



**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: Behavioral Wellness
Department No.: 043
For Agenda Of: June 18, 2024
Placement: Administrative
Estimated Time: N/A
Continued Item: No
If Yes, date from:
Vote Required: Majority

TO: Board of Supervisors

FROM: Department Antonette Navarro, LMFT, Director
Behavioral Wellness, (805) 681-5220
Contact Info: Eugene Morales, LMFT
HART Program Manager, (805) 698-2396

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SUBJECT: Telecare Corporation FY 23–26 Services Agreement for Housing Assistance and Retention Team (HART) Peer Support Services

County Counsel Concurrence

As to form: Yes

Auditor-Controller Concurrence

As to form: Yes

Other Concurrence: Risk Management

As to form: Yes

Recommended Actions:

- a) Approve, ratify, and authorize the Chair to execute an Agreement for Services of Independent Contractor with **Telecare Corporation** (not a local vendor) for the development of Housing Assistance and Retention Team (HART) Peer Support Services starting at five permanent supportive housing facilities and expanding to 13 permanent supportive housing facilities countywide for a total maximum contract amount not to exceed **\$3,482,288**, inclusive of Start-Up costs of \$284,856 for FY 23-24, and program costs of \$472,112 for FY 23-24, \$1,166,968 for FY 24-25, and \$1,558,292 for FY 25-26, in Mental Health Services Act funding for the period of March 4, 2024, through June 30, 2026;
- b) Delegate to the Director of the Department of Behavioral Wellness or designee the authority to suspend, delay, or interrupt the services under the Agreement for convenience per Section 20 of the Agreement, make immaterial changes to the Agreement per Section 26, adjust the service location(s) of the program per Exhibit A-2, adjust the program staffing requirements per Exhibit A-2, reallocate funds between funding sources and programs per Exhibit B, reallocate between the contract allocations in Exhibit B-1 MHS to increase or decrease the incentive payment per Exhibit B, and amend program goals, outcomes, and measures per Exhibit E, all without altering the maximum contract amount and without requiring the Board’s approval of an amendment of the Agreement, subject to the Board’s ability to rescind this delegated authority at any time; and

- c) Determine that the above actions are government fiscal activities or funding mechanisms that do not involve any commitment to any specific project that may result in potentially significant physical impact on the environment and are therefore not a project under the California Environmental Quality Act (CEQA) pursuant to section 15378(b)(4) of the CEQA Guidelines.

Summary Text:

This item is on the agenda to request approval of the FY 23–26 Agreement for Services of Independent Contractor with Telecare Corporation (Telecare) for a total maximum contract amount not to exceed **\$3,482,288**, inclusive of Start-Up costs of \$284,856 for FY 23-24, and program costs of \$472,112 for FY 23-24, \$1,166,968 for FY 24-25, and \$1,558,292 for FY 25-26, in Mental Health Services Act funding for the period of March 4, 2024, through June 30, 2026. In collaboration with Behavioral Wellness (BWell), Telecare will increase housing retention for BWell-supported permanent supportive housing residents by expanding residents' ability to secure social service benefits and income, engaging residents in an eight-week independent living skill-building course, and promoting positive physical and behavioral health outcomes.

Background:

The Mental Health Services Act (MHSA) is designed to expand and transform California's behavioral health system to better serve individuals with, and at risk of, serious mental health issues, and their families. MHSA addresses a broad continuum of prevention, early intervention, and service needs and the necessary infrastructure, technology, and training elements that effectively support the public behavioral health system. The Innovation Component of the MHSA provides an opportunity to explore new ways to organize and deliver mental health services. The proposed Housing Assistance and Retention Team (HART) project, as part of the Innovation Component, was approved by the State Mental Health Services Oversight and Accountability Commission in January 2023 and is a time-limited exploration of new, innovative methods to deliver mental health services to unhoused populations. The intention is to study this new project and use the knowledge gained from this project to build new components in the mental health system of care.

The HART project is a three-prong approach to increase retention within our permanent supportive housing program by 1) assisting clients as they transition into independent living, 2) educating and training Housing Authority and other property management staff on how best to serve this vulnerable population, and 3) creating data collection methods to drive decision-making and identify emerging trends. Services provided by Telecare will assist clients as they transition into permanent supportive housing to ensure a smooth adjustment into their new community, while also gaining independent living skills through a series of classes and onsite supportive services. HART services provided by Telecare will also deliver extra support to tenants who are struggling with independent living, including a 24-hour "warm line" to provide non-crisis emotional support for housing stabilization staffed by Peer Recovery Specialists available to support new tenants.

Telecare will staff case managers and peer assistants who will support program goals by implementing regular training for property management staff; connecting consumers with mental health and substance use services; providing transportation and utilizing flex funding for tenant needs, such as essential household items and transportation; facilitating the 24-hour "warm line" for peer support; providing wellness activities (e.g., gardening, yoga, and other activities); and developing housing success plans based on the residents' unique needs. The proposed contract includes start-up costs from March 2024 until June 2024 to prepare Telecare to provide timely services immediately after the contract approval date. These costs include recruiting, hiring, training, and administrative activities.

Performance Measure:

The FY 23-26 Agreement contains performance measures to monitor program implementation and improve staff proficiency. Program goals, outcomes, and measures can be found in Exhibit E of the Agreement.

Fiscal and Facilities Impacts:

Budgeted: Yes

<u>Funding Sources</u>	<u>FY 23-24</u>	<u>FY 24-25</u>	<u>FY 25-26</u>	<u>TOTAL</u>
General Fund				
State	\$ 756,968	\$ 1,166,968	\$ 1,558,292	\$ 3,482,228
Federal				
Fees				
Other:				
Total	\$ 756,968	\$ 1,166,968	\$ 1,558,292	\$ 3,482,228

Fiscal Analysis:

Narrative: The above-referenced agreement is funded with Mental Health Services Act (MHSA) Innovation (INN) funds. One-time startup funds in the amount of \$284,856 were included in the FY 23-24 funding allocation. These costs include, but are not limited to, staff onboarding, training, telecommunications, office expenses, and transportation. The balance of funding for FY 23-24 is the ongoing costs incurred by program implementation. This contract and associated funding was included in the FY 23-24 Adopted Budget and FY 24-25 Recommended Budget. The funding for future fiscal periods will be included in the proposed budgets and will be contingent on Board approval.

Key Contract Risks:

As with any contract funded by State sources, there is a risk of future audit disallowances and repayments. BWell contracts include language requiring contractors to repay any amounts disallowed in audit findings, minimizing financial risks to the County.

Special Instructions:

Please email one (1) Minute Order and one (1) executed Agreement to M. Simon-Gersuk at msimongersuk@sbcbswell.org and to the BWell Contracts Division at bwellcontractsstaff@sbcbswell.org.

Attachments:

Attachment A: Telecare Corporation FY 23-26 HART BC

Authored by:

M. Zavala