



**COUNTY OF SAN MATEO**  
**Inter-Departmental Correspondence**  
**Health System**

**DATE:** September 4, 2009  
**BOARD MEETING DATE:** September 29, 2009  
**SPECIAL NOTICE/HEARING:** None  
**VOTE REQUIRED:** Majority

**TO:** Honorable Board of Supervisors

**FROM:** Jean S. Fraser, Chief, Health System  
Louise Rogers, Director, Behavioral Health & Recovery Services

**SUBJECT:** Agreement with Telecare Corporation for Full Service Partnership services and Housing Support Program services

**RECOMMENDATION:**

Adopt a Resolution:

- 1) Authorizing the President of the Board to execute an Agreement with Telecare Corporation for Full Service Partnership services and Housing Support Program services for the term July 1, 2009 through June 30, 2012, for a maximum obligation of \$12,301,987; and
- 2) Authorizing the Chief of the Health System or designee to execute contract amendments which modify the County's maximum fiscal obligation by no more than \$25,000 (in aggregate), and/or modify the contract term and/or services so long as the modified term or services is/are within the current or revised fiscal provisions.

**BACKGROUND:**

The cornerstone of the County's Mental Health Services Act (MHSA) Community Services and Supports (CSS) plan is the implementation of Full Service Partnership (FSP) services for our highest risk clients with serious mental illness (SMI). FSP programs are defined to include services to program enrollees and their families, including mental health services and other supports, and 24/7 response capability. Behavioral Health & Recovery Services (BHRS) has received MHSA expansion funds which are being used, in part, to fund additional 'integrated' FSP services. These new FSP services will be for clients who are currently receiving clinical mental health services through the County, to provide additional support services in order to maintain these enrollees in their current respective placements.

In March of 2009 BHRS released an RFP to select providers of both ongoing (comprehensive) and integrated FSP services for adults and medically fragile adults

with SMI. Telecare Corporation (Telecare) submitted a proposal for comprehensive FSP services, which was selected for the provision of those services. Telecare has provided comprehensive FSP services for BHRS adult and older adult clients since 2006.

**DISCUSSION:**

We are recommending an Agreement with Telecare for the provision of comprehensive FSP services and Housing Support Program services for FY 2009-12. Telecare will provide FSP services and Housing Support services for up to a maximum of 200 enrollees annually. FSP enrollees will have services available 24 hours per day, seven days per week. Housing Support services will be provided to FSP enrollees in order to assist each enrollee to achieve independence, stability and wellness with the context of their individual cultures and communities.

The Agreement has been reviewed and approved by Risk Management, and the Agreement, Memorandum and Resolution have been approved by County Counsel. The contractor has assured compliance with the County’s Contractor Employee Jury Service Ordinance, as well as all other contract provisions that are required by County ordinance and administrative memoranda, including but not limited to insurance, hold harmless, non-discrimination and equal benefits. The Agreement with Telecare for FSP services is on the Continuing Resolution.

The Agreement contributes to the Shared Vision 2025 outcome of a Healthy Community by providing mental health services to adults and older adults. BHRS provides a range of services to promote wellness and recovery and to support consumers remaining in the lowest possible level of care. The provision of FSP services for adults and older adults is one established level of care. The services provided through this Agreement contribute to this measure. It is anticipated that annual hospitalization days for clients who receive FSP services through this Agreement will be reduced by 76 percent.

**Performance Measure:**

<b>Measure</b>	<b>FY 2008-09 Actual</b>	<b>FY 2009-10 Projected</b>
Annual reduction in total days of hospitalization for FSP enrollees	76%	76%

**FISCAL IMPACT:**

The term of the Agreement is July 1, 2009 through June 30, 2012, and the maximum obligation is \$12,301,987. For FY 2009-10 the maximum obligation is \$3,946,177, which includes \$2,791,272 for FSP services and \$1,154,905 for Supported Housing Program services. Of the annual maximum amount, it is anticipated that \$1,283,705 or 33% will be funded by Medi-Cal Federal Financial Participation; MHSA will fund \$2,586,584, or 65%; and Medicare will fund \$75,888, or 2%. There is no Net County Cost. Funds for these services have been included in the BHRS tentatively Adopted FY 2009-10 Budget.

**Exhibit A**  
**Request for Proposal Matrix**

1.	General description of RFP	Full service partnership services for adults and older adults/medically fragile adults.
2.	List key evaluation criteria	History and Structure of Agency / Organizational Capacity; Philosophy/Service Model; Staffing Patterns and Operations/Cultural Competency/Facilities; Quality/Program Evaluation; Implementation Plan/Timeline; Budget; and References
3.	Where advertised	San Francisco Examiner, BHRS website
4.	In addition to any advertisement, list others to whom the RFP announcement was sent	See attached list
5.	Total number of RFP's sent to prospective proposers	63
6.	Number of proposals received	Three
7.	Who evaluated the proposals	Chris Coppola, BHRS Stephen Kaplan, BHRS Diane Dworkin, BHRS Sharon Roth, NAMI Marsha Fong, Aging and Adult Services Valerie Edward, UC Berkeley, School of Social Welfare Judy Schutzman, Mental Health Board Lisa Miller Ray Miller, Voices of Recovery
8.	In alphabetical order, names of proposers (or finalists, if applicable) and location	Caminar San Mateo, CA  Front Street Santa Cruz, CA  Telecare Corporation Alameda, CA