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May 4, 2021

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

**SUBJECT: APPROVE PROCUREMENT CONTRACTS WITH TELECARE CORPORATION AND SUBACUTE TREATMENT FOR ADOLESCENT REHABILITATION SERVICES, INC., A.K.A. S.T.A.R.S., INC., D.B.A. STARS COMMUNITY SERVICES TO OPERATE THE PSYCHIATRIC HEALTH FACILITY AND CRISIS STABILIZATION UNIT AT WILLOW ROCK CENTER**

Dear Board Members:

**RECOMMENDATIONS**

- A. Approve new Procurement Contracts with the following Community-Based Organization (CBO) providers to operate the Willow Rock Center Psychiatric Health Facility, Crisis Stabilization Unit, and outpatient services for Alameda County adolescents, in the combined amount of \$10,139,892:
1. Telecare Corporation (Principal: Anne Bakar; Location: Alameda; Master Contract No. 900124; Procurement No. 22126) to operate the Willow Rock Center Psychiatric Health Facility for the contract period of 7/1/21– 6/30/22 in the not-to-exceed amount of \$5,532,895;
  2. Subacute Treatment for Adolescent Rehabilitation Services, Inc., a.k.a. S.T.A.R.S., Inc., d.b.a. Stars Community Services (Principal: Kent Dunlap; Location: San Leandro; Master Contract No. 900122; Procurement No. 21930) to operate the Willow Rock Center Crisis Stabilization Unit and outpatient services for the contract period of 6/1/21– 6/30/22 in the not-to-exceed amount of \$4,606,997; and
- B. Delegate authority to the Agency Director, or designee, to negotiate and execute the agreements through the CBO master contract process, subject to review and approval as to form by County Counsel and submit executed copies to the Clerk of the Board for filing.

**DISCUSSION/SUMMARY**

Alameda County Behavioral Health Care Services (ACBH) is requesting approval of procurement contracts with Telecare Corporation (Telecare) and Subacute Treatment for Adolescent Rehabilitation Services, Inc., a.k.a. S.T.A.R.S., Inc., d.b.a. Stars Community Services (STARS) for fiscal year (FY) 2021-22 for the operation of Willow Rock Center (Willow Rock). Willow Rock's services include the Crisis Stabilization Unit (CSU), which is at the front-end of the continuum of care and provides a multi-disciplinary risk assessment to determine the level of care necessary for each client. Clients who may be safely discharged to the community are provided with the outpatient care that can divert them from unnecessary and costly hospitalization. Adolescents who need more

intensive care can be transferred to inpatient psychiatric services at Telecare’s Psychiatric Health Facility (PHF). Willow Rock is located in San Leandro and provides mental health services to adolescents who are between 12 and 17 years of age.

A Request for Proposals (RFP) process was conducted, through which Telecare and STARS were selected to provide services at Willow Rock. Telecare now operates the PHF and will continue to operate this service. The CSU and outpatient services currently operated by Seneca Family of Agencies will transition to STARS. Willow Rock’s services are projected to serve 296 clients in its PHF in FY 2021-22, and 698 clients in its CSU for the same period. Willow Rock’s outpatient program is projected to serve 71 clients in FY 2021-22. ACBH is requesting from your Board an early start date for STARS to prepare the CSU for services commencing on June 1, 2021. This approval will allow the necessary infrastructure preparation so that direct client services can be rendered starting on July 1, 2021. Such preparation includes the transferring of information systems access, preparation of triage rooms, computer and network set up, transferring of phone lines, installation of office equipment, and other facilities and programmatic set-up.

Your Board’s approval of these procurement contracts will allow Telecare and STARS to provide the services needed in the community to improve clients’ quality of life, avoid service disruption and reduce unnecessary psychiatric hospitalization.

**SELECTION CRITERIA**

*ACBH released RFP No. 20-07 on September 25, 2020. The RFP was advertised for 53 days using the General Services Agency (GSA) advertising guidelines by posting on the ACBH and GSA websites. In addition, a courtesy email was sent to ACBH contracted providers and other ACBH contacts via existing email distribution lists. ACBH held two Bidders’ Conferences on October 13, 2020 and October 14, 2020, with attendance from three agencies.*

*Under this RFP, two separate competitive bidding processes were administered: one for the PHF, and one for the CSU and outpatient services.*

**PHF**

*A County Selection Committee consisting of four subject matter experts from ACBH, Kaiser Permanente, and Magellan Health conducted an evaluation of the bids on January 20, 2021. ACBH received three bids for services. Telecare was recommended for contract award. The bidders were notified via email of the evaluation panel’s recommendation on February 1, 2021. The table below summarizes the results of this competitive bidding process and the evaluation panel’s recommendation for this contract award.*

<b>Bidder</b>	<b>Certified, Small, Local or Emerging</b>	<b>Score</b>
<b>Telecare</b>	<b>No</b>	<b>457</b>
STARS	No	451
Seneca Family of Agencies	No	441

*There was no bid protest or appeal submitted for this competitive process. GSA has approved a SLEB waiver for Telecare Corporation (No. 7441) expiring 6/30/2022.*

**CSU and Outpatient Services**

A County Selection Committee consisting of four subject matter experts from ACBH, Alameda County Sheriff's Office, and a private practice conducted an evaluation of the bids on January 19, 2021. ACBH received three bids for services. STARS was recommended for contract award. The bidders were notified via email on the evaluation panel's recommendation on February 1, 2021. The table below summarizes the results of this competitive bidding process and the evaluation panel's recommendation for this contract award.

<b>Bidder</b>	<b>Certified, Small, Local or Emerging</b>	<b>Score</b>
<b>STARS</b>	<b>No</b>	<b>419</b>
Seneca Family of Agencies	No	380
Telecare Corporation	No	351

There was no bid protest or appeal submitted for this competitive process. GSA has approved a SLEB waiver for STARS (No. 7440) expiring 6/30/2022.

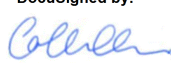
**FINANCING**

Appropriations and financing for Willow Rock come from Medi-Cal, 2011 Realignment, and Mental Health Services Act funds included in the FY 20-21 ACBH Budget and the FY 21-22 ACBH budget request. Approval of these recommendations will have no impact on net County cost.

**VISION 2026 GOAL**

The services provided at Willow Rock meet the 10X goal pathway of **Healthcare for All** in support of the shared vision of a **Thriving and Resilient Population**.

Sincerely,

DocuSigned by:  
  
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Colleen Chawla, Director  
Health Care Services Agency

CC/EDV/jyrr/sjmf