

**EXHIBIT A(x)-SCOPE OF WORK (SOW):
CHILD AND YOUTH OUTPATIENT**

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

Child and Youth Outpatient

Additional Specifications Program Name - Add Specs

II. CONTRACTED SERVICES

Outpatient Services

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

Medi-Cal Requirements Apply

Additional Specifications Contracted Services - Add Specs

III. PROGRAM INFORMATION AND REQUIREMENTS

A. Program Goals

Contractor shall provide services to accomplish the following goals:

- i. Enhance client’s mental health and wellness status, develop positive coping strategies, and life skills;
- ii. Increase client’s ability to actively participate and engage in school, home, and other community settings;
- iii. Increase parent and/or caregiver’s ability to support clients by encouraging participation in the client’s treatment; and
- iv. Improve client’s ability to cultivate and/or maintain positive relationships with peers and adults.

Additional Specifications Program Goals - Add Specs

B. Target Population

1. Service Groups

Contractor shall provide services to children and youth who meet criteria for Specialty Mental Health Services.

Additional Specifications Service Groups - Add Specs

2. Referral Process to Program

Contractor shall receive referrals as specified below.

Additional Specifications Referral Process to Program - Add Specs

3. Program Eligibility

Contractor shall only serve individuals who:

- i. Are Alameda County residents;
- ii. Are an infant, child or youth under age 21;
- iii. Are eligible for full-scope Medi-Cal or are 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>; and
- iv. Meet service necessity for specialty mental health services as defined by the California Department of Health Care Services (DHCS).

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).

Additional Specifications Program Eligibility - Add Specs

4. Limitations of Service

Not applicable.

Additional Specifications Limitations of Service - Add Specs

C. Program Description

Contractor shall maintain programmatic services at following minimum levels:

1. Program Design

Upon case opening and during the course of treatment, 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,¹ 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 provide crisis intervention. Contractor shall utilize family engagement strategies for all clients served within this program. With 30-day notice from ACBH, Contractor may provide Medi-Cal Peer Support Services by a Certified Peer and/or Family Support Specialist.²

Additional Specifications Program Design - Add Specs

2. Discharge Criteria and Process

No additional requirements related to program area.

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

D. Minimum Staffing Qualifications

Contractor shall maintain the following minimum direct service positions:^{3, 4}

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

¹ 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.

² 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.

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

⁴ 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
