



County of San Mateo

Inter-Departmental Correspondence

Department: HEALTH

File #: 23-627

Board Meeting Date: 7/25/2023

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors

From: Louise F. Rogers, Chief, San Mateo County Health
Jei Africa, Director, Behavioral Health and Recovery Services
Nina Rhee, Interim Director, Aging and Adult Services

Subject: Agreement with Telecare Corporation for Psychiatric Treatment Services and Long-Term Care

RECOMMENDATION:

Adopt a resolution authorizing an agreement with Telecare Corporation for psychiatric treatment services and long-term care for clients of the Public Guardian, for the term of July 1, 2023 through June 30, 2024, in an amount not to exceed \$13,098,057.

BACKGROUND:

Telecare Corporation (Telecare) is one of the nation's largest providers of adult mental health services. They operate programs tailored to individuals with co-occurring conditions such as homelessness, substance use disorder, and developmental disabilities. Telecare has provided psychiatric treatment services for County residents since 1982.

DISCUSSION:

Through this agreement, Telecare will continue to operate the County's Cordilleras facility as a Mental Health Rehabilitation Center (MHRC) and Cordilleras Suites program. It will provide: 1) psychiatric treatment in a locked setting for up to 68 seriously mentally ill County residents; and 2) provide 49 residential treatment beds to County residents who can be served in an unlocked licensed residential care setting. Telecare will also provide bed capacity for Aging and Adult Services' (AAS) conserved clients and Behavioral Health and Recovery Services' (BHRS) clients at its Garfield Neurobehavioral Center (GNC), located in Oakland, California. The clients placed at GNC will receive treatment for severe behavioral issues associated with brain damage.

BHRS conducted a feasibility study regarding the physical and programmatic structures of the current Cordilleras facility. The study group offered recommendations that assisted BHRS in developing a plan to demolish the existing structure, build new residential facilities, and redesign the programs.

The new Cordilleras Health Center campus is under construction and expected to open in January 2024. Until the new facilities are ready for occupancy, Telecare will continue to be the sole provider of all services at Cordilleras MHRC and Cordilleras Suites program. All residents will be transitioned out of the existing Cordilleras MHRC to one of the new MHRC's on the campus. The Suites program will end after all consumers are transitioned either to co-housing on the campus, or to residential placements within the community.

In May 2022, BHRS issued a Request for Proposals (RFP) to identify providers to deliver MHRC services on the new Cordilleras campus. Telecare was selected, as one of four agencies to provide services, based on their experience and overall approach as outlined in the RFP evaluation criteria. Long-term locked facility services are exempt under the B-1 Administrative Memorandum, but BHRS thought it was important to conduct an RFP to identify four qualified agencies to provide MHRC services on the new campus.

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

This agreement has been delayed due to prolonged contract negotiations with the provider.

The agreement and resolution have been reviewed and approved by the County Attorney as to form.

It is anticipated that at least 75% of clients admitted to the MHRC will not be returned to a higher level of care within 15 days of admission.

PERFORMANCE MEASURE:

Measure	FY 2022-23 Actual	FY 2023-24 Estimated
Percentage of clients admitted to MHRC that are not returned to a higher level of care within 15 days of admission	≥75% 126 of 167 clients	≥75% 126 of 167 clients

FISCAL IMPACT:

The term of the agreement is July 1, 2023 through June 30, 2024. The amount of the agreement is not to exceed \$13,098,057 for the one-year term. Of this amount, \$12,778,057 is for BHRS and \$320,000 is for AAS. Of the maximum amount for BHRS, \$12,778,057 or 100% is included in the BHRS FY 2023-24 Recommended Budget. Of this amount, \$11,500,251 is funded by sales tax through Realignment and \$1,277,806 is Net County Cost. Of the maximum amount for AAS, \$320,000 is included in the AAS FY 2023-24 Recommended Budget and is 100% Net County Cost.