



County of San Mateo

Inter-Departmental Correspondence

Department: HEALTH

File #: 21-1012

Board Meeting Date: 12/14/2021

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 Telecare Corporation for Full Service Partnership Services

RECOMMENDATION:

Adopt a resolution authorizing an agreement with Telecare Corporation for Full Service Partnership services for the term of July 1, 2021 through June 30, 2022, in an amount not to exceed \$6,902,919.

BACKGROUND:

The cornerstone of the County's Mental Health Services Act Community Services and Supports plan is the delivery of Full Service Partnership (FSP) services for our highest risk consumers with serious mental illness. FSP programs are designed to allow consumers to remain living in the community and decrease their hospitalizations and/or incarcerations by providing case management, medication management, therapy, social activities, and 24/7 response capability to mitigate an evolving situation.

DISCUSSION:

Telecare Corporation (Telecare) will provide FSP and housing support services for 207 enrollees annually. In addition to serving our highest risk consumers, this number also includes non-violent felons who were released from the State prison to County supervision under the Criminal Justice Realignment Act. FSP enrollees will have services available 24 hours a day, seven days a week. Housing support services will be provided to FSP enrollees to assist them in achieving independence, stability, and overall emotional and physical well-being. In FY 2020-21, a point-in-time analysis showed that Telecare provided subsidized housing to 83 high risk consumers who were not eligible for any other housing support. Telecare also provided field-based support to an additional 43 clients with permanent supported housing vouchers, to remain housed in the community. In FY 2021-22, an increase in Mental Health Services Act (MHSA) housing funds was added to the agreement in the amount of \$323,527, to house an additional 10% of FSP consumers enrolled in services.

Behavioral Health and Recovery Services (BHRS) is requesting that your Board waive the Request for Proposals (RFP) process, allowing BHRS time to finalize the evaluation of current services and restructure the scope of work in the RFP to this and two other BHRS FSP contracts. In 2022, BHRS

will release an RFP for FSP services to start on July 1, 2022.

The resolution contains the County's standard provisions 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 late due to contractor's delay in returning the signed agreement and is on the Continuing Resolution.

BHRS provides a range of services to promote wellness and recovery and to support consumers remaining in the lowest possible level of care. The provision of FSP services for adults and older adults is one established level of care. It is anticipated that 80% of the clients who receive FSP services will be maintained at a current or lower level of care.

PERFORMANCE MEASURE:

Measure	FY 2020-21 Actual	FY 2021-22 Estimated
Percentage of FSP clients who receive FSP services that are maintained at a current or lower level of care	80% 187 of 233 clients	80% 178 of 223 clients*

* Performance Measure denominator is higher than the 207 FSP client slots funded by this contract due to client turnover during the fiscal year

FISCAL IMPACT:

The term of the agreement is July 1, 2021 through June 30, 2022. The amount of the agreement is not to exceed \$6,902,919, for the one-year term, and is included in the BHRS 2021-22 Approved Budget. Of this amount, the MHSA will fund \$4,125,714; Federal Financial Participation will fund \$1,753,301; Medicare will fund \$57,402; AB 109 will fund: \$541,830; and 1991 Realignment will fund: \$246,314. The Net County Cost is \$178,358.