



Board Agenda Item 28

DATE: January 10, 2017

TO: Board of Supervisors

SUBMITTED BY: Dawan Utecht, Department of Behavioral Health

SUBJECT: Master Agreement for Multi-Agency Access Program Point Operators

RECOMMENDED ACTION(S):

- 1. Approve and authorize the Chairman to execute a Master Agreement with Multi-Agency Access Program Point Operators, to provide an integrated screening process linking individuals and families facing behavioral, social, health and other related challenges to supportive services, effective upon execution through June 30, 2019, with an option for two additional one-year terms, total not to exceed \$7,500,000.**
- 2. Authorize the Director of the Department of Behavioral Health, or designee, to add and/or delete service provider(s) to the Master Agreement, as necessary.**
- 3. Authorize the Director of the Department of Behavioral Health, or designee, to modify services and budget line items greater than ten percent within budgets without exceeding the annual contract maximum.**
- 4. Adopt Budget Resolution increasing the FY 2016-17 appropriations in the Prevention and Early Intervention (PEI) Org 1052 in the amount of \$1,500,000 (4/5 vote).**
- 5. Adopt Budget Resolution increasing the FY 2016-17 appropriations and estimated revenues in the Behavioral Health Org 5630 in the amount of \$1,500,000 (4/5 vote).**

Approval of the first recommended action will allow the County to provide Multi-Agency Access Program (MAP) services operated by approved service providers as identified on Attachment A, Table 1. The services include providing screening to identify individual needs and challenges, developing a service or linkage plan to monitor success in navigating to assessments or services identified in the screening, and ensuring a warm hand-off between the individual and supportive service providers.

Approval of the second recommended action will allow the Director of the Department of Behavioral Health to add and/or delete service provider(s) to the Master Agreement as necessary to meet service needs and without exceeding the contract maximum. Approval of the third recommended action will allow the Department Director, or designee, to approve modifications of services to accommodate changes in the law as well as budget line items greater than ten percent (10%) of the contract maximum, which do not exceed the contract maximum, through an amended version approved by County Counsel and the County Auditor-Controller/Treasurer Tax Collector. Modifications to services outside of this parameter and budget modifications that exceed the annual contract maximum will continue to be brought to your Board for approval. Recommended actions four and five are budget resolutions that will allow Mental Health Services Act (MHSA) Prevention and Early Intervention (PEI) fund to finance the MAP Point services, with no increase in Net County Cost.

ALTERNATIVE ACTION(S):

Non-approval would stall the access and navigation service enhancements for the underserved and unserved target populations. These populations have been documented in mental health studies and through US Census analysis to have low levels of access and/or use of mental health services. Many individuals will not seek mental health services through traditional methods and need culturally appropriate education, guidance and linkages provided by MAP Points. Non-approval would also result in required Board action to add and/or delete providers to the Agreement as service needs dictate and to modify services and budget line items greater than ten percent within budgets.

FISCAL IMPACT:

There is no increase in Net County Cost associated with the recommended actions. Services are fully funded by MHSA PEI funds. The annual maximum compensation will be \$1,500,000; \$7,500,000 for the term.

The recommended administrative costs as compared to the total budget and the employee benefits costs compared to total salaries are provided in Attachment A, Table 2 and Table 3, including the breakdown for each service provider for FY 2016-17 and the remaining fiscal years. The benefits calculation includes the full amount of employee health and retirement costs, life insurance, payroll taxes, State disability and unemployment insurance. Based on similar contract services, the percentages are both reasonable and necessary for the administration of the program.

Approval of the fourth recommended action will increase the FY 2016-17 appropriations as an Operating Transfer Out in the PEI Org 1052 in the amount of \$1,500,000 using funds available in the Fund Balance of the Mental Health Services Act Special Revenue Fund 0040, Subclass 17102. Approval of the fifth recommended action will increase the FY 2016-17 appropriations and estimated revenues as an Operating Transfer In from the PEI Org 1052 into the Behavioral Health Org 5630 in the amount of \$1,500,000 to fund costs associated with MAP Point services. Sufficient appropriations and estimated revenues will be requested in future fiscal year budgets for the duration of the term. Total expenditures will be determined by actual services provided.

DISCUSSION:

On February 17, 2015, the Hospital Council's Community Conversations and Fresno-Madera Continuum of Care implemented the County's first pilot Multi-Agency Access Program (MAP), "MAP Point at the Poverello House (Pov)". On December 13, 2016, your Board approved Agreement No. 16-1692 with Bitwise Industries dba Shift3 to develop and implement a MAP Dashboard and Client Resource Management Application. The electronic information system allows for data sharing and data-driven decision making in directing clients to appropriate service providers in the County.

MAP's integrated intake process connects individuals facing mental health, substance use disorder, physical health, and/or housing challenges to supportive services, matching individuals and families to the right resources at the right time in the right location. This is accomplished through an established and formalized screening process with a collaboration of service providers and leveraging of existing community resources, in order to eliminate barriers and assist the client's access to supportive services.

The recommended Master Agreement will allow the Department to expand MAP services to other community service sites and to directly address the input received during the annual MHSA Community Planning Process regarding:

- barriers of access,
- stigma,
- cultural and linguistic barriers, and,
- lack of information or ability to navigate a complex system of care outside of the community where an

individual may live.

The goal of County-funded MAP Points is to increase access and penetration rates in underserved and unserved populations and locations and improve the total health and wellness in the community.

Through Internal Services Department - Purchasing Division, Request for Proposals (RFP) No. 952-5468 was released on April 8, 2016, seeking operators for MAP Point services. The RFP closed on June 10, 2016, and resulted in five responses, with each vendor or collaboration proposing to serve specific targeted populations and locations. The evaluation committee consisting of County employees, including a Department of Public Health Division Manager and Senior Staff Analyst and Peer Support Specialist from the Department, and members of the hospital and law enforcement communities, met on July 14, 2016. Only one bid, consisting of a collaboration of Kings View Corporation, Poverello House and Centro La Familia Advocacy Services, collectively known as the MAP Point Collaborative, was recommended for award under a Master Agreement and are listed with the target population/location to be served on Attachment A, Table 1. The collaboration's sites are at strategic locations in the County that have a high volume of client flow and interaction the targeted populations with critical access needs. The evaluation panel reached a consensus to recommend contract award based on bid responsiveness, depth of knowledge and experience, level of commitment to services and ability to leverage existing resources. Furthermore, panel members recognized the County's need for MAP Points at target locations and populations not proposed in any of the submitted bids and recommended expanding the contract maximum compensation to allow for the future addition of specialized MAP Points.

Under the recommended Agreement, MAP Point Operators will serve as an access point and use a common screening tool to serve individuals where they reside and work within a coordinated system to ensure linkages to further assessments and/or services for participating individuals. MAP Point Operators will remain current with future revisions of the community screening tool and will participate in MAP community groups.

The recommended Master Agreement contains language to allow the Director, or designee, to add and/or remove service provider(s) from the Agreement as there is need for services and funding permits. Upon approval by your Board, the Agreement would be effective upon execution through June 30, 2019, with an option for two additional one-year terms dependent upon satisfactory performance outcomes and available funding. This deviates from the County's standard contract term as it will allow services to be effective upon contract execution, instead of delaying until the beginning of a fiscal year term. The recommended Agreement also includes language allowing modifications to the budget that do not exceed ten percent of the annual maximum compensation payable and allows transfers of funds between collaborative agencies with approval of the Director, or designee. The third recommended action will allow modification to services as well as budget modifications over ten percent with the written approval of County Counsel and the Auditor-Controller/Treasurer-Tax Collector, with no change to annual maximum compensation.

The recommended Master Agreement provides for termination due to non-allocation of funds upon giving 30-days advance written notice to the contractor(s) and provides for termination without cause by a contractor, the County, or the DBH Director, or designee, upon giving 60-days advance written notice to terminate.

REFERENCE MATERIAL:

BAI #27, December 13, 2016

OTHER REVIEWING AGENCIES:

The Behavioral Health Board was made aware of the recommended Agreement during the September 20, 2016 meeting.

ATTACHMENTS INCLUDED AND/OR ON FILE:

Attachment A

On file with Clerk - Master Agreement for Multi-Agency Access Program Point Operators

On file with Clerk - Budget Resolution (Org 1052)

On file with Clerk - Budget Resolution (Org 5630)

CAO ANALYST:

Sonia De La Rosa