

**COUNTY OF SAN LUIS OBISPO BOARD OF SUPERVISORS  
AGENDA ITEM TRANSMITTAL**

(1) DEPARTMENT Behavioral Health	(2) MEETING DATE 9/9/2014	(3) CONTACT/PHONE Cindy Collins, Administrative Services Manager 788-2932 Raven Lopez, Accountant III 781-4783	
(4) SUBJECT Request to approve a FY 2014-15 renewal contract with Sanford L. Friedlander, M.A., L.P.T., L.M.F.T. in the amount of \$491,886 to provide mental health crisis intervention services. All Districts.			
(5) RECOMMENDED ACTION It is recommended that the Board approve and direct Chairperson to sign a FY 2014-15 renewal contract with Sanford L. Friedlander, M.A., L.P.T., L.M.F.T. in the amount of \$491,886 to provide mental health crisis intervention services.			
(6) FUNDING SOURCE(S) Mental Health Services Act and Department of Social Services	(7) CURRENT YEAR FINANCIAL IMPACT \$491,886.00	(8) ANNUAL FINANCIAL IMPACT \$491,886.00	(9) BUDGETED? Yes
(10) AGENDA PLACEMENT <input checked="" type="checkbox"/> Consent <input type="checkbox"/> Presentation <input type="checkbox"/> Hearing (Time Est. ___) <input type="checkbox"/> Board Business (Time Est. ___)			
(11) EXECUTED DOCUMENTS <input type="checkbox"/> Resolutions <input checked="" type="checkbox"/> Contracts <input type="checkbox"/> Ordinances <input type="checkbox"/> N/A			
(12) OUTLINE AGREEMENT REQUISITION NUMBER (OAR) 19001454		(13) BUDGET ADJUSTMENT REQUIRED? BAR ID Number: N/A <input type="checkbox"/> 4/5 Vote Required <input checked="" type="checkbox"/> N/A	
(14) LOCATION MAP N/A	(15) BUSINESS IMPACT STATEMENT? No	(16) AGENDA ITEM HISTORY <input type="checkbox"/> N/A Date: <u>9/10/13</u>	
(17) ADMINISTRATIVE OFFICE REVIEW  Reviewed by Leslie Brown			
(18) SUPERVISOR DISTRICT(S) All Districts			

# County of San Luis Obispo



TO: Board of Supervisors

FROM: Jeff Hamm, Health Agency Director  
Anne Robin, L.M.F.T., Behavioral Health Administrator

DATE: 9/9/2014

SUBJECT: Request to approve a FY 2014-15 renewal contract with Sanford L. Friedlander, M.A., L.P.T., L.M.F.T. in the amount of \$491,886 to provide mental health crisis intervention services. All Districts.

## **RECOMMENDATION**

It is recommended that the Board approve and direct Chairperson to sign a FY 2014-15 renewal contract with Sanford L. Friedlander, M.A., L.P.T., L.M.F.T. in the amount of \$491,886 to provide mental health crisis intervention services.

## **DISCUSSION**

The County has contracted with Mr. Friedlander to provide mobile crisis intervention services since 1992. Mobile Crisis intervention services were identified as one of the most desired services by the Mental Health Services Act public survey in 2005. Based on the results of the survey, the MHSA stakeholders approved funding for additional crisis responders. This increased the number of responders per shift from one to two. Timely response to mental health crisis can often mitigate the crisis condition being experienced and avoid more intensive mental health services at the Psychiatric Health Facility. Mr. Friedlander (Contractor) currently works full-time and employs eleven part-time crisis responders who are specially trained in crisis intervention services. Contractor ensures crisis interventions services are available 24-hours a day, seven days a week, throughout the County, when a mental health crisis situation occurs. In addition to providing crisis intervention services to the community, the Contractor and his staff provide weekend and after-hours crisis intervention services to individuals at the Juvenile Hall and the County Jail and night and week-end coverage for the Department of Social Services-Adult Protective Services cases involving mental impairment as needed. The Contractor also provides training for law enforcement and other first responders in responding to individuals in a mental health crisis.

Crisis intervention services are needed when an individual could be dangerous to self or others, or is exhibiting a grave disability or other mental health crisis. Without these services in the field, most calls received for emergency response would be referred to law enforcement personnel and could result in costly hospitalizations. The Contractor provides two Crisis Responders per shift to cover all regions of the County. The coverage ensures responsiveness and intervention services are provided as soon as possible. Beyond the services provided by the contractor, the Department provides crisis intervention services for calls received during clinic hours that do not need face-to-face interventions. The Department also handles crisis situations from individuals that come into the clinic.

The mental health crisis intervention services are detailed below:

- 1) **Crisis Intervention Services** - The basic crisis intervention function is available 24-hours per day to provide immediate face-to-face or telephone contact to members of the community in mental health crisis. Crisis services are also provided to individuals at the Juvenile Service Center and the County Jail as needed. The goal of crisis intervention services is to divert clients from psychiatric hospitalization when appropriate.

Also included in this service are four Crisis Services presentations and community services trainings throughout the year to law enforcement and other first-responder agencies. The presentations and trainings address how to

respond to a mental health emergency.

- 2) **Adult Protective Services (APS) After-hours Crisis Coverage** - The service provides night and weekend coverage for Adult Protective Services' cases where older adults become impaired to the point of a crisis in their functioning and living situation, or may have suffered abuse or neglect. It is cost-effective to include these services in this contract for older adults served by or potentially served by the Department of Social Services, rather than for both departments to have to arrange 24-hour crisis coverage.

**OTHER AGENCY INVOLVEMENT/IMPACT**

County Counsel has approved the contract as to form and legal effect. The contract was coordinated with the Department of Social Services.

**FINANCIAL CONSIDERATIONS**

The FY 2014-15 Behavioral Health Adopted Budget includes a total appropriation of \$491,886 for mobile crisis intervention services. Of the total, \$369,563 is funded by the Mental Health Services Act, \$36,000 is funded by the Department of Social Services and the balance is funded by other revenue sources. No General Fund support is used.

The chart below represents budgeted and actual costs for FY 2013-14 and projected costs for FY 2014-15.

**Program Costs/Funding**

<b>Mobile Crisis FY 2014-15</b>			
<b>Program Revenue &amp; Expenses</b>	<b>FY 2013-14 Budget</b>	<b>FY 2013-14 Actual</b>	<b>FY 2014-15 Budget</b>
<b>Revenue</b>			
Medi-Cal	(\$72,169)	(\$116,468)	(\$121,374)
Department of Social Services	(36,000)	(36,000)	(36,000)
Other (Insurance, private pay, etc)	(14,154)	(6,420)	(14,154)
MHSA	(369,563)	(305,770)	(320,358)
<b>Total Revenue</b>	<b>(\$491,886)</b>	<b>(\$464,658)</b>	<b>(\$491,886)</b>
<b>Expenses</b>			
Crisis Intervention Services	\$455,886	\$428,658	\$455,886
Adult Protective Services	36,000	36,000	36,000
<b>Total Contract Expenses</b>	<b>\$491,886</b>	<b>\$464,658</b>	<b>\$491,886</b>

**RESULTS**

Behavioral Health staff will be assessing current performance measures during the year to determine if more meaningful data can be collected, as well as analyzing comparable data from similar counties.

Program service levels and performance measures are tracked against budgeted targets for each program. Each program is assigned objectives, outcome goals and key indicators in collaboration with the contractor, Behavioral Health staff and, often, stakeholder input. Measures are put in place according to target populations, chosen strategies, and resources necessary to collect and analyze the data. Quarterly meetings with the contractor include review of data instruments and collection methods to ensure continual improvements in performance and quality. In all cases, the objective is to strive for the best possible outcomes which promote the County's vision of having a safe, healthy and livable community.

The target and actual results for FY 2013-14 and the targeted result for FY 2014-15 are presented below. "Service minute" is defined as the number of Medi-Cal billable services entered in to the County's Behavioral Health Electronic Health Record. "Crisis Services Presentations" is defined as presentations and community services trainings on responding to mental health emergencies.

<b>Crisis Intervention Services</b>			
<b>Year</b>	<b>2013-14 Target</b>	<b>2013-14 Actual</b>	<b>2014-15 Target</b>
Cost	\$ 491,886	\$ 464,658	\$ 491,886
Service minutes	224,000	243,134	244,906
Number of Contacts	1,550	1,669	1,550
Crisis Services Presentations	6	5	4
Percent of individuals diverted from psychiatric hospitalization	60% (930/1550)	60% (994/1669)	60% (930/1550)
Percent of participants who rate the presentation/training informative and increased their knowledge of responding to mental health emergencies	85%	86% (12/14)	85%

The following additional outcomes were captured during FY 2013-14:

- 57% (8/14) of training attendees increased their knowledge of Mental Health Crisis services by an average of 32%
- 100% (14/14) of training attendees reported that they are now aware of how to access Crisis Services

**ATTACHMENTS**

1. Sandy Friedlander Renewal Contract FY 2014-15