



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: January 23, 2018
Placement: Administrative
Estimated Time: N/A
Continued Item: No
If Yes, date from:
Vote Required: Majority

TO: Board of Supervisors

FROM: Department Alice Gleghorn, PHD, Director
Director(s) Behavioral Wellness, 681-5220
Contact Info: Suzanne Grimesey, Chief Quality Care and Strategy Officer
Behavioral Wellness, 681-5220

SUBJECT: Behavioral Wellness Relias Learning, LLC FY 17-20 Contract

County Counsel 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 a multiyear Agreement for Services of Independent Contractor with **Relias Learning LLC** (not a local vendor), for the provision of online courses and e-learning resources to accommodate all Behavioral Wellness staff, for a total contract maximum amount not to exceed \$115,851 for the term of January 1, 2018 through December 31, 2019; and
- B. 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:

Behavioral Wellness is required by state and federal regulations to provide on-going and up to date training to all staff and contracted Community Based Organization staff delivering mental health services. This item is on the Board's agenda to request approval to execute a contract with Relias Learning, to extend its training services to Behavioral Wellness through FY 19-20, and to provide

additional users with the online training resources available to County and contracted staff (including Regular Civil service staff, all extra help staff, locum tenens, interns, volunteers, students, trainees and temporary agency staff). Approval of the recommended actions will allow Behavioral Wellness to continue providing a comprehensive, cohesive, and efficient on-line system to monitor and track training compliance by adding 100 additional portals.

Background: Relias Learning, LLC provides an e-learning platform with training materials for compliance with the International Statistical Classification of Diseases and Related Health Problems, ICD 10 (revision by the World Health Organization) and to provide training in keeping with all pertinent Federal, State, and County laws to include but not limited to the California Code of Regulations Title 9, Division 4, Title 22 California Code of Regulations (CCR) Drug Medi-Cal services, California's Mental Health Services Act; and California Code of Regulations Title 9, Division 1.

Since 2016, to ensure training compliance, Behavioral Wellness contracted with Relias, through two unique and distinctively different multiyear contracts to provide an e-learning platform to provide required trainings. The Relias Learning contract was previously a multiyear purchase order providing 400 portals for e-learning to train all of our Regular Civil Service staff. The Relias Academy agreement was a Board Contract providing e-Learning and e-Commerce environment for our Community Based Organizations (CBO) to access required standardized web based trainings and revenue e-Commerce for Behavioral Wellness and CBO staff to access 2,000 standardized courses that serve over 100 accreditations for staff to access Continuing Education Units (CEU) required for Behavioral Health licensed professionals which staff pay for on their own.

Currently Behavioral Wellness uses two Relias platforms: the "Relias Portal" (made available through the Relias Learning contract) used by County Civil Service staff, and the "Relias Academy" (made available through the Relias Academy contract) used by all other non-regular staff, interns and volunteers and Community Based Organization (CBO) staff. Currently Extra Help staff cannot take the training electives that are provided on the Relias Portal.

If this request is approved, instead of having the Behavioral Wellness staff spread over two platforms, all Behavioral Wellness staff and contracted staff (including Regular Civil service staff, all extra help staff, locum tenens, interns, volunteers, students, trainees and temporary agency staff) would use the Relias Portal and only the CBO staff would be using Relias Academy.

Services to be provided in the Relias Portal include online courses and e-learning resources specifically designed to meet the following:

- ❖ Training needs of human services organizations in areas such as behavioral and mental health, addiction treatment, child welfare, community-based children's programs and a wide array of other social service organizations; and
- ❖ Delivery of online course content that reflects best practices in the industry and helps organizations meet the ever changing demands of compliance, continuing education and workforce development.

Moving all Behavioral Wellness staff to the same platform as Civil Service staff will provide the Department with improved administrative control over content and functions, to assign the same online training cohesively to all staff and the ability to track the completion of the course work for the user and for the Department. It will also make the tracking in the Relias Academy website straight forward since the Relias Academy site will be used only by CBO staff. Approval of this request will allow Behavioral Wellness to provide consistent training to all staff through one system by expanding the number of

portal users by 100, for a total of 500 seats, and consolidating onto one training platform will also improve tracking of required training compliance for all Behavioral Wellness staff to meet State and Federal regulatory compliance.

Performance Measure: The Relias Portal Learning Management System provided an excellent platform for compliance tracking, sending reminders to staff about due dates, accurately assigning trainings, hosting online trainings created by Behavioral Wellness, communicating about Behavioral Wellness Policies and Procedures, providing a platform for enrollment in classroom training events offered by Behavioral Wellness, and also offers a wide variety of excellent online training electives created specifically for Behavioral Health systems. The objectives were the following:

- A. Improve Training Effectiveness and Consistency - obtained 100% effectiveness or consistency trainings for all staff and Community Based Organizations.
- B. Improve Compliance - obtained 100% compliance for Code of Conduct, Cultural Competency, Mental Health Consumer Culture, HIPAA, 5150 Training, and Documentation Training. Obtained 88% compliance for Treatment Planning and Assessment Training.
- C. Reduce staff training time - Policy trainings, safety trainings, Medi-Cal Documentation trainings, and supplemental elective trainings are now available online requiring less staff time, less travel time and less money spent on conference sites, trainers and room reservations.
- D. Provide High Quality Education - The clinical elective trainings and staff development trainings provided by Relias are created by experts in the field and are innovative and up to date.
- E. Provide Accreditation courses - The courses meet our needs for courses accredited by the Board of Behavioral Science, and American Psychological Association for staff to gain credits to renew licenses.

Fiscal and Facilities Impacts:

Budgeted: Yes

Fiscal Analysis:

Funding Sources	FY 17-18 Cost:	FY 18-19 Cost:	FY 18-19 Cost:	Total Contract Maximum
General Fund				
State	\$ 28,213	\$ 59,425	\$ 28,213	
Federal				
Fees				
Other:				
Total	\$ 28,213	\$ 59,425	\$ 28,213	\$ 115,851

Narrative: The above referenced agreement is funded by State and Federal funds. The funding sources are included in the FY 2017-2018 Adopted Budget.

Key Contract Risks:

There is a risk that, without the approval of additional portals, Behavioral Wellness staff will not be able to complete Behavioral Wellness regulatory compliance trainings in timely manner and may be subject to penalties and corrective plans of action.

Special Instructions:

Please send one (1) executed copy of the signature page and one (1) minute order to Denise Morales:
dmorales@co.santa-barbara.ca.us.

Attachments:

Attachment A: Relias Learning, LLC FY 17-20 BC

Authored by:

D. Morales