



# County of San Mateo

## Inter-Departmental Correspondence

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**Department:** HEALTH

**File #:** 21-024

Board Meeting Date: 1/5/2021

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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  
Scott Gilman, Director, Behavioral Health and Recovery Services

**Subject:** Amendment to the Agreement with Heart and Soul, Inc. for Consumer-Run Peer-Support Services and Health and Wellness Services, Helping Our Peers Emerge Program, and Technology Supports

### **RECOMMENDATION:**

Adopt a resolution authorizing an amendment to the agreement with Heart and Soul, Inc. for consumer-run peer-support services and health and wellness services for the term July 1, 2019 through June 30, 2021, the Helping Our Peers Emerge Program extending the term through June 30, 2021, and adding technology supports, increasing the amount by \$189,689 to an amount not to exceed \$3,000,940.

### **BACKGROUND:**

On September 17, 2019, our Board of Supervisors approved an agreement with Heart & Soul, Inc. to provide consumer-run peer-support and health and wellness services for the term July 1, 2019 through June 30, 2021, and the Helping Our Peers Emerge (HOPE) Program for the term July 1, 2019 through December 31, 2020, in an amount not to exceed \$2,786,251.

On June 25, 2020, the Chief of San Mateo County Health approved an amendment to the agreement to add peer-led supports for the Help@Hand Pilot. This program provides the technology needed to engage clients and develop Help@Hand Ambassadors that support clients and peers connection, as well as wellness and recovery. This amendment increased the maximum amount by \$25,000 to an amount not to exceed \$2,811,251, with no change to the agreement term.

### **DISCUSSION:**

Heart and Soul, Inc. gives informational, stigma reduction presentations and provides consumer-run peer-support services at five locations in the County. Through the Total Wellness Program, Heart and Soul, Inc. provides health and wellness groups, support, and activities, improving the health of seriously mentally ill individuals suffering from chronic health conditions. Through the HOPE program,

Heart and Soul, Inc. provides peer-led services that ease the transition for individuals emerging back into the community through on-going support and focus, while maintaining stability in the community to prevent or reduce the frequency of subsequent hospital admissions.

During the COVID-19 health crisis, Heart and Soul has been following the Centers for Disease Control guidelines. Staff are required to wear Personal Protective Equipment at all times, maintain social distancing for in person peer support, and discourage group environments. When possible, meetings are held outdoors or in an open space with adequate ventilation and the ability to maintain 6 ft. distance requirements. The HOPE program has responded to the COVID-19 health crisis by creating a virtual service platform through the Zoom for Healthcare platform. The online services include a recovery related group that meets daily and is facilitated by HOPE peer mentors. Group topics range from substance use recovery, peer support discussion, and fun and engaging topics to teach skill building in areas such as technology. Every month participants receive a virtual calendar, which includes hyperlinks for easy access. In addition, HOPE is providing cell phones to participants, allowing them access to support and the virtual platform through a dial-in option.

Through this amendment, funding for the HOPE program is being extended through June 30, 2021. Technology supports for clients and families during COVID-19 will also be added through this amendment, to re-engage clients in behavioral health treatment and recovery services.

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

The amendment and resolution have been reviewed and approved by County Counsel as to form.

BHRS provides a range of services to support consumers as they progress through all phases of wellness and recovery, including periods of relapse. The provision of consumer-run peer-support services is one established level of support. Participation in peer-support services is an indicator of the clients' commitment to improving their own wellness and recovery. It is anticipated that 360 clients will receive peer-support services.

**PERFORMANCE MEASURE:**

<b>Measure</b>	<b>FY 2019-20 Actual</b>	<b>FY 2020-21 Projected</b>
Percentage of clients who receive peer-support services	85% 340 of 400 clients	90% 360 of 400 clients

**FISCAL IMPACT:**

The term of the agreement is July 1, 2019 through June 30, 2021. The amount of the amended agreement is not to exceed \$3,000,940. The amendment increases the contract maximum by \$189,689 and is included in the Behavioral Health and Recovery Services FY 2020-21 Adopted Budget. It is anticipated that the Whole Person Care grant will fund \$182,294, and the Mental Health Services Act will fund \$7,395. There is no Net County Cost.