

Scope of Work (SOW)
Inmate Professional Healthcare & Psychological Services
Atlanta City Detention Center (ACDC)
254 Peachtree Street, Southwest
Atlanta, Georgia 30303

1. Purpose

This Scope of Work (SOW) defines the comprehensive requirements for onsite inmate healthcare and psychological services at Atlanta City Detention Center (ACDC) for a term of five (5) base years, with three (3) year renewal option. The Contractor shall provide routine integrated medical, behavioral health services and emergency treatment of health problems consistent with licensing contracts of Nurse Practitioner (NP), Registered Nurses (RNs), Licensed Practical/Vocational Nurses (LPN/LVNs), Certified Nursing Assistants (CNAs) and Certified Medical Assistants (CMAs); that meet professional standards, ensure timely access to care, and promote safety and wellness within a correctional environment.

The Detention Center processes an average of 20,000 City Ordinance violators annually and has an average daily population of about 100. When services are required, short notices may be given. Services will be coordinated across disciplines to deliver a seamless continuum of care.

2. Objectives

- Deliver timely, appropriate medical and psychological care to detainees consistent with correctional healthcare best practices.
- Reduce risk of harm to detainees and staff through adequate assessment, intervention, and monitoring.
- Provide staff training and consultation to enhance safe management of detainees with health and mental health needs.
- Coordinate with designated external partners (e.g., psychiatric medical groups) for specialty clinics as required.

3. Scope of Services

3.1 Psychological & Behavioral Health Services

The Contractor shall furnish licensed Psychological/Mental Health Clinicians to perform:

- Initial mental health screening of detainees within 14 days of incarceration.
- Suicide risk assessments and ongoing monitoring, including crisis intervention and referral.
- Prison Rape Elimination Act (PREA)-related follow-up reassessments within 14–30 days of incarceration.

- Twice-weekly psychiatric clinic coordination in partnership with Grady/Emory Psychiatric Medical Group (or designated partner).
- Serve, per facility policy, as a contact point for communication between family members and detainees when clinically appropriate.
- Provide employee training on recognizing and responding to mental health issues and maintaining a safe environment.
- Ensure services adhere to state and federal laws and American Correctional Association (ACA) standards.

3.2 Nursing Services

The Contractor shall provide appropriately licensed Nurse Practitioner (NP), Registered Nurses (RNs) and Licensed Practical/Vocational Nurses (LPN/LVNs) to:

- Conduct intake medical screenings; routine sick-call; medication administration; chronic care support; wound care; health education; infection control; and emergency response.
- Operate under the clinical oversight of a Director of Nursing (DON) responsible for nursing practice standards, shift coverage, and coordination with mental health.

3.3 Mental Health Clinician Services (Non-Psychologist)

- Provide licensed clinical social workers, counselors, or psychiatric nurse practitioners to deliver assessments, short-term counseling, care plans, group interventions (as approved), and coordination with the psychological and nursing teams.
- Collaborate closely with the DON and psychological services to ensure integrated care across medical and behavioral health.

3.4 X-Ray/Radiology Services

- Provide onsite diagnostic x-ray services (or coordinated mobile services), including qualified technologists, radiation safety compliance, equipment quality control, secure image archival, and result delivery to facility medical providers.
- Establish protocols for urgent imaging and after-hours access, aligned with facility security and infection-control procedures.

3.5 Medical Assistant (MA) Services

- Provide Medical Assistants to support clinical workflows: vitals, Electronic Health Record (HER) documentation support, specimen handling, clinic preparation, detainee flow management, and assistance during provider encounters under licensed clinician supervision.

3.6 Phlebotomy & Electrocardiogram (EKG) Services

- Perform phlebotomy and EKG services per physician/clinician order, including specimen labeling, chain of custody, timely lab transport, result tracking, and equipment maintenance.

4. Staffing, Coverage & Qualifications

- **Minimum Staffing:** The Contractor shall propose staffing plans (by FTE and shift) to meet intake volume, census, and clinic schedules; plans must ensure adequate coverage for routine care, clinics, and emergent needs.
- **Qualifications:** All personnel must hold current, unrestricted licensure/certification for practice in Georgia; maintain Basic Life Support (BLS)/Cardiopulmonary Resuscitation (CPR); complete facility security clearances; and meet occupational health requirements.
- **Leadership:** A designated Director of Nursing (DON) will oversee nursing operations, coordinate with mental health leadership, and serve as primary clinical liaison to facility management.

5. Clinical Protocols & Compliance

- Adhere to ACA standards and applicable state/federal laws governing correctional health and psychological services.
- Implement policies aligned with PREA, including screening and follow-up intervals for at-risk detainees.
- Pregnant detainees shall not be restrained during clinical care; care plans must prioritize maternal and fetal safety in accordance with facility policy.
- Maintain confidentiality per applicable privacy laws and facility policy (e.g., HIPAA), and follow documentation standards in the facility's EHR.

6. Care Access & Timeliness Standards

- **Mental Health Intake:** Completed within 14 days of incarceration; emergent cases triaged immediately.
- **PREA Reassessments:** Completed within 14–30 days of incarceration, with documentation of findings and actions.
- **Psychiatric Clinic:** Operates twice per week, coordinated with designated external partners; Contractor ensures scheduling, triage, and clinical space readiness.
- **Medical Response:** Establish response times for sick-call, urgent care, and emergencies consistent with facility policy and industry practice.

7. Training & Staff Development

- Deliver training for facility employees on identifying mental health concerns, de-escalation, crisis response, and safe detainee management; maintain attendance records and training materials.
- Provide orientation for Contractor staff on correctional safety protocols, infection control, PREA, and facility-specific procedures.

8. Coordination & Communication

- Maintain regular case conferences between nursing, mental health clinicians, and psychological services; ensure warm handoffs across disciplines.
- Serve, per policy, as contact point for appropriate family–detainee communications regarding mental health needs, documenting contacts and outcomes.
- Coordinate specialty referrals, hospital transfers, and return-to-custody clinical summaries.

9. Quality Assurance & Reporting

- Establish a Quality Assurance (QA) plan covering chart reviews, incident reviews (e.g., suicide watch events), medication audits, infection-control checks, and radiation safety audits for x-ray.
- Submit monthly performance reports including volumes (intake screens, PREA reassessments, clinics held), timeliness metrics, training delivered, incidents, corrective actions, and staffing coverage.
- Participate in quarterly performance review meetings with facility leadership.

10. Documentation & EHR

- Document all encounters, assessments, risk screenings, orders, and outcomes in the facility EHR per policy; ensure legibility, completeness, and audit readiness.
- Track labs, imaging, medications, and consult notes; maintain privacy and security controls.

11. Equipment, Supplies & Safety

- Contractor shall provide or arrange for necessary clinical equipment (including x-ray and EKG devices), consumables, personal protective equipment (PPE), and maintenance/calibration records.
- Implement radiation safety protocols (lead aprons, dosimetry, signage) and specimen handling controls for phlebotomy.
- Adhere to facility security procedures for movement, sharps control, emergency drills, and controlled substances.

12. Emergency & Crisis Response

- Maintain protocols for medical emergencies, suicide watch, and psychiatric crises, including rapid assessment, stabilization, referral/transport, and post-event debrief/documentation.

13. Governance & Oversight

- The DON and behavioral health lead(s) will cochair a Clinical Operations meeting (at least weekly) to review census trends, clinic schedules, incidents, and QA findings; minutes retained for audit.
- Contractor leadership will be available to facility administration for escalation and performance management.

14. Deliverables

- Staffing Plan & Coverage Matrix (roles, FTEs, shift hours).
- Clinic Schedules (including twice-weekly psychiatry).
- Training Curriculum & Attendance Logs (facility staff; Contractor orientation).
- Monthly Performance Report and Quarterly QA Summary.
- Equipment & Safety Compliance Logs (x-ray QA, dosimetry; EKG maintenance; phlebotomy chain of custody).

15. Acceptance Criteria

- Timely completion of mental health intake and PREA reassessments within defined intervals.
- Successful operation of twice-weekly psychiatric clinics with documented attendance and outcomes.
- Documented adherence to ACA, facility policies, and safety standards (including pregnant detainee protections).
- Positive QA audit results and satisfactory performance metrics agreed upon by facility leadership.

16. Invoicing & Compensation (Outline)

- Invoices shall itemize staffing hours by role, clinic sessions, and ancillary procedures (x-ray, phlebotomy/EKG) per the contract's rate table.
- Payment terms follow city procurement policy; supporting documentation (logs/reports) must accompany each invoice.

17. Transition & Implementation

- **Kickoff & Orientation:** Contractor conducts kickoff within ten (10) business days of contract execution, confirming staffing, schedules, and communication channels.
- **Transition Plan:** If replacing an incumbent, Contractor will implement a transition plan to ensure continuity of care with minimal disruption.

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