

**SANTA BARBARA COUNTY
BOARD AGENDA LETTER**



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

Agenda Number:
Prepared on: 06/17/2004
Department Name: Alcohol, Drug & Mental Health
Department No.: 043
Agenda Date: 07/13/2004
Placement: Administrative
Estimate Time:
Continued Item: NO
If Yes, date from:

TO: Board of Supervisors

FROM: James L. Broderick, Ph.D., Director
Alcohol, Drug & Mental Health Services

STAFF CONTACT: Carrie Topliffe, ADMHS Assistant Director - Administration
805.681.5231

SUBJECT: Aileen Kroll Contract.

Recommendation(s):

That the Board of Supervisors:

- A. Approve and execute a professional services contract for Aileen Kroll, a Contractor on Payroll, acting as the Assistant to the Patient Rights Advocate, a mandated position. The contract amount is not to exceed \$32,000. The contract term is from July 1, 2004, through June 30, 2005.
- B. Authorize the Director of ADMHS to approve amendments to the proposed contract, provided that any such amendments do not exceed ten percent (10%) of the contract's dollar amount.

Alignment with Board Strategic Plan:

The recommendation(s) are primarily aligned with Goal No. 2. A Safe and Healthy Community in Which to Live, Work and Visit.

Executive Summary and Discussion:

Aileen Kroll's position supports, assists, and advises the Patient Rights Advocate to provide services to mentally ill clients of Santa Barbara County. Ms. Kroll performs research and investigation of consumer complaints and participates in due process hearings such as involuntary detentions, conservatorships, and other legal matters required by law.

Your Board is now requested to approve and execute the contract for Aileen Kroll, resulting in a contract amount not to exceed \$32,000. These funds will ensure mentally ill residents of Santa Barbara County continue to receive due process rights while in the Mental Health System.

Performance and Outcome Measures:

Aileen Kroll, J.D. functions as the legal representative for clients involved in involuntary detention, and medication capacity hearings. She represents approximately 140 clients per year which is 100% of administrative hearing caseload. In FY 03-04, this contractor received approximately 373 calls regarding evictions of clients (27), clients' rights violations (119), misdemeanor charges against clients (54), and other legal advice issues (173) and is responsible for the legal research necessary to address these calls. Ms. Kroll has been able to avoid eviction of 60% of the 27 clients who were given eviction notices and successfully relocated the other 40%, so that all of these clients remain in housing avoiding homelessness. She was able to intervene in and resolve 40% (49 of 119) of the cases of clients' rights violations. Customer surveys have demonstrated a 90% customer satisfaction of the outcomes of these issues.

Mandates and Service Levels:

The Patient Rights office processes more than 200 referrals each month. Mental Health Patients Rights Advocacy services are mandated by the Welfare and Institutions Code, Section 5500, et seq.

Fiscal and Facilities Impacts:

The recommended action has no impact on the General Fund Contribution. The funding source for the Aileen Kroll contract is from a combination of Federal and State funds. These funding sources are identified in the Adopted FY2004-05, Budget, line items 3541, 5402, and 5404, in the Patients Rights/Administration Division, on page D-138.

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

Special Instructions:

Please send one (1) fully executed copy of the contract, signature page and endorsed minute order to:

Alcohol, Drug & Mental Health Services
ATTN: Dana Fahey, Contracts Analyst
300 N. San Antonio Road
Santa Barbara, CA 93110

Concurrence:

Auditor-Controller
Risk Management

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Number of Clients represented in Administrative Hearings- 140 ¶
Number of client referrals processed in Patients Rights Office -200¶
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Activity Indicators

Number of Clients represented in Administrative Hearings- 140

Number of client referrals processed in Patients Rights Office -200

Number of calls for service and legal advice- 373

Outcome Measures

Respond to 100% of 373 calls for service

Resolve 100% of approximately 27 eviction notices sent to clients so that they are eligible for future housing

Resolve 100% of approximately 119 clients rights violations

Receive a satisfactory or higher rating from at least 90% of clients