



AGENDA \_\_\_\_\_ October 9, 2018

**OFFICE OF THE AGENCY DIRECTOR**  
1000 San Leandro Blvd., Suite 300  
San Leandro, CA 94577  
TEL (510) 618-3452  
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September 19, 2018

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

Dear Board Members:

**SUBJECT: APPROVE CONTRACTS WITH THREE COMMUNITY-BASED ORGANIZATIONS FOR THE PROVISION OF FULL-SERVICE PARTNERSHIP INTENSIVE MENTAL HEALTH SERVICES FOR FISCAL YEAR 2019**

**RECOMMENDATIONS**

- A. Approve master contract augmentations with the following three community-based organizations to provide Full-Service Partnership intensive mental health services for adults for the contract period of 10/1/18—6/30/19, in the amount of \$16,326,224 allowing for options to renew in subsequent fiscal years with Board approval:
- a. Abode Services (Principal: Louis D. Chicoine, Executive Director; Location: Fremont, CA; Master Contract No. 900216; Procurement Contract No. 17495), increasing the procurement contract amount from \$0 to \$2,088,721 (\$2,088,721 increase);
  - b. Bay Area Community Services, Inc. (Principal: Jamie Almanza, Executive Director; Location: Oakland, CA; Master Contract No. 900107; Procurement Contract No. 17294), increasing the procurement contract amount from \$0 to \$7,811,862 (\$7,811,862 increase);
  - c. Telecare Corporation (Principal: Anne Bakar, Executive Director; Location: Alameda, CA; Master Contract No. 900124; Procurement Contract No. 17508), increasing the procurement contract amount from \$0 to \$6,425,641 (\$6,425,641 increase);
- B. Delegate authority to the Director of Health Care Services Agency or designee to execute on your behalf the procurement contracts attached to this Board Letter; and
- C. Authorize the Auditor-Controller to increase appropriations with offsetting revenues as shown in the attached Financial Recommendation.

**DISCUSSION/SUMMARY**

Behavioral Health Care Services (BHCS) contracts with community-based organizations to provide an array of outpatient and intensive mental health services. Full-Service Partnerships (FSPs) use a “whatever it takes” philosophy to maintain individuals with the highest needs in the community and out of institutional settings.

These programs emphasize the relationship between the provider and the client, a partnership in which a range of services are provided to help the client achieve their wellness goals. FSPs are the most intensive level of outpatient service provided to individuals facing serious mental health issues.

Due to substantive changes in demographics, patterns of acuity, and the desired FSP program model, a Request for Proposals (RFP) process was conducted between February and June of 2018 to determine providers that can best meet the needs of particular groups of individuals who require a FSP level of care. The new FSPs will utilize the Assertive Community Treatment model, Individual Placement and Support employment services, and other evidence-based treatment models in working with clients.

BHCS is now requesting approval of contracts with three of the agencies recommended for award through this RFP process. Abode Services (Abode) will provide services to 100 adults who are chronically homeless. Bay Area Community Services, Inc. (BACS) will deliver four separate programs: one program serving 100 older adults, one program serving 50 transition-age youth (TAY), one program serving 100 justice-involved adults, and another program serving 100 chronically homeless adults. Telecare Corporation (Telecare) will provide a program for 100 justice-involved adults as well as and two separate programs for adults with serious mental illness serving 100 adults each. These services represent the highest level of outpatient care.

These contracts will be included in the payment reform pilot program initiated by BHCS. Contractors participating in that program will be eligible for additional funds on the basis of meeting specific performance measures that may be used for reinvestment in their agency's support for BHCS clients. BHCS presented the framework for this pilot on January 23, 2017 and in an update specific to the FSP procurement on January 22, 2018.

### **SELECTION CRITERIA**

*BHCS released RFP #02-18 on February 28, 2018 for the provision of FSP services for the following Alameda County populations: child/youth (birth to eight years of age); child/youth (eight to 18 years of age); TAY (North and Central County); TAY (South and East County); adults; older adults; chronically homeless; and forensic.*

*Under this RFP, eight separate competitive bidding processes were administered to procure services for these separate populations. This Board Letter relates to five of the competitive bidding processes. The RFP was advertised using the General Services Agency (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 March 13, 2018 and March 14, 2018 with attendance from 27 agencies.*

#### **Adult**

*For the competitive bidding process for two FSPs to serve adult clients, an evaluation panel consisting of four subject matter experts from BHCS, Social Services Agency, and Health Care Services Agency was conducted on June 7, 2018. BHCS received four bids for services. Telecare was recommended for contract award for both adult FSPs. The bidders were notified via email and certified mail of the evaluation panel's recommendation on June 22, 2018. The table below summarizes the results of this competitive bidding process and the evaluation panel's recommendations for this contract award.*

<b>Bidder</b>	<b>Certified, Small, Local or Emerging</b>	<b>Score</b>
<b>Telecare</b>	<b>No</b>	<b>379</b>
<b>Bonita House</b>	<b>Yes</b>	<b>326</b>

<i>La Familia</i>	Yes	303
<i>Portia Bell Hume Center</i>	Yes	258

*BHCS received a bid protest on 29 June, 2018, and responded to this protest on July 20, 2018. There was no appeal submitted for this competitive process. Telecare does not qualify for Small, Local, and Emerging Business (SLEB) certification. The services provided by FSPs are clinical in nature and are supported by funding sources such as Medi-Cal and Medicare. For the mental health programs offered by Telecare, your Board has previously approved a waiver of the SLEB requirement to sub-contract twenty percent of their services for two important reasons: (1) clinical care to clients would be compromised and (2) State regulations for Medi-Cal do not allow for clinical services to be sub-contracted with entities that are subject to the cost reporting requirements of the state. This regulatory requirement is supported by good clinical practice.*

**Older Adult**

*For the competitive bidding process for a FSP to serve older adults, an evaluation panel consisting of four subject matter experts from BHCS, Health Care Services Agency, and the consulting sector was conducted on June 7, 2018. BHCS received four bids for services. The evaluation panel invited Telecare and BACS for oral interviews. BACS was recommended for contract award. The bidders were notified via email and certified mail of the evaluation panel's recommendation on June 22, 2018. The table below summarizes the results of this competitive bidding process and the evaluation panel's recommendations for this contract award.*

<b>Bidder</b>	<b>Certified, Small, Local or Emerging</b>	<b>Score</b>
<b>BACS</b>	<b>Yes</b>	<b>493</b>
<i>Telecare</i>	<i>No</i>	<i>449</i>
<i>Family Service Agency/Felton</i>	<i>No</i>	<i>339</i>
<i>Portia Bell Hume Center</i>	<i>No</i>	<i>305</i>

*There was no bid protest or appeal submitted for this competitive process. BACS is a certified SLEB provider (No. 14-00052) expiration March 31, 2020.*

**TAY (South/East)**

*For the competitive bidding process for a FSP to serve TAY in South/East County, an evaluation panel consisting of four subject matter experts from BHCS, Probation, and the consulting sector was conducted on June 5, 2018. BHCS received four bids for services. The evaluation panel did not invite any bidders for oral interviews. BACS was recommended for a contract award. The bidders were notified via email and certified mail of the evaluation panel's recommendation on June 22, 2018. The table below summarizes the results of this competitive bidding process and the evaluation panel's recommendations for this contract award.*

<b>Bidder</b>	<b>Certified, Small, Local or Emerging</b>	<b>Score</b>
<b>BACS</b>	<b>Yes</b>	<b>365</b>
<i>La Familia</i>	<i>Yes</i>	<i>304</i>
<i>STARS</i>	<i>No</i>	<i>298</i>
<i>Unity Care</i>	<i>No</i>	<i>198</i>

*BHCS received a bid protest on 29 June, 2018, and responded to this protest on July 20, 2018. There was no appeal submitted for this competitive process. BACS is a certified SLEB provider (No. 14-00052) expiration March 31, 2020.*

**Forensic**

*For the competitive bidding process for two FSPs to serve the forensic population, an evaluation panel consisting of four subject matter experts from BHCS, Alameda County Sheriff's Department, AC3 Care Connect, and the consulting sector was conducted on June 12, 2018. BHCS received three bids for services. The evaluation panel invited BACS, East Bay Community Recovery Project (EBCRP), and Telecare for oral interviews. BACS and Telecare were recommended for contract awards. The bidders were notified via email and certified mail of the evaluation panel's recommendation on June 22, 2018. The table below summarizes the results of this competitive bidding process and the evaluation panel's recommendations for these contract awards.*

<b>Bidder</b>	<b>Certified, Small, Local or Emerging</b>	<b>Score</b>
<b>BACS</b>	<b>Yes</b>	<b>376</b>
<b>Telecare</b>	<b>No</b>	<b>336</b>
<b>EBCRP</b>	<b>Yes</b>	<b>296</b>

*BHCS received a bid protest on June 27, 2018 and responded to this protest on July 20, 2018. There was no appeal submitted for this competitive process. BACS is a certified SLEB provider (No. 14-00052) expiration March 31, 2020. Telecare does not qualify for SLEB certification, though Your Board has previously approved a waiver for the mental health programs operated by Telecare of the SLEB requirement to sub-contract twenty percent of their services for the reasons previously described in this Board Letter.*

**Chronically Homeless**

*For the competitive bidding process for two FSPs serving the chronically homeless population, an evaluation panel consisting of four subject matter experts from BHCS, the City of Oakland, and AC3 Care Connect was conducted on June 12, 2018. BHCS received three bids for services. The evaluation panel invited Abode and Bonita House for oral interviews. BACS and Abode were recommended for contract awards. The bidders were notified via email and certified mail of the evaluation panel's recommendation on June 22, 2018. The table below summarizes the results of this competitive bidding process and the evaluation panel's recommendations for these contract awards.*

<b>Bidder</b>	<b>Certified, Small, Local or Emerging</b>	<b>Score</b>
<b>BACS</b>	<b>Yes</b>	<b>393</b>
<b>Abode</b>	<b>Yes</b>	<b>368</b>
<b>Bonita House</b>	<b>Yes</b>	<b>360</b>

*BHCS received a bid protest on June 29, 2018 and responded to this protest on August 14, 2018. There was no appeal submitted for this competitive process. BACS is a certified SLEB provider (No. 14-00052) expiration March 31, 2020. Abode is a local, non-profit community-based organization and is exempt from requirements under the SLEB program.*

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**FINANCING**

Funding for this contract is from funds already in the BHCS budget and additional funding is from the Mental Health Services Act, 2011 Realignment and Medi-Cal, per the attached Financial Recommendation. There is no increase in net County cost as a result of your approval.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Colleen Chawla', is positioned above the typed name.

Colleen Chawla, Director  
Alameda County Health Care Services Agency

CC:FB/mj/sj