

**EXHIBIT (x)-SCOPE OF WORK (SOW):
ADULT OUTPATIENT THERAPY**

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

Adult Outpatient Therapy (Formerly Adult Level III)

Additional Specifications Program Name - Add Specs
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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. Reduce the impact of mental health issues on clients; an
- ii. Improve the ability of clients to function in the community.

Additional Specifications Program Goals - Add Specs

B. Target Population

Contractor shall provide services to the following populations:

1. Service Groups

Contractor shall serve adults with moderate to severe mental health issues.

Additional Specifications Service Groups - Add Specs
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2. Referral Process to Program

Contractor shall only accept clients referred through Alameda County Behavioral Health Care Services (ACBH) Acute Crisis Care and Evaluation for Systemwide Services (ACCESS).

Additional Specifications

Referral Process to Program - Add Specs

3. Program Eligibility

Contractor shall only serve individuals who:

- i. Are Alameda County residents and/or have Alameda County Medi-Cal;
- ii. Are 18 years of age or older;
- iii. Are eligible for services under an ACBH-approved insurance plan as defined by ACBH at <http://www.acbhcs.org/providers/Access/access.htm>;
- iv. Meet specialty mental health criteria with impairments in the moderate to severe range; and
- v. Have been referred through ACCESS.

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 or above the following minimum levels:

1. Program Design

The initial assessment and treatment plan is due 30 days from each client's entry into the program. The goals of the initial treatment plan shall be framed as achievable in 20 hours of service or less. If Contractor's initial assessment or reassessment indicates a need for a more intensive level of care, Contractor shall call ACCESS to discuss the client needs and confirm whether to refer the client back to ACCESS for assignment to a different level of care.

Clients shall be referred through ACCESS for a brief therapy model, which shall be limited to the following for most clients:

- i. Up to 20 individual/group therapy and/or rehabilitation, family engagement,¹ and/or crisis intervention sessions, over a six-month period;

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.

- ii. Up to four hours of assessment, evaluation, plan development **and/or collateral**: and
- iii. Up to two hours of collateral or case management/brokerage services (case management/brokerage services shall assist clients in connecting to resources that are clinically indicated).

Contractor shall provide interactive complexity as needed.

Contractor shall collaborate with benefits advocacy providers to ensure the timely release of medical records and health status summaries when appropriately requested.

Contractor shall provide community referrals to external support networks such as respite care, child care, and substance abuse treatment resources. For clients who need ongoing psychiatric care, Contractor shall coordinate appropriate services through the ACBH ACCESS Line at (800) 491-9099.

Additional Specifications Program Design - Add Specs
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2. Discharge Criteria and Process

Contractor shall ensure that each individual has an appropriate discharge plan and referral to community resources when clinically appropriate, and that this is shared with clients at least 14 days prior to discharge whenever possible. If not possible to share this with a client 14 days prior to discharge, Contractor shall document the reason(s).

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):

Additional Specifications Service Delivery Sites - Add Specs
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Contractor may also provide services in other community settings where clients are located.

D. Minimum Staffing Qualifications

Contractor shall maintain the following minimum direct service positions: ^{2,3}

² The positions shall be maintained at the specified level or higher of direct FTE staff.

³ 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 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	91%
Percent of clients who receive four or more visits within 60 days from their episode opening date	85%

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

Contractor shall submit an Adult Outpatient Program Capacity Report on an ACBH-provided template on the 1st and 3rd Monday of each month to ACCESS at access@acgov.org.

Additional Specifications

Reporting And Eval Req - Add Specs

VI. ADDITIONAL REQUIREMENTS

No additional requirements related to program area.

Additional Specifications

Additional Requirements - Add Specs