



ADMINISTRATION & INDIGENT HEALTH  
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June 15, 2016

The Honorable Board of Supervisors  
Administration Building  
1221 Oak Street  
Oakland, CA 94612

**SUBJECT: APPROVE FISCAL YEAR 2017 AUGMENTATIONS FOR ABODE SERVICES, BONITA HOUSE, INC., LA FAMILIA COUNSELING SERVICE AND STARS, INC. IN THE AMOUNT OF \$1,602,053**

Dear Board Members:

**RECOMMENDATIONS:**

- A. Approve four master contract augmentations to fund the In-Home Outreach Teams to provide outreach and engagement services for individuals who would otherwise be resistant to mental health treatment for:
- i. Abode Services (Principal: Louis Chicoine, Executive Director; Location: Fremont, CA; Master Contract No. 900216; Procurement Contract No. 13806) for the contract period of 7/1/16 - 6/30/17, increasing the contract amount from \$0 to \$389,354 (\$389,354 increase);
  - ii. Bonita House, Inc. (Principal: Lorna D. Jones, Executive Director; Location: Oakland, CA; Master Contract No. 900109; Procurement Contract No. 13203) for the contract period of 4/1/16 - 6/30/17 increasing the contract amount from \$877,110 to \$1,289,809 (\$412,699 increase);
  - iii. La Familia Counseling Services (Principal: Aaron Ortiz, Executive Director; Location: Hayward, CA; Master Contract No. 900135; Procurement Contract No. 13808) for the contract period of 7/1/16 - 6/30/17, increasing the contract amount from \$0 to \$400,000 (\$400,000 increase); and
  - iv. STARS, Inc. (Principal: John Weller, Senior Vice President and Chief Financial Officer; Location: Oakland, CA; Master Contract No. 900122; Procurement Contract No. 13809) for the contract period of 7/1/16 - 6/30/17, increasing the contract amount from \$0 to \$400,000 (\$400,000 increase);
- B. Delegate authority to the Director of Behavioral Health Care Services or his designee to execute the contract exhibits on your behalf; and

- C. Authorize the Auditor-Controller to increase appropriations with offsetting revenues and adjustments, per the attached Financial Recommendation.

**SUMMARY/DISCUSSION:**

After the California State Assembly passed the Assisted Outpatient Treatment Demonstration Project Act (AB1421) in 2002, your Board charged Alameda County Behavioral Health Care Services (BHCS) with engaging community stakeholders to come up with more compassionate alternatives. At the conclusion of the stakeholder planning process, BHCS presented nine recommendations that focused on voluntary programs and services aimed at reducing unnecessary hospitalizations and increasing engagement with high need individuals who would otherwise be resistant to mental health treatment, while also protecting public safety. The In-Home Outreach Teams (IHOT) model, first piloted in San Diego, is one of the recommendations approved and adopted by your Board.

BHCS is requesting approval of contract augmentations for Abode Services (Abode), Bonita House, Inc. (Bonita House), La Familia Counseling Services (La Familia), and S.T.A.R.S., Inc. (STARS) to develop and implement IHOT for Transitional Age Youth (TAY) and adults with serious mental illness (SMI) in Alameda County. Abode will target adults 25 years and older in East and South County. Bonita House and La Familia will target adults 25 years and older in Central and North County. STARS will target TAY between the ages of 18-24 county-wide.

A recent BHCS twelve month retrospective utilization report revealed that 669 people in Alameda County represented three percent of the total adult population served, but 30 percent of BHCS costs. IHOT providers will target this group of clients as well as identifying others in need of these services. Utilizing mobile teams, the four providers will conduct outreach and engagement in homes and the broader community to people who are reluctant to seek outpatient mental health services. Once teams make a connection, the program's overarching purpose is to provide successful linkages to natural community supports. There will be an equal emphasis on supporting family members.

The goals of IHOT are to: 1) Increase access to care through strategic outreach and engagement with the priority populations; 2) Provide outreach and engagement services that help clients identify goals and improve connections, including referrals, education, support services to the priority population and to individuals who they identify as family members/supports; 3) Increase understanding of mental health disorders while reducing the effects of untreated mental illness in TAY and adults with SMI, and their families; 4) Provide linkage to appropriate and ongoing services through timely warm hand-offs to mental health and treatment services; and 5) Increase family member satisfaction with the mental health system of care. IHOT is not a treatment service and will not provide physical or mental health treatment.

These augmentations will allow each provider to hire staff and cover related supportive operational and administrative expenses, in order to develop and implement IHOT for their respective target client population and area of Alameda County. Each provider team will serve 15-20 individual clients and their families at any given time. Your Board's approval of this augmentation will help close some of the service gaps identified by stakeholders and implement another of the nine recommendations adopted by your Board in regard to AB1421. BHCS anticipates returning to the Board for an annualized amount of \$1,600,000 for FY 2017-2018 and thereafter.

**SELECTION CRITERIA AND PROCESS:**

*BHCS released RFP No. 16-01 on Thursday March 10, 2016 to fund four IHOTs. The table below details the breakdown of location and population IHOTs will serve.*

<b>Service Group</b>	<b>Number of Teams</b>	<b>County Region</b>	<b>Cities/ Unincorporated areas in region</b>
<i>(a) TAY Ages 18 – 24</i>	<i>1</i>	<i>County wide</i>	<i>All Alameda County cities and unincorporated areas</i>
<i>(b) Adults Ages 25 and older</i>	<i>2</i>	<i>Central and North County</i>	<i>Central: Unincorporated areas of Ashland, Castro Valley, Cherryland and cities of Hayward, San Leandro, and San Lorenzo North: Alameda, Albany, Berkeley, Emeryville, Oakland, and Piedmont</i>
	<i>1</i>	<i>East and South County</i>	<i>East: Dublin, Livermore, Pleasanton, and Sunol South: Fremont, Newark, and Union City</i>

*The RFP was advertised using the General Services Agency's (GSA) advertising guideline by posting on the BHCS and GSA websites. In addition, a courtesy email was sent to BHCS' contracted providers and other BHCS contacts via existing email distribution lists. BHCS held two Bidders' Conferences on Friday March 18, 2016 in the morning in Oakland and the other in the afternoon in Hayward. Approximately 29 people attended the Bidders' Conferences. Two Evaluation Panels (also known as County Selection Committees) were conducted. The Adult Evaluation Panel consisted of six representatives and the TAY Evaluation Panel consisted of five representatives. The Evaluation Panels consisted of subject matter experts from BHCS, Alameda County Social Services, other counties, and community based organizations. Successful and unsuccessful bidders were notified via certified mail for the Evaluation Panel's recommendations on May 19, 2016.*

*The table below summarizes the results of this RFP and the Evaluation Panel's recommendations for contract award for the In-Home Outreach Teams.*

*TAY IHOT (County-wide)*

<b>Bidder</b>	<b>Certified Small, Local or Emerging</b>	<b>Score</b>
<i>East Bay Community Recovery Project (EBCRP)</i>	<i>Yes</i>	<i>363</i>
<i>Mental Health Systems</i>	<i>No</i>	<i>255</i>
<i>STARS, Inc.</i>	<i>No</i>	<i>409</i>

*Adult IHOT (North/Central County Region)*

<i>Bidder</i>	<i>Certified Small, Local or Emerging</i>	<i>Score</i>
<i>Asian Community Mental Health Services</i>	<i>Yes</i>	<i>229</i>
<i>Bonita House</i>	<i>Yes</i>	<i>392</i>
<i>East Bay Community Recovery Project</i>	<i>Yes</i>	<i>263</i>
<i>East Bay Community Services, a division of La Familia Counseling Services</i>	<i>Yes</i>	<i>363</i>
<i>Mental Health Systems</i>	<i>No</i>	<i>280</i>
<i>Telecare</i>	<i>No</i>	<i>316</i>

*Adult IHOT (South/East County Region)*

<i>Bidder</i>	<i>Certified Small, Local or Emerging</i>	<i>Score</i>
<i>Abode Services</i>	<i>No</i>	<i>390</i>
<i>Mental Health Systems</i>	<i>No</i>	<i>290</i>
<i>Portia Bell Hume Behavioral Health and Training Center (Hume)</i>	<i>No</i>	<i>363</i>

*With the exception of STARS, each of the providers is exempt from the Small, Local, and Emerging Business (SLEB) requirements due to their status as a non-profit community-based organization. However, Bonita House (No. 06-90896) and La Familia (No. 12-00152) have elected to become SLEB-certified. As a for-profit corporation, STARS is not eligible for SLEB certification. BHCS does not recommend that 20 percent of STARS' services be contracted to a SLEB vendor due to regulatory requirements and concern regarding adverse clinical impact.*

**FINANCING:**

The funding for these augmentations is Mental Health Services Act and the Medical Administrative Activities, per the attached financial recommendation. There is no increase in net county cost as a result of your approval.

Respectfully submitted,



Rebecca Gebhart, Acting Director  
Alameda County Health Care Services Agency

# ALAMEDA COUNTY BOARD OF SUPERVISORS MINUTE ORDER

*The following action was taken by the Alameda County Board of Supervisors on 07/12/2016*

Approved as Recommended ☒

Other ☐

Unanimous ☒ Chan: ☐ Haggerty: ☐ Miley: ☐ Valle: ☐ Carson: ☐ - ☐ 5

Vote Key: N=No; A=Abstain; X=Excused

Documents accompanying this matter:

Resolution: R-2016-205F

Documents to be signed by Agency/Purchasing Agent:

Contract: C-900216,C-900109,C-900135,C-900122,C-13806,C-13203,C-13808,C-13809

File No. \_\_\_\_\_

Item No. 7

Copies sent to:

M. Ransom & Auditor

Special Notes:



I certify that the foregoing is a correct copy of a Minute Order adopted by the Board of Supervisors, Alameda County, State of California.

ATTEST:

Clerk of the Board  
Board of Supervisors

By: \_\_\_\_\_

*Amelia Davis*

Deputy