

**REPORT/RECOMMENDATION TO THE BOARD OF SUPERVISORS
OF SAN BERNARDINO COUNTY
AND RECORD OF ACTION**

September 26, 2023

FROM

GEORGINA YOSHIOKA, Director, Department of Behavioral Health

SUBJECT

Amendment to Contract with Telecare Corporation for Assertive Community Treatment Case Management Services

RECOMMENDATION(S)

Approve **Amendment No. 1 to Contract No. 19-330** with Telecare Corporation to provide Assertive Community Treatment case management services to seriously and persistently mentally ill consumers, increasing the total contract amount by \$743,160, from \$5,896,875 to \$6,640,035, and extending for six months, for a total contract period of July 1, 2019, through March 31, 2024.

(Presenter: Georgina Yoshioka, Director, 252-5142)

COUNTY AND CHIEF EXECUTIVE OFFICER GOALS & OBJECTIVES

Provide for the Safety, Health and Social Service Needs of County Residents.

Pursue County Goals and Objectives by Working with Other Agencies

FINANCIAL IMPACT

This item does not impact Discretionary General Funding (Net County Cost). The contract for Assertive Community Treatment (ACT) case management services in the total amount of \$6,640,035 is funded by Mental Health Services Act (MHSA) and Medi-Cal Federal Financial Participation funding. Adequate appropriation and revenue are included in the Department of Behavioral Health's (DBH) 2023-24 budget.

BACKGROUND INFORMATION

DBH is responsible for providing mental health and substance use disorder services to San Bernardino County (County) residents experiencing severe and persistent mental illness, substance use, and other addictions. Since 2002, DBH has contracted for an ACT team to implement the Recovery Model in the delivery of mental health services. The goal of the Recovery Model is to rehabilitate consumers with severe mental health disorders to live rewarding and productive lives without the need for higher level of care. The focus of this model is case management services that will move consumers towards less restrictive levels of care in the community.

The Telecare Corporation's (Telecare) ACT team provides intensive case management services including treatment, rehabilitation, and support to DBH adult consumers who are seriously and persistently mentally ill. The ACT team transitions these adults from acute adult psychiatric hospitals and locked adult psychiatric residential facilities to placement in the community supported by 24 hours a day, seven days a week intensive case management services. Upon

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approval of the recommended contract amendment with Telecare, DBH anticipates ACT services will be provided to approximately 75 consumers at an estimated cost of \$9,908 per consumer over the contract extension period countywide.

ACT delivers a unified team concept in which multiple team members with a diversity of professional skills address each consumer's behavioral health and community support needs in a comprehensive manner. In addition to case management, ACT performs intake and assessment services, referral services, client advocacy, medication evaluation and psychiatric support, and individual and group counseling.

Service delivery affords the flexibility to increase service intensity and allowing for as much face-to-face contact as necessary to assist and/or provide treatment. The goal of the ACT is to promote improved functioning in the community and to eliminate re-admissions to acute psychiatric hospitals and locked adult psychiatric residential facilities.

PROCUREMENT

On May 21, 2019 (Item No. 34), as a result of a formal procurement, the Board of Supervisors approved Contract No. 19-330 with Telecare to provide ACT case management services, in the amount of \$5,896,875 for the period of July 1, 2019, through September 30, 2023.

DBH is recommending an extension of the contract for an additional six months to conduct a new procurement for the provision of ACT services, which will be conducted and concluded in 2023-24 for services effective April 1, 2024.

DBH will continue to monitor contract performance on a regular basis to ensure performance and compliance standards are met. Contract monitoring is inclusive of, but not limited to, site visits and assessments of policy, procedures, process implementation, and service delivery components to ensure compliance with contract and applicable laws and regulations. The fiscal review ensures costs claimed are reasonable, allowable and in compliance with related financial records and procedures. Additionally, as needed, and appropriate, a review of related standards, and chart documentation may be completed.

REVIEW BY OTHERS

This item has been reviewed by Behavioral Health (Ellayna Hoatson, Contracts Supervisor, 388-0858) on August 23, 2023; County Counsel (Charles Phan, Deputy County Counsel, 387-5455) on August 24, 2023; Finance (Christopher Lange, Administrative Analyst, 388-8393) on September 1, 2023; and County Finance and Administration (Cheryl Adams, Deputy Executive Officer, 388-0238) on September 11, 2023.

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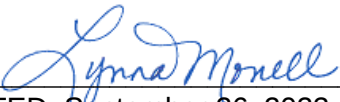
Record of Action of the Board of Supervisors
San Bernardino County

APPROVED (CONSENT CALENDAR)

Moved: Joe Baca, Jr. Seconded: Jesse Armendarez

Ayes: Col. Paul Cook (Ret.), Jesse Armendarez, Dawn Rowe, Curt Hagman, Joe Baca, Jr.

Lynna Monell, CLERK OF THE BOARD

BY 
DATED: September 26, 2023



cc: DBH - Maciel w/agree
Contractor - c/o DBH w/agree
File - w/agree
CCM 10/10/2023