sup>1</sup>

<b>Additional Specifications</b> Program Name - Add Specs
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**VI. ADDITIONAL REQUIREMENTS**

**A. ACBH Substitute Payee Program**

Contractor shall provide services to accomplish the following goals:

- i. Promote fiscal/benefits stability among clients;
- ii. Support clients in maintaining basic needs including but not limited to housing, food, utilities, and clothing; and
- iii. Coach clients to achieve financial independence.

Clients may be referred to the ACBH Substitute Payee Program by a Clinician, Social Worker, case manager, Personal Services Coordinator, and/or Public Guardian/Conservator.

ACBH Substitute Payee Program shall only accept clients who:

- i. Have an assigned case manager within the referring agency who is trained to work with the ACBH Substitute Payee Program; and
- ii. Have been approved by the ACBH Substitute Payee Program.

Contractor shall collaborate with clients and the ACBH Substitute Payee Program to provide non-clinical Substitute Payee services and coordinate Substitute Payee client care and documentation. Contractor shall comply with all operational guidelines and requirements as set forth by the ACBH Substitute Payee Program.<sup>2</sup>

ACBH Substitute Payee Program shall include:

- i. Submitting transmittal forms to the ACBH Substitute Payee Program for payment requests, budget changes, and address changes;
- ii. Receiving client checks via mail when needed;
- iii. Storing client checks securely in a locked storage space and educating clients about properly securing and safeguarding the checks that are issued to them;
- iv. Disbursing checks to clients when applicable in a timely manner;

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<sup>1</sup> Contractor shall comply with standard ACBH requirements for Other Contracted Services as described in Section VI. Additional Requirements.

<sup>2</sup> <http://www.acbhcs.org/providers/Subpayee/subpayee.htm>

- v. Assisting clients in budgeting and managing funds and maintaining benefits; and
- vi. Maintaining a minimum of monthly contact with clients receiving ACBH Substitute Payee Program services.

Contractor shall send a written request to ACBH Substitute Payee Program for approval of client discharge for clients who are assessed by Contractor as meeting criteria for discharge from the ACBH Substitute Payee Program.

Contractor shall:

- i. Notify the ACBH Substitute Payee Program as soon as possible if a client's whereabouts are unknown;
- ii. Notify the ACBH Substitute Payee Program when closing a client to their program;
- iii. Notify the ACBH Substitute Payee Program when transferring a client to a new Substitute Payee Program case manager; and/or
- iv. Notify the ACBH Substitute Payee Program of any changes that may affect client's eligibility for benefits and/or benefit amounts, such as incarceration, hospitalization, living arrangement changes, and/or employment status.

Contractor shall provide services in accordance with the following policies:<sup>3</sup>

- i. ACBH Substitute Payee Program Description;
- ii. ACBH Substitute Payee Program Operational Guidelines for Case Managers and Contact Persons; and
- iii. Reporting Responsibilities for Substitute Payee Case Managers and Contact Persons.

Contractor shall return all undistributed client checks to the ACBH Substitute Payee Program within 48 hours of written notice from ACBH upon termination of ACBH Substitute Payee Program. Contractor shall return any checks older than 30 days to the ACBH Substitute Payee Program.

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<sup>3</sup> <http://www.acbhcs.org/providers/network/CBOs.htm>.