



County of San Mateo

Inter-Departmental Correspondence

Department: HEALTH

File #: 19-625

Board Meeting Date: 6/25/2019

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors

From: Louise F. Rogers, Chief, County Health
Scott Gilman, Director, Behavioral Health and Recovery Services
Lisa Mancini, Director, Aging and Adult Services

Subject: Agreement with Living in Familiar Environments dba LIFE Inc.

RECOMMENDATION:

Adopt a resolution authorizing an agreement with Living in Familiar Environments dba LIFE Inc. to provide representative payee services for the term of July 1, 2019 through June 30, 2021, in an amount not to exceed \$680,400.

BACKGROUND:

Representative payee services provide financial management for those individuals who are unable to manage their finances due to a serious mental illness and/or substance use conditions, or who are dependent adults. In San Mateo County, representative payee services traditionally have been divided between financial vendors who oversee the funds and issue checks, and the case managers who provide clinical services and disburse the funds to their clients. This has led to conflicting roles and occasional delays in payments. Receiving representative payee services from a single organization that can provide efficient, responsive and flexible services will decrease the delay in getting funds to clients and provide more flexibility in payment practices. Moreover, it will reduce the number of late notices clients receive for essential items such as rent, which in turn reduces stress on our most vulnerable population.

In December 2018, the Behavioral Health and Recovery Services (BHRS) and Aging and Adult Services (AAS) divisions released a Request for Proposals for representative payee services, and LIFE Inc. was awarded the contract in March 2019.

DISCUSSION:

It is anticipated that LIFE Inc. will provide representative payee services to 600-675 BHRS and AAS clients. Services will include an initial intake process and money case management services.

The resolution contains the County's standard provision allowing amendment 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.

Approval of this agreement contributes to the Shared Vision 2025 outcome of a Healthy Community by reducing the number of late notices clients receive for items that are not paid on time. It is anticipated that 95% of clients' bills managed by LIFE Inc. will be paid on time.

PERFORMANCE MEASURE:

Measure	FY 2018-19 Estimated	FY 2019-20 Projected
Percentage of clients whose bills that are managed by LIFE Inc. are paid on time	N/A*	95% ** 570-641 clients

* This is a new service, data will be available in FY 2019-20.

** It is not possible to reach 100% for this performance measure, as the remaining 5% is typically the result of late requests for new payments, billing errors, etc.

FISCAL IMPACT:

The term of the agreement is July 1, 2019 through June 30, 2021. The amount of the agreement is not to exceed \$680,400 for the 2-year term. Of this amount, \$554,400 is for BHRS and \$126,000 is for AAS. Of the maximum amount for BHRS, \$277,200 will be for FY 2019-20. Of this amount, it is anticipated that \$277,200 will be Net County Cost. These funds are included in the BHRS FY 2019-20 Recommended Budget. Of the maximum amount for AAS, \$63,000 will be for FY 2019-20, to be paid for from client funds. There is no impact to Net County Cost for AAS as it pertains to this agreement. Similar arrangements will be in place for FY 2020-21.