

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

(1) DEPARTMENT Behavioral Health	(2) MEETING DATE 6/16/2015	(3) CONTACT/PHONE Raven Lopez, Accountant III 781-4783 Cindy Collins, Administrative Services Manager 781-2932	
(4) SUBJECT Request to approve a FY 2015-16 contract with the option to renew for two additional years with Sierra Mental Wellness Group in an amount not to exceed \$891,885 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 2015-16 contract with the option to renew for two additional years with Sierra Mental Wellness Group in an amount not to exceed \$891,885 to provide mental health crisis intervention services. All Districts.			
(6) FUNDING SOURCE(S) Mental Health Services Act, Medi-Cal, private insurance	(7) CURRENT YEAR FINANCIAL IMPACT \$891,885.00	(8) ANNUAL FINANCIAL IMPACT \$891,885.00	(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) 19001555		(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 checked="" type="checkbox"/> N/A Date: _____	
(17) ADMINISTRATIVE OFFICE REVIEW			
(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: 6/16/2015

SUBJECT: Request to approve a FY 2015-16 contract with the option to renew for two additional years with Sierra Mental Wellness Group in an amount not to exceed \$891,885 to provide mental health crisis intervention services. All Districts.

RECOMMENDATION

It is recommended that the Board approve and direct Chairperson to sign a FY 2015-16 contract with the option to renew for two additional years with Sierra Mental Wellness Group in an amount not to exceed \$891,885 to provide mental health crisis intervention services. All Districts.

DISCUSSION

Mobile crisis intervention services were identified as one of the most desired services by the Mental Health Services Act (MHSA) public survey in 2005. Crisis intervention services are needed when an individual could be dangerous to self or others, or is exhibiting a grave disability (unable to provide for food, shelter, or clothing) due to a mental illness, 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 coverage ensures responsiveness and intervention services are provided as soon as possible. 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 or other inpatient setting.

As a result of the 2005 survey, the MHSA stakeholder group approved using MHSA Community Services and Supports (CSS) funds to expand existing mobile crisis services. Prior to FY 2015-16, the County had a contract with a mobile crisis provider for many years. In FY 2014-15, Behavioral Health staff recommended to the MHSA stakeholder group that a Request for Proposal (RFP) process be administered for several of the CSS programs to test the market, including mobile crisis services. Sierra Mental Wellness Group was the vendor selected as the new mobile crisis provider from the four proposals received. Sierra Mental Wellness Group (SMWG) is a private, not for profit, California Corporation that originated in Roseville, CA in the late 1960's and has expanded services to Placer, Nevada, Colusa, El Dorado, and Sacramento counties. The agency's mission is to provide crisis services, professional and affordable individual, couple, and family counseling, child and adolescent programs, and substance abuse treatment and prevention services.

SMWG will provide expanded crisis services in comparison to the previous contractor. The previous contractor provided two on-call crisis responders to provide face-to-face and over-the-phone crisis intervention services 24 hours a day, seven days a week, when a mental health crisis occurred, as well as follow-up calls to individuals that were diverted from placement in an acute setting and four community crisis trainings. The Department has witnessed an increase in calls for crisis response throughout the county, including in schools, shelters, hospitals, and law enforcement agencies. Stakeholders, including law enforcement, community social service providers, and hospital officials have requested the Department provide faster response times as well as more follow up with individuals and referring agencies. SMWG will provide the following in FY 2015-16:

- Two crisis responders stationed at high need areas, such as the County's mental health clinic(s) and/or local

hospital emergency rooms during the hours of 8:00 a.m. – 5:00 p.m. Monday thru Friday, as opposed to on-call. These responders will be available to handle crisis calls and walk-ins at the site as well as throughout the county. The responders will provide direct counseling and/or mental status evaluation to individuals in crisis and provide consultation with referring agencies, client's family, and significant other whenever possible.

- Two crisis responders on-call from 4:30 p.m. – 8:30 a.m. Monday thru Friday and 24 hours per day on weekends and County holidays.
- A third crisis responder will be available if the two that are scheduled are out on a call day or night.
- Crisis responders will stay with the individual until the crisis is resolved or a safety plan is in place.
- Follow-up in person or via telephone with individuals that did not result in a Welfare and Institutions Code (WIC) 5150 within 24 hours. Crisis responders will provide referrals and linkages to other providers, including social services, and facilitate an expedited referral to needed or requested services.
- Response time will decrease on average by 15 minutes from the previous contractor.
- Four crisis intervention trainings to local law enforcement and first responders on crisis intervention techniques, as well as two trainings focused on WIC 5150 procedures.

Pursuant to the terms in Exhibit C, Section 4 of this agreement, this contract may be renewed for up to, but no more than, two successive one-year renewal terms if so determined by the Health Agency Director. Upon Board approval of this agreement, the Health Agency Director is delegated the authority to determine whether to renew this agreement without additional approval by your Board, as long as the renewal is in writing, approved by County Counsel, and consistent with limits established in Section 30 of Exhibit D.

OTHER AGENCY INVOLVEMENT/IMPACT

County Counsel has approved the contract as to form and legal effect. The MHSA stakeholder group has approved the additional costs associated with this contract.

FINANCIAL CONSIDERATIONS

The FY 2015-16 Behavioral Health Adopted Budget includes a total appropriation of \$891,885 for mobile crisis intervention services. This amount is \$436K higher than the previous contracted amount and is a result of the expanded services SMWG will be providing. The Department is estimating that \$312K in Medi-Cal and private insurance revenue will be generated to offset a portion of the total cost. The remaining \$579,885 will be funded with MHSA Community Services and Support funds and was approved by the MHSA stakeholder group. No General Fund support is used.

RESULTS

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.

In an effort to collect more meaningful data, there were several new measureable outcomes added to the contract versus the previous contract and is described below. Under Units of Service, "Billable Service minute" is defined as the number of Medi-Cal billable services entered into the County's Behavioral Health Electronic Health Record system. "Trainings" is defined as community crisis services trainings on responding to mental health emergencies and WIC 5150 trainings. "Contacts" is defined as the number of duplicated individuals who received mobile crisis services.

Units of Service:

Previous contracted amount with prior contractor:

1. Billable Service Minutes – 224,000
2. Trainings – 4 (community crisis only)
3. Contacts – 1,550

FY 2015-16 contracted amount:

1. Billable Service Minutes – 250,000
2. Trainings – 6 (4 community crisis/2 WIC 5150)
3. Contacts – 1,650

Measureable Outcomes:

Within the first quarter of the first year of the contract, SMWG will develop a data collection system to capture the below measurable outcome data (utilizing phone records, outcome logs, consumer, staff and partner agency survey information, Electronic Health Record System documentation, Psychiatric Health Facility (PHF) admission data). By the end of the first contract year, SMWG will be able to demonstrate they have met the measurable outcomes of the program as defined below:

The following are the outcomes that were included in the previous contract:

1. 60% of individuals receiving crisis intervention services will be diverted from psychiatric hospitalization.
2. 85% of the participants of the Crisis Services presentations and community services training, through a survey, will rate the training and/or presentation informative and increased their knowledge of responding to mental health emergencies. The survey will be supplied to the participants through the County Behavioral Health Department.
3. 100% of crisis notes and documentation is submitted in the time frames stipulated in the contract.

As previously mentioned, the Department increased the number of measurable outcomes to the new contract in an effort to capture more meaningful data as a result of the services. The following outcomes are included in the FY 2015-16 contract:

1. Mobile crisis response time shall not exceed: 10 minutes for phone response to individual in crisis; 30 minutes from the time of the Mobile Crisis phone intervention to a face-to-face evaluation of the individual; or 45 minutes for remote County locations. *Measurement method:* Contractor phone records, documentation, and referring party and consumer surveys.
2. When surveyed within 90 days of receiving mobile crisis services, 75% of consumers will report harm reduction in one or more areas of their life:

Distressing psychiatric symptoms
Feeling alone
Lacking basic necessities (food, shelter, clothing)
Substance abuse
Episodes of violence
Episodes of victimization
Episodes of arrest
Hospital emergency room visits
Psychiatric Health Facility admissions

Measurement method: Contractor survey and Electronic Health Record System data.

3. As compared to the total number of 5150 evaluation in FY 2014-15, there will be a 25% reduction in 5150 evaluations that result in admission to inpatient psychiatric treatment. *Measurement method:* Contractor documentation, crisis log, and Electronic Health Record System data.
4. 100% of all crisis contacts will be provided follow-up services by phone or in-person within 24 hours of initial call. *Measurement method:* Contractor documentation and referring party and consumer surveys.
5. 100% of evaluated individuals not requiring hospitalization will be provided individualized resources and personalized follow-up, to reduce the need for future hospitalization. *Measurement method:* Contractor documentation and consumer surveys.
6. 85% of participants attending training provided by Contractor will demonstrate increased knowledge of how to appropriately respond to individuals experiencing a mental health emergency. *Measurement method:* Contractor administered training surveys.

ATTACHMENTS

1. FY 2015-16 Contract with Sierra Mental Wellness Group