



# County of San Mateo

## Inter-Departmental Correspondence

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**Department:** HEALTH

**File #:** 24-524

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  
Jeï Africa, Director, Behavioral Health, and Recovery Services

**Subject:** Agreement with Heart and Soul, Inc. for Consumer-Run Peer-Support Services, Health and Wellness Services, and Helping Our Peers Emerge Program Services

**RECOMMENDATION:**

Adopt a resolution authorizing an agreement with Heart and Soul, Inc. for consumer-run peer-support services, health, and wellness services, and Help Our Peers Emerge program services, for the term July 1, 2024 through June 30, 2026, in an amount not to exceed \$2,913,318.

**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 have been working with Behavioral Health and Recovery Services (BHRS) since its establishment.

In November 2023, BHRS conducted a Request for Proposals process for peer support/self-help and mentoring services. Heart and Soul, Inc. submitted a proposal and was recommended to provide these services based on their proven track record of providing self-help peer support services and their established collaboration with many agencies that provide recovery services.

**DISCUSSION:**

Under this agreement, Heart and Soul will provide informational stigma reduction presentations and consumer-run peer-support services at five locations in the County. Through the Total Wellness

Program, Heart and Soul will provide 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 will provide 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.

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 the County Attorney as to form.

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 an additional 20 clients will attend peer support/recovery activities from the prior year, for a total of 360 clients in FY2025-26.

**PERFORMANCE MEASURE:**

<b>Measure</b>	<b>FY 2024-25 Projected</b>	<b>FY 2025-26 Projected</b>
Number of clients attending peer support/recovery activities	340 clients	360 clients

**EQUITY IMPACT:**

This agreement will positively impact persons with lived experience of all ethnicities, national origin, gender, age, sexual orientation and primary language in San Mateo County because it provides individuals with ongoing peer support for their continued recovery. It will also positively impact persons with lived experience who have been in residential treatment settings to integrate into communities of their choice and connect to the behavioral health services they need to recover and thrive. Staff work one on one with clients leaving residential treatment to facilitate reintegration into the community. The organization also provides ongoing peer support, recovery education, and technology assistance to persons with lived experience already living in the community. The organization will mitigate negative impacts that hinder equitable outcomes for identified groups by actively recruiting staff from identified groups, providing services in San Mateo County’s threshold languages, including interpretation as needed, tailoring groups and activities to the needs of identified groups, and providing ongoing training for staff and clients on equity, diversity, and inclusion.

**FISCAL IMPACT:**

The term of the agreement is July 1, 2024, through June 30, 2026. The amount of the agreement is not to exceed \$2,913,318 for the two-year term. Funds in the amount of \$1,456,659 are included in the BHRS FY 2024-25 Recommended Budget. Similar arrangements will be made for future years. Of the FY 2024-25 amount, it is anticipated that MHSA will fund \$ 850,124; 1991 Realignment will fund \$303,268; and Net County Cost will fund the remaining \$303,268.

