



Board Agenda Item 40

DATE: August 7, 2018

TO: Board of Supervisors

SUBMITTED BY: Dawan Utecht, Director, Department of Behavioral Health

SUBJECT: Agreement with Relias Learning, LLC

RECOMMENDED ACTION(S):

- 1. Make a finding that is in the best interest of the County to suspend the competitive bid process consistent with Administrative Policy No. 34 for unusual or extraordinary circumstances as Relias Learning, LLC is the only provider to offer a Learning Management System meeting specified requirements; and**
- 2. Approve and authorize the Chairman to execute an Agreement with Relias Learning, LLC, to provide a learning management system for the Department of Behavioral Health, effective September 1, 2018, not to exceed five consecutive years, which includes a three-year base contract and two optional one-year extensions, total not to exceed \$535,111.**

Approval of the recommended actions will allow the Department of Behavioral Health to secure a Learning Management System (LMS) as a training mechanism to ensure all County staff and contracted providers receive required trainings. The LMS will offer more than 380 clinical, non-clinical and administrative behavioral health courses in addition to Continuing Education Units. The LMS will be financed with Mental Health Services Act - Workforce Education and Training (WET) with no increase in Net County Cost.

ALTERNATIVE ACTION(S):

Your Board may opt not to approve the recommended actions, which will result in the Department remaining out of compliance with the State Mental Health Plan's requirement to track trainings for County staff and contracted providers. There will also be an additional expense for the Department to secure trainers for face-to-face trainings and/or the selection, purchase and implementation of a new customized learning management system.

SUSPENSION OF COMPETITION/SOLE SOURCE CONTRACT:

The Department of Behavioral Health request to waive the competitive bidding process is consistent with Administrative Policy No. 34 as Relias Learning, LLC is the only vendor to provide a LMS with a Behavioral Health Essentials Library aligned with Fresno County's Mental Health Services Act Three Year Plan, Mental Health Plan, Cultural Competency Plan, and Quality Improvement Work Plan. The Department made the determination based on internet research, participation in demos, and recommendations from other California Counties. The Internal Services Department - Purchasing concurs with the Department's request to waive the competitive bidding process.

FISCAL IMPACT:

There is no increase in Net County Cost associated with the recommendation actions. Costs for services under this agreement (\$535,111) will be funded with Mental Health Services Act - Workforce Education and Training (WET) funds. Sufficient appropriation and estimated revenues will be included in the DBH Org 5630 FY 2018-19 Requested Budget and will be included in subsequent budget requests for the duration of the agreement.

DISCUSSION:

Effective June 17, 2003, your Board approved Agreement No. 03-284 with Trilogy Integrated Resources to support and maintain the Network of Care websites and centralized access points for Department of Behavioral Health and Department of Social Services consumers. Agreement No 06-170 extended the contract; however, it was amended effective February 26, 2008 to include the provision of a Network of Care Learning Management System (LMS) for the Department of Behavioral Health. Your Board has continuously renewed the contract and although clients and County staff have utilized the Network of Care website extensively, the LMS has not met the comprehensive needs of the Department of Social Services or the Department of Behavioral Health.

On October 24, 2014, your Board approved Agreement No. 14-648 with Saba Software, Inc. for Learning Management System Software Services on behalf of the Department of Social Services. Your Board recently approved a two-year extension of Agreement No 14-648 on September 12, 2017.

Relias Learning is the only LMS that possess capabilities essential to the Department of Behavioral Health. The Behavioral Health Essentials Library includes the following topics: Integrated Care, Evidence-Based Practices, Abuse and Neglect, Co-Occurring Disorders, Trauma Informed Care, Cognitive Behavioral Therapy, Clinical Effectiveness, Dialectical Behavioral Therapy, HIPAA, OSHA, DMH-5, Cultural Competency, Behavioral Health Interpreter, Workplace Violence, Suicide Screen for Direct Care, etc. By offering E-Learning, the Department is providing trainings that are cost effective, convenient, flexible, easily accessible, personalized and offers Continuing Education Units.

Relias Learning has the capability of communicating and articulating with the Department's Human Resource Information System (HRIS). In addition to automatically enrolling users, the system will track licensure and certification requirements, which includes driver's license and County Vehicle Use permits. Users, supervisors and administrators will receive notification of upcoming renewals and/or expirations.

Relias Learning has the capability of supporting the Department's efforts of accreditation through Commission on Accreditation of Rehabilitation Facilities (CARF). Relias will design a Training Crosswalk of courses to ensure and demonstrate staff competence according to CARF standards.

Relias Learning has the capability of assisting the Department in preparation of reviews and audits by allowing precise and centralized access to supportive documentation. During the 2018 Mental Health Plan Triennial Review, the State determined the Department is out of compliance based on the Department's inability to provide evidence of a training mechanism to ensure all County staff and contracted providers receive required trainings. The Department identified Relias Learning as a possible plan of correction since the LMS has the ability to plan, coordinate, schedule, track, and measure training efforts across divisions, programs, units, agencies and populations.

Eighteen California Counties are utilizing Relias LMS. Similar to Fresno County Department of Social Services, some counties are utilizing a LMS customized for their specific needs. Smaller counties are utilizing Microsoft Office or they are not utilizing one at all.

In search of potential LMS vendors, DBH completed an internet search, participated in two demos, contacted other California Counties, and reviewed Kern County's Sole Source Board Letter Document of

Research dated September 19, 2017. The internet search initially identified Healthcare Source as a possible option. However, the demo concluded that Healthcare Source is specific to hospital staff and only provides eight behavioral health courses that would be beneficial to Department staff. In addition, Lippincott provides the courses at an additional cost.

Upon your Board's approval, the Department will continue to utilize Trilogy's agreement for Network of Care website services; however, the Department will proceed to adopt Relias Learning as the provider of the Department's Learning Management System. The agreement will be effective September 1, 2018 for three years, with two optional one-year extensions based on satisfactory performance. The recommended agreement provides for termination due to non-allocation of funds upon giving a 30-day advanced written notice to Relias Learning, LLC and provides for termination without cause by Relias Learning, LLC, the Department Director, or designee, upon giving a 60-day advanced written notice to terminate.

REFERENCE MATERIAL:

BAI #63, September 12, 2017 - Amendment to Agreement 14-648
BAI #46, October 24, 2014 - Agreement No. 14-648
BAI #46, February 26, 2008 - Amendment to Agreement 06-170
BAI #71, June 13, 2006 - Agreement No 06-170
BAI #6, June 17, 2003 - Agreement No. 03-284

ATTACHMENTS INCLUDED AND/OR ON FILE:

E-PD-048 -- Suspension of Competition Acquisition Request
On file with Clerk - Agreement with Relias Learning

CAO ANALYST:

Ronald Alexander