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December 19, 2023

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

SUBJECT: APPROVE A MULTI-YEAR PROCUREMENT CONTRACT WITH PORTIA BELL HUME BEHAVIORAL HEALTH AND TRAINING CENTER TO PROVIDE A PILOT TO DELIVER OUTPATIENT SUPPORT SERVICES FOR ADULTS WITH SUSPECTED MODERATE-TO-SEVERE MENTAL ILLNESS WHO ARE HIGH UTILIZERS OF THE EMERGENCY DEPARTMENT OF WASHINGTON HOSPITAL IN FREMONT IN THE AMOUNT OF \$2,000,000

Dear Board Members:

RECOMMENDATIONS

- A. Approve a Master Contract Agreement (Procurement No. 26260; Master Contract No. 900076) with Portia Bell Hume Behavioral Health and Training Center (Principal: Joty Sikand; Location: Concord) to provide a pilot to deliver outpatient support services for adults with suspected moderate-to-severe mental illness who are high utilizers of the Emergency Department of Washington Hospital in Fremont as the result of a competitive procurement process for the contract period of 1/1/24 – 12/31/25 in the amount of \$2,000,000; and
- B. Authorize the Auditor-Controller to make related budget adjustments increasing appropriations by \$500,000 with offsetting revenue from Mental Health Services Act funds; and
- C. Delegate authority to the Agency Director or designee to negotiate and execute the agreement through the Community-Based Organization master contract process subject to review and approval as to form by County Counsel and submit an executed copy to the Clerk of the Board for filing.

DISCUSSION/ SUMMARY

Alameda County Behavioral Health Care Services (ACBH) is requesting approval of a new contract agreement with Portia Bell Hume Behavioral Health and Training Center (Portia Bell Hume Center) to implement a pilot program modeled after In-Home Outreach Team (IHOT) at Washington Hospital in Fremont. This program will serve adults, 18 years and older, with suspected moderate-to-severe mental illness and are frequent visitors/high utilizers of the Washington Hospital Emergency Department (ED) in the South County region.

The pilot program will use the IHOT model and will engage 25 individuals with greater than ten annual ED visits and 125 individuals with between five to ten annual ED visits. Portia Bell Hume Center shall engage individuals with suspected moderate-to-severe mental illness that access care through ED visits. This program aims to

assertively intervene both during and after the ED visits to redirect these high utilizer individuals to more appropriate service setting to meet their individual needs.

The implementation of these services at Washington Hospital will focus on outpatient support services aimed at reducing unnecessary hospitalizations and increasing engagement with individuals who have not consistently participated in mental health treatment. The outpatient support services will include: referrals, outreach, engagement, screening, care coordination, provide linkage to critical services, and follow-up.

Your Board’s approval will allow Portia Bell Hume Center to implement a pilot program engaging individuals who are high utilizers at Washington Hospital’s ED with behavioral needs providing increased services options and enhanced care coordination and linkages. ACBH is requesting delegated authority aligning with the Community-Based Organization master contract process to help process this time-sensitive new contract with approval as to form by County Counsel.

SELECTION CRITERIA

ACBH released Request for Proposal (RFP) No. 23-02 on May 25, 2023, for a pilot to deliver outpatient support services at Washington Hospital. The RFP was advertised for 45 days using the General Services Agency (GSA) Guidelines by posting on the ACBH and GSA websites. In addition, a courtesy email was sent to ACBH’s contracted providers and other ACBH contacts via existing email distribution lists, including Small, Local, or Emerging Businesses (SLEBs). ACBH held two Bidders’ Conferences on June 21, 2023, and June 22, 2023, with attendance from five agencies.

ACBH received five bids for services; three of which were disqualified for exceeding the contract maximum allocation or the maximum page limit, or for submitting an incomplete proposal. A county selection committee consisting of four subject matter experts from ACBH and Social Services Agency conducted an evaluation of the two qualified bids on September 12, 2023. The table below summarizes the results of this competitive bidding process and the evaluation panel’s recommendation of Portia Bell Hume Center for this contract award.

Bidder	Certified, Small, Local or Emerging Business (SLEB)	Score	Recommended for Award
<i>Portia Bell Hume Center</i>	No	298	Yes
<i>Bonita House, Inc.</i>	No	243	No
<i>Bay Area Community Health</i>	Disqualified		
<i>Great Expectations Residential Care Home</i>	Disqualified		
<i>Peer Wellness Collective</i>	Disqualified		

On September 20, 2023, the bidders were notified via email of the Evaluation Panel’s recommendations. ACBH received a bid protest on 26 September, 2023, and responded to this protest on October 27, 2023. The response to this protest was subsequently appealed to the Auditor-Controller Agency on November 7, 2023, and the Auditor-Controller Agency responded to this appeal on December 18, 2023. As a nonprofit, community-based organization, Portia Bell Hume is exempt from the requirements of the County’s SLEB program.

FINANCING

Appropriations for the augmentation are funded by Mental Health Services Act (MHSA) funds, an adjustment is requested to the ACBH FY 2023-2024 Approved Budget per the attached Financial Recommendation (\$500,000),

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and will be requested for subsequent years. Approval of this recommendation will have no impact on net County costs.

VISION 2026 GOAL

The provision of outpatient support services at Washington Hospital meets 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/WV/pw/eh