



# County of San Mateo

## Inter-Departmental Correspondence

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**Department:** HEALTH

**File #:** 24-177

Board Meeting Date: 3/12/2024

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**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 Supported Housing Services

**RECOMMENDATION:**

Adopt a resolution authorizing an agreement with Telecare Corporation for Supported Housing Services, for the term of March 1, 2024, through June 30, 2026, in an amount not to exceed \$5,622,488.

**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. Services at the new campus will include both permanent and transitional housing for 57 consumers in the new Canyon Vista Center (Canyon Vista).

In November 2022, Behavioral Health and Recovery Services (BHRS) issued a Request for Proposals (RFP) seeking two separate agencies to provide a co-housing program at the newly rebuilt Cordilleras campus, with one agency providing property management services and one agency providing supported housing services. Telecare Corporation (Telecare) and ABODE Services submitted a joint proposal, with Telecare proposing to provide the supported housing services for consumers in transitional housing.

In February 2023, Telecare and ABODE were selected to provide the supported housing and property management services, respectively.

Telecare operates numerous mental health facilities throughout California. For BHRS, Telecare currently contracts to provide Full Service Partnership services, crisis residential services at Serenity House, and MHRC and residential services at the current Cordilleras facility, which they have done since 1982. Telecare is one of four providers that will be providing MHRC services at the new Cordilleras campus.

The agreement with ABODE will be submitted to this Board separately.

**DISCUSSION:**

Telecare will provide supportive housing services for up to 57 adult consumers who are seriously mentally ill and residing in Canyon Vista. Available services will include Medi-Cal billable support services.

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.

The agreement is coming to this Board late due to delay in receiving the signed agreement back from the provider.

It is anticipated that 90% of tenants living in the permanent housing units will remain housed for at least 12 months after move in, and 90% of tenants in the transitional housing units will move to permanent housing within 24 months of move in.

**PERFORMANCE MEASURE:**

<b>Measure</b>	<b>FY 2023-24 Estimated</b>	<b>FY 2024-25 Projected</b>
Percentage of tenants living in the permanent housing units who remain housed for at least 12 months after move in	90% 25 of 28 tenants	90% 25 of 28 tenants
Percentage of transitional housing tenants who move to permanent housing within 24 months of move in	90% 26 of 29 tenants	90% 26 of 29 tenants

**FISCAL IMPACT:**

The term of this agreement is from March 1, 2024 through June 30, 2026. The amount of this agreement is not to exceed \$5,622,488 for the twenty-eight month term. Funds in the amount of \$1,066,512 are included in the Adopted BHRS FY 2023-24 Budget, which includes \$307,183 in start-up funding.

Of that amount, Federal Medi-Cal will fund \$33,333; 2011 Realignment, including the match for Medi-Cal services, will fund \$926,528; and the Net County Cost is \$106,650. Similar arrangements will be made for future years.

Attachments:  
RFP Matrix