



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: May 31, 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
Contact Info: John Winckler, LMFT, Division Chief of Clinical Operations
(805) 681-5220
SUBJECT: Behavioral Wellness Mental Health Services – Telecare Corporation BC
First Amended Agreement for FY 19-22

County Counsel Concurrence

As to form: Yes

Other Concurrence: Risk Management

As to form: Yes

Recommended Actions:

That the Board of Supervisors:

Auditor-Controller Concurrence

As to form: Yes

- A. Approve, ratify and authorize the Chair to execute a First Amended Agreement for Services of Independent Contractor with **Telecare Corporation** (BC19-219), a California nonprofit organization (not a local vendor), to revise language in Exhibit A-2 McMillan Ranch and increase the program amount for FY 21-22 by **\$119,128.00** to allow for increased services, to add Adult Residential Treatment Services to Exhibit A-2 McMillan Ranch, to add nursing staff positions and medication support services to Exhibit A-3 Santa Maria Assertive Community Treatment (ACT) Program, and to increase the contract amount for FY 21-22 by **\$797,493.00** for a new total Maximum Contract Amount not to exceed **\$6,338,731.00**, for the period of July 1, 2019 through June 30, 2022; inclusive of \$1,807,370.00 for FY 19-20, \$1,807,370.00 for FY 20-21, and \$2,723,991.00 for FY 21-22;
- B. Delegate to the Director of the Department of Behavioral Wellness or designee the authority to make immaterial changes; 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, 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 funding mechanisms or other government fiscal activities, which do not involve any commitment to any specific project that 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:

This item is on the agenda to request approval, ratification, and authorization for the Chair of the Board of Supervisors (Board) to execute the First Amended Agreement with Telecare Corporation (Telecare). This First Amended Agreement will revise language in Exhibit A-2 McMillan Ranch to accurately state the process for McMillan Ranch clients in need of ACT services. This First Amended Agreement will also add funds to the McMillan Ranch Program to meet the need for increased services, add medication support services and nursing staff to the Exhibit A-3 ACT Program in Santa Maria, and increase FY 21-22 contract maximum to cover additional staff performing services. Approval of the recommended actions will allow for continuity of care within Telecare's McMillan Ranch and ACT Program. This First Amended Agreement will add Exhibit A-4 Adult Residential Treatment services to the contract for FY 21-22.

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. The Board approved the Telecare contract on June 18, 2019 to deliver an array of specialty mental health services to adults with serious mental illness (SMI) or serious emotional disturbance (SED) in the Santa Maria area.

On April 2, 2021, Telecare Corporation (Telecare) was awarded a Request for Proposal (RFP) for Assertive Community Treatment (ACT) per the Notice of Intent to Award for Assertive Community Treatment and Supportive Community Services (Attachment B). As a result, this First Amended Agreement increases services and staffing in the amount of \$2,039,00.00. This First Amended Agreement also adds medication support services, along with a nursing staff position to the Santa Maria ACT Program. A Registered Nurse will be added to work with the Team Leader/Administrator and Psychiatrist to ensure systematic coordination of medical treatment and the development and implementation of the medication policies. The addition of the positions will give Telecare the ability to provide mandated services onsite rather than referring clients offsite for services. It will streamline and make service delivery and the continuum of care more cohesive. Telecare was also selected through the competitive request for proposal process to continue to carry out ACT Program services in the Santa Maria area for a three-year period. Lastly, this First Amended Agreement adds Adult Residential Treatment services to McMillan Ranch services for FY 21-22.

Following the end of the current contract period, BWell will return to the Board of Supervisors for approval of the Telecare McMillan Ranch/ACT services and Crisis Residential Treatment services renewal.

Performance Measures:

Program Goals for ACT:

- Reduce mental health and substance abuse symptoms resulting in reduced utilization of involuntary care and emergency rooms for mental health and physical health problems;
- Assist clients in their mental health recovery process and with developing the skills necessary to lead independent, healthy and productive lives in the community;

Program Outcomes for ACT:

- Incarcerations / Juvenile Hall admissions will be 5% or less;
- Psychiatric Inpatient Hospital Admissions will be 5% or less;
- Physical Health Hospital Admissions will be 5% or less (for McMillan Ranch, it's 10% or less);
- Physical Health – Emergency Care will be 10% or less;

- Clients with stable/permanent housing will be 90% or greater (for McMillan Ranch, it's 95% or greater);
- Clients engaged in a purposeful activity will be 15% or greater;
- Of those discharged, the number discharged to a higher level of care will be 15% or less;
- Of those discharged, the number discharged to a lower level of care will be 85% or greater;
- The percentage of clients showing improvement on MORS will be 20% or greater for ACT program.

Performance Outcomes:

During the first two quarters of FY 2021-22:

Santa Maria ACT met four of their nine outcome goals. They served an average of 90 clients with 16 discharges.

- Psychiatric inpatient admissions averaged 10% with a goal of 5% or less;
- Clients receiving emergency care for physical health averaged 5% with a goal of 10% or less;
- Clients with hospitalizations for physical health averaged 2% with a goal of 5% or less;
- Incarcerations were at 3% with a goal of 5% or less;
- Clients with stable/permanent housing averaged 96% with a goal of 90% or more;
- Clients engaged in a purposeful activity averaged 66% with a goal of 15% or more;
- Clients discharged to a lower level of care averaged 25% with a goal of 85% or more;
- Clients discharged to a higher level of care averaged 31% with a goal of 15% or less;
- Clients showing improvement on the MORS averaged 6% with a goal of 20% or more.

McMillan Ranch met five of their eight outcome goals. They served an average of 10 clients with three (3) discharges.

- Psychiatric inpatient admissions averaged 5% with a goal of 5% or less;
- Clients receiving emergency care for physical health averaged 14% with a goal of 10% or less;
- There were no hospitalizations for physical health with a goal of 5% or less;
- Incarcerations were at 5% with a goal of 5% or less;
- Clients with stable/permanent housing averaged 96% with a goal of 95% or more;
- Clients engaged in a purposeful activity averaged 95% with a goal of 15% or more;
- Clients discharged to a lower level of care averaged 67% with a goal of 85% or more;
- Clients discharged to a higher level of care averaged 33% with a goal of 15% or less.

Fiscal and Facilities Impacts:

Budgeted: Yes

Fiscal Analysis:

| Funding Sources | COST FY 19-20 | COST FY 20-21 | COST FY 21-22 | TOTAL |
|------------------------|------------------------|------------------------|------------------------|------------------------|
| General Fund | | | | |
| State | \$ 903,685.00 | \$ 903,685.00 | \$ 1,361,995.50 | \$ 3,169,365.50 |
| Federal | \$ 903,685.00 | \$ 903,685.00 | \$ 1,361,995.50 | \$ 3,169,365.50 |
| Fees | | | | |
| Other: | | | | |
| Total | \$ 1,807,370.00 | \$ 1,807,370.00 | \$ 2,723,991.00 | \$ 6,338,731.00 |

Narrative: The above-referenced contract is funded by State and Federal funds. The additional funds for FY 21-22 are included in the FY 21-22 adopted budget.

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 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) executed First Amended to the and one (1) minute order to Amber Foschaar at: cfoschaar@sbcbswell.org and to bwelcontractsstaff@co.santa-barbara.ca.us.

Attachments:

Attachment A: Telecare Corporation FY 19-22 BC AM1

Attachment B: Notice of Intent to Award for Assertive Community Treatment and Supportive Community Services

Attachment C: Telecare Corporation FY 19-22 BC executed (BC19-219)

Authored by:

A. Foschaar