

**EXHIBIT A(x)-SCOPE OF WORK (SOW):  
ADULT LANGUAGE ACCESS**

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| <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**

Language Acute Crisis Care and Evaluation for System-Wide Services (ACCESS)

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

Access and Linkage to Treatment (including services listed below)

Outreach and Engagement

Outpatient Services

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

Medi-Cal Requirements Apply<sup>1</sup>

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| <b>Additional Specifications</b><br>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. Increase outreach, engagement, and access to behavioral health services;
- ii. Increase target communities' awareness and knowledge of mental health issues;
- iii. Increase crisis stabilization related to mental health issues; and
- iv. Reduce the impact of mental health issues on clients.

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| <b>Additional Specifications</b><br>Program Goals - Add Specs |
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<sup>1</sup> A portion of Contractor's services through this program are required to bill to Medi-Cal. Contractor shall ensure compliance with all applicable Medi-Cal requirements specified in this Exhibit and the Exhibit A-1 for the overall program and for any brief treatment services beyond stabilization of an acute crisis.

**B. Target Population**

Contractor shall provide services to the following populations:

**1. Service Groups**

Contractor shall serve adults with mental health issues.

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

Contractor shall accept client referrals as follows:

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| Referral Process to Program - Add Specs |
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**3. Program Eligibility**

Outreach and Engagement

Not applicable.

Outpatient Services - Crisis Response and Stabilization

Contractor shall only serve individuals who:

- i. Are Alameda County residents;
- ii. Are 18 years of age and older;
- iii. Require short term crisis stabilization related to mental health issues;
- iv. Are eligible for payment of services through the County Mental Health Plan; and
- v. Are attempting to access the Alameda County Behavioral Health Care Services (ACBH) service system.

Any clients requiring brief treatment services beyond stabilization of an acute crisis shall meet service necessity for specialty mental health services as defined by the California Department of Health Care Services (DHCS).

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| <b>Additional Specifications</b><br>Program Eligibility - Add Specs |
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**4. Limitations of Service**

Not applicable.

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| <b>Additional Specifications</b><br>Limitations of Service - Add Specs |
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**C. Program Description**

Contractor shall maintain programmatic services at or above the following minimum levels:

**1. Program Design**

Contractor shall follow the ACBH Psychological Testing **Policy and Procedure**, which can be referenced online at <http://www.acbhcs.org/providers/network/CBOs.htm>.

Contractor shall implement the Adult Needs and Strengths Assessment (ANSA) according to the procedures specified in the ACBH Child and Adolescent Needs and Strengths Assessment (CANS), ANSA, and Pediatric Symptom Checklist (PSC-35) Implementation Policy and by the ACBH CANS/ANSA Coordinators for all clients who receive outpatient services for 60 days or longer.

For clients in need of ongoing specialty mental health services, Contractor shall contact ACBH ACCESS for connection to ongoing services.

**With 30-day notice from ACBH, Contractor may provide Medi-Cal Peer Support Services by a Certified Peer and/or Family Support Specialist.<sup>2</sup>**

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| <b>Additional Specifications</b><br>Program Design - Add Specs |
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**2. Discharge Criteria and Process**

Contractor shall connect clients to an appropriate level of behavioral health support.

For clients receiving brief treatment services beyond stabilization of an acute crisis, Contractor shall ensure that each individual has an appropriate discharge plan and referral to community resources as needed at least 14 days prior to discharge.

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| <b>Additional Specifications</b><br>Discharge Criteria and Proc - Add Specs |
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**3. Hours of Operation**

Contractor shall maintain the following hours of operation:

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| Hours of Operation - Add Specs |
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**4. Service Delivery Sites**

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

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| Service Delivery Sites - Add Specs |
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**D. Minimum Staffing Qualifications**

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

<sup>2</sup> Peer Support is a peer to peer or caregiver to caregiver approach to supporting clients and their families around behavioral health issues. Peer support services offer hope, guidance, advocacy, and camaraderie for clients and their families. Medi-Cal Peer Support Services are offered by Certified Peer and Family Peer Support Specialist who maintain current certification by CalMHSA.

<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.

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

**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

##### Reporting and Tracking

Contractor shall document and enter data into the Contact Tracking Database for all calls and walk-ins that are received through the ACCESS Program.

For any clients receiving brief treatment beyond stabilization of an acute crisis, Contractor shall input data into an electronic data collection and claiming system approved by ACBH Information Systems (IS).

##### Quarterly

Contractor shall submit a Quarterly Program Report that describes Contractor's progress in achieving the Contract Deliverables and Requirements. Reports shall be labeled in accordance with the established naming convention and shall be uploaded to the ACBH Citrix ShareFile according to the following schedule:

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

| Quarter         | Dates Covered in Report | Due Date              |
|-----------------|-------------------------|-----------------------|
| 4 <sup>th</sup> | April 1 – June 30       | July 31 <sup>st</sup> |

Annual

Contractor shall submit an Annual Mental Health Services Act (MHSA) Community Services and Supports (CSS) Report on an ACBH-provided template that collects demographics data in addition to Contractor’s progress, successes, and challenges in achieving the Contract Deliverables and Requirements. Reports shall be labeled in accordance with the MHSA Three Year Plan and/or Plan Update established naming convention and shall be uploaded to the ACBH Citrix ShareFile within 30 days from the end of the contract period.

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| <p><b>Additional Specifications</b><br/>Reporting And Eval Req - Add Specs</p> |
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**VI. ADDITIONAL REQUIREMENTS**

No additional requirements related to program area.

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| <p><b>Additional Specifications</b><br/>Additional Requirements - Add Specs</p> |
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