

SERVICE PLAN

Number 24-716-1

1. **Service Activities.** Contractor will provide evaluation of County's Behavioral Health Services Division Director with regard to the County's Assisted Outpatient Treatment Program ("AOT") authorized by AB 1421 (known as "Laura's Law"). Contractor will provide reports to County as required by AB1421, codified at Welfare and Institutions Code section 5345, et seq. Contractor's services shall be conducted in accordance with the Work Plan on file for this Contract. A copy of the Work Plan is available in the office of County's Behavioral Health Services Division Director located at 1340 Arnold Drive, Suite 200, in Martinez. Contractor's services hereunder shall include, but are not limited to, the following:
  - a. Determine minimum required treatment standards of Assertive Community Treatment for intensive and highly integrated assisted outpatient treatment for individuals whose symptoms of mental illness result in serious functioning difficulties in several areas of life, including work, social relationships, residential independence, money management, physical health and wellness.
  - b. Compare pre- and post-program intervention using the performance and cost indicators of change in level of functioning to include successful step down to lower levels of care;
  - c. Design and implement a program evaluation process that determines the difference in program impact and cost saving throughout the County for individuals who are ordered to participate in AOT versus those individuals who participate voluntarily;
  - d. Prepare annual report to the State Department of Mental Health as required by Welfare and Institutions Code section 5348.. The report shall include, at a minimum, an evaluation of the effectiveness of the strategies employed by each program operated pursuant to this article in reducing homelessness and hospitalization of persons in the program and in reducing involvement with local law enforcement by persons in the program. The evaluation and report shall also include any other measures identified by the department regarding persons in the program and all of the following, based on information that is available:
    1. The number of persons served by the program and, of those, the number who are able to maintain housing and the number who maintain contact with the treatment system.
    2. The number of persons in the program with contacts with local law enforcement, and the extent to which local and state incarceration of persons in the program has been reduced or avoided.
    3. The number of persons in the program participating in employment services programs, including competitive employment.
    4. The days of hospitalization of persons in the program that have been reduced or avoided.
    5. Adherence to prescribed treatment by persons in the program.
    6. Other indicators of successful engagement, if any, by persons in the program.
    7. Victimization of persons in the program.
    8. Violent behavior of persons in the program.
    9. Substance abuse by persons in the program.
    10. Type, intensity, and frequency of treatment of persons in the program.
    11. Extent to which enforcement mechanisms are used by the program, when applicable.
    12. Social functioning of persons in the program.
    13. Skills in independent living of persons in the program.
    14. Satisfaction with program services both by those receiving them and by their families, when relevant;
  - e. Document number and cost of psychiatric crises interventions, such as the County's Psychiatric Emergency Service (PES); and

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- f. Provide technical assistance with regard to AOT and evaluation of AOT intervention (recidivism) engagement in conservatorship and return to previous level of functioning which is a civil court ordered mental health treatment for persons with serious mental illness who demonstrate that they are resistant to voluntarily participating in services that have been offered.
2. **Performance Reports.** Contractor will prepare and submit to County progress reports as may be required by County's Health Services Director or the Director's designee, including, but not limited to semi-annual reports of its activities due on July 31 and January 31 of each year, as further described in the Work Plan. Contractor will also provide project status and program updates to County on a monthly basis.

No later than sixty (60) days following the expiration or termination of this Contract, whichever comes first, Contractor will prepare and submit to County, a written final activity report which will include, but will not be limited to, an evaluation of the quantity, quality, and impact of the work undertaken in conducting services provided under this Contract (the "Final Activity Report").

3. **Attendance at Meetings.** Contractor shall attend scheduled meetings with County staff, as required by County's Health Services Director, or designee.
4. **HIPAA Requirements.** Contractor must comply with the applicable requirements and procedures established by the Health Insurance Portability and Accountability Act (HIPAA) of 1996 and any modifications thereof, including but not limited to, the attached HIPAA Business Associate Attachment, which is incorporated herein by reference.

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