



County of San Mateo

Inter-Departmental Correspondence

Department: HEALTH

File #: 23-867

Board Meeting Date: 10/17/2023

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 Telecare Corporation for Mental Health Rehabilitation Center Services

RECOMMENDATION:

Adopt a resolution authorizing an agreement with Telecare Corporation for mental health rehabilitation center services for the term of October 1, 2023, through June 30, 2026, in an amount not to exceed \$10,480,398.

BACKGROUND:

The current aged Cordilleras Mental Health Center in Redwood City is being replaced with four new Mental Health Rehabilitation Centers (MHRC) and co-housing facilities at the newly named Cordilleras Health and Healing Campus. Services at the new facilities are anticipated to begin in early 2024.

In May 2022, Behavioral Health and Recovery Services (BHRS) issued a Request for Proposals seeking four separate agencies to provide MHRC services for four separate 16-bed MHRC facilities at the newly rebuilt Cordilleras campus.

In August 2022, Telecare Corporation (Telecare), Caminar Inc., Crestwood Behavioral Health, Inc., and STARS, Inc. were selected to provide these MHRC services. By having four separate providers and limiting the size of each facility to no more than 16 beds, the contracted MHRC services will be eligible for Federal Financial Participation for billed Medi-Cal services. Smaller facilities also allow services to be more targeted to specific consumer needs, improving consumer outcomes.

Telecare operates numerous mental health facilities throughout California. For BHRS, Telecare currently contracts to provide Full-Service Partnership and crisis residential services at Serenity House, as well as MHRC and residential services at the current Cordilleras facility since 1982.

Agreements with the other three MHRC providers will be submitted to this Board separately.

DISCUSSION:

Telecare will operate an MHRC, providing services to adult consumers who are seriously mentally ill.

Services will include Medi-Cal billable psychiatric treatment services and room and board services in a locked facility setting for up to 15 county consumers. Services will be primarily provided to consumers with serious mental illness who have mild to moderate intensity behaviors and do not require 1:1 services. BHRS will refer consumers to Telecare, including some consumers who will be transferred from the existing Cordilleras facility. In this 16-bed facility, a single bed will be dedicated to Direct Observation Therapy Services for non-compliant tuberculosis consumers. Those services are provided through a separate agreement between Telecare and the Public Health, Policy, and Planning Division of San Mateo County Health.

The resolution contains the County’s standard provisions allowing amendments to 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.

This item is coming to this Board late due to extended negotiations with the contractor.

It is anticipated that 85% of consumers will not be discharged to an acute psychiatric level of care within 15 days of admission.

PERFORMANCE MEASURES:

Measure	FY 2023-24 Estimated	FY 2024-25 Projected
Percentage of consumers not discharged to an acute psychiatric level of care within 15 days of admission	85% 15 clients	85% 20 clients

FISCAL IMPACT:

The term of the agreement is October 1, 2023, through June 30, 2026. The amount of the agreement is not to exceed \$10,480,398 for the 33-month term. Funds in the amount of \$2,227,148 are included in the BHRS FY 2023-24 Adopted Budget. Of that amount, Federal Medi-Cal will fund \$542,600; 2011 Realignment (including the match for Medi-Cal services) will fund \$1,461,834; and the Net County Cost is \$222,714. Similar arrangements will be made for future years.

Attachments:

1. RFP Matrix