



San Bernardino County

Legislation Text

File #: 3617, Agenda Item #: 19

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

February 9, 2021

FROM

VERONICA KELLEY, Director, Department of Behavioral Health

SUBJECT

Amendment to Contract with Telecare Corporation for Members Assertive Positive Solutions Community Treatment Team Services

RECOMMENDATION(S)

Approve Amendment No. 3, effective April 1, 2021, to Contract No. 16-434 with Telecare Corporation for Members Assertive Positive Solutions Community Treatment Team Services, increasing the total contract amount by \$780,000, from \$8,914,170 to \$9,694,170, and extending the contract period from March 31, 2021, for the total contract period of July 1, 2016 through September 30, 2021.

(Presenter: Veronica Kelley, 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 increase of \$780,000 for Members Assertive Positive Solutions (MAPS) program services will be funded by Mental Health Services Act and Medi-Cal Federal Financial Participation. Adequate appropriation and revenue have been included in the Department of Behavioral Health's (DBH) 2020-21 budget and will be included in the 2021-22 recommended budget.

BACKGROUND INFORMATION

Through the MAPS program, Telecare Corporation (Telecare) provides Assertive Community Treatment Team services to severely and persistently mentally ill adult consumers who are identified as high users of acute psychiatric hospital services. A team of multidisciplinary providers are available 24/7 to provide supportive case management services in an effort to assist in stabilizing the consumer in the community, decreasing the frequency of hospitalization, and helping the consumer manage crisis in a more adaptive manner. The MAPS team is highly mobile, community-based, and multicultural. The team provides wraparound services to consumers in the field or wherever the consumer is most comfortable. In addition, Telecare provides medication management services and housing for consumers enrolled in MAPS. The recommended amendment to the contract with Telecare will serve an estimated 30 consumers over the six-month period, at an approximate cost of \$26,000 per consumer.

DBH is responsible for providing mental health and/or substance use disorder services to San Bernardino

County residents who are experiencing severe mental illness and/or substance use disorders. An integral part of the service delivery system consists of assisting those who are historically high users of acute inpatient services and crisis services. The MAPS Program services have been in existence since 1996.

In 2019-20, a total of 91 consumers participated in the MAPS program and, of those, 79% were able to successfully manage their symptoms in the community with either family support or board and care facilities. Additionally, 100% of the consumers maintained stable housing and 91% had no acute psychiatric hospitalizations during this fiscal year.

The MAPS program services provided by Telecare assist in the reduction of homelessness and increased safe and permanent housing; increase access to treatment and services for co-occurring conditions; and reduction in the frequency of unnecessary psychiatric hospitalizations.

PROCUREMENT

On June 14, 2016 (Item No. 31), as a result of a formal procurement, the Board of Supervisors (Board) approved the contract with Telecare for MAPS Community Treatment Services Team services, in the amount of \$6,184,170, for the period of July 1, 2016 through June 30, 2019, with two one-year extension options contingent upon funding and contractor performance.

On May 21, 2019 (Item No. 38), the Board approved Amendment No. 1 to the contract with Telecare, updating standard contract language, increasing the total contract amount by \$1,560,000, from \$6,184,170 to \$7,744,170, and extending the contract through March 31, 2020.

On October 22, 2019 (Item No. 13), the Board approved Amendment No. 2 to the contract with Telecare, updating standard contract language, increasing the total contract amount by \$1,170,000, from \$7,744,170 to \$8,914,170, and extending the contract through March 31, 2021.

Amendment No. 3 to the contract with Telecare for MAPS program services will increase the total contract amount by \$780,000 to \$9,694,170, and extend the contract through September 30, 2021. DBH will continue to monitor contractor performance on a regular basis to ensure compliance standards are met. A new procurement for these services will be conducted during 2020-21.

REVIEW BY OTHERS

This item has been reviewed by Behavioral Health Contracts (Ellayna Hoatson, Contracts Supervisor, 388-0858) on January 7, 2021; County Counsel (Dawn Martin, Deputy County Counsel, 387-4322) on January 8, 2021; Finance (Christopher Lange, Administrative Analyst, 386-8393) on January 20, 2021; and County Finance and Administration (Tanya Bratton, Deputy Executive Officer, 388-0332) on January 20, 2021.