



# County of San Mateo

## Inter-Departmental Correspondence

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**Department:** HEALTH

**File #:** 18-969

Board Meeting Date: 10/23/2018

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**Special Notice / Hearing:** None  
**Vote Required:** Majority

**To:** Honorable Board of Supervisors  
**From:** Louise F. Rogers, Chief, Health System  
**Subject:** Agreement with Mental Health Association of Alameda County

**RECOMMENDATION:**

Adopt a resolution authorizing an agreement with Mental Health Association of Alameda County for patients' rights services for the term July 1, 2018 through June 30, 2021, in an amount not to exceed \$629,451.

**BACKGROUND:**

By statute the County is obligated to provide patients' rights advocacy services for all recipients of mental health services in the County. These services include patient hearing representation at Certification and Capacity Hearings (CCH) in psychiatric inpatient facilities, complaint investigation and resolution, monitoring of mental health facilities, and outreach and training on advocacy topics for clients and providers. There are two inpatient facilities in the County where CCHs occur: Mills-Peninsula Hospital, and San Mateo Medical Center (SMMC).

In February 2015 Behavioral Health and Recovery Services (BHRS) released a Request for Interest (RFI) for patients' rights advocacy services. The Mental Health Association of Alameda County (MHA) was the only respondent to the RFI. MHA has provided these services for BHRS continuously since 2003.

**DISCUSSION:**

MHA will provide patients' rights advocacy services for all recipients of mental health services in the County. As required by statute, services will be provided to all County residents receiving mental health services, whether or not they are receiving services through BHRS. These patients' rights advocacy services will include: complaint investigation and resolution; compliance monitoring of facilities providing mental health services; training of staff in mental health facilities regarding patients' rights, laws, regulations and policies; patient education services to comply with State requirements for advance directives; and patient representation at CCH. The contractor will provide services through an office located in the County.

MHA has continuously provided these service for BHRS since 2003. For the last 15 years, through

three Requests for Proposals (RFP's) and one Request for Information (RFI), MHA has been the only respondent to submit a proposal to provide these services. As a result of these RFP's and RFI, BHRS has designated MHA a sole source provider for Patient Rights Services.

This contract is late due to negotiations with contractor on rates for services.

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

The agreement and resolution have been reviewed and approved by County Counsel as to form. This agreement is on the Continuing Resolution.

The agreement contributes to the Shared Vision 2025 outcome of a Healthy Community by providing patients' rights advocacy services for individuals receiving inpatient mental health services in the County. It is anticipated that 96% of clients who receive services through this agreement will be interviewed and represented by contractor at capacity hearings.

**PERFORMANCE MEASURE:**

Measure	FY 2017-18 Actual	FY 2018-19 Projected
Percentage of certified clients who were interviewed and subsequently represented by contractor at capacity hearings	96% 161 Clients	96% 161 Clients

**FISCAL IMPACT:**

The term of the agreement is July 1, 2018 through June 30, 2021. The amount of the agreement is not to exceed \$629,451 for the three-year term. Of that amount, \$209,817 is included in the BHRS FY 2018-19 Recommended Budget and will be 100% funded by sales tax through realignment. There is no Net County Cost. Similar funding arrangements will be put in place for FY 2019-20 and FY 2020-21. The payment provisions and levels of service remain the same as those of the prior agreement.