



County of San Mateo

Inter-Departmental Correspondence

Department: HEALTH

File #: 22-803

Board Meeting Date: 10/18/2022

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors

From: Louise F. Rogers, Chief, San Mateo County Health
Lisa Mancini, Interim Director, Behavioral Health and Recovery Services

Subject: Agreement with Fivebase, LLC for Configuration and Programmatic Expansion Services

RECOMMENDATION:

Adopt a resolution authorizing an agreement with Fivebase, LLC for configuration and programmatic expansion services of San Mateo County's myAvatar system for the term of October 1, 2022 through June 30, 2025, in an amount not to exceed \$646,228.

BACKGROUND:

Crisis and Outreach is San Mateo County's (SMC) response to the needs of the community when a mental health crisis is imminent or in progress. SMC Behavioral Health and Recovery's Crisis and Outreach teams serve existing Behavioral Health and Recovery Services' (BHRS) serious mentally ill adults and youth clients with serious emotional disorders and their families, as well as the larger community in the County that may experience mental health crises. SMC BHRS was awarded funds from the Substance Abuse and Mental Health Services (SAMHSA) Mental Health Block Grant (MHBG) American Rescue Plan Act (ARPA) Discretionary/Base allocation fund. Funds are to be used to develop and implement mechanisms to track crises response timelines and outcomes, as well as analyzing the population served for patterns and trends in crisis service utilization to identify gaps and underserved sub-populations and identify potential barriers to adequate crisis response and follow up.

Under the B-1 Administrative Memorandum, sole source services are exempt from the Request for Proposal process. Fivebase, LLC (Fivebase) is a sole source provider because of their extensive, 18+ years of experience with the enterprise Electronic Health Record (EHR) system, myAvatar, used by BHRS, Community Based Organizations, and other departments countywide. No other provider has this necessary knowledge or expertise in the County specific EHR system. The EHR system maintains the clinical lifecycle of a client's progress and outcomes through mental health and substance abuse services. Fivebase provides design and configuration services specifically for this EHR and supports most of the Counties in California using the same myAvatar EHR system because

of its unique database infrastructure.

DISCUSSION:

The American Rescue Plan Act (ARPA) Grant Project is a mechanism for the County of San Mateo to better utilize technology to improve care delivered in crisis events. Through improved data solutions and other tools, crisis care services can be improved to better serve the community-at-large.

Fivebase will develop and produce internal tools identified by SAMHSA's best practice guidelines for tracking crisis management metrics (dashboard and mobile crisis team resources: Global Positioning System (GPS) tracking, safety response, and direct engagement). The primary tools and desired outcomes for development with Fivebase will include two specific items to be utilized for focus areas where crisis care can be improved and enhanced: Dashboard Data Management and the Deployment of GPS Technology.

Through this effort, crisis team providers will be given new tools to align and monitor performance work. Dashboard performance measurements and trend analysis will be used to improve quality outcomes, processes, and program development

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 Attorney as to form. ISD has reviewed and approved the IT component of this agreement.

It is anticipated that 100 percent of expansion activities will be completed accurately and on time.

PERFORMANCE MEASURE:

Measure	FY 2021-22 Actual	FY 2022-3 Projected
Percentage of expansion activities completed accurately and on time.	100% Phase 1 delivery	100% Phase 2 delivery

FISCAL IMPACT:

The term of the agreement is October 1, 2022 through June 30, 2025. The amount of the agreement is not to exceed \$646,228. Funds in the amount of \$248,285.45 are included in the BHRS FY 2022-23 Recommended Budget. Of that amount, it is anticipated that 96% or \$238,285.45 will be funded by Mental Health Block Grant (MHBG) Supplemental ARPA funds and remaining 4% or \$10,000 will be funded by 1991 Realignment. There is no Net County Cost associated with this agreement.