



Contra
Costa
County

To: Board of Supervisors
From: Anna Roth, Health Services Director
Date: January 15, 2019

Subject: Contract #74-509-1 with County of San Mateo

RECOMMENDATION(S):

APPROVE and AUTHORIZE the Health Services Director, or designee, to execute on behalf of the County Contract #74-509-1 with County of San Mateo, a government agency, in an amount not to exceed \$123,041, to provide after-hours call coverage for the Behavioral Health Access Line, for the period from July 1, 2018 through June 30, 2019.

FISCAL IMPACT:

This Contract is funded 100% by County General Fund.

BACKGROUND:

Currently, the Behavioral Health Division Health Access Line after-hour calls are transferred to the Psychiatric Emergency Services (PES) Unit. The PES Unit logs in the call and distributes to the Behavioral Health Access Line the following morning. Routing the calls to the PES Unit has been an inefficient use of resources and the call drop rate has been an issue in State Audits. Allowing San Mateo County to administer the call answering services for the Behavioral Health Access Line will free up resources at the PES Unit, minimize the call drop rate and provide better coverage and coordination of care.

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY
ADMINISTRATOR

☐ RECOMMENDATION OF BOARD
COMMITTEE

Action of Board On: **01/15/2019** ☒ APPROVED AS RECOMMENDED ☐ OTHER

Clerks Notes:

VOTE OF SUPERVISORS

AYE: John Gioia, District I Supervisor
Candace Andersen, District II Supervisor
Diane Burgis, District III Supervisor
Karen Mitchoff, District IV Supervisor
Federal D. Glover, District V Supervisor

I hereby certify that this is a true and correct copy of an action taken and entered on the minutes of the Board of Supervisors on the date shown.

ATTESTED: January 15, 2019

David Twa, County Administrator and Clerk of the Board of Supervisors

Contact: Matthew White, M.D.,
925-957-5501

By: Stacey M. Boyd, Deputy

Under Contract #74-509-1, the Contractor will provide after-hours call coverage for the Behavioral Health Access Line, through June 30, 2019.

CONSEQUENCE OF NEGATIVE ACTION:

If this contract is not approved, the Health Access Line calls will continue to be routed to the PES Unit and Department will not meet the expectations of the State with regard to the call drop rate.