Exhibit A
Scope of Work

1. Service Overview

As described in this Scope of Work (SOW), the Contractor, agrees to provide to Department of Health Care Services (DHCS), the services as described herein:

1. Training and Technical Assistance (TTA)
   • Resource Library
   • Annual In-Person Conference
   • Listening Sessions
   • Learning Collaboratives
2. Quarterly Progress Reports
3. Distribution of Program Materials
4. Quarterly Meetings

In 2004, California voters approved Proposition 63, the MHSA. The MHSA imposes a one percent income tax on individuals earning over $1 million and provides funding for mental health services to individuals severely affected by or at risk of serious mental illness.

MHSA expands on services and programs that serve individuals with mental illness by providing a platform for new and innovative methods more likely to identify, mitigate, and treat mental illness. It addresses a broad continuum of service needs targeting different aspects of mental health services, including intensive services in the community, prevention and early intervention, and exploring creative approaches to mental health services.

This Contract implements technical assistance, trainings, a resource library, consultation services, and learning collaboratives for Mental Health Services Act (MHSA) funded community and county level programs. The focus of assistance will be at the local level, including, but not limited to, county mental health departments, local mental health boards and commissions, community-based organizations (CBOs), and other key service agencies as needed to improve behavioral health care coordination and align with the Medi-Cal Healthier California for All initiative to ensure the delivery of Whole Person Care in a flexible and seamless care delivery system.

2. Service Location

The services shall be performed at various statewide facilities accessible to the Contractor.
3. **Service Hours**

The services shall be provided during normal Contractor working days and hours, excluding national and State holidays.

4. **Project Representatives**

   A. The project representatives during the term of this Agreement will be:

   **Department of Health Care Services**
   - Contract Manager: Julia Rojas
   - Telephone: (916) 713-8638
   - Fax: (916) 440-7621
   - Email: Julia.Rojas@dhcs.ca.gov

   **Contractor’s Name [TBD]**
   - Name of Contract Manager [TBD]
   - Telephone: (XXX) XXX-XXXX
   - Fax: (XXX) XXX-XXXX
   - Email: Xxxxxxxx@xxxxxxxx

   B. Direct all inquiries to:

   **Department of Health Care Services**
   - Attention: Julia Rojas
   - Mail Station Code 2624
   - 1500 Capitol Ave. MS 2624
   - P.O. Box 997413
   - Sacramento, CA 95899
   - Telephone: (916) 713-8638
   - Fax: (916) 440-7621
   - Email: Julia.Rojas@dhcs.ca.gov

   **Contractor’s Name [TBD]**
   - Attention: [TBD]
   - Street address [TBD]
   - P.O. Box Number (if applicable) [TBD]
   - City, State, Zip Code [TBD]
   - Telephone: (XXX) XXX-XXXX
   - Fax: (XXX) XXX-XXXX
   - Email: Xxxxxxxx@xxxxxxxx

   C. Either party may make changes to the information above by giving written notice to the other party. Said changes shall not require an amendment to this Agreement.

5. **Services to be Performed**

   A. **Training and Technical Assistance (TTA)**

   1. The Contractor shall develop TTA that focuses on the following topics:

      a. Strengthening Criminal Justice Diversion Efforts, including the Intersection of Substance Use Disorders and Mental Health in the
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Criminal Justice System, and including Child/Youth and Homeless Populations

b. Strengthening the Crisis Care Continuum, including Developing and Promoting Beneficial Systems Changes and Process Improvements, and including Child/Youth and Homeless Populations

2. General TTA Requirements

a. Contractor shall include consumers and family members in the development and implementation of TTA projects, upon the request of DHCS.

b. The Contractor must provide DHCS a request for pre-approval of all training topics, materials, and assessments/evaluations. DHCS shall either approve or deny the request within fifteen (15) calendar days of receiving the Contractor’s request.

c. The Contractor must provide a Pre- and Post-training assessment/evaluation that includes an analysis of knowledge gained or behaviors changed specific to trainings performed. The Contractor must provide these outcomes to DHCS for all trainings performed.

d. DHCS employees shall have the right to attend any and all trainings, or technical assistance events provided by the Contractor pursuant to this agreement without advanced notice or cost to DHCS.

3. Resource Library

a. The Contractor shall maintain and augment a Resource Library hosted on the project website. The library shall be activated and accessible within thirty (30) calendar days of contract execution. The Contractor shall ensure the website is in compliance according to the requirements set forth in Government Code Section 11546.7 (AB 434).

b. The Resource Library shall include documentation to be shared with stakeholders, sample policies and procedures, guidelines and toolkits, MHSA literature, MHSA research, the Contractor’s webinars and podcasts, and any other TTA materials developed under this contract.
c. All project stakeholders shall have access to the website for the
duration of the Contract on a public accessible website. The
Contractor shall notify counties providing community mental health
services, LBHBCs, BOS, and County Mental Health Directors of the
resources available.

4. The Contractor shall facilitate an annual 2-day in-person MHSA focused
conference. The Contractor shall develop and schedule the conference,
including selecting and reserving the venue. The Contractor shall:

   a. Organize the subject matter to be addressed at the conference,
      including establishing a planning committee made up of county staff
      and coordinating efforts with DHCS. All agenda items must be pre-
      approved by DHCS. Contractor will establish the planning
      committee within nine (9) months of the target date of the
      conference and provide all necessary support to the committee for
      the duration of event planning.

   b. Engage speakers and presenters to cover technical content.

   c. Develop meeting materials, including but not limited to an agenda,
      PowerPoint slides, outlines, and digital and physical handouts
      provided to attendees. The Contractor shall provide DHCS a
      request for approval of the materials a minimum of thirty (30)
      calendar days prior to each scheduled conference. DHCS shall
      either approve or deny the request within fifteen (15) calendar days
      of receiving the Contractor’s materials.

5. The Contractor shall develop a TTA implementation plan and host TTA
   targeting the MHSA topics identified above, and shall include, but not be
   limited to, the following training modalities:

   a. Listening Sessions

      i. The Contractor shall schedule and facilitate listening
         sessions with local mental health boards/commissions,
         stakeholders, counties, and CBOs, or any other pertinent
         parties as determined by DHCS.

      ii. The Contractor shall:

         1. Coordinate with DHCS to identify a goal or theme.
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2. Develop meeting materials, including but not limited to PowerPoint slides, outlines, and digital and physical handouts provided to attendees. The Contractor shall provide to DHCS a request for approval of the materials a minimum of thirty (30) calendar days prior to each scheduled listening session. DHCS shall either approve or deny the request within fifteen (15) calendar days of receiving the Contractor’s materials.

3. Moderate the listening session.

4. Consolidate or synthesize the feedback.

5. Report the results, including the needs identified in the session and prioritized recommendations for meeting those needs, to DHCS within forty-five (45) days of the listening session.

b. Learning Collaboratives

i. The Contractor shall develop and schedule Learning Collaborative meetings to facilitate networking and peer learning, and provide a discussion forum regarding strategies and tools of the project. Participation in the collaboratives shall be determined by DHCS.

ii. The Contractor shall:

1. Organize a Learning Collaboratives, including four (4) quarterly meetings and Contractor support between meetings as needed.

2. Submit to DHCS a schedule setting forth the dates of Learning Collaborative meetings during the Contract within sixty (60) calendar days of the start of the contract performance period. DHCS shall either approve or deny the Contractor’s request within fifteen (15) calendar days of receipt;

3. Engage speakers and presenters to cover technical content; and
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4. Develop meeting materials, including but not limited to PowerPoint slides, outlines, and digital and physical handouts provided to attendees. The Contractor shall provide to DHCS a request for approval of the materials a minimum of thirty (30) calendar days prior to each scheduled conference. DHCS shall either approve or deny the request within fifteen (15) calendar days of receiving the Contractor’s materials.

**B. Quarterly Progress Reports**

1. The Contractor shall submit quarterly progress reports, or more often when requested by DHCS, specifying:
   
   a. Accomplishments for the previous quarter;
   
   b. Activities planned for the quarter ahead; and
   
   c. Any issues preventing the Contractor from making progress on completion of the work.

2. The dates and quarters are subject to change with the advance approval of DHCS.

3. The Quarterly Reporting Schedule is as follows:

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Period</th>
<th>Estimated Delivery</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial Quarter</td>
<td>07/01/2020-09/30/2020</td>
<td>10/31/2020</td>
</tr>
<tr>
<td>2nd Quarter</td>
<td>10/1/2020-12/31/2020</td>
<td>01/31/2021</td>
</tr>
<tr>
<td>3rd Quarter</td>
<td>01/01/2021-03/30/2021</td>
<td>04/30/2021</td>
</tr>
<tr>
<td>4th Quarter</td>
<td>04/01/2021-6/30/2021</td>
<td>07/31/2021</td>
</tr>
<tr>
<td>5th Quarter</td>
<td>07/01/2021-09/30/2021</td>
<td>10/31/2021</td>
</tr>
<tr>
<td>6th Quarter</td>
<td>10/1/2021-12/31/2021</td>
<td>01/31/2022</td>
</tr>
<tr>
<td>7th Quarter</td>
<td>01/01/2022-03/30/2022</td>
<td>04/30/2022</td>
</tr>
<tr>
<td>8th Quarter</td>
<td>04/01/2022-6/30/2022</td>
<td>07/31/2022</td>
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<tr>
<td>9th Quarter</td>
<td>07/01/2022-09/30/2022</td>
<td>10/31/2022</td>
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<tr>
<td>10th Quarter</td>
<td>10/1/2022-12/31/2022</td>
<td>01/31/2023</td>
</tr>
</tbody>
</table>
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<table>
<thead>
<tr>
<th>Quarter</th>
<th>Period</th>
<th>Estimated Delivery</th>
</tr>
</thead>
<tbody>
<tr>
<td>11th Quarter</td>
<td>01/01/2023-03/30/2023</td>
<td>04/30/2023</td>
</tr>
<tr>
<td>12th Quarter</td>
<td>04/01/2023-06/30/2023</td>
<td>06/30/2023</td>
</tr>
</tbody>
</table>

4. The Contractor shall be responsible for complying with all State reporting requirements related to this program.

C. Distribution of Program Materials

1. All curriculum, training products, and disseminated resource material developed under the terms of this Contract, are subject to DHCS approval prior to publication and dissemination and are the property of DHCS.

2. The Contractor shall provide DHCS with copies of all training materials, assessments, and evaluations within thirty (30) days of completion of the work.

3. The Contractor shall provide printing and distribution of all materials related to the performance of this Contract.

D. Quarterly Meetings

1. Contractor shall participate in quarterly (September, December, March, and June) conference calls with DHCS to discuss performance. DHCS may require the Contractor to attend in-person meetings in Sacramento, California.

2. Contractor shall submit quarterly progress reports and a proposed agenda at least five (5) business days before each quarterly call.

3. Quarterly progress reports shall be used to determine if Contractor is meeting project goals and to allow Contractor to convey any difficulties encountered so that remedies may be promptly developed.

6. Allowable Informal Scope of Work Changes

A. Changes and revisions to the Scope of Work contained in the agreement, utilizing the “allowable cost payment system,” may be proposed by the Contractor in writing. All requested changes and revisions are subject to the approval of the State. Failure to notify the State of proposed revisions to the Scope of Work may result in an audit finding.

B. The State will respond, in writing, as to the approval or disapproval of such requests for changes or revisions to the Scope of Work within 30 calendar
days of the date the request is received in the program. Should the State fail to respond to the Contractor’s request within 30 calendar days of receipt, the Contractor’s request shall be deemed approved.

C. The State may also request changes and revisions to the Scope of Work. The State will make a good-faith effort to provide the Contractor 30 calendar days advance written notice of said changes or revisions.

7. American with Disabilities Act

Contractor agrees to ensure that deliverables developed and produced, pursuant to this Agreement shall comply with the accessibility requirements of Section 508 of the Rehabilitation Act and the Americans with Disabilities Act of 1973 as amended (29 U.S.C. § 794 (d), and regulations implementing that act as set for in Part 1194 of Title 36 of the Federal Code of Regulations. In 1998, Congress amended the Rehabilitation Act of 1973 to require Federal agencies to make their electronic and information technology (EIT) accessible to people with disabilities. California Government Code section 1135 codifies section 508 of the Act requiring accessibility of electronic and information technology.

8. Records and Record Keeping

A. The Contractor shall retain all financial records, supporting documents, statistical records, and all other records pertinent to the Contract.

B. DHCS, or any of its authorized representatives, have the right to access any documents, papers, or other records of the Contractor or Subcontractors which are pertinent to the Contract, for the purpose of performing audits, examinations, excerpts, and transcripts. The right to access records also includes timely and reasonable access to the Contractor’s and Subcontractor’s personnel for the purpose of interview and discussion related to the requested documents.

C. The right to access records is not limited to the required retention period but lasts as long as records are retained by the Contractor and Subcontractors.

9. Monitoring and Site Inspections

A. The Contractor and/or Subcontractors shall be subject to monitoring by DHCS for compliance with the provisions of this contract to include desk and on-site reviews. Such monitoring activities shall include, but are not limited to, inspection of the Contractor’s and/or Subcontractor’s programmatic activities, books, and records, as DHCS deems appropriate. DHCS may conduct
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monitoring activities at any time during the Contractor’s and/or Subcontractors’ normal business hours.

B. DHCS shall conduct a review of the Contractor’s and/or Subcontractors’ records to determine if any of the claimed expenditures were an improper use of funds.

C. The refusal of the Contractor and/or Subcontractors to permit access to physical facilities and/or inspection of any documents, files, books, or records necessary for DHCS to complete its monitoring and inspection activities constitutes an express and immediate material breach of this Contract and will be a sufficient basis to terminate the Contract for cause.

D. DHCS shall develop policies and procedures to review progress reports and ensure that each Subcontractor is compliant with contractual obligations set forth in their awarded applications and subcontracts.

10. Contractor Non-Compliance

A. If the Contractor fails to comply with State statues, regulations, or the terms and conditions of the Contract and/or Subcontracts, DHCS may impose additional conditions on the Contract and/or Subcontracts, including:

1. Withholding authority to proceed to the next phase until receipt of evidence of acceptable performance within a given performance period;

2. Requiring additional or more detailed financial reports;

3. Requiring technical or management assistance; and/or

4. Establishing additional prior approvals.

B. If DHCS determines that the Contractor’s and/or Subcontractors’ noncompliance cannot be remedied by imposing additional conditions, DHCS may take one or more of the following actions:

1. Temporarily withhold cash payments pending correction of the deficiency by the Contractor.

2. Disallow all or part of the cost of the activity or action not in compliance.

3. Wholly or partly suspend the award activities or terminate the Contractor’s Contract and Subcontracts.
4. Recommend that suspension or debarment proceedings be initiated by DHCS.

5. Withhold further State funds.

6. Take other remedies that may be legally available.