



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 4, 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, Director
Director(s) Department of Behavioral Wellness, 805-681-5220
Contact Info: Laura Zeitz, Assistant Director and Division Chief of Housing
Placement/ Psychiatric Health Facility
Department of Behavioral Wellness, (805) 681-5220
John Winckler, LMFT, Division Chief of Crisis Services
Department of Behavioral Wellness, (805)681-5220

SUBJECT: Transitions-Mental Health Association (TMHA) FY 2023-2026 Services
Agreement for "Access Line" Telephone Services

DS
TN

County Counsel Concurrence

As to form: Yes

Auditor-Controller Concurrence

As to form: Yes

Other Concurrence: Risk Management

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 **Transitions-Mental Health Association**, a California nonprofit organization (not a local vendor), for the provision of after-hours "Access Line" telephone services for brief intake, screening, education, and referral services for a total maximum contract amount not to exceed **\$826,292**, inclusive of \$150,593 for FY 23-24, \$331,225 for FY 24-25, and \$344,474 for FY 25-26, for the period of February 1, 2024 through June 30, 2026;
- b) Delegate to the Director of the Department of Behavioral Wellness or designee the authority to make immaterial changes to the Agreement per Section 26 of the Agreement; add additional services/extra coverage per Exhibit A-2, Section 3; amend program staffing requirements per Exhibit A-2, Section 6; reallocate funds between funding sources per Exhibit B of the Agreement; and amend the 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 action is a government funding mechanism or other government fiscal activity, that does not involve any commitment to any specific project that may result in a potentially significant physical impact on the environment and is 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 to execute an Agreement with Transitions-Mental Health Association (TMHA) to operate a Central Coast Hotline: After-Hours Access Line, for a total Maximum Contract Amount not to exceed **\$826,292** for the period of February 1, 2024, through June 30, 2026. TMHA will provide services as a business associate per the terms and conditions of the business associate agreement which is included as an exhibit to the agreement.

Background:

24/7 Access to Information on Specialty Mental Health Services

As the Mental Health Plan for Santa Barbara County, the BWell is required by the State Department of Health Care Services (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 (see Cal. Code Regs. Tit. 9, § 1810.405 - Access Standards for 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. The Department of Behavioral Wellness provides these services through a 24/7 toll-free "Access Line".

ProtoCall Wind-down

Due to fiscal and staffing considerations, BWell has contracted out its after-hours call center, inclusive of weekends, since December 1, 2014. Currently, the after-hours call center, inclusive of weekends, is contracted to ProtoCall Services, Inc. By letter dated May 9, 2024, BWell requested that ProtoCall suspend services, effective June 7, 2024 and begin wind-down procedures as directed by BWell. The after-hours call center services will transition from the current contractor, ProtoCall Services, Inc., to TMHA. ProtoCall will stop taking calls the day TMHA begins. There will be no change in procedures for clients/members.

TMHA to Operate a Central Coast Hotline (After-Hours Access Line)

In order to ensure best practice of call services for Santa Barbara County residents, BWell is seeking to contract with TMHA, a community-based mental health services organization that operates in both Santa Barbara and San Luis Obispo counties. TMHA currently provides various mental health service programs including 24/7 call center services for the County of San Luis Obispo. Contracting after-hours call center services to a local, rather than an out-of-state provider not only supports local business but also increases the likelihood of client engagement due to familiarity with local resources and state rules and regulations, as well as awareness of local events and issues that may be contributing to need for assistance.

It is proposed that TMHA operate a Central Coast Hotline (After-Hours Access Line) that will provide support to callers who are transferred from the Santa Barbara County Access Line after hours, i.e., outside of normal weekday business hours of 8:00 AM to 5:00 PM and inclusive of weekends. Central Coast Hotline is a 24/7, free and confidential call center and text messaging line that provides customized and

seamless telephone services for brief intake, screening, education, and referral services. This evening, overnight and weekend line is devoted to callers who need mental health crisis support and resources, mental health information and referral, suicide prevention and general support and human connection, and is often used by community members, agencies, and law enforcement in lieu of crisis lines, other emergency services, or general informational needs.

Performance Measures:

The Agreement contains performance measures in Exhibit E (Program Goals, Outcomes, and Measures) to monitor implementation and improve staff proficiency.

Fiscal and Facilities Impacts:

Budgeted: Yes

Fiscal Analysis:

Funding Sources	FY 23-24	FY 24-25	FY 25-26	TOTAL
General Fund				
State	\$ 120,088.00	\$ 165,612.50	\$ 172,237.00	\$ 457,937.50
Federal	\$ 30,505.00	\$ 165,612.50	\$ 172,237.00	\$ 368,354.50
Fees				
Other:				
Total	\$ 150,593.00	\$ 331,225.00	\$ 344,474.00	\$ 826,292.00

Narrative:

The above-referenced Agreement will be funded by a combination of state and federal sources. The California Department of Health Care Services (DHCS) must reimburse BWell for the direct and indirect costs related to the administration of the County Mental Health Plan, which includes ensuring timely access to services. The funding sources are included in the FY 23-24 Adopted Budget. Future year funding will be included in the department's requested budgets, subject to Board approval.

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 TMHA contract includes language requiring the contractor to repay any amounts disallowed in audit findings, minimizing financial risks to County.

Special Instructions:

Please return one (1) executed Agreement and one (1) Minute Order to Melanie Johnson at mejohanson@sbcbswell.org and to the BWell Contracts Division at bwelcontractsstaff@sbcbswell.org.

Attachments:

Attachment A: TMHA FY 23-26 Board Contract

Authored By:

M. Johnson