



# Board Agenda Item 38

DATE: May 17, 2022

TO: Board of Supervisors

SUBMITTED BY: Susan L. Holt, Director, Department of Behavioral Health

SUBJECT: Agreement with Exodus Recovery, Inc.

RECOMMENDED ACTION(S):

**Approve and authorize the Chairman to execute an Agreement with Exodus Recovery, Inc. for the operation of an access line for substance use disorder and mental health services, effective July 1, 2022, not to exceed five consecutive years, which includes a three-year base contract and two optional one-year extensions, total not to exceed \$6,531,704.**

There is no additional Net County Cost associated with the recommended action which will allow the Department of Behavioral Health to continue the operation of a 24 hour/7 day-a week (24/7) access line. The access line is a requirement of the Drug Medi-Cal Organized Delivery System (DMC-ODS) as well as the California Department of Health Care Services (DHCS). The agreement will be funded with Behavioral Health Realignment Funds. This item is countywide.

ALTERNATIVE ACTION(S):

If your Board does not approve the recommended action, access line services will not be available for county residents, placing the Department out of compliance with DHCS requirements.

FISCAL IMPACT:

There is no increase in Net County Cost associated with the recommended action. The maximum compensation is \$6,531,704 and will be offset with Behavioral Health Realignment Funds. Sufficient appropriations and estimated revenues will be included in the Department's Org 5630 FY 2022-23 Recommended Budget and in subsequent budget requests for the duration of the agreement.

DISCUSSION:

DHCS requires a 24/7 access line for substance use disorders and mental health services for persons seeking treatment and prevention services, pursuant to the Intergovernmental Agreement with the California Department of Health Care Services for substance use disorders and Code of Federal Regulations 42 Part 438 for mental health.

On December 2021, the Department coordinated with the Internal Services Department - Purchasing Division to issue Request for Proposals #22-031 for Access Line for Substance Use Disorders and Mental Health Services. Two responses were received which were subsequently reviewed by a committee composed of three staff analysts, a managed care coordinator, and an unlicensed clinician from the Department and the Department of Social Services. The review committee recommended the Exodus Recovery, Inc. (Exodus) proposal for award based on a combination of experience providing similar services

in other counties throughout California as well as their familiarity with the County. The process for handling calls proposed by Exodus would minimize the potential for disconnected calls or errors as one staff member would be responsible for all aspects of the call.

The 24/7 line serves as an access point for people seeking treatment services or information from the Department. The Department previously had two vendors handling calls for requests for service. One handled calls from persons seeking substance use disorder services and the other handled calls from persons seeking mental health services. The recommended agreement allows Exodus to handle both substance use disorders and mental health calls making it easier for people to be connected to necessary services. The service model will reduce call times while connecting people to services or information within DHCS mandated timeframes.

REFERENCE MATERIAL:

BAI #42, June 22, 2021  
BAI #29, June 8, 2021  
BAI #37, May 25, 2021

ATTACHMENTS INCLUDED AND/OR ON FILE:

On file with Clerk - Agreement with Exodus Recovery, Inc.

CAO ANALYST:

Sonia M. De La Rosa