

## Sample Letter of Agreement between School & School-Based Health Center

### **Purpose of Agreement**

This agreement is made on \_\_\_\_\_ (dd/mm/yyyy) and is intended to outline and formalize the partnership and site-based agreements between \_\_\_\_\_ (School) and \_\_\_\_\_ (Partner Agency) pertaining to the \_\_\_\_\_ School-Based Health Center.

This agreement is supplemental to the Master Agreement between Alameda County Health Care Services Agency and Oakland Unified School District and the contract in place between Alameda County Health Care Services and the Partner Agency ('collectively referred to as the Master Agreements'). If there is any conflict between the terms of this Agreement and the Master Agreements, the terms of the Master Agreements shall prevail. This agreement is designed to a) articulate the vision, mutual goals and expectations of the partnership, b) outline current services, staffing and schedules, and c) clarify roles, responsibilities and communication mechanisms at the school site.

### **Vision**

The vision of this school-community partnership is:

**Description of Current Services** (From contract between Partner Agency and Alameda County Health Care Service Agency. For start-up sites, please note if there are differences in services 'prior to opening of the health center' and 'after the health center is open'):

- Case management and mental health counseling
- Physical exams/sports physicals
- Diagnosis and treatment of medical conditions
- STD screening and treatment
- Health education related to nutrition/physical fitness, sexual health, etc.
- Youth development programs, including peer health education, student research teams and youth advisory boards

- Professional development for school staff
- Outreach to youth and their families
- Community-wide health promotion events and activities
- Referrals to health and social service providers on and off site

**Eligibility and Cost**

- The school-based health center is open to all students. There are no student financial eligibility requirements. Students are also eligible if they have other health care coverage. Students’ health needs will be assessed and students may be referred to their primary care provider for continuity of care.
- All services will be provided to students at no out of pocket cost to the student.

Please also specify:

- Other populations served (e.g. families, feeder schools, broader adolescent community).
- Any eligibility requirements/restrictions (e.g. services only available to students with Medi-Cal).
- Other on-site health providers that partner with the school-based health center

**Schedule (including start date for new sites)**

The school-based health center will be open on the following dates and times:

\_\_\_\_\_

[Please include any schedules that are specific to a certain service or program (e.g. medical, mental health, peer health education program, etc.)]

The health center is staffed by (Please include name, title and FTE/days on site for the present school year):

Main Phone Number: \_\_\_\_\_

Mobile Phone Number: \_\_\_\_\_

*Designated Liaison (if different from Site Administrator):* \_\_\_\_\_

Main Phone Number: \_\_\_\_\_

Mobile Phone Number: \_\_\_\_\_

*Primary On-Site Contact at SBHC Partner Agency:* \_\_\_\_\_

Main Phone Number: \_\_\_\_\_

Mobile Phone Number: \_\_\_\_\_

*Alternate Contact at SBHC Partner Agency (e.g. Supervisor of SBHC Coordinator, Medical Director, etc.):*

Main Phone Number: \_\_\_\_\_

Mobile Phone Number: \_\_\_\_\_

**Shared Goals and Objectives**

*For this school-year the shared goals and objectives (e.g. outcomes, strategies, utilization, focus populations, etc.) for this partnership are:*

Example 1) Increase utilization of health services by young men on campus by XX% to address the disparity between young men and women in accessing healthcare

Example 2) Screen XX% of school-based health center clients during visits for academic needs in order to provide appropriate support and referrals

Example 3) Implement Coordination of Services Team (COST) to increase referrals and case coordination between support service providers

Example 4) Increase professional development around health issues for school staff to a) improve staff wellness and, b) to increase school staff knowledge of how to identify health needs of students and when/where to refer students for services

Example 5) Conduct or arrange health education workshops for families in order to increase family engagement around health issues

Example 6) Expand services to students at feeder schools and/or broader adolescent community to increase access to health services for these populations

### **Expectations of Both Parties**

*The School will:*

#### Logistics

- Provide the school-based health center with space for provision of agreed upon services and activities.
- Provide school-based health center coordinator and staff with keys required to access the school-based health center space, campus and any other agreed upon space.
- Provide the school-based health center with access to the following school equipment and resources:
  - Example 1: Copy Machine and/or Fax Machine
  - Example 2: Mailbox in Main Office
  - Example 3: Outgoing Mail Service
  - Example 4: Classroom Announcements
  - Example 5: Space in Hallways for Announcements & Health Education Information
- Notify provider at least \_\_ weeks in advance of closure of school campus (i.e. over school holidays, winter break, summer vacation, professional development days). Where appropriate and possible, the school administration will assist the school-based health center with submission of facilities use permits to access school-based health center space for service delivery and clinic administrative activities when the school is closed.
- Provide the school-based health center with daily custodial services and notify the school-based health center coordinator of any changes in provision and availability of custodial services.

#### Integration

- Include Partner Agency, as appropriate, in school events (e.g. mandatory registration, back to school night, staff meetings, retreats, etc.)
- Support the implementation of a Coordination of Services Team
- Participate in health needs assessment and planning with Partner Agency and other support service providers to identify and address comprehensive health needs of students and families
- Include SBHC staff, as appropriate, in professional development for school staff

- Include Partner Agency, as appropriate, in the development and leadership of a Full Service Community School
- Coordinate crisis response, as appropriate, in collaboration with Partner Agency

### Communication

- Establish and/or maintain ongoing, consistent communication with Partner Agency
- Ensure that Partner Agency is oriented annually to the school's staff, priorities and goals
- Educate students, families and staff about the services provided by the school-based health center through school meetings, events, school site plan and marketing materials.
- Follow established referral protocols for crisis and treatment, including a) who can refer, b) how to refer, c) when to refer and for what reasons, d) what action is taken after the referral is made; and e) how communications and feedback are handled regarding referral
- Provide access to aggregate and individual student information required for service delivery, program planning, research and evaluation purposes, in accordance with and to the extent allowed by FERPA and other federal and state law.
- Provide letters of support, as appropriate, for grants being submitted by Partner Agency to support delivery and sustainability of agreed upon services at the school site
- Utilize collaborative problem solving approach to resolve issues as they arise.

*The Partner Agency will:*

### Logistics

- Provide administration and fiscal oversight of the school-based health center
- Be responsible for hiring the SBHC Coordinator and monitoring of the entire project
- Avoid pulling students out of core classes, whenever possible, to minimize impact on class participation
- Arrange appointments, whenever possible, at times which minimize absences from core classes
- Send reminders in writing the day before an appointment to minimize calls to classrooms

### Integration

- Maintain continued membership and active participation in the Coordination of Services Team and other collaborative decision-making bodies
- Include school representative(s) as appropriate in the hiring of school-based health center staff

- Comply with school and District policies and practices related to non-medical programs and activities (e.g. field trips, classroom-based health education, facilities use permits)
- Collaborate with the school and other project partners to ensure the linkage and delivery of services that respond to student and family needs (includes, but not limited to: social services, mental and physical health assessment and mental health services)
- Routinely screen for academic and attendance problems to the extent possible to support academic achievement and remove barriers to learning.
- Include at least one representative from the school on SBHC Advisory Board
- Offer professional development, as appropriate and available, around health issues for school staff (e.g. minor consent/confidentiality, parent involvement, etc.)
- Partner to delineate roles and responsibilities and include school staff, as appropriate, in the SBHC delivery model (e.g. school nurse, social worker, case manager, etc.)
- Participate in crisis response, as appropriate.

#### Communication

- Orient the school administration, staff and faculty annually to the school-based health center staff, services, schedule, referral protocols, etc.
- Provide health information from their records to the school for the purpose of facilitating provision of health and wellness services, in accordance with and to the extent allowed by HIPAA and other federal and state law.
- Follow established referral protocols for crisis and treatment, including a) who can refer, b) how to refer, c) when to refer and for what reasons, d) what action is taken after the referral is made; and e) how communications and feedback are handled regarding referral
- Notify the school if any services or programs will be subcontracted to other agencies and ensure that these service providers are meeting the expectations of this Letter of Agreement as appropriate
- Notify school of all funding requests being submitted to support agreed upon service delivery at the school site.
- Notify school when additional space is needed to provide agreed upon services and programming
- Utilize collaborative problem solving approach to resolve issues as they arise.

#### **Signature of Both Parties**

\_\_\_\_\_  
Authorized School Official

\_\_\_\_\_  
Date

\_\_\_\_\_  
Agency Director

\_\_\_\_\_  
Date

\_\_\_\_\_  
School-Based Health Center Director

\_\_\_\_\_  
Date

DRAFT