



County of San Mateo

Inter-Departmental Correspondence

Department: HEALTH

File #: 21-699

Board Meeting Date: 9/14/2021

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: Agreement with Heart and Soul, Inc. for Consumer-Run Peer-Support Services, Health and Wellness Services, and Technology Supports for Clients

RECOMMENDATION:

Adopt a resolution authorizing an agreement with Heart and Soul, Inc. for consumer-run peer-support services and health and wellness services for the term July 1, 2021 through June 30, 2023; Helping Our Peers Emerge Pilot Program for the term July 1, 2021 through December 31, 2022; and Help@Hand Peer-ed Supports for Help@Hand Pilot and Technology Supports for Clients for the term July 1, 2021 through June 30, 2022, in an amount not to exceed \$2,188,060.

BACKGROUND:

In 2002, the President's New Freedom Commission on Mental Health identified consumer-operated self-help and peer-support services as critical components of effective community mental health systems. As a key service strategy in the Mental Health Services Act (MHSA) requirements, these services are essential in supporting consumers as they progress through all phases of wellness and recovery, including periods of relapse. Peer-support services are cost-effective and have been found to reach and engage mental health clients who otherwise may not be able to participate in community activity programs on their own. In 2009, Heart and Soul, Inc. (Heart and Soul) was established as an independent 501(c)(3) consumer-run organization to provide peer-support and self-help services in San Mateo County. Heart and Soul has been working with Behavioral Health and Recovery Services (BHRS) since its establishment.

DISCUSSION:

Heart and Soul 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 provides health and wellness groups, support, and activities, improving the health of seriously mentally ill individuals suffering from chronic health conditions. Through the Helping Our Peers Emerge (HOPE) program, Heart and Soul 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. Funding for the HOPE program ends December 31, 2022. Lastly, Heart and Soul provides peer ambassadors for the Help@Hand pilot to support clients and peers in the use of selected applications that offer connection, as well as wellness and recovery and technology supports for clients and families to re-engage clients in behavioral health treatment and recovery services. Funding for the Help@Hand program ends June 30, 2022.

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 agreement and resolution have been reviewed and approved by County Counsel as to form. This agreement has been delayed due to prolonged contract negotiations and is on the Continuing Resolution.

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 90% of clients will receive peer-support services.

PERFORMANCE MEASURE:

Measure	FY 2020-21 Actual	FY 2021-22 Estimated
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, 2021 through June 30, 2023. The amount of the agreement is not to exceed \$2,188,060 for the two-year term. Of that amount, \$1,300,666 is included in the BHRS FY 2021-22 Approved Budget. It is anticipated that the Whole Person Care grant will fund \$726,702, 2011 Realignment will fund \$390,376, MHSA Innovation will fund \$49,920 and Net County Cost will be \$133,668. For FY 2022-23, it is anticipated that the MHSA will fund \$363,351, 2011 Realignment will fund 390,376, and Net County Cost will be \$133,667.