

EXHIBIT A-3
SCOPE OF SERVICES/PAYMENT PROVISIONS

I. IDENTIFICATION OF PROVIDER

University Corporation at Monterey Bay
100 Campus Center
Seaside, CA 93955-8001
(831) 582-3089 (phone)
(831) 582-3305 (fax)

II. SERVICE DESCRIPTION

A. PROGRAM NARRATIVE

The Mental Health Services Act/Prop. 63 (MHSA) Workforce Education and Training Component provides an opportunity to assess, develop, and maintain a workforce sufficient to remedy the shortage of qualified individuals to provide mental health services. The MHSA Southern Bay Area Regional Partnership (SBARP) is comprised of Santa Benito, Santa Cruz, and Monterey County mental health programs. The SBARP received MHSA funding to expand outreach to multicultural communities and increase the diversity of the workforce. This collaborative network has agreed to use a portion of their resources to support the development of a regional Master of Social Work (MSW) program at California State University Monterey Bay (CSUMB). This Agreement is being funded in its entirety by the SBARP. The county is the fiscal agent.

The Health Department, Behavioral Health Bureau is collaborating with the Department of Social and Employment Services, CSUMB, SBARP and other partners that are interested in creating an accredited MSW program in Monterey County. This program will provide the residents of San Benito, Santa Cruz and Monterey Counties an opportunity to receive an MSW degree with a curriculum designed specifically to meet the local communities' mental health and social services needs, as well as a skilled labor force from which local mental health and social service providers would benefit.

B. PROGRAM GOALS AND OBJECTIVES

During the contract period (2009-2015), personnel and operating tasks of the MSW program include:

- Hiring the MSW Program Director in accordance with the Council on Social Work Education (CSWE) requirement, and university personnel procedures and policies (completed in August 2009);
- Recruiting and hiring the Admissions Coordinator (part time) and the Administrative Assistant (full time) by following university personnel procedures and policies (completed in May & June 2010);

- Securing final approval of the MSW program from the California State University (CSU) Chancellor's Office, the California Postsecondary Education Commission (CPEC), and the Western Association of Schools and Colleges, (WASC) (completed in March 2010);
- Recruiting and hiring the MSW Field Education Coordinator (FEC) and new MSW faculty members by following the CSWE requirements, and university personnel procedures and policies (FEC and three new faculty members were hired in August 2010 & 2011. An additional tenure-track faculty member will be hired by August 2013);
- Submitting Benchmark documents and preparing for Commissioner Visits (Benchmarks I & II and Commissioner Visits I & II were completed in 2010 & 2011. Two additional scheduled visits will take place in 2012 & 2013);
- Securing external funding to support the program and MSW students (the funded grants include California Social Work Education Center (CalSWEC) IV-E reimbursement for current county Child Protective Services (CPS) workers, CalSWEC Mental Health Stipends for MSW students, the Community Foundation of Monterey County for the social work library collection, and the California Endowment Fund Directors' Discretionary Fund for an East Alisal project);
- Hiring of CalSWEC coordinators and staff in compliance of CalSWEC requirements;
- Recruiting and hiring part-time instructors to fulfill instructional needs of the program. The instructors must follow the CSWE requirements of faculty qualification, and CSUMB personnel procedures and policies;
- Coordinating with MSW program faculty to develop and polish the MSW curriculum and assessment plan by accommodating commissioners' feedback in order to meet the CSWE requirements;
- Supervising the MSW Admissions Coordinator to continuously enhance recruitment and outreach efforts, update the application website, and improve the application review methods and process;
- Coordinating with program faculty and staff to update the MSW Student Handbook for academic advising purpose;
- Coordinating with the FEC to develop field placement sites for MSW students' internship experience; and
- Continuous collaboration with community partners via the MSW Community Advisory Board (established in October 2008), the Resource Development Committee, and the Field Advisory Committee for matters related to resources and student internships.

C. **TIMELINE:** The following implementation timeline was created to ensure timely development of the MSW program by phase, as well as budget planning for a sufficient level of funding to ensure completion of planned implementation tasks.

Task	Status	Academic Year (AY)
Feasibility Study	Completion of planning and development: Feasibility study and program proposal.	AY 2007-2008: COMPLETED
Program Proposal	Submission of program proposal to the CSU Chancellor's Office, the California Postsecondary Education Commission (CPEC), and the Western Association of Schools and Colleges (WASC).	AY 2008 – 2009 COMPLETED
Application for CSWE candidacy eligibility	Application for Council on Social Work Education (CSWE) candidacy after receiving final approvals from the above entities; recruitment of first cohort of students and new faculty.	AY 2009 - 2010 COMPLETED
Admission of the first cohort of students	Fall admission only	August 2010 COMPLETED
CSWE Commissioner Visit I	Initial implementation of program in fall 2010. Admission of MSW students every fall. The first cohort of students will receive degree recognition retroactively from the CSWE when they graduate from the program in spring 2013.	AY 2010 - 2011 COMPLETED
CSWE candidacy was awarded in June 2011	Submission of Benchmark I to CSWE. Commissioner Visit I in September 2010.	
CalSWEC IV-E student stipend	Limited to current county workers.	Implemented in AY 2011-2012 and will continue
MHSA Student Scholarship	Limited to MSW students who are interested in pursuing a community mental health career based on desirable criteria.	Implemented in AY 2011-2012 and will continue
CSWE Commissioner Visit II	Submission of Benchmark II to CSWE. Commissioner Visit II in September 2011.	AY 2011-2012 COMPLETED
CalSWEC MH stipend	Open to MSW students who are interested in pursuing a community mental health career.	Implemented in AY 2012-2013 and will continue
CSWE Commissioner Visit III	Submission of Benchmark III to CSWE. Commissioner Visit III by October 2012.	AY 2012 - 2013
First graduating cohort	Spring graduation only	May 2013
CSWE Site Visit	Submission of Self Study to CSWE. Site visit for the initial, full accreditation by October 2013.	AY 2013 - 2014

Given this timeline, resources are required from the planning and development phases of the project through the initial implementation (and candidacy) period, in particular due to funding restrictions (such as CSWE/Hartford Foundation Gerontology Program, Veteran Administration and Department of Defense) that do not allow funding for training or student stipends until the program has attained full accreditation. The start date for the first cohort of MSW students was August 2010. The MSW program was awarded the CalSWEC Title IV-E funding to start in fall 2011. The CalSWEC Mental Health student stipends will be begin in fall 2012.

Due to CSWE accreditation requirements, MSW programs are required to hire a specific number of faculty members to support and deliver an accredited MSW program. This includes one to two faculty members to develop the CSWE program proposal, increasing to a total of six full-time equivalent faculty positions whose primary appointment is to the MSW program.

The program also requires sufficient staff support to develop the necessary infrastructure and ensure a successful start-up, including a Program Director, Field Education Coordinator, Admissions Coordinator, program coordinators (for CalSWEC Title IV-E Child Welfare, and Mental Health stipend programs) and administrative and clerical staff to provide support for the program's daily operations.

D. PERSONNEL AND JOB RESONSIBILITIES

1. Duties of the MSW Program Director: The MSW Program Director is a senior-level, full-time appointment. The Director has an MSW degree from a CSWE-accredited program with at least two-years of post-MSW full-time work experience and preferably a doctoral degree in social work. The director also needs to have leadership ability through teaching, scholarship, curriculum development, administrative experience, and other academic and professional activities in social work. Responsibilities of the MSW Program Director include:

- Taking a leading role to guide the program through the CSWE accreditation process from candidacy eligibility, initial candidacy to continued candidacy for accreditation;
- Engaging social work faculty, academic staff and community partners to continuously develop and fine tune the MSW curriculum and assessment plan that meet the regional needs and social work educational standards (CSWE accreditation requirements);
- Securing final approval of the MSW program from the CSU Chancellor's Office; California Postsecondary Education Commission, Western Association of Schools and Colleges, and the Council on Social Work Education (completed in March 2010);
- Securing program's CSWE candidacy for accreditation (completed in June 2011);
- Submitting the required CSWE Benchmark documents and preparing for commissioner visits;

- Overseeing and coordinating with social work faculty, academic staff and community partners to develop the recruitment and application process and procedures, especially for fall 2010 admissions (including composing the MSW student handbook, application forms and materials, the MSW program Web site, etc.);
- Coordinating with other graduate programs on campus to provide quality, outcome-based graduate-level education at CSUMB;
- Collaborating with faculty and colleagues in scholarly work and efforts;
- Recruiting and hiring the MSW Field Education Coordinator (FEC) and new MSW faculty members in accordance with the CSWE requirements, and university personnel procedures and policies (FEC and three new faculty members were hired in August 2010 & 2011. One additional faculty will be hired in August 2012);
- Recruiting and hiring the Admissions Coordinator (part time) and the Academic Service Coordinator (full time) by following university personnel procedures and policies (completed in May and June 2010);
- Planning and monitoring the MSW program's budget;
- Securing external funding (such as CalSWEC and others) to support the MSW program;
- Reporting to the Department Chair and the Dean of the College of Professional Studies; and
- Other duties as assigned that are in line with CSWE accreditation requirements and CSUMB personnel policy.

2. Duties of MSW Tenure-Track Faculty Members: The MSW tenure-track faculty members have MSW degrees from CSWE-accredited programs with at least two years of post-MSW full-time work experience and doctorates in social work or a related field (PhD or DSW). Doctoral candidates (All But Dissertation) can apply but the doctorate must be attained by the date of appointment. The faculty duties include:

- Commitment to delivering stimulating and effective outcomes-based learning to a culturally and economically diverse population of students by integrating classroom, field-based and distance learning and assessment;
- Collaborating with other faculty to develop curricula and pedagogical approaches; teaching Generalist Practice and Advanced Practice courses of the MSW program and social work courses in the department;
- Actively participating in developing the MSW curriculum and course syllabi; developing concentration-specific courses based on their specialty area (such as gerontology, corrections, etc.);
- Using current IT tools for instructional purpose in hybrid or online courses;
- Providing academic advising (as academic advisors); facilitating use of self, self care, and student involvement in campus/professional life;
- Actively engaging in scholarly work and research; attending conferences related to social work;

- Participating in program, department, college, and university services and serving on committees on these levels;
- Involvement in community service (including the social work community at large); and
- Other duties as assigned in line with CSWE accreditation requirements and CSUMB personnel policy.

3. Duties of the Field Education Coordinator (FEC): This position is a full-time appointment to the MSW program. The MSW Field Education Coordinator has an MSW degree from a CSWE-accredited program with at least two years of post-MSW full-time experience in direct practice. The Field Education Coordinator performs the following functions:

- Collaborating with social work faculty to ensure field education is consistent with the MSW program's mission, objectives, and competencies;
- Recruiting, screening, developing, evaluating, and retaining field practicum sites and field instructors. Coordinating and conducting introductory practicum site visits with county and community members;
- Overseeing and coordinating the field placement process in accordance with the MSW program's policies, procedures, and timelines;
- Organizing administration activities for field education, e.g., field database, agency documentation compliance, student field placement process and progress;
- Developing, scheduling, planning, and supporting field education projects and activities as assigned;
- Developing and teaching field course orientations, informational meetings, and field instructor trainings to educate student and agency field instructors to the MSW curriculum, supervision, evaluation, and practice needs;
- Teaching field courses as assigned, e.g., field seminar, field liaison, agency site visits, etc.;
- Monitoring, evaluating liability, due process, and risk management issues for MSW students and agencies;
- Demonstrating strong organizing, collaborative, and communication (oral and written) skills;
- Collaborating with CalSWEC program coordinators in field placements;
- Other duties as assigned that are in line with CSWE accreditation requirements and CSUMB personnel policy; and
- Reporting directly to the MSW Program Director.

4. Duties of the Admissions Coordinator: This position requires travels, valid driver's license and credit card usage. The job responsibilities include:

- Representing the MSW program at statewide conferences; maintaining the MSW program in the community colleges and high schools with emphasis on the local tri-county area;

- Coordinating and administering outreach activities that will showcase the MSW program and encourage people of color to pursue professional education in social work;
- Conducting and coordinating informational sessions (including financial aid information) in local communities, social work conferences, and local public or nonprofit agencies; developing and maintaining information sheet that includes resources to meet all necessary admission criteria;
- Developing and preparing departmental marketing materials, brochures and flyers;
- Providing admission advisement, advice for strengthening applications, and support and assistance to prospective students;
- Maintaining a prospect list and preparing reports reflecting recruitment efforts including vital statistical information for the Admissions Committee; evaluating prospective student needs and authorizing services; utilizing territory reports to follow up with prospective students within the tri-county area, as well as statewide;
- Demonstrating strong writing, speaking, personal, and team building skills;
- Using current IT skills in marketing, recruitment and presentations; monitoring and updating program Web site;
- Serving on the MSW Admissions Committee to collaborate with social work faculty and community partners to review admissions policy and evaluate student applications;
- Monitoring status of conditional admit students and revising status as provisions are met;
- Providing work direction for student assistant when needed;
- Performing other job-related duties and special projects as assigned; and
- Reporting directly to the MSW Program Director.

5. Duties of the Academic Support Specialist (ASS): Under the general supervision of the MSW Program Director, the ASS is responsible for independently performing the full range of varied and complex clerical/administrative tasks in support of the day-to-day operations of the MSW program and works independently in exercising discretion and judgment in performing assignments. The ASS's responsibilities include:

- Assisting in preparing documents and paperwork needed for seeking CSWE candidacy and accreditation;
- Creating and maintaining a system (including file system and web-based system) for tracking student progress through the learning outcomes of the assigned department programs, from the point of application to the program through graduation from the program;
- Providing academic and daily assistance to the MSW Program Director, Field Education Director, faculty and program coordinators in handling multiple requests. Assisting the MSW Program Director and faculty to prepare course schedules, calendars, course descriptions, catalog and brochure copies; maintaining accurate and detailed databases related to

courses, schedules, and enrollments; providing support for academic advising and helping prepare materials related to academic instruction;

- Providing primary office services and supports to the program by handling all campus work orders, travel requisitions, purchase orders and other work necessary to meet the day-to-day operating needs of the office; organizing and maintaining the office infrastructure, including supplies and services, office files, and records; assembling information from these and other sources in response to requests; preparing correspondence and handling complex telephone and email requests; scheduling and coordinating large meetings, activities, and events; attending meetings, preparing minutes or summary notes, and following up on action items;
- Receiving visitors and screening phone calls from the campus and public at large; being responsible for answering and forwarding, as necessary, inquiries pertaining to program/department/university services, policies, procedures using tact and diplomacy;
- Coordinating and overseeing complex travel arrangements, to include meeting or event scheduling, facility reservations, transportation, lodging, conference registration, travel authorization and claim forms; making special arrangements for hospitality; and processing all travel and expense reimbursement requests;
- Maintaining, tracking, reconciling, and reporting program budget expenditures in a timely manner according to the procedures of the University; providing budget status reports as requested by the MSW Program Director; maintaining complex data bases related to financial reporting; maintaining all documentation for the department's purchases; reviewing and confirming accuracy of invoices for approval of payment;
- Researching information and preparing job action forms for employment appointments; maintaining and submitting attendance and absence reports for staff, as well as payroll and other personnel documents;
- Recruiting, hiring, and supervising student assistants if needed; In consultation with the MSW Program Director and faculty, establishing clerical procedures, controlling the workflow, and setting priorities for the work of student assistants;
- Performing other job-related duties and special projects as assigned; and
- Reporting directly to the MSW Program Director.

6. Duties of the CalSWEC IV-E Coordinator: In compliance with CalSWEC requirements of hiring and job duties. See CalSWEC website at: <http://calswec.berkeley.edu/>

7. Duties of the CalSWEC Mental Health Coordinator: In compliance with CalSWEC requirements of hiring and job duties. See CalSWEC website at: <http://calswec.berkeley.edu/CalSWEC/indexMH.html>

8. Duties of the CalSWEC Mental Health administrative assistant: In compliance with CalSWEC requirements of hiring and job duties. See CalSWEC website at: <http://calswec.berkeley.edu/CalSWEC/indexMH.html>

- E. REPORTING REQUIREMENTS.** CONTRACTOR shall submit monthly written reports covering the following areas:
1. Continuous development of the MSW curriculum (core competencies and course syllabi);
 2. Continuous development of the MSW program assessment plan;
 3. Recruitment activities;
 4. Grant-seeking efforts to support and sustain the MSW program; and
 5. Attendance of meetings that are related to the MSW program and graduate education; and
 6. Continuous collaboration with community partners via the MSW Community Advisory Board (including two subcommittees) for curriculum and resource development, student recruitment, community outreach, and reviews of student applications.

III. DESIGNATED CONTRACT MONITOR

Michelle O'Neal
Management Analyst III
1270 Natividad Road
Salinas, CA 93906
Telephone: (831) 755-4577
Email: ONealM@co.monterey.ca.us

IV. PAYMENT TYPE: Cost Reimbursed Rate.

V. PAYMENT CONDITIONS

- A. Funding is dependent on the MSW program being operational. If the MSW program does not continue to admit students or fund MSW scholarship by September 2012, the funding for FY 2010-2015 will revert back to the COUNTY to be used for SBARP activities.
- B. In order to receive any payment under this Agreement, CONTRACTOR shall submit reports and claims in such form as may be required by the County of Monterey, Department of Health, Behavioral Health Bureau. Specifically, CONTRACTOR shall submit its claims on a form acceptable to COUNTY so as to reach the Behavioral Health Bureau no later than the 30th day of the month following the month of service. Upon termination of this Agreement, CONTRACTOR shall submit its final claim for payment no later than thirty (30) days after the completion of services.
- C. If CONTRACTOR fails to submit claims for services provided under the term of this Agreement as described above, the COUNTY may, at its sole discretion, deny payment for that month of service and disallow the claim.

- D. COUNTY shall review and certify CONTRACTOR's claim either in the requested amount or in such other amount as County approves in conformity with this Agreement, and shall promptly submit such invoice to the County Auditor-Controller for payment. The County Auditor-Controller shall pay the amount certified within 30 days of receiving the certified invoice.
- E. If COUNTY certifies payment at a lesser amount than the amount requested COUNTY shall immediately notify the CONTRACTOR in writing of such certification and shall specify the reason for it. If the CONTRACTOR desires to contest the certification, the CONTRACTOR must submit a written notice of protest to the COUNTY within twenty (20) days after the CONTRACTOR's receipt of the COUNTY notice. The parties shall thereafter promptly meet to review the dispute and resolve it on a mutually acceptable basis. No court action may be taken on such a dispute until the parties have met and attempted to resolve the dispute in person.

VI. MAXIMUM OBLIGATION OF COUNTY

Subject to the limitations set forth herein, COUNTY shall pay to CONTRACTOR during the term of this Agreement a maximum amount of \$550,000 for services rendered under this Agreement.

UNIVERSITY CORPORATION AT MONTEREY BAY	
FY 2009-10	\$ 135,212
FY 2010-11	\$ 234,827
FY 2011-12	\$ 59,161
FY 2012-13	\$ 40,800
FY 2013-14	\$ 40,000
FY 2014-15	\$ 40,000
TOTAL MAXIMUM OBLIGATION OF COUNTY	\$ 550,000

VII. PAYMENT METHOD

- A. County will pay CONTRACTOR for the services provided by CONTRACTOR that have been authorized pursuant to this agreement, as hereinafter set forth.
- B. CONTRACTOR will submit a monthly claim and back-up documentation for services rendered to MCHDBHFinance@co.monterey.ca.us.