



County of San Mateo

Inter-Departmental Correspondence

Department: HEALTH

File #: 24-214

Board Meeting Date: 3/26/2024

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors

From: Louise F. Rogers, Chief, San Mateo County Health
Jei Africa, Director, Behavioral Health, and Recovery Services

Subject: Agreement with Peninsula Family Service for Older Adult Peer Counseling Services and Support to Older Adults in the Use of Web-Based Behavioral Health Interventions

RECOMMENDATION:

Adopt a resolution authorizing an agreement with Peninsula Family Service to provide older adult peer counseling services and Help@Hand peer-led outreach and engagement for the term of April 1, 2024, through June 30, 2026, in an amount not to exceed \$1,457,190.

BACKGROUND:

In September 2023, Behavioral Health, and Recovery Services (BHRS) released a Request for Proposals (RFP) to select a provider for the operation and expansion of the Older Adult Peer Counseling services, formerly known as Senior Peer Counseling services. The anticipated duration of the agreement was three years, with the option to renew for an additional two years. Peninsula Family Service (PFS) was selected through the RFP process to provide these services.

Peninsula Family Service (PFS) has provided Older Adult Peer Counseling Program services since 2008. Since July 2019, PFS has provided Help@Hand services (formerly known as Peer-led Outreach and Engagement for Behavioral Health Technology Interventions). The goal is to support older adults in the use of web-based behavioral health interventions (including applications or “apps”) to engage, educate, and provide access to behavioral health services when needed, especially for those who struggle to connect with traditional in-person support or may need additional supports.

DISCUSSION:

PFS’ Program provides bilingual/multi-cultural older adult peer counseling services, targeting the County’s older adult population, including the Chinese, Filipino, and African American population and clients who live on the Coast side, North County, and South County. PFS program staff will recruit, train, and supervise volunteers who will provide direct individual and group services to older adults. PFS also provides outreach and engagement services to the lesbian, gay, bisexual, and transgender population, as well as to previously underserved geographical areas. Additionally, PFS Help@Hand

Peer-led Outreach and Engagement services support transition aged youth in the use of Help@Hand web-based solutions to engage, educate, and provide access to behavioral health services when needed.

Since the COVID-19 health crisis, PFS has been maintaining service expectations through utilizing online telehealth platforms.

The resolution contains the County's standard provisions allowing amendments of the County's fiscal obligation by a maximum of \$25,000 (in aggregate).

The agreement and resolution have been reviewed and approved by County Attorney as to form.

It is anticipated that 30% of clients served will be new unduplicated clients.

PERFORMANCE MEASURE:

Measure	FY 2023-24 Estimated	FY 2024-25 Projected
Percentage of clients served that are new unduplicated clients	30% 193 clients	30% 193 clients

FISCAL IMPACT:

The term of the agreement is April 1, 2024, through June 30, 2026. The amount of the agreement is not to exceed \$1,457,190 for the 25-month term. Funds in the amount of \$161,910 are included in the BHRS FY 2023-24 Adopted Budget. Similar funding arrangements will be made for FY 2024-25. Of the FY 2023-24 amount, it is anticipated that 100% will be funded by Mental Health Services Act funds. There is no Net County Cost.

Attachment: RFP Matrix