



Contra
Costa
County

To: Board of Supervisors
From: Anna Roth, Health Services Director
Date: October 5, 2021

Subject: Contract #74-509-4 with County of San Mateo

RECOMMENDATION(S):

APPROVE and AUTHORIZE the Health Services Director, or designee, to execute on behalf of the County Contract #74-509-4 with County of San Mateo, a government agency, in an amount not to exceed \$293,585, to provide after-hours call coverage for the Behavioral Health Access Line, for the period from July 1, 2021 through June 30, 2022.

FISCAL IMPACT:

Approval of this contract will result in an annual expenditure of up to \$293,585 for FY 2021-2022 and will be funded 100% by current County General Fund allocations.

BACKGROUND:

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,

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY
ADMINISTRATOR

☐ RECOMMENDATION OF BOARD
COMMITTEE

Action of Board On: **10/05/2021** ☒ 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: October 5, 2021

Monica Nino, County Administrator and Clerk of the Board of Supervisors

Contact: Suzanne Tavano, Ph.D.,
925-957-5212

By: Laura Cassell, Deputy

BACKGROUND: (CONT'D)

and provide better coverage and coordination of care.

In June 2020, the County Administrator approved and the Purchasing Services Manager executed Contract #74-509-3 with County of San Mateo in an amount not to exceed \$155,440 to provide after-hours call coverage for the Behavioral Health Access Line, for the period July 1, 2020 through June 30, 2021.

The County did not receive the agreement from the County of San Mateo until September 8, 2021, which delayed processing the agreement in a timely manner.

Approval of Contract #74-509-4 will allow the contractor to continue to provide after-hours call coverage for the Behavioral Health Access Line, through June 30, 2022.

CONSEQUENCE OF NEGATIVE ACTION:

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