

PERFORMANCE REQUIREMENTS SUMMARY (PRS) CHART

SPECIFIC PERFORMANCE REFERENCE	SERVICE	MONITORING METHOD
Contract: Sub-paragraph 8.38 - Record Retention and Inspection-Audit Settlement	Contractor to maintain all required documents as specified in Sub-paragraph 8.38	Inspection of files
Contract: Sub-paragraph 8.40 - Subcontracting	Contractor shall obtain County's written approval prior to subcontracting any work.	Inspection of files
SOW: Sub-paragraph 4.4 - Program Goals	Contractor must meet the program goals identified for the UCC program.	Data and reports
SOW: Sub-paragraph 6.3 and subsections Staffing Requirements	Contractor will adhere to the staffing requirements as specified in the CCR Title 9, Section 1840.348	Inspection and observation
SOW: Sub-paragraph 6.4 - Additional Staffing Requirements	Contractor is required to maintain a clinical staffing ratio of at least one staff to two clients between the hours of 8:00 am – 6:00 p.m. daily.	Inspection and observation
SOW: Sub-paragraph 6.4 - Additional Staffing Requirements	Contractor must ensure that medications are available on an as needed basis, and the staffing pattern must reflect this availability in accordance with CCR Title 9, Section 1840.338. Preferably, Contractor is to assign an on-site, licensed prescriber to meet this requirement with telephonic supervision, as necessary. Contractor may utilize tele-psychiatry services when the on-site, licensed prescriber is not available	Inspection and observation

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SOW: Sub-paragraph 6.4 - Additional Staffing Requirements	Contractor is required to obtain, file, and make available for review upon request of County, copies of current driver's licenses, Department of Motor Vehicles (DMV) printouts, and proof of auto insurance for all staff providing transportation services to clients under this Agreement at least annually. County reserves the right to conduct a DMV check on Contractor's drivers	Inspection of files
SOW: Sub-paragraph 6.4 - Additional Staffing Requirements	Contractor must ensure that all staff assigned to perform work under this Agreement has the requisite experience and applicable current and valid California professional licenses needed to provide the services required under this Agreement. Contractor is required to obtain, file, and make available for review upon request of County, written verification for staff with foreign degrees that such degrees are recognized and meet the established standards and requirements of an accredited institution authorized by the U.S. Secretary of Education	Inspection of files

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SOW: Sub-paragraph 6.4 - Additional Staffing Requirements	Contractor is required to provide County with a roster of all staff which includes: (1) name and payroll title/position; (2) work schedules; and (3) facsimile and telephone numbers upon commencing work on this Agreement and at the beginning of each fiscal year thereafter for the effective term of the Agreement and all its option terms. Contractor is also required to notify County of all staffing changes within 30 days of such change	Inspection and observation
SOW: Sub-paragraph 6.4 - Additional Staffing Requirements	Contractor must advise the County of any change(s) in Contractor's key personnel, which includes management staff and the project manager, in writing and at least 24 hours prior to the proposed change(s). Interim or new personnel should also be included in this notice. Contractor must ensure that no interruption of services occurs as a result of personnel changes	Inspection and observation
SOW: Subparagraph 6.5 and subsections Policies, Procedures, and Guidance	Contractor shall establish acceptable polices and procedures consistent with the Welfare and Institutions Code and the California Code of Regulations.	Inspection and observation
SOW: Subparagraph 6.6 - Identification Badges	Contractor shall ensure their employees are appropriately identified.	Inspection and observation
SOW: Subparagraph 6.9 - Facility, Licenses, and Certifications	Contractor's facility has a safe, clean, and comfortable environment that meets the clinical and physical needs of patients	Inspection and observation via unannounced site visit

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SOW: Subparagraph 6.9 - Facility, Licenses, and Certifications	Contractor must maintain the approved number of adult psychiatric outpatient beds (chairs) in the UCC facility and provide written notice to the DMH Program Manager when a change to the number of approved chairs in the UCC is anticipated	Inspection and observation via unannounced site visit
SOW: Subparagraph 6.9 - Facility, Licenses, and Certifications	Contractor must obtain Medi-Cal certification as a Crisis Stabilization Unit by the California Department of Health Care Services (DHCS) pursuant to California Code of Regulations, Title 9, Sections 1840.338 and 1840.348	Inspection of files
SOW: Subparagraph 6.9 - Facility, Licenses, and Certifications	Contractor must be LPS designated by DMH to evaluate and treat individuals that are involuntarily detained pursuant to Welfare and Institutions Code (W&I Code), Sections 5150 and 5585	Inspection of files

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SOW: Subsection 6.10 - Administrative Office	Contractor shall maintain an administrative office with a telephone in the company's name where Contractor conducts business. The office shall be staffed during the hours of 8:00 a.m. to 5:00 p.m., Monday through Friday, by at least one employee who can respond to inquiries and complaints which may be received about the Contractor's performance of the Contract. An answering service shall also be provided to receive calls. The Contractor shall return calls received by the answering service within 24-hours of receipt of the call.	Inspection and observation
SOW: Paragraph 7.0 - Hours/Day of Work	Contractor is required to operate their facility 24/7 without regard to County holidays.	Inspection and observation
SOW: Paragraph 8.0 - Work Schedules	Contractor shall submit for review and approval a work schedule for each facility within 30 days prior to starting work. Schedule shall be set on an annual calendar identifying all the required on-going tasks and task frequencies. The schedules shall list the time frames by day of the week and time of day the tasks will be performed.	Inspection of files
SOW: Paragraph 8.0 - Work Schedules	Contractor shall submit revised schedules when actual performance differs substantially from planned performance.	Inspection and observation via unannounced site visit

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SOW: Sub-paragraph 10.1 - Specific Work Requirements	Contractor is responsible for providing the following UCC services: assessment and mental health services; crisis intervention; co-occurring services; medication evaluation and support; case management and linkage; physical health care; interagency collaboration; community partnerships; referrals and coordination of care; and, benefits establishment to the uninsured.	Inspection and observation
SOW: Sub-paragraph 10.2 - Specific Work Requirements	Contractor shall adhere to DMH clinical, risk management, and financial policies and procedures.	Inspection and observation
SOW: Sub-paragraph 10.2 - Specific Work Requirements	Facilitate client access to emergency, transitional, temporary, and permanent housing. Services may include helping homeless individuals link with emergency shelter bed program(s), and/or assisting individuals who require crisis residential or longer-term transitional residential program(s) to access such services	Inspection of files and observation
SOW: Sub-paragraph 10.2 - Specific Work Requirements	Provide or arrange for transportation to crisis residential facilities or emergency, transitional or permanent housing when appropriate to ensure that successful linkage takes place	Inspection of files and observation
SOW: Sub-paragraph 10.2 - Specific Work Requirements	Keep an accurate record of progress notes as described in DMH policy 401.03, as well as the dates, agendas, sign-in sheets, and minutes of all UCC and subcontractor staff meetings	Inspection of files and observation

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SOW: Sub-paragraph 10.2 - Specific Work Requirements	Collect and enter data via the data collection instrument developed by County and/or the State on all clients referred to the agency. Contractor shall maintain data on a consistent and ongoing basis and make data available when requested by the County	Inspection and observation
SOW: Sub-paragraph 10.2 - Specific Work Requirements	Provide a daily census report to the DMH Program Manager or designee. The daily census report shall identify the number of clients seen during the prior day that begins at 12:00 a.m. and ends at 11:59 p.m. for each day. The census report must include the total number of clients seen during that time period; the length of stay, client identifiers, and disposition	Inspection and observation
SOW: Sub-paragraph 10.2 - Specific Work Requirements	Access all available funding, including Medi Cal, Medicare and other third-party revenue, and assist clients and families to access the most cost-efficient services and supports possible	Inspection of files and observation
SOW: Sub-paragraph 10.2 - Specific Work Requirements	Notify and request approval from the DMH Program Manager as soon as it is anticipated that the UCC's capacity has been reached and it is not feasible to admit an additional client (UCC Diversion)	Observation

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SOW: Sub-paragraph 10.2 - Specific Work Requirements	Collaborate with DMH Countywide Resource Management (CRM) staff to ensure that, prior to discharge, clients are linked to appropriate services that will address mental health and substance use needs and supports	Inspection of files and observation
SOW: Sub-paragraph 10.2 - Specific Work Requirements	Provide and administer to clients a tool(s) by which clients and their families can evaluate the services they receive at a UCC. Contractor shall ensure the tool(s) addresses the performance of the UCC program and staff and the satisfaction of the clients and, when appropriate, their families.	Inspection of files and observation
SOW: Sub-paragraph 10.3 - Notification of Unusual Occurrences	Contractor shall notify County of the following ASAP: epidemic outbreak(s); suicide attempts; if any client sustains injury, serious illness, sexual assault/abuse, or physical problems, resulting in hospitalization; if any client is known to use deadly weapons, fire, or is prone to other acts of violence; if any client leaves the facility against advice or is missing.	Inspection and observation
SOW: Subparagraph 10.4 - Notification of Death	Contractor shall immediately notify County of the death of any client served in this program.	Inspection and observation
SOW: Paragraph 11 - Green Initiatives	Contractor shall use reasonable efforts to initiate "green" practices for environmental and energy conservation benefits.	Observation