



# County of San Mateo

## Inter-Departmental Correspondence

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**Department:** HEALTH

**File #:** 24-474

Board Meeting Date: 6/25/2024

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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  
Jei Africa, Director, Behavioral Health and Recovery Services  
Lee Pullen, 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, 2024 through June 30, 2025, in an amount not to exceed \$7,169,915.

### **BACKGROUND:**

Telecare Corporation (Telecare) is one of the nation's largest providers of adult mental health services. Telecare operates 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 until the new Cordilleras Health and Healing Campus is ready for occupancy. The new campus is under construction and expected to open no later than September 2024. Until that time, Telecare will continue to be the provider of all services at the Cordilleras MHRC and Cordilleras Suites program. Once all residents have been transitioned out of the existing Cordilleras MHRC to one of the four new MHRC's on the campus, to co-housing on the campus, or to residential placements within the community, the Cordilleras Suites program will end, and those services will be terminated from this agreement. At that time, Telecare will commence operations of one of the MHRCs and provision of support services to residents of the co-housing under separate agreements previously approved by this Board.

Through this agreement, 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. Telecare will also provide bed capacity BHRS clients who are seriously mentally ill, aged sixty-five and over, and in need of long-term treatment and care at the Skilled Nursing Facility at its Morton Bakar Center, located in Hayward, California. These services will continue through the full term of this agreement.

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 given the unique opportunity presented by the new facilities, BHRS conducted 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 2023-24 Estimated	FY 2024-25 Projected
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

**EQUITY IMPACT:**

This contract will positively impact a critically underserved community of behavioral health clients (25% LatinX, 25% Asian/Pacific Islander, 5% Black, 3% Mixed Race) who have severe mental illness and will benefit from a secured placement to support their stabilization and recovery. Providers such as Telecare are a vital placement resource for such individuals. Having this contract with Telecare affords these individuals an ability to step down from higher acute, more costly levels of care to a placement that can address their behavioral health needs. This provider is committed to serving this population and supporting them with achieving their recovery goals.

**FISCAL IMPACT:**

The term of the agreement is July 1, 2024, through June 30, 2025. The amount of the agreement is not to exceed \$7,169,915 for the one-year term. Of this amount, \$6,849,915 is for BHRS and \$320,000 is for AAS. Of the maximum amount for BHRS, \$6,849,915 or 100% is included in the

BHRS FY 2024-25 Recommended Budget. Of this amount, \$ 5,572,109 is funded by 1991 Realignment and \$1,277,806 is Net County Cost. Of the maximum amount for AAS, \$320,000 is included in the AAS FY 2024-25 Recommended Budget and is 100% Net County Cost.