

**EXHIBIT A(x)-SCOPE OF WORK (SOW):
WELLNESS CENTERS**

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| 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

Wellness Centers

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| Additional Specifications Program Name - Add Specs |
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II. CONTRACTED SERVICES

Outreach and Engagement

Peer Support and Wellness Services

Outpatient Services

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

Medi-Cal and Medi-Cal Administrative Activities (MAA) Requirements Apply

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| Additional Specifications 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. Enable clients living with serious mental illness (SMI) to function as independently as possible in the community.

Outreach and Engagement/Peer Support and Wellness Services

Contractor shall provide services to accomplish the following goals:

- i. Provide a welcoming entry point for individuals who are unserved or underserved by the mental health system;
- ii. Provide services in an environment of inclusion and acceptance that are, more often than not, managed and staffed by consumers who provide or arrange for peer support, wellness, and recovery-oriented education;

- iii. Use proven curricula that support the acquisition of the knowledge and skills required for clients to reach their recovery goals, which may include:
 - a. Obtaining and retaining employment;
 - b. Obtaining and retaining housing;
 - c. Establishing a mutual support network;
 - d. Participating in recreational activities;
 - e. Connecting with other behavioral health services, if appropriate; and/or
 - f. Sustaining living in the community, rather than in institutional settings; and
 - g. Participating in culturally- and ethnically-relevant program activities.

Outpatient Services

Contractor shall provide services to accomplish the following goals:

- i. For clients who have not been connected to behavioral health services, assess client needs and transition clients to an appropriate level of care within the larger behavioral health care system; and
- ii. For clients who are transitioning from specialty behavioral health case management programs such as Service Teams or Full Service Partnerships, provide additional time-limited outpatient services (up to three months) for clients as they practice to more independently maintain their behavioral health and recovery goals, with the option of reconnection with more intensive services if appropriate.

Additional Specifications

Program Goals - Add Specs

B. Target Population

Contractor shall provide services to the following populations:

1. Service Groups

Outreach and Engagement/Peer Support and Wellness Services

Contractor shall provide services to adults experiencing mental health challenges. These individuals may or may not be currently enrolled in Alameda County Behavioral Health Care Services (ACBH) specialty mental health programs (e.g., Service Teams, Full Service Partnerships, etc.). Clients may include individuals who are homeless or at risk of homelessness, have co-occurring substance use and/or physical health disorders, frequently use hospitals and other emergency services, are at risk of institutionalization, and/or have limited English proficiency.

Outpatient Services

Contractor shall provide outpatient services to clients of the Wellness Centers who need support beyond what the Peer Support and Wellness Services can provide, but who do not need the intensive program support of a Service Team or Full Service Partnership.

Additional Specifications

Service Groups - Add Specs

2. Referral Process to Program

Contractor shall accept referrals from ACBH Acute Crisis Care and Evaluation for System-wide Services (ACCESS), any ACBH-contracted provider, mobile crisis teams (if appropriate), or the community. Clients may self-refer.

Additional Specifications
Referral Process to Program - Add Specs

3. Program Eligibility

All Services

Contractor shall serve clients who:

- i. Are Alameda County residents;
- ii. Are 18 years of age or older; and
- iii. Are experiencing mental health issues.

Outreach and Engagement/Peer Support and Wellness Services

Contractor shall serve clients who:

- i. Are not yet connected to behavioral health services;
- ii. Are in need of additional support beyond that provided by any assigned specialty mental health program; and/or
- iii. Are transitioning from a specialty mental health case management program.

Outpatient Services

Contractor shall only serve clients who:

- i. Do not qualify for or are not enrolled in a specialty mental health service case management program;
- ii. Are eligible for services under an ACBH-approved insurance plan, as defined by ACBH at <http://www.acbhcs.org/providers/Access/access.htm>; and
- iii. Meet criteria to receive specialty mental health services.

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

Contractor shall offer peer support and wellness services to all clients and outpatient services to a set of clients. Contractor's services shall include a set of related activities to reduce risk factors for developing a potentially serious mental illness and to build protective factors and prevent relapse.

Outreach and Engagement/Peer Support and Wellness Services

Contractor shall provide services according to the guiding principles of wellness and recovery:

- i. Consumer and family participation and involvement;
- ii. Accessible programs and services;
- iii. Addressing age-specific needs;
- iv. Culturally-relevant programs and services;
- v. Community partnerships; and
- vi. Accountability and measurable outcomes.

Contractor shall operate the Wellness Centers as a comprehensive, transformational, and accessible service to the identified target population. Contractor shall structure Wellness Centers as natural support for clients to create their own wellness portfolio of groups, classes, and personal connections; mental health, housing, and employment services; and physical and/or psychiatric supports. Rehabilitative services shall focus on group activities geared toward increased community involvement and skill development to increase individual supports and independence.

Contractor's team shall provide regularly-structured and meaningful peer and other support activities and services that may include, but are not limited to:

- i. Social skills training;
- ii. Peer-led support groups;
- iii. Seeking Safety groups;
- iv. Social/recreational activities;
- v. Educational support;
- vi. Spiritual support;
- vii. Field trips;
- viii. Resource referrals;
- ix. Individual peer support;
- x. Housing support;
- xi. Peer leadership activities;
- xii. Partners in Change Outcomes Management Systems;
- xiii. Motivational Interviewing;
- xiv. Wellness Management and Recovery; and
- xv. Other wellness supports.

Contractor shall assist clients who are in need of crisis services or a higher level of care to connect with outpatient services within the Wellness Center, ACCESS, or the Crisis Response Team.

Contractor shall maintain a MAA claim plan, and conduct outreach and engagement in ways that maximize revenue generation through MAA.

Outpatient Services

Contractor shall provide a short-term outpatient mental health service option. Contractor’s outpatient services shall include mental health services (i.e., assessment, evaluation, plan development, collateral, family engagement,¹ individual and group therapy, individual and group rehabilitation, and interactive complexity), case management/brokerage, and crisis intervention.

Contractor shall provide an average of nine hours of outpatient services for a period of time not to exceed three months per client.

Contractor shall provide services with rehabilitative value based on each client’s strengths-based individual treatment plan that shall be created in collaboration with the client. Contractor shall not provide outpatient services to clients in Service Teams, Full Service Partnerships, or other mental health case management service programs.

Additional Specifications
Program Design - Add Specs

2. Discharge Criteria and Process

Outreach and Engagement/Peer Support and Wellness Services

Not applicable.

Outpatient Services

No additional requirements.

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

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.

D. Minimum Staffing Qualifications

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

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| Minimum Staffing Qual - Add Specs |
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Contractor’s peer staff shall comply with any emerging peer support specialist certification requirements from Department of Health Care Services (DHCS) or ACBH in relation to California Senate Bill 803.

IV. Contract Deliverables and Requirements

A. Process Objectives

On annual basis, Contractor shall deliver the following services/deliverables:

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| Process Objectives - Add Specs |
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With 30-day notice from ACBH, Contractor may be required to adopt new and/or different billing procedure code(s) for peer specialist staff and for Medi-Cal reimbursement.

B. Quality Objectives

Contractor shall provide services toward achieving the following quality objective for clients receiving outpatient services:

| Quality Measure | Quality Objective |
|---|-------------------|
| Percent of clients reporting that they agree or strongly agree with the statement “I like the services that I received here” on the Mental Health Statistics Improvement Program (MHSIP) survey | At least 85% |

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| Additional Specifications Quality Objectives - Add Specs |
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C. Impact Objectives

Contractor shall provide services toward achieving the following impact objective:

| Impact Measure | Impact Objective |
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| Percent of clients who answer that they “deal more effectively with daily problems” as a result of the services they receive ⁴ | At least 50% |

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| Additional Specifications Impact Objectives - Add Specs |
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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.

⁴ Based on the MHSIP instrument

V. REPORTING AND EVALUATION REQUIREMENTS

Outreach and Engagement/Peer Support and Wellness Services

Contractor shall use an electronic sign-in system for clients who enter the Wellness Centers. Sign-in shall be optional for clients.

Contractor shall submit MAA logs that detail Contractor's activities sorted in ascending order by staff and then by date. These reports shall be submitted to the ACBH Finance Office Specialist Clerk by the 15th of the month for the prior month's activities.

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 st | July 1 – September 30 | October 31 st |
| 2 nd | October 1 – December 31 | January 31 st |
| 3 rd | January 1 – March 31 | April 30 th |
| 4 th /Annual | April 1 – June 30 | July 31 st |

Annually

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.

Additional Specifications

Reporting And Eval Req - Add Specs

VI. ADDITIONAL REQUIREMENTS

No additional requirements related to program area.

Additional Specifications

Additional Requirements - Add Specs