

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

May 24, 2022

FROM

GEORGINA YOSHIOKA, Interim Director, Department of Behavioral Health

SUBJECT

Contracts for Crisis Stabilization Unit Program Services

RECOMMENDATION(S)

Approve contracts with Telecare Corporation for the provision of Crisis Stabilization Unit program services, in the combined amount of \$50,000,000, for the period of July 1, 2022 through June 30, 2027:

1. Telecare Corporation, East Valley region, in the amount of \$25,000,000, **Contract No. 22-366.**
2. Telecare Corporation, West Valley region, in the amount of \$25,000,000, **Contract No. 22-367.**

(Presenter: Georgina Yoshioka, Interim Director, 388-0801)

COUNTY AND CHIEF EXECUTIVE OFFICER GOALS & OBJECTIVES

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

FINANCIAL IMPACT

This item does not impact Discretionary General Funding (Net County Cost). The amount of \$50,000,000 for Crisis Stabilization Unit (CSU) program services is funded by Medi-Cal Federal Financial Participation, 2011 Realignment, and Mental Health Services Act funding. Adequate appropriation and revenue will be included in the Department of Behavioral Health's (DBH) 2022-23 recommended budget and future recommended budgets.

BACKGROUND INFORMATION

DBH, the County's Mental Health Plan, provides behavioral health treatment services throughout San Bernardino County for individuals with severe and persistent mental illness. This has been a seamless system of care enabling consumers to access behavioral health treatment services in all regions of San Bernardino County. Crisis stabilization is a bundled service which includes, but is not limited to, assessments, treatment plan development, collateral services, crisis intervention, medication support services, and individual and group therapy. The recommended contracts with Telecare Corporation for CSU program services in the East and West Valley regions will provide services 24 hours a day, 7 days a week to individuals experiencing an acute psychiatric episode or mental health crisis who will benefit from short-term crisis stabilization services as an alternative to unnecessary psychiatric hospitalization.

CSUs have a maximum capacity of 20, with 16 spaces for adults aged 18 and older and four spaces for children and adolescents. DBH anticipates Telecare Corporation will provide CSU

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program services to approximately 2,868 individuals per facility annually, at an estimated cost of \$1,743 per individual.

PROCUREMENT

On February 2, 2022, the County Administrative Office approved and authorized the release of a Request for Proposals (RFP), Electronic Procurement Network (ePro) No. DBHE22-ADMN-4433, to solicit interested and qualified organizations and agencies to provide CSU program services. Per the RFP, agencies were instructed to submit one proposal providing separate program deliverables and budgets for each region to be served. The RFP was publicly advertised through direct mailings to more than 600 community based organizations, service providers, and other interested parties; advertised in local newspapers; and posted on ePro.

The proposal conference was held on February 16, 2022. Two proposals were received in response to the RFP by the established deadline, both which met the procurement requirements and continued in the evaluation process.

Proposing Agency	Proposed Regions	Proposed Budget
Telecare Corporation	East Valley & West Valley	\$50,000,000
Valley Star Behavioral Health, Inc.	East Valley & West Valley	\$50,000,000

The evaluation committee, comprised of five individuals with representation from Preschool Services Department, San Bernardino County Sheriff's Department, and DBH, reviewed and evaluated the proposals based on the criteria referenced in the RFP, including but not limited to: demonstrated ability to serve the target population, ability to provide required services, demonstrated ability to provide the minimum crisis stabilization hours, experience, staffing levels and qualifications, and ability to identify and perform key outcome measures and provide data collection.

Based on the evaluation results of the proposals, Telecare Corporation was recommended for contract award through two contracts listed in the Recommendations for each region to be served, in the combined amount of \$50,000,000 (East Valley - \$25,000,000, West Valley - \$25,000,000). The proposal submitted indicated this agency will provide the most adequate and appropriate services, and will be ready to provide services by the contract start date in the specified regions. Telecare Corporation is currently providing CSU program services to residents through facilities located in the East Valley and West Valley regions of San Bernardino County.

The agency not recommended for contract award was notified by mail, and advised they were able to submit a formal written protest to the Purchasing Director based on the criteria in the RFP. A written protest was not received.

DBH will monitor Telecare Corporation performance on a regular basis to ensure 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,

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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.

REVIEW BY OTHERS

This item has been reviewed by Behavioral Health Contracts (Ellayna Hoatson, Contracts Supervisor, 388-0858) on April 27, 2022; County Counsel (Dawn Martin, Deputy County Counsel, 387-5455) on April 28, 2022; Purchasing (Bruce Cole, Supervising Buyer, 387-2148) on April 20, 2022; Finance (Christopher Lange, Administrative Analyst, 386-8393) on May 3, 2022; and County Finance and Administration (Cheryl Adams, Deputy Executive Officer, 388-0238) on May 10, 2022.

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Record of Action of the Board of Supervisors
San Bernardino County

APPROVED (CONSENT CALENDAR)

Moved: Curt Hagman Seconded: Janice Rutherford
Ayes: Col. Paul Cook (Ret.), Janice Rutherford, Dawn Rowe, Curt Hagman, Joe Baca, Jr.

Lynna Monell, CLERK OF THE BOARD

BY 
DATED: May 24, 2022



cc: DBH - Lindenberg w/agrees
Contractor - C/O DBH w/agree
File - w/agree
CCM 05/31/2022