



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 27, 2023
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
Director(s) Behavioral Wellness (805) 681-5220
Contact Info: John Winckler, Division Chief, Crisis and Homeless Services
Behavioral Wellness (805) 681-5220
SUBJECT: Behavioral Wellness – ProtoCall Services, Inc. FY 22-24 Services Agreement for
“Access Line” Telephone Services

County Counsel Concurrence

As to form: Yes

Other Concurrence: Risk Management

As to form: Yes

Auditor-Controller Concurrence

As to form: Yes

Recommended Actions:

That the Board of Supervisors:

- A. Approve, ratify, and authorize the Chair to execute an Agreement for Services of Independent Contractor with **ProtoCall Services, Inc.**, an Oregon corporation (not a local vendor), for the provision of 24/7 “Access Line” telephone services for brief intake, screening, and referrals for the period of **July 1, 2022** through **June 30, 2024**, for a total Maximum Contract Amount not to exceed **\$302,000**, inclusive of \$190,000 under Purchase Order CN2274, but which otherwise cancels, nullifies, and supersedes Purchase Order CN2274;
- 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; make immaterial changes to the Agreement per Sections 20 and 26 of the Agreement, respectively; and update the rate schedule per Exhibit B of the Agreement, 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, which do not involve any commitment to any specific project which may result in a 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:

The Department of Behavioral Wellness (BWell) requests approval of the FY 22-24 Board Contract Agreement with ProtoCall Services, Inc., (ProtoCall) for the provision of 24/7 “Access Line” telephone services for brief intake, screening, and referrals, for a total Maximum Contract Amount not to exceed **\$302,000** for the period of July 1, 2022 through June 30, 2024. BWell also requests delegation of authority to the Director of BWell or designee to suspend, delay, or interrupt the services under the Agreement for convenience and make immaterial changes to the Agreement per Sections 20 and 26 of the Agreement, respectively, 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. Approval of the recommended actions will allow BWell to maintain compliance with California Department of Health Care Services (DHCS) requirements and provide residents of Santa Barbara County with 24 hours per day, 7 days per week access to information on obtaining specialty mental health services.

Background:

As part of the Mental Health Plan for Santa Barbara County, the Department of Behavioral Wellness is required by the DHCS to provide residents of Santa Barbara County with twenty-four (24) hours per day, seven (7) days per week access to information on obtaining specialty mental health services. The County is also required by DHCS to provide residential substance use disorder (SUD) treatment screenings within twenty-four (24) hours of request. This is a requirement of the County Drug Medi-Cal Organized Delivery System (DMC-ODS) of care that began on December 1, 2018.

BWell provides this service through a 24/7 toll-free Access Line that is staffed by ProtoCall who provides customized and seamless telephone services for brief intake, screening, and referral services. These services are not intended to be therapeutic treatment services. However, ProtoCall’s counseling staff is licensed or registered and practices within the scope defined by the appropriate State licensing authority. Language translation and text telephone (TTY) capability will be provided to inform Medi-Cal beneficiaries and other clients about how to access mental health services, including urgent and crisis conditions; how to use the Medi-Cal beneficiary problem resolution and fair hearing processes; and to respond to general questions and concerns regarding the Mental Health Plan and Department of Behavioral Wellness’ services, during evenings, weekends, and holidays.

BWell currently has an active Purchase Order Agreement with ProtoCall (CN2274) for a maximum contract amount of \$190,000 for the period of July 1, 2022 through June 30, 2023. That contract value was based on the expectation that usage of ProtoCall would taper off, in light of transitioning Access Line services from ProtoCall to another contractor, Transitions Mental Health Association (TMHA). However, the transition has been delayed and thus usage of ProtoCall’s services did not taper off, which resulted in an underfunded Purchase Order contract with ProtoCall. BWell now requests approval of a Board Contract Agreement with ProtoCall for a total maximum contract amount not to exceed \$302,000 for the period of July 1, 2022 through June 30, 2024, inclusive of \$190,000 under Purchase Order CN2274, but which otherwise cancels, nullifies, and supersedes Purchase Order CN2274.

Performance Measures and Outcomes:

The Contractor is achieving the outcomes to the required standards set forth in the Agreement within the allocated budget.

Contract Renewals and Performance Outcomes:

The Contractor is achieving the outcomes to the required standards set forth in the Agreement within the allocated budget.

Fiscal and Facilities Impacts:

Budgeted: Yes

Fiscal Analysis:

<u>Funding Sources</u>	<u>FY 22-24 Cost:</u>
General Fund	
State	\$151,000.00
Federal	\$151,000.00
Fees	
Other:	
Total	\$302,000.00

Narrative: The above-referenced contract is funded by State and Federal funds. The funding sources were included in the FY 23-24 Adopted Budget.

Key Contract Risks:

As with any contract funded by State and Federal sources, there is a risk of future audit disallowances and repayments. Behavioral Wellness 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) complete executed Board Contract and one (1) minute order to Bethany Le at bethle@sbcbswell.org and to the BWell Contracts Division at bwellcontractsstaff@sbcbswell.org.

Attachments:

- Attachment A: ProtoCall Services, Inc. Board Contract (FY 22-24)
- Attachment B: ProtoCall Services, Inc. Purchase Order CN2274 (FY 22-23)

Authored by:

Bethany Le