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| Letter of Agreement Sample  Between School and School Health Center |  |

About this Tool

School health centers in Alameda County are a collaborative effort between the county, the school, the school district, and health providers. This collaboration is necessary for ensuring high quality services, financial sustainability, and for getting services to youth who need them most. Written letters of agreement such as this are co-created for each site to define a shared vision, goals, commitments, expectations, and coordination strategies.

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 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 and will not supersede agreements made therein. 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

* 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 health center is open to all students. All services will be provided to students with no out-of-pocket costs. Please also include:

* 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).

Schedule

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

The school health center will be open on the following dates and times: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Staff

Please include title and FTE for 2015–16 school year, name.

The health center is staffed by:

* Staff 1
* Staff 2
* Staff 3
* Staff 4
* Staff 5
* Staff 6

Contact Information of Both Parties

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| Site Administrator or Designated Liaison | Main Phone Number | Mobile Phone Number |
| Designated Liaison (if different from Site Administrator) | Main Phone Number | Mobile Phone Number |
| Primary On-Site Contact at SHC Partner Agency | Main Phone Number | Mobile Phone Number |
| Alternate Contact at SHC Partner Agency (e.g., Supervisor of SHC Coordinator or Medical Director) | Mobile Phone Number | Mobile Phone Number |

Shared Goals and Objectives

For the 2015–16 school year the shared goals and objectives (e.g., outcomes, strategies, utilization, or focus populations) 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 health center clients during their 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

School Expectations

School Logistics

* Provide the school health center with space for provision of the agreed upon services and activities.
* Provide the school health center coordinator and staff with the keys required to access the school health center space, campus, and any other agreed upon space.
* Provide the school 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 and health education information
* Notify provider at least \_\_ weeks in advance of closure of school campus (i.e., over school holidays, winter break, summer vacation, or professional development days). Where appropriate and possible, the school administration will assist the school health center with submission of facilities use permits to access school health center space for service delivery and clinic administrative activities when the school is closed.
* Provide the school health center with daily custodial services and notify the school health center coordinator of any changes in provision and availability of custodial services.
* Other

School Integration

* Include Partner Agency, as appropriate, in school events (e.g., mandatory registration, back to school night, staff meetings, retreats).
* Support the implementation of the coordination of a Services Team.
* Participate in a 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 SHC 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.
* Other

School Communication

* Establish and/or maintain ongoing, consistent communication with the Partner Agency.
* Ensure that the 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 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 communication 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 laws.
* 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 approaches to resolve issues as they arise.
* Other

Partner Agency Expectations

Partner Agency Logistics

* Provide administrative and fiscal oversight of the school health center.
* Be responsible for hiring the SHC Coordinator and monitoring 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.
* Other

Partner Agency 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 the school 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 (including, 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 SHC Advisory Board
* Offer professional development, as appropriate and available, around health issues for school staff (e.g., minor consent/confidentiality or parent involvement).
* Partner to delineate roles and responsibilities and include school staff, as appropriate, in the SHC delivery model (e.g., school nurse, social worker, case manager).
* Other

Partner Agency Communication

* Orient the school administration, staff, and faculty annually to the school health center staff, services, schedule, referral protocols, etc.
* Provide health information from their records to the school for the purpose of facilitating the provision of health and wellness services, in accordance with and to the extent allowed by HIPAA and other federal and state laws.
* 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 the school of all funding requests being submitted to support agreed upon service delivery at the school site.
* Notify the school when additional space is needed to provide agreed upon services and programming.
* Utilize collaborative problem-solving approaches to resolve issues as they arise.
* Other

Signatures

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|  |  |  |
| Authorized School Official |  | Date |
|  |  |  |
| Agency Director |  | Date |
|  |  |  |
| School Health Center Director |  | Date |