

Schedule A/B
POSITION #OCDMH0028
Clinic Case Manager – Bi-Lingual in Spanish

The purpose of this Schedule A/B is to delineate the Scope of Services to be provided by CONSULTANT'S name ("CONSULTANT") to the County of Orange Department of Mental Health ("COUNTY") as well as the Fees and Expenses to be paid from the COUNTY to the CONSULTANT for services rendered in accordance with the terms and conditions specified in this Schedule A/B, the Orange County Department of Mental Health Contract Services RFQ #OCDMH-CS-23 and the Agreement for Consultant Services ("Agreement") .

CONSULTANT RESPONSIBILITIES

- 1) CONSULTANT shall meet the following qualifications:
 - Possess at least one (1) year experience working in a community mental health setting.
 - Pass required background check(s).
- 2) CONSULTANT shall possess the following skills:
 - Experience with various software applications
 - Ability to effectively communicate and interface well with the professionals and parents
 - Effective writing skills (both in English and Spanish language)
 - Sound professional judgment
- 3) As a member of the mental health clinic team. The scope of work includes but is not limited to the following:
 - Assist with problem solving and removal of barriers associated with poor clinic appointment attendance including outreach phone calls and letters, individual and group re-engagement services, and assistance with transportation; and
 - Manage insurance company medication prior authorization program in conjunction with the medical staff; and
 - Participate in weekly team case reviews; and
 - Provide Reception responsibilities as needed
 - Manage Primary Care Physician communication process
 - Schedule initial appointments for new clients that are Spanish speaking only
 - Assist in the process of resolving insurance issues
 - Complete application process to access supplemental services needed by clinic clients as part of their care.
 - Adhere to mental health clinic operational policies and procedures, OCDMH Corporate Compliance Plan and Code of Ethics; and

- Complete all clinical documentation using the OCDMH electronic medical record software; and
- Respond to inquiries via phone and email in a timely fashion; and
- Effectively communicate and interface well with professionals and those served

Service Hours/Units

CONSULTANT shall provide up to _____ hours of services/coverage per week for 50 weeks per year. Hours shall be agreed upon by the COUNTY and CONSULTANT on a monthly/weekly or quarterly basis. No guarantee of the number of hours of service/coverage is made by the COUNTY.

No additional time by CONSULTANT shall be compensated without prior written approval of the Department of Mental Health and, if such time exceeds the not-to-exceed cost in Article 4 of the Agreement, such approval will also require a written amendment executed by the County Executive and CONSULTANT.

Service Location(s)

Service may be provided primarily in Port Jervis, Newburgh and/or Goshen, but there may be a need to travel to other locations to conduct activities as delineated above. The COUNTY reserves the right to change service locations during the term of the Agreement on an as needed basis. CONSULTANT agrees to work in any service location within Orange County.

Billing for Services

CONSULTANT shall invoice the COUNTY on at least a monthly basis, with adequate supporting documentation as applicable, in accordance with Article 3 of the Agreement.

COUNTY RESPONSIBILITIES

The COUNTY will:

- allow use of equipment such as the copy machine, fax, computers, etc. and provide access to supplies as needed and with prior approval; and
- for services rendered and properly invoiced in accordance with the terms and conditions specified in this Schedule A/B, RFQ #OCDMH-CS-23 and the Agreement, compensate CONSULTANT at \$ _____ per hour.