

Exhibit A

STATEMENT OF WORK

FOR

**TRANSITION-AGE YOUTH
DROP-IN CENTERS**

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STATEMENT OF WORK (SOW)

1.0 SCOPE OF WORK

Contractor will provide services to assist Transition-Age Youth (TAY), ages 16-25, at risk of experiencing mental health disorders that may impair their daily activities and long-term functioning, during extended hours of operation at Drop-In Center(s) in Los Angeles County (LAC or County), by providing an array of services in an environment in which they can find temporary safety and basic supports (e.g., hot showers, healthy meals, clothing, access to computers, social activities, referrals, etc.).

Contractor will provide Drop-In Center services, see Section 2.2, through this Work Order only during extended hours in addition to, not in lieu of, Contractor's regular business/service hours, and serve a minimum of 300 new TAY registrants per fiscal year (FY).

2.0 SPECIFIC WORK REQUIREMENTS

Contractor will provide Drop-In Center services during extended hours of operation only and all goods and services as described in this Statement of Work (SOW) at no cost to TAY.

Extended hours shall be, at a minimum, eighteen (18) hours with a maximum of twenty-five (25) hours in the evening (after 3 pm) Monday through Friday. Extended hours shall be, at a minimum of twelve (12) hours, on weekends (Saturday through Sunday). These hours may be adjusted on a case-by-case basis for a Drop-In Center's particular needs but must be agreed upon in advance by the LAC Department of Mental Health (DMH) Lead Manager.

2.1 Drop-In Center Site

Drop-In Center site will:

- a) Provide a safe, welcoming, and pleasant age-appropriate environment;
- b) Provide a full bathroom (inclusive of showering/bathing facility) with a shower, toilet and sink. Basic toiletries and hygiene supplies (toilet paper, shampoo, soap, toothpaste, toothbrush, feminine hygiene supplies, etc.) shall be available to TAY;
- c) Provide an operational washer and dryer on-site at all times. Laundry items (detergent, dryer sheets, etc.) shall be available to TAY;
- d) Meet applicable licensing, rules and regulations concerning facility maintenance, appearance, and general cleanliness, and/or zoning requirements;
- e) Provide to each TAY, at a minimum, one (1) hot meal during "extended hours" from Monday through Friday and minimum of two (2) nutritional meals one of which is hot during "extended hours" on Saturday and Sunday. Meals must meet [United States Department of Agriculture \(USDA\) dietary guidelines](#);
- f) Maintain a valid and current Food Manager Certificate and Food Handler card during the term of this Work Order. Contractor's staff involved in the preparation, storage or service of food must also maintain a valid and current

food handler card during the term of this Work Order; and

- g) Post and maintain a Disaster and Mass Casualty Plan of Action in accordance with the California Code of Regulations (CCR) Title 22, Section 80023. Such plan and as shall be submitted to LACDMH's Contracts Development and Administration Division at least ten days prior to the commencement of services under this Work Order.

2.2 Drop-In Center Services

Contractor will provide basic support services to a minimum of 300 unduplicated TAY per FY directly or through linkage, when appropriate, to ensure that TAY risk factors are addressed, and protective factors strengthened.

2.2.1 Supports For Youth

Each TAY will have access to receive a range of support services such as but not limited to:

- a) New and/or donated clothing and shoes - e.g., sweaters, socks, undergarments, pants, shirts, seasonal clothing, etc. If purchasing clothing and/or shoes for a specific TAY, up to \$200 allowed per TAY every three months;
- b) Nutritional Meals and/or Healthy Snacks including hot meals;
- c) Access to Public Transportation - (e.g., Metro TAP Cards) up to \$75 allowed one time per month per TAY;
- d) Ride-hailing Transportation Services (e.g., Lyft/Uber): Up to 25 miles one-way, or 50 miles round-trip, allowed one time per TAY every six months with assistance in contacting them if needed, and a safe place for pick-up;
- e) Basic toiletries and Hygiene Products – e.g., toilet paper, shampoo, soap, toothpaste, oral and feminine products, etc.;
- f) Supplies for Group Activities - e.g., therapeutic manuals, art supplies, computer software;
- g) Recreational Supplies - e.g., playing cards, board games, wi-fi access;
- h) Outreach and Engagement Materials and/or Fees – A purchase request with justification must be submitted for LACDMH approval prior to purchase. The LACDMH pre-approval letter must accompany the reporting month's invoice;
- i) Survival Kits – e.g., blankets, sleeping bags, seasonal necessities, etc.;
- j) Identity Documents – e.g., California Driver's License/or California Identification card and/or Birth Certificates;
- k) Food Gift Card – Up to \$300 allowed one-time per month per TAY;
- l) School Supplies/Fees – Purchases of \$250 or less are allowed one time per month per TAY. Purchases over \$250 to a maximum of \$600 are allowed two times (every six months) during the fiscal year, per TAY,

and require a justification request that must be submitted to LACDMH Lead Manager for approval prior to purchase. The approval letter must accompany the reporting month's invoice. Receipts for all purchases must be placed in TAY participant folders to be provided upon request by the County;

- m) Motels/Hotels – Up to \$250 per night allowed for a maximum of 10 nights stay one-time every six months per TAY. A purchase request with justification must be submitted to LACDMH Lead Manager for pre-approval for stays over 10 nights. The LACDMH pre-approval letter with LACDMH Lead Manager signature must accompany the reporting month's invoice.
- n) Gift Card Incentives - (coffee shops, online stores, etc.) – Up to \$50 per card, including any processing fees, as incentive for participating in activities, such as group meetings, activities, attendance, etc.
- o) On-site operational washer and dryer including laundry items (detergent, dryer sheets, etc).

2.2.2 TAY who report mental health symptoms shall be screened and referred or linked to a mental health provider for an assessment to determine the appropriate level of care needed. If necessary, TAY may be referred for specialty mental health services.

2.2.3 TAY who report substance abuse shall be screened and referred and/or linked to substance abuse services to reduce their alcohol, substance use, and/or risky behavior.

2.2.4 TAY who report being homeless or at-risk of becoming homeless shall be referred and/or linked to permanent, transitional and/or emergency housing resources and appropriate government benefit programs (e.g., Supplemental Security Income or Social Security Disability Insurance), Cal-Fresh, Cash Assistance Program for Immigrants (CAPI), California Work Opportunity for Kids (CalWORKs), General Relief (GR), etc.).

2.2.5 TAY who report being unemployed shall be referred to the Employment Specialist and/or linked to appropriate employment services (Greater Avenues for Independence (GAIN), Skills and Training to Achieve Readiness for Tomorrow (START), job readiness training, mock interview, clothing, etc.).

2.2.6 TAY who report peer relationship issues shall be referred and/or linked to a peer support specialist to provide community support and resources.

2.2.7 TAY who report experiencing complex trauma and/or substance abuse shall be referred and/or linked to a LACDMH-approved Evidence-Based Practice (such as but not limited to Seeking Safety) for treatment services within 30 days.

2.2.8 Contractor will provide services and supports that include, but are not limited to, mental health screenings, counseling, and clinical interventions; and

community linkages including, but not limited to, accessing physical health care, education, peer supports, counseling centers, legal services, life skills groups, cultural/ethnic and faith-based resources, mentoring and leadership programs.

2.2.9 Contractor will provide outreach and engagement services to a minimum of five (5) community settings where TAY may congregate each month. Examples of community settings include, but are not limited to: libraries; colleges; schools; faith-based organizations; and other community organizations.

2.2.10 Contractor will collaborate with LACDMH TAY Navigation team to ensure that TAY are being linked to the appropriate level of care and ongoing services to meet their specific needs.

2.3 Emergency Medical Treatment

Contractor will establish and post written procedures describing appropriate actions to be taken in the event of a medical emergency. TAY who are provided services hereunder and who require emergency medical care for physical illness or accidents shall be transported to an appropriate medical facility. The cost of such transportation as well as the cost of any emergency medical care shall not be charged to nor reimbursable under this Work Order. Contractor will notify LACDMH Lead Manager within 48 hours via telephone and email concerning the circumstances and status of any client under this Work Order receiving emergency medical treatment. The notice will include TAY's name, identification number, date of medical care provided, a summary of the circumstances, and the name(s) of all Contractor staff with knowledge of the medical emergency.

2.4 Notification of Clinical Events

2.4.1 Contractor will notify LACDMH Lead Manager by telephone and email, immediately upon becoming aware but no later than within 24 hours of any clinical event affecting TAY being served through this Work Order. The notice will include TAY's name, identification number, date and summary of clinical event, and the name(s) of all Contractor staff with knowledge of the circumstances.

2.4.2 Within 48 hours of the clinical event, Contractor will complete and submit a Clinical Event Report (CER) (SOW Attachment 1), to LACDMH Lead Manager via encrypted email.

2.4.3 Clinical events are those that happen while Drop-In Center services are provided to TAY onsite and/or offsite by Drop-In Center staff, only during the hours covered through this Work Order.

Clinical events include but are not limited to:

1. Law enforcement required;
2. Psychiatric Mobile Response Team (PMRT)/School Threat Assessment Response Team (START) required;

3. Hospitalization required - medical or psychiatric;
4. Threat to safety of others;
5. Client self-injury (not suicide attempt);
6. Suspected or known suicide attempt;
7. Adverse drug reaction/overdose;
8. Alleged assault by TAY to others or by staff member to TAY;
9. Suspected/alleged homicide by TAY/Staff;
10. Threat of legal action; and
11. Death of client or staff member;
12. Temporary/Permanent Closure of Facility

2.5 Temporary/Permanent Drop-In Center Closure

- 2.5.1 If a Drop-In Center closes due to an emergency, the Contractor must notify LACDMH Lead Manager, via telephone and email immediately upon becoming aware or within 24 hours of any event affecting the ability to serve TAY at the contracted site.
 - 2.5.1.1 Within 48 hours of closing, Contractor must complete a CER to document the reason for the closure. The CER must be submitted to LACDMH Lead Manager via encrypted email.
 - 2.5.1.2 Within five (5) business days of closing, Contractor must submit a proposed plan of action and expected date to reopen. The Contractor may request a meeting with the LACDMH Lead Manager to explore site options, both temporary and long-term, to best accommodate the needs of the local community.
- 2.5.2 If Drop-In Center services cannot resume at the contracted location, the Contractor must submit a contingency plan within 14 business days of closure regarding the transition of staff and services to a new location in the same Service Area. Contractor will collaborate with LACDMH Lead Manager on the implementation of this plan.
- 2.5.3 Contractor must receive prior written approval from LACDMH Lead Manager before Drop-In Center services can begin at a temporary or new location.
- 2.5.4 The cost to provide services at a temporary or new location will not be charged to or reimbursed under this Work Order without prior written approval from the LACDMH Lead Manager.
- 2.5.5 The cost to relocate staff and services, on a temporary or permanent basis, will not be a charge to nor reimbursed under this Work Order.

3.0 QUALITY CONTROL

Contractor will establish and utilize a comprehensive Quality Control Plan (Plan) to assure the County a consistently high level of service throughout the term of the Work Order. The Plan

will be submitted to LACDMH Lead Manager for review, upon request. The Plan must include, at a minimum, the following:

- 3.1 Method of monitoring to ensure that Work Order requirements are being met.
 - 3.1.1 Contractor must identify staff responsible for monitoring Contractor's compliance with all work order terms and performance standards per this SOW.

- 3.2 A record of all Drop-In Center services inspections conducted by the Contractor, any corrective action taken, the time a problem was first identified, a clear description of the problem, and the time elapsed between identification and completed corrective action, will be provided to LACDMH Lead Manager upon request.

3.3 **Data Collection**

Contractor must establish and implement a comprehensive plan to ensure the organization monitors, documents, and reports on required program services as outlined in Section 2.0 (Specific Work Requirements).

- 3.3.1 Contractor **must** complete and submit the following items to LACDMH Lead Manager no later than the 10th of each month following the service month. If the 10th day is a County holiday and/or weekend, the reports shall be submitted no later than the next business day:

- 3.3.1.1 SOW Attachment 2 (TAY Data Log)
- 3.3.1.2 SOW Attachment 3 (Services Review)
- 3.3.1.3 SOW Attachment 4 (Peer Advocate Tracking Log)
- 3.3.1.4 SOW Attachment 5 (Employment Specialist Tracking Log)
- 3.3.1.5 SOW Attachment 6 (Trauma-Informed Services Report)
- 3.3.1.6 *SOW Attachment 7 (Drop-In Center Report)

* SOW Attachment 7 (Drop-In Center Report) will be provided on the 10th of the month for staff reporting purposes and 45 days after the service month as supporting documentation with the invoices.

4.0 **QUALITY ASSURANCE PLAN**

The County will evaluate the Contractor's performance under this Work Order using the quality assurance procedures as defined in subparagraph 8.14 (County's Quality Assurance Plan) of the MHSA Master Agreement.

4.1 **Meetings**

Contractor will attend all Provider quarterly meetings and one-on-one meetings that may be scheduled with LACDMH Lead Manager.

4.1.1 **Monitoring Site Visits**

Contractor must be present when the County or its agent conducts a site visit to evaluate service provisions and Contractor's performance. Evaluation will

include assessing Contractor's compliance with all terms and performance standards set forth in this Work Order.

4.1.2 Upon LACDMH Lead Manager's request, Contractor must identify staff responsible for overseeing and maintaining accurate and complete records of all services provided.

4.2 Work Order Discrepancy Report - SOW Attachment 10 (SOW Attachments)

4.2.1 Verbal notification of a Work Order discrepancy will be made to the Contractor as soon as possible whenever a discrepancy is identified. The problem must be resolved within a time period mutually agreed upon by LACDMH Lead Manager and the Contractor.

4.2.2 LACDMH Lead Manager will determine whether a formal Work Order Discrepancy Report will be issued. Upon receipt of this document, the Contractor will be required to respond in writing to LACDMH Lead Manager within five (5) workdays, acknowledging the reported discrepancies or presenting contrary evidence.

4.2.3 Contractor will submit a plan for correction of all deficiencies identified in the Work Order Discrepancy Report to LACDMH Lead Manager within 10 workdays.

4.3 County Observations

In addition to departmental contracting staff, other County personnel may observe performance, activities, and review documents relevant to this Work Order at any time during normal business hours. However, these personnel may not unreasonably interfere with the Contractor's performance of regular operations.

5.0 RESPONSIBILITIES

The County's and the Contractor's responsibilities are as follows:

LACDMH

5.1 Personnel

LACDMH will administer the Work Order according to Exhibit D (County's Administration) of Appendix A – Sample MHSa Work Order. Specific duties will include:

5.1.1 Monitoring the Contractor's performance in the daily operation of this Work Order.

5.1.2 Providing direction to the Contractor in areas relating to policy, information, and procedural requirements.

5.1.3 Facilitating meetings as needed to provide technical assistance to Contractors regarding data collection and invoicing.

5.1.4 Preparing amendments in accordance with Paragraph 8.1 (Amendments) of the MHSA Master Agreement.

5.2 Intentionally Omitted

CONTRACTOR

5.3 Project Manager

5.3.1 Contractor will provide a Project Manager and designated alternate. County must have access to the Contractor's Project Manager during regular business hours. Contractor will provide a telephone number and e-mail where the Project Manager and/or alternate may be reached between the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday. The Project Manager or designated alternate will respond to all work order-related inquiries within 24 hours or the next business day.

5.3.2 Project Manager will act as a central point of contact with the County. Contractor will notify the LACDMH Lead Manager in writing of any change in name, contact information (such as phone number or email address) of the Contractor's Project Manager.

5.3.3 Project Manager and alternate must have full authority to act for Contractor on all matters relating to the daily operation of the Work Order. Project Manager and alternate must be able to effectively communicate, in English, both orally and in writing.

5.4 Personnel

Contractor may adjust staffing levels to reflect actual client participation during extended hours, and request exceptions by communicating to the LACDMH Lead Manager with documentation of small client numbers. On-going staffing modification will require written approval from LACDMH Lead Manager prior to implementation.

5.4.1 Contractor will assign a minimum of five (5) to a maximum of twelve (12) part-time (PT) staff during Drop-In Center extended hours. Staff should include a minimum of the following:

Direct Staff

5.4.1.1 Up to three (3) PT Direct Staff are required during extended hours to assist TAY with medical, mental health, economic, and legal services, as well as outreach and engagement. In addition, Direct Staff will teach basic life skills, coping skills and self-help strategies; and perform related duties as required.

Support Staff

5.4.1.2 One (1) PT Peer Support Specialist is required during extended hours to provide TAY with a supportive environment in which clients can learn coping mechanisms and problem-solving skills to help achieve desired outcomes. Also, Peer Support Specialist will provide

structured, non-clinical activities and coaching to promote recovery, wellness, relationship enhancement, socialization, self-sufficiency, development of natural supports, self-awareness and values, and the maintenance of skills learned in other support services to encourage and support clients to participate in developing their own goals and processes. Peer Support Specialist will offer advocacy on behalf of the beneficiary, promotion of self-advocacy, resource navigation, and collaboration with the clients and others providing care or support to the client.

5.4.1.3 One (1) PT Employment Specialist is required during extended hours to assist TAY with career development/placement, job searches, resume preparation, interview coaching as well as perform related duties as required.

5.4.1.4 Up to seven (7) other part-time (PT) staff during Drop-In Center extended hours which may include professionals, paraprofessionals, counselors, mental health workers, interns, and volunteers.

Administrative Staff

5.4.1.5 Administrative staff shall provide support by answering phones, greeting/referring/assisting visitors, customers, staff, or others, preparing documents and reports, compiling records, scheduling meetings, organizing and maintaining information, coordinating calendars, analyzing data including budgetary expenditures, and other general office support.

Operational Staff

5.4.1.6 Housekeeping/Janitorial staff will provide support by cleaning daily to ensure the Drop-In Center is well-maintained.

5.4.1.7 Unarmed Security Guards will support the Drop-In Center by patrolling and inspecting property against fire, theft, vandalism, terrorism, illegal activity and monitor people and buildings to deter crime during.

Seeking Safety (SS) or Other Care for Trauma-Exposed Individuals

Contractor may adjust staffing levels to reflect actual client participation during extended hours, and request exceptions in writing from the LACDMH Lead Manager with documentation of small client numbers. On-going staffing modification will require written approval from the LACDMH Lead Manager prior to implementation.

5.4.2 Contractor will assign two (2) PT staff during Drop-In Center extended hours to include the following:

5.4.2.1 One (1) PT Mental Health Clinician is required during extended hours to provide SS or other approved treatment for trauma-exposed individuals and care groups that address and reduce risk factors while

increasing skills and supports that promote healthy behaviors and decrease the likelihood that the youth will develop a mental illness. The Mental Health Clinician must:

5.4.2.1.1 Be certified and trained to deliver treatment.

5.4.2.1.2 Provide one (1) hour per day of SS or other trauma-informed care groups.

5.4.2.1.3 Be available to respond to clinical emergencies on premises by providing case management and securing resources for client, family and significant others.

5.4.2.2 One (1) part-time clinical staff (e.g., paraprofessional, intern, counselor) will be required to provide treatment groups to address and reduce risk factors while increasing skills and supports that promote healthy behaviors and decrease the likelihood that the youth will develop a mental illness.

5.4.2.2.1 Unlicensed clinical staff who support approved treatment by facilitating groups must be trained to deliver it and be supervised by licensed clinical staff.

5.4.3 Contractor will be required to background check their staff prior to working with TAY at the Drop-In Center as set forth in subparagraph 7.5 (Background and Security Investigations) of the MHSA Master Agreement.

5.4.5 Contractor will ensure staff providing services have similar cultural and linguistic backgrounds to those clients being served.

5.5 Identification Badges

5.5.1 Contractor will ensure its employees are appropriately identified as set forth in subparagraph 7.4 (Contractor's Staff Identification) of the MHSA Master Agreement.

5.6 Materials and Equipment

The purchase of all furniture, fixtures, and equipment to provide the needed services is the responsibility of the Contractor. Contractor will use furniture, fixtures, and equipment that are safe for the environment and safe for use by the staff.

5.7 Training

5.7.1 Contractor will provide training programs for all new staff and continuing in-service training for all staff that provide services through this Work Order.

5.7.2 Contractor will provide mandatory training for all staff that provide services through this Work Order as required by Federal and State law including, but not limited to, the Health Insurance Portability and Accountability Act (HIPAA), Sexual Harassment, and Cybersecurity.

5.7.3 Contractor will ensure all staff working under this Work Order including clerical, administrative management, and clinical practitioners receive annual cultural competence training.

5.7.4 Contractor will document and make available upon request the type and number of hours of training provided to staff.

5.8 Contractor's Administrative Office

Contractor must maintain an administrative office in the County with a telephone in the company's name where Contractor conducts business when/if different from the Drop-In Center location. The office will be staffed by at least one (1) staff member who can respond to inquiries which may be received about the Contractor's performance of the Work Order. When the office is closed, an answering service must be provided to receive calls and take messages. **The Contractor must answer calls received by the answering service within 24 hours of receipt of the call.**

6.0 HOURS/DAYS OF WORK

6.1 Hours/Day of Work

6.1.1 Contractor's extended hours shall be, at a minimum eighteen (18) hours and a maximum twenty-five (25) hours in evenings (after 3 pm) Monday through Friday. Extended hours shall be, at a minimum of twelve (12) hours, on weekends (Saturday through Sunday). If/when extended hours are not conducive to Contractor's needs for their community, they may propose alternative scheduling with LACDMH Lead Manager, and request changes in writing.

6.1.2 Contractor will not be required to provide services on County [recognized holidays](#).

7.0 WORK SCHEDULES

7.1 Contractor will submit staff work schedules to LACDMH Lead Manager upon request. Work schedules will be set on an annual calendar identifying all the required and on-going tasks and task frequencies. The schedules will list the time frames by day of the week the tasks will be performed.

7.2 Contractor will submit revised staff work schedules when actual performance differs substantially from planned performance. All revisions will be submitted to the LACDMH Lead Manager for review and approval within 10 working days prior to changes.

8.0 INTENTIONALLY OMITTED

9.0 ADDITION AND/OR DELETION OF FACILITIES, SPECIFIC TASKS AND/OR WORK HOURS

9.1 All changes must be made in accordance with subparagraph 8.1 (Amendments) of the MHS Master Agreement.

10.0 INTENTIONALLY OMITTED

11.0 INTENTIONALLY OMITTED

12.0 DEFINITIONS

- 12.1 Community Services and Supports (CSS)** – A plan under the Mental Health Services Act (MHSA) that focusses services on children and families, transition-age youth, adults and older adults who have the most severe and persistent mental illness or serious emotional disturbances, including those at risk of homelessness.
- 12.2 Extended Hours** – Hours that are in addition to, not in lieu of, agency’s normal business/service hours. Extended hours include evenings (after 3 pm) and should total, at a minimum of eighteen (18) hours, Monday through Friday. Extended hours also include weekends for a minimum of twelve (12) hours Saturday through Sunday.
- 12.3 Full-Time Equivalent (FTE) Staff** – One qualified staff member or a combination of qualified staff members that work varied day/hours for more than 30 hours each week doing a specific job at the Drop-In Center.
- 12.4 Mental Health Clinician** – A staff member that must be registered and licensed by the California Board of Behavioral Science (BBS) and is able to supervise licensed and unlicensed clinical staff.
- 12.5 Mental Health Services Act (MHSA)** – Passed by California voters through Proposition 63, MHSA gives money to counties to help people and families who have mental health needs.
- 12.6 Non-Clinical/Administrative Staff** – A staff member/s that work various other roles at Drop-In Center.
- 12.7 Normal Business/Service Hours** – Hours the contractor operates other programs and services outside of the extended hours of service through this Work Order.
- 12.8 Outreach and Engagement (O&E)** – A vital component which aims to inform the public about the program, by organizing a wide diversity of activities within the county to create partnerships with communities, faith-based organizations, schools, community-based agencies, and other county departments.
- 12.9 Part Time (PT) Staff** – One qualified staff member or a combination of qualified staff members that work varied day/hours for less than 30 hours each week doing a specific job at the Drop-In Center.
- 12.10 Psychiatric Mobile Response Team (PMRT)** – A team of LACDMH staff that provide non-law enforcement based mobile crisis response to clients experiencing a psychiatric emergency in the community.
- 12.11 School Threat Assessment Response Team (START)** – A comprehensive threat prevention and management program in school settings and for law enforcement agencies.
- 12.12 Seeking Safety (SS)** – An evidence-based, present-focused counseling model to help people attain safety from trauma and/or substance abuse. It can be conducted in group (any size) and/or individual modality. It can be conducted over any number of sessions.

12.13 Service Area (SA) – also known as a Service Planning Area (SPA), is a specific geographic region within the County. Due to its size, the County has been divided into 8 distinct SAs.

12.14 Transition-Age Youth (TAY) – A person between the ages of 16 and 25 and the target population to be served through this Work Order.

12.15 Trauma-Informed Care (TIC) or Treatment for Trauma-Exposed Individuals (Treatment) – An adjusted approach based on the acknowledgment of the prevalence of trauma. Engagement and treatment promote an environment of healing and recovery rather than practices and services that may inadvertently cause or re-traumatize. Trauma informed care is rooted in the following principles: Safety; Trustworthiness and Transparency; Collaboration and Mutuality; Peer Support; Empowerment, Voice, and Choice; Addressing Cultural Historical and Gender Issues.

12.16 Unlicensed Clinical Staff– Staff member/s that must be registered by the California Board of Behavioral Science and must be supervised by licensed clinical staff.

12.17 Weekday – Monday through Friday.

12.18 Weekend – Saturday and Sunday.

13.0 GREEN INITIATIVES

13.1 Contractor will use reasonable efforts to initiate “green” practices for environmental and energy conservation benefits.

13.2 Contractor will notify LACDMH Lead Manager of Contractor’s new green initiatives upon request.

14.0 PERFORMANCE REQUIREMENTS SUMMARY

Contractor’s performance will be monitored by County at least once annually during the term of this Work Order according to SOW Attachment 11 (Performance Requirements Summary (PRS) chart).

All listings of services used in the PRS chart are intended to be completely consistent with the Work Order and the SOW, and are not meant in any case to create, extend, revise, or expand any obligation of Contractor beyond that defined in the Work Order and the SOW. In any case of apparent inconsistency between services as stated in the Work Order and the SOW and this PRS, the meaning apparent in the Work Order and the SOW will prevail. If any service seems to be created in this PRS which is not clearly and forthrightly set forth in the Work Order and the SOW, that apparent service will be null and void and place no requirement on Contractor.

WORK ORDER DISCREPANCY REPORT

Date: Click or tap here to enter text.		Contractor Response Received: Click or tap here to enter text.	
Contractor: Click or tap here to enter text.	Contract No. Click or tap here to enter text.	County's Project Manager:	
Contact Person: Click or tap here to enter text.	Telephone: Click or tap here to enter text.	County's Project Manager Signature:	
Email: Click or tap here to enter text.		Email: Click or tap here to enter text.	

A contract discrepancy(s) is specified below. The Contractor will take corrective action and respond back to the **County personnel** identified above by the date required. Failure to take corrective action or respond to this Contract Discrepancy Report by the date specified may result in the deduction of damages.

No.	Work Order Discrepancy	Contractor's Response*	County Use Only		
			Date Correction Due	Date Completed	Approved
1	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
2	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
3	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.

*Use additional sheets if necessary

<i>Contractor's Representative Signature</i>	Click or tap here to enter text. <i>Date Signed</i>
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**TAY DROP-IN CENTER
PERFORMANCE REQUIREMENTS SUMMARY (PRS) CHART**

SPECIFIC PERFORMANCE REFERENCE	SERVICES AND PERFORMANCE TARGETS	MONITORING METHOD
SOW: Section 2.0 Specific Work Requirements	Contractor will provide all goods and services as described in the Statement of Work (SOW) at no cost to TAY during extended hours of operation only.	<ul style="list-style-type: none"> • Site Visit Review (includes interviews with TAY)
SOW: Section 2.1 Specific Work Requirements	Contractor's Drop-In Center will provide a safe, welcoming, and pleasant age-appropriate environment.	<ul style="list-style-type: none"> • Site Visit Review
SOW: Section 2.1(d) Specific Work Requirements	Contractor shall provide a facility that meet applicable licensing and community standards and/or zoning requirements.	<ul style="list-style-type: none"> • Site Visit Review
SOW: Section 2.2	Contractor will provide basic support services to a minimum of 300 new TAY registrants per fiscal year.	<ul style="list-style-type: none"> • Attachment 2 (TAY Data Log) Review
SOW: Section 2.2.9 Specific Work Requirements	Contractor will provide outreach and engagement services to a minimum of five (5) community settings each month.	<ul style="list-style-type: none"> • Attachment 3 (Monthly Services Review) Review and • Attachment 4 (Peer Advocate Tracking Log) Review
SOW: Section 2.2.10 Specific Work Requirements	Contractor must collaborate with LACDMH TAY Navigation team to ensure that TAY are being linked to the appropriate level of care and ongoing services.	<ul style="list-style-type: none"> • Attachment 2 (Monthly Services Review) Review
SOW: Section 2.4.1 Notification of Clinical Events	Contractor must notify LACDMH staff upon becoming aware of any clinical event within 24 hours . Notice shall be made by telephone and/or email detailing a summary of the circumstances thereof, and the name(s) of all Contractor staff with knowledge of the circumstances.	<ul style="list-style-type: none"> • Contract Compliance Review
SOW: Section 3.4.1 Data Collection	Contractor must complete and submit the TAY DROP-IN CENTER monthly reports to LACDMH staff no later than the 10th of each month following the service month.	<ul style="list-style-type: none"> • Monthly Review

SOW: Section 5.3.2 Contractor's Project Manager	Contractor will notify the County in writing of any change in name and contract information, (such as phone, email, or address) of the Contractor's Project Manager.	<ul style="list-style-type: none"> • Inspection and observation
SOW: Section 5.4.1 Personnel	Contractor is required to assign a minimum of five (5) to a maximum of twelve (12) Part-Time (PT) staff during Drop-In Center extended hours which will include professionals, paraprofessionals, counselors, mental health workers, and interns.	<ul style="list-style-type: none"> • Attachment 7 (Drop-In Center Report) Review
SOW: Section 5.4.1.1 Personnel	Up to three (3) PT Direct Staff are required during extended hours to assist TAY, by providing outreach and engagement, accessing services to medical, mental health, economic, legal resources.	<ul style="list-style-type: none"> • Attachment 7 (Drop-In Center Report) Review
SOW: Section 5.4.1.2 Personnel	Contractor will assign one (1) PT Peer Support Specialist is required during extended hours to assist TAY by providing structured non-clinical activities and coaching to promote recovery, and self-sufficiency.	<ul style="list-style-type: none"> • Attachment 7 (Drop-In Center Report) Review
SOW: Section 5.4.1.3 Personnel	Contractor will assign one (1) PT Employment Specialist during extended hours to assist TAY with career development, job search, and support.	<ul style="list-style-type: none"> • Attachment 7 (Drop-In Center Report) Review
SOW: Section 5.4.2.1 Personnel	One (1) PT Mental Health Clinician is required during extended hours to provide approved trauma-informed group sessions that address and reduce risk factors.	<ul style="list-style-type: none"> • Attachment 7 (Drop-In Center Report) Review
SOW: Section 5.4.2.2 Personnel	One (1) PT clinical staff required during extended hours to provide trauma-informed group sessions.	<ul style="list-style-type: none"> • Attachment 7 (Drop-In Center Report) Review
SOW: Section 5.4.2.1.3 Personnel	Contractor will ensure the availability of one (1) clinical staff to respond to clinical urgencies on premises during all hours of extended operation.	<ul style="list-style-type: none"> • Attachment 7 (Drop-In Center Report) Review
SOW: Section 6.1.1 Hours/Days of Work	Extended hours will be, at a maximum, twenty-five (25) hours in evenings (<i>after 3 pm</i>) Monday through Friday. Extended hours will be, at a minimum of twelve (12) hours, on weekends (Saturday through Sunday).	<ul style="list-style-type: none"> • Contract Compliance Review • Site Visit Review