



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 & 063
For Agenda Of: June 28, 2022
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
Janette D. Pell, Director, General Services, (805) 560-1011
Contact Info: John Winckler, LMFT, Division Chief of Clinical Operations
Behavioral Wellness, (805) 681-5220
SUBJECT: Behavioral Wellness and General Services – Telecare Corporation Mental Health Services Agreement Renewal FY 22-24 and Lease Agreement Renewals FY 22-24

County Counsel Concurrence

As to form: Yes

Other Concurrence: Risk Management/General Services

As to form: Yes

Recommended Actions:

That the Board of Supervisors:

- A. Approve and authorize the Chair to execute an Agreement for Services of Independent Contractor with **Telecare Corporation** (“Telecare”), a California nonprofit organization (not a local vendor), for the provision of Adult Mental Health services, for a contract maximum not to exceed **\$11,846,000**, inclusive of \$5,923,000 per fiscal year, for the period of July 1, 2022 through June 30, 2024 (Attachment A);
- B. Delegate to the Director of the Department of Behavioral Wellness or designee the authority to suspend, delay, or interrupt the services for convenience; make immaterial changes to the services agreement; authorize additional services; amend program staffing requirements; reallocate funds between funding sources; adjust or waive the County Maximum Allowable rate; and amend the program goals, outcomes, and measures per Exhibit E of the services agreement, all without altering the Maximum Contract Amount and without requiring the Board’s approval of an amendment of the services agreement, subject to the Board’s ability to rescind this delegated authority at any time;
- C. Approve and authorize the Chair to execute the attached original and duplicate original Lease Agreement between the County of Santa Barbara and **Telecare** to allow Telecare to lease the entire second floor consisting of approximately 5,225 square feet of the County-owned building known as Assessor Parcel Number 117-483-007, located at 212 W. Carmen Lane in Santa Maria, for a monthly rental amount of \$8,167 for a term of two (2) years from July 1, 2022 to June 30, 2024 (Attachment B), for the purpose of operating an adult crisis residential facility in north Santa Barbara County (District 5);

Auditor-Controller Concurrence

As to form: Yes

- D. Approve and authorize the Chair to execute the attached original and duplicate original Lease Agreement between the County of Santa Barbara and **Telecare** to allow Telecare to lease the 3,099 square foot County-owned building known as Assessor Parcel Number 119-086-010, located at 116 Agnes Avenue in Santa Maria, for a monthly rental amount of \$8,250 for a term of two (2) years from July 1, 2022 to June 30, 2024 (Attachment C), for the purpose of operating an adult crisis residential facility in north Santa Barbara County (District 5); and
- E. Determine that the above actions are government funding mechanisms or other government fiscal activities and organizational or administrative activities, which do not involve any commitment to any specific project that may result in a potentially significant physical impact on the environment, and consist of the operation, repair, maintenance, permitting, leasing, licensing, or minor alteration of existing public or private structures, facilities, mechanical equipment, or topographical features and involve negligible or no expansion of use and are therefore not a project under the California Environmental Quality Act (CEQA) pursuant to sections 15301, 15378(b)(4) and (5) of the CEQA Guidelines.

Summary Text:

These items are on the agenda to request approval to renew the mental health service provider agreement and leases with Telecare Corporation (Telecare) for the period of July 1, 2022 through June 30, 2024. The services agreement will include Crisis Residential Treatment (CRT) services, McMillan Ranch Program services, and Assertive Community Treatment (ACT) services.

Background:

The Department of Behavioral Wellness (BWell) provides specialty mental health services to Medi-Cal beneficiaries and other individuals to the extent resources allow, in part, through contracted services. Telecare provides an array of mental health services to adult clients with serious mental illness pursuant to the County of Santa Barbara's obligation to provide such services under the Mental Health Plan and the Mental Health Services Act. These services include CRT services, ACT services, and McMillan Ranch rehabilitative services.

A CRT facility is a safe and therapeutic environment where clients are assisted to stabilize the symptoms of mental illness and co-occurring conditions; gain skills to manage their condition more effectively; make progress on the path to personal recovery; and engage community supports that will enable them to leave the facility, participate fully in necessary follow-up treatment, and improve networks of support for community life including linkage to community services. Typically, these services are provided to clients upon discharge from a Psychiatric Health Facility (PHF).

As of May 28, 2019, Telecare has provided adult crisis respite residential treatment and intervention services at two (2) County-owned facilities, 116 Agnes Avenue, Santa Maria, CA (Assessor Parcel Number 119-086-010) and 212 Carmen Lane, Santa Maria, CA (Assessor Parcel Number 117-483-007). Subsequently, a Request for Proposal (RFP) for CRT services was issued for competitive bidding purposes and Telecare was awarded a contract on November 23, 2022 to provide CRT services in North Santa Barbara County at the above locations. Therefore, these lease agreements for Telecare have subsequently been renewed to be effective concurrently with the Board Contract for the provision of CRT services at these locations.

The ACT program is an evidence-based psychiatric treatment rehabilitation and support service for clients with serious mental illness who demonstrate the need for this most intensive level of non-residential community service. Telecare also provides twenty-four (24) hour, structured mental health rehabilitation services, residential care, and room and board to adults at McMillan

Ranch. On April 2, 2021, Telecare Corporation (Telecare), following a RFP, was awarded a contract for Assertive Community Treatment (ACT) and Supportive Community Services. Approval of the above recommended actions will allow for the continued provision of specialty mental health services to clients without a gap in services.

Performance Measures and Outcomes ACT and McMillan Ranch:

Over the period of Quarters 1, 2, and 3 of FY 2021-22, Telecare achieved the following:

- Santa Maria ACT: Telecare met 5 of their 9 goals. Telecare served an average of 91 clients per quarter with an average of 8 discharges per quarter.
 - 12% of clients admitted to acute psychiatric inpatient care with a goal of 5% or less;
 - 4% received emergency care for physical health with a goal of 10% or less;
 - 1% were hospitalized for physical health reasons with a goal of 5% or less;
 - 2% were incarcerated with a goal of 5% or less;
 - 94% had stable/permanent housing with a goal of 90% or more;
 - 65% were engaged in a purposeful activity with a goal of 15% or more;
 - 20% were discharged to a lower level of care with a goal of 85% or more;
 - 32% were discharged to a higher level of care with a goal of 15% or less;
 - 6% showed improvement on MORS with a goal of 20% or higher.

- McMillan Ranch: Telecare met 5 of their 8 goals. They served an average of 10 clients per quarter with an average of 1 discharge per quarter.
 - 9% of clients admitted to acute psychiatric inpatient care with a goal of 5% or less;
 - 9% received emergency care for physical health with a goal of 10% or less;
 - 0% were hospitalized for physical health reasons with a goal of 5% or less;
 - 3% were incarcerated with a goal of 5% or less;
 - 97% had stable/permanent housing with a goal of 90% or more;
 - 97% were engaged in a purposeful activity with a goal of 15% or more;
 - 40% were discharged to a lower level of care with a goal of 85% or more;
 - 60% were discharged to a higher level of care with a goal of 15% or less.

Performance Measures and Outcomes CRT:

Over the period of Quarters 1, 2, and 3 of FY 2021-22, Telecare achieved the following outcomes:

- Carmen Lane CRT - They met 5 of their 7 goals. They served an average of 26 clients per quarter with an average of 26 discharges per quarter.
 - 3% of clients admitted to acute psychiatric inpatient care with a goal of 10% or less;
 - 2% received emergency care for physical health with a goal of 10% or less;
 - 3% were hospitalized for physical health reasons with a goal of 10% or less;
 - 2% had incidents requiring a higher level of supervision with a goal of 5% or less;
 - 0% were incarcerated with a goal of 5% or less;
 - 22% were discharged to a lower level of care with a goal of 85% or more;
 - 3% were discharged to a higher level of care with a goal of 15% or less.

- Agnes CRT - They met 6 of their 7 goals. They served an average of 27 clients per quarter with an average of 27 discharges per quarter.
 - 3% of clients admitted to acute psychiatric inpatient care with a goal of 10% or less;
 - 4% received emergency care for physical health with a goal of 10% or less;

- 1% were hospitalized for physical health reasons with a goal of 10% or less;
- 1% had incidents requiring a higher level of supervision with a goal of 5% or less;
- 1% were incarcerated with a goal of 5% or less;
- 77% were discharged to a lower level of care with a goal of 85% or more;
- 4% were discharged to a higher level of care with a goal of 15% or less.

Fiscal and Facilities Impacts:

Budgeted: Yes

Fiscal Analysis:

Funding Sources	COST FY 22-23	COST FY 23-24	TOTAL
General Fund			
State	\$ 2,961,500.00	\$ 2,961,500.00	
Federal	\$ 2,961,500.00	\$ 2,961,500.00	
Fees			
Other:			
Total	\$ 5,923,000.00	\$ 5,923,000.00	\$ 11,846,000.00

Narrative: The above-referenced contract is funded by State and Federal funds. The funds are included in the FY 22-23 adopted budget and are in the recommended budget for FY 23-24.

Key Contract Risks:

As with any contract funded with State and Federal sources, there is a risk of future audit disallowances and repayments through the State’s auditing process. The services contract includes language requiring the contractor to repay any amounts disallowed in audit findings, minimizing financial risks to County.

Special Instructions:

Please send one (1) complete signed Board Contract, two (2) complete signed lease agreements, and one (1) minute order to Amber Foschaar at cfoschaar@sbcbswell.org and to bwelcontractsstaff@sbcbswell.org.

Attachments:

- Attachment A: Telecare Corporation FY 22-24 Board Contract
- Attachment B: 003125 Telecare Carmen Lease
- Attachment C: 003146 Telecare Agnes Lease

Authored by:

A. Foschaar