



**BOARD OF SUPERVISORS  
AGENDA LETTER**

Agenda Number:

**Clerk of the Board of Supervisors**  
105 E. Anapamu Street, Suite 407  
Santa Barbara, CA 93101  
(805) 568-2240

**Department Name:** ADMHS  
**Department No.:** 043  
**For Agenda Of:** 12/19/2006  
**Placement:** Administrative  
**Estimate Time:**  
**Continued Item:** NO  
**If Yes, date from:**  
**Vote Required:** Majority

**TO:** Board of Supervisors  
**FROM:** Department Director(s) James L. Broderick, Ph.D., Director  
Alcohol, Drug & Mental Health Services  
Contact Info: Marianne Garrity, ADMHS Assistant Director, Administration  
CONTACT: 805-681-4092  
**SUBJECT: Telecare Corporation FY 06/07 Contract**

**County Counsel Concurrence:**

As to form:  Yes  No  N/A

**Other Concurrence:** N/A

As to form:  Yes  No  N/A

**Auditor-Controller Concurrence:**

As to form:  Yes  No  N/A

**Recommended Action(s):**

That the Board of Supervisors:

1. Approve and execute a contract amendment in the amount of \$2,984,000, with Telecare Corporation (not a local vendor) to continue providing psychiatric, rehabilitation and mental health services to mentally ill adults. The contract term is July 1, 2006, through June 30, 2007.
2. Authorize the Director of ADMHS to approve amendments to the proposed contracts, provided that any such amendments do not exceed ten percent (10%) of the contract's dollar amount.

**Summary:**

The services provided under the **Telecare** contract will enable over 350 Medi-Cal eligible and indigent Santa Barbara County residents to continue to be provided medication, residential psychotherapy and rehabilitation services, crisis intervention and mental health services. Services are provided by TeleCare Corp, a California based company providing similar services in several California counties.

**Telecare Corporation** (TeleCare) operates three distinct programs in Santa Barbara County; Homeless Outreach and Mental Health Treatment Services, Santa Maria Support Services Program, and the McMillan Ranch.

TeleCare's **Homeless Outreach and Mental Health Treatment Services (HOMHES)** program, commenced in 2000, as a result of State Assembly Bill (AB) 2034, provides intensive community support services to adults suffering from serious mental illness and who are either homeless or at risk of homelessness and specifically targets Veterans and transitional aged youth (youth in the 18-21 year age range, transitioning into adulthood). Services include assessment, plan development, individual and group therapy, rehabilitation and collateral services, medication and case management, as well as crisis and community support services. This program assists clients in becoming more stable in their living arrangements and less likely to need hospitalization or to be arrested and jailed. The contract amount directed to the HOMHES program is \$1,375,000. The contract is funded by the State Assembly Bill (AB) 2034 grant and serves over 100 clients in Santa Barbara County.

HOMHES Performance Measures: In FY 2005-06, the HOMHES program provided services to 124 different adults in Santa Barbara County. The program has a resulting annual usage rate of 36,525 bed days. During FY 2005-06 consumers reported 947 days spent in a "24 hour care facility(ies)" in the twelve months prior to enrollment which was reduced to 291 "24 hour care facility days", in the year following enrollment in the program, a reduction of more than 69%. Consumers also reported a 53% reduction of days incarcerated, from 3,144 to 1,460 when comparing the twelve months prior to enrollment in the program with the twelve months subsequent to enrollment. This rate of improvement is among the best in the state among those counties with AB2034 programs. Similarly, the number of clients who were incarcerated dropped from 22 to 10, a reduction of 55%. Consumers enrolled in school subsequent to enrollment in the program increased 260% from 5 to 18. The number of consumers receiving SSI/SSDI rose from 30 when they were first enrolled to 64 since enrollment, an increase of 113%. Days of full-time employment increased 327% from 651 days before enrollment to 2,780 days after. Currently 99 members are maintaining housing, including members in temporary housing.

TeleCare's **Santa Maria Support Services Program** provides service coordination, psychiatric rehabilitation, mental health services, medication and case management, as well as crisis and community support services to 70 adults and transitional aged youth in the North County. Intensive community support services are based on the philosophy that, regardless of the degree of impairment, almost all individuals have the potential to live successfully in the community when needed supports are available.

Santa Maria Support Services Program Performance Measures: Santa Maria Support Services Program serves a maximum of 70 clients at a time and in FY 2005-06 served a total of 82 unduplicated clients. Of those 82 unduplicated clients served, thirty-five (35) were referred from Psychiatric Health Facilities (PHF's), Institutes for Mental Disease (IMD's), or other locked facilities. Of the eighty-two clients (82), sixty-seven (67) have maintained stable housing in the community, (34) have remained at one residence for more than one year while twenty (20) others have been able to move to a less restrictive environment as a result of this program. Essentially, sixty-seven (67) of the eighty two (82) clients who participated in the program, 71% experienced improved quality of life as measured by their improved living situation, a result of this aspect of the Support Services Program.

Another aspect of the **Santa Maria Support Services Program** is a Crisis Response service that is available 24 hours a day, 7 days a week, 365 days a year. Crisis Response services support Santa Maria's existing emergency response system and provides de-escalation and stabilization services to the individual and family in crisis. This community-based intervention model has proven extremely

successful in preventing unnecessary hospitalization and increasing access to less restrictive levels of services. The team provides follow-up services for up to three days following an acute episode, working with family, friends, and community agencies to identify necessary resources for meeting ongoing mental health needs. The contract amount directed to the Santa Maria Support Services Program is \$1,155,000. Funding for this program is split between Medi-Cal funding and state realignments funds.

Crisis Response Performance Measures: During 2005, there were 284 crisis calls, after-hours, of clients who were at high risk of psychiatric hospitalization. Fifty-eight (58) of these required a physical response from staff. Of the 284 crisis calls only 16 resulted in hospitalization or the client being moved to a higher level of care. Essentially, 268 acute psychiatric hospitalizations were avoided. An average admission to an acute psychiatric hospital costs approximately \$2,500, per episode.

The **McMillan Ranch Program** is a 24 hour per day, seven day per week residential program, located in the Santa Maria area. Services provided include individual and group mental health services including assessment, plan development, individual and group rehabilitation, collateral services, access and support services. The McMillan Ranch Program is a local alternative for seriously mentally ill adults who would otherwise be committed to the State Hospital, Psychiatric Health Facility (PHF) or an Institute for Mental Disease. The contract amount directed to the McMillan Ranch Program is \$454,000.

McMillan Ranch Program Performance Measures: McMillan Ranch provides psychiatric rehabilitation and board and care services to 10 seriously mentally ill adults, totaling 3,650 bed days per year. Each of the clients housed in McMillan Ranch would otherwise be housed in a costly IMD of \$50,000 per bed per year. In addition while in an IMD no Medicaid can be claimed. Therefore the County is liable for the total cost of the bed. McMillan Ranch provided 7,695 hours of mental health services to clients, all of which was individual rehabilitation and medication support.

The total contract amount for the programs and services provided by **TeleCare** is \$2,984,000. Due to rising costs, this increase will maintain the level of services currently provided within the three distinct programs described above.

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**Performance Measures:**

The outcomes described above will be retained for FY 06/07.

**Fiscal and Facilities Impacts:**

Budgeted:  Yes     No

**Fiscal Analysis:**

**Telecare Corporation FY 06/07 Contract**

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<u>Funding Sources</u>	<u>Current FY Cost:</u>	<u>Annualized On-going Cost:</u>	<u>Total One-Time Project Cost</u>
General Fund	\$ -		
State	\$ 875,000.00		
Federal	\$ 1,304,500.00		
Fees			
Other: Realignment	\$ 804,500.00		
Total	\$ 2,984,000.00	\$ -	\$ -

**Narrative: Fiscal and Facilities Impacts:**

The TeleCare contract is funded by a combination of a State allocation AB 2034 funds, Medi-Cal and Realignment. These funding sources are identified in the Adopted FY 2006-07 Budget, Federal and State Revenues line item 3665 State Adult Programs, State Realignment, line item 4102, Other Charges for Services – Medi-Cal line item 5404 (page D-148 in the County Budget Book, in the Adult Services Division). The proposed expenditures are included in the FY2006-07 budget for Professional and Special Services, Expenditure Line Item Account 7460. Execution of this amendment will not increase the use of general fund dollars by the ADMHS Department.

These actions will not result in a need for any additional facilities.

**Staffing Impact(s):**

**Legal Positions:**

n/a

**FTEs:**

n.a

**Special Instructions:**

Please send one (1) fully executed copy of the contract amendment and endorsed minute order to:  
Alcohol, Drug & Mental Health Services  
ATTN: Jack Juntunen, Contracts Analyst  
300 N. San Antonio Road, Bldg. 3  
Santa Barbara, CA 93110

**Attachments:**

Telecare Corporation FY 06/07 Contract

**Authored by:**

Jack Juntunen

**cc:**