



**COUNTY OF SAN MATEO**  
Inter-Departmental Correspondence  
County Manager



**Date:** June 5, 2015  
**Board Meeting Date:** June 16, 2015  
**Special Notice / Hearing:** None  
**Vote Required:** Majority

**To:** Honorable Board of Supervisors

**From:** Reyna Farrales, Deputy County Manager

**Subject:** Agreements to Provide Services Funded by Measure A Funds for Fiscal Years 2015-16 and 2016-17

**RECOMMENDATION:**

Adopt a Resolution:

- A). Authorizing agreements with Court Appointed Special Advocates (CASA), InnVision Shelter Network, StarVista, Daly City Peninsula Partnership Collaborative, Edgewood Center for Children and Families, the Institute on Aging, Alzheimer's Association of Northern California and Northern Nevada, Focus Strategies, and the Ombudsman Services of San Mateo County; and
- B). Amending the agreement with Telecare Corporation for the operation of the Industrial Hotel in South San Francisco; and
- C). Amending the agreement with StarVista for the expansion of the Early Childhood Community Team.

**BACKGROUND:**

Measure A is the ten-year half-cent sales tax approved by the voters in November 2012. A study session with the Board was held on December 9, 2014 to address the Board's priorities over the next two years, the County's Shared Vision 2025 indicators and goals, and gaps in critical service areas.

On February 10, 2015 your Board appointed Supervisors Slocum and Tissier to a Measure A Subcommittee to give staff direction on the FY 2015-17 funding cycle.

On March 17, 2015 your Board adopted the allocation plan for Measure A funding for FY 2015-16 and FY 2016-17. The plan included several priority areas where new contracts for homelessness and housing, foster youth, and older adult services would

be brought to the Board on an accelerated schedule so services could begin on July 1, 2015.

On April 28, 2015 your Board, approved continuing and / or expanding initiatives that were part of the FY 2013-15 funding cycle as well as a number of new initiatives and projects for the FY 2015-17 funding cycle.

**DISCUSSION:**

**Continuing Initiatives**

The County Manager requests that the Board adopt a resolution authorizing agreements to continue the following services through the providers listed below which received Measure A funds to provide such services during the FY 2013-15 funding cycle.

**Court Appointed Special Advocates of San Mateo County**

Court Appointed Special Advocates (CASA) of San Mateo County pairs caring community volunteers with children who have been placed in foster care. Each CASA volunteer is appointed by the Juvenile Court to represent the best interests of the child and to advocate for services the child needs. CASA facilitates effective collaboration among families, social workers and community partners to support the well-being of children in foster care. This initiative will support CASA’s recruitment and training of volunteers, in order to provide such services to more children. Performance measures include the number of children assigned a CASA volunteer, percent of children who receive academic support and advocacy from CASA, and percent of children who are supported by CASA in interest-based or skill building activities.

<b>Measure</b>	<b>FY 2015-16 Projected</b>	<b>FY 2016-17 Projected</b>
Number of children who will be assigned to work with a CASA volunteer.	300	320
Average number of hours each child will receive in mentoring and advocacy from their CASA volunteer per month	10	10
Percentage of active clients supported by CASA through academic support and advocacy	70%	70%
Percentage of active clients supported by CASA in interest based or skill building activity	70%	70%

The term of the Agreement is July 1, 2015 through June 30, 2017 in an amount not to exceed \$208,060.

**InnVision Shelter Network - Homeless Outreach Teams**

InnVision’s Homeless Outreach Teams (HOT) provide outreach case management to chronically homeless individuals and assist them with transitioning from the street to permanent housing. Collaborations with County partners enable HOT to remove

barriers to placement in housing solutions. This contract with InnVision Shelter Network (IVSN) is recommended to continue HOT activities and expand HOT's rapid response outreach to all areas of the County. This funding will provide three outreach case managers, including one rapid response case manager, to engage the chronically homeless population with intensive case management and linkage to services. Performance measures include the number of clients provided with case management and the percent of chronic homeless connected to emergency, transitional or permanent supportive housing.

<b>Measure</b>	<b>FY 2015-16 Projected</b>	<b>FY 2016-17 Projected</b>
Number of clients engaged in the outreach	100	100
Percent of encountered clients who agree to participate in the program	90%	90%
Percent of Engaged Clients Move to emergency, transitional, supporting, and permanent housing	33%	33%

The term of the Agreement is July 1, 2015 through June 30, 2017 in an amount not to exceed \$454,500.

**StarVista - Child and Adolescent Abuse Hotline Prevention Program and Lucky Kids Club Prevention and Early Intervention- At Risk Children**

StarVista provides a hotline for at-risk children and services for at-risk students, which are both components of the Prevention and Early Intervention- At Risk Children initiative. StarVista operates the 24 hour Child and Adolescent Abuse Hotline Prevention Program (CAHPP) hotline to serve the County's teachers, youth, parents and caregivers who have questions or concerns regarding children who are at-risk and in need of assessment and resources. StarVista also operates the Lucky Kids Club, which is an evidence-based program that helps children exhibit positive student behaviors in the classroom. Performance measures include the number of hotline contacts and referrals, the percent of referrals who receive services, and the percent of students completing the Lucky Kids Club program who exhibit increased positive student behaviors.

<b>Measure</b>	<b>FY 2015-16 Projected</b>	<b>FY 2016-17 Projected</b>
Number of hotline contacts	600	750
Number of hotline follow-ups	1,400	1,600
Number and percent of referrals given	390 / 65%	525 / 70%
Number and percent of services received of total referred	98 / 25%	158 / 30%
Percent of students exhibiting increased positive student behaviors after participating in the Lucky Kids Club	70%	75%

The term of the Agreement is July 1, 2015 through June 30, 2017 in an amount not to exceed \$1,230,092.

**New Initiatives**

**Telecare Corporation and the City of South San Francisco - Industrial Hotel**

This project, a collaboration between the city of South San Francisco, Telecare Corporation and Behavioral Health and Recovery Services aims to improve the quality of housing for 44 adults living with a serious mental illness and residing at the Industrial Hotel. The project includes two phases: substantially refurbishing the individual and common living spaces; and conducting a feasibility study to analyze a potential replacement site and funding strategy.

<b>Measure</b>	<b>FY 2015-16 Projected</b>	<b>FY 2016-17 Projected</b>
Number of clients served at the Industrial Hotel	44	44
Percent reduction in Law Enforcement responses to the Industrial Hotel	15%	30%
Percent reduction in Code Violations at the Industrial Hotel	50%	80%

The amended Agreement will increase the County’s maximum obligation by \$425,000 to a new amount not to exceed \$16,537,691 with no change to the term of the Agreement. The Agreement with the City of South San Francisco will be coming to your Board for approval in the near future.

**StarVista - Early Childhood Community Team**

StarVista will expand the Early Childhood Community Team model, providing comprehensive prevention, early intervention and treatment services to families with young children in three regions within San Mateo County: South San Francisco/Daly City, Coastsides/South Coast (Half Moon Bay, Pescadero and La Honda), and Redwood City’s North Fair Oaks region.

<b>Measure</b>	<b>FY 2015-16 Projected</b>	<b>FY 2016-17 Projected</b>
Number of children aged 0-5 whose caregivers receive early childhood mental health consultation will receive improved community-based childcare, promoting enhanced well-being and functioning	350	350
Percent of the 25 childcare providers receiving ECMH consultation services that report increased competency in their roles, enhanced skills in working with children and promoting their social emotional development, and improved abilities in identifying at-risk children to receive clinical interventions	15%	30%

Percent of the 40 at-risk children referred to ECMH Consultant for individual observation, family conferencing, and supportive services will demonstrate improved functioning and ability to participate successfully in the childcare setting	80%	80%
Percent of the 20 families with children identified for ECMH case consultation will report improved understanding of their child's behavior and a strengthened relationship with their child	80%	80%
Percent of children at risk for expulsion from their childcare sites will be retained	85%	85%
Percent of the 15-20 children and families receiving CPP and/or other clinical services from the ECMH Clinician will demonstrate improved social emotional functioning and improvement in the parent-child relationship	80%	80%
Families with children aged 0-3 receiving home visits and/or group services from either a Community Worker, or a Mental Health Clinician, or both	50	50
Percent of the 50 families attending groups reporting an increased understanding of child development issues, and of how to seek support when needed	90%	90%

The amended Agreement will increase the County's maximum obligation by \$810,000 for a new amount not to exceed \$2,744,321 and extend the term of the Agreement to June 30, 2016. Of the \$810,000; \$660,000 will be funded by Measure A fund and \$150,000 will be funded by a combination of Mental Health Services Act (MHSA), Federal Financial Participation (FFP), and Health Realignment Funds.

**StarVista – Daybreak and Transitional Housing Youth Services**

StarVista operates the Daybreak Transitional Living Program for Homeless Youth, a transitional living program specifically designed to meet the needs of homeless youth aged 16-21 in San Mateo County. In addition to meeting the basic needs of food, clothing and shelter, Daybreak also offers the following services to clients: case management, independent living skills training, financial management, support with education, and job development. StarVista's Transitional Housing Youth Services provides housing assistance and case management services, including Transitional Housing Placement Plus and Aftercare, for youth 18-24 developing independent living skills. Transitional Housing Youth Services and Daybreak assist former foster youth, probation youth, and youth at risk of homelessness in developing vocational and educational outcomes that lead to self-sufficiency. Performance measures include the completion rate in job training or employment or enrollment in academic programs for youth in services at least 30 days and the percent of youth with individual case plans that transition to a positive living arrangement.

<b>Measure</b>	<b>FY 2015-16 Projected</b>	<b>FY 2016-17 Projected</b>
Number of unique clients served by Daybreak and TYS Programs that stay 30 days or longer	70	---
Number of clients served in Daybreak and TYS programs for More than 30 days that are either: -completing a job training program (if they are beyond high school age) to secure employment -maintaining employment -maintaining enrollment in an accredited high school program	80% 80% 80%	--- --- ---
Percent of youth in programs for more than 30 days that transition to a positive living program	65%	---

A waiver of the RFP process is requested because staff has determined that the selected provider is the sole source for the unique services provided pursuant to this agreement. The term of the Agreement is July 1, 2015 through June 30, 2016 in an amount not to exceed \$400,000.

### **Daly City Peninsula Partnership Collaborative - Friendly Visiting and Meals Express program**

The Daly City Peninsula Partnership Collaborative's Friendly Visiting and Meals Express program provides services to alleviate the isolation felt by older adults and persons with disabilities, while maximizing their ability to age in place. Over the past 5 years, the Healthy Aging Response Team (HART) program has identified these types of services to be among the highest needs in the Daly City community. It is anticipated that 10% to 25% of the service requests from isolated, home-bound seniors may be more appropriately filled by a home-visiting Care Coordinator. This Coordinator will visit seniors (50 years and older) and disabled clients who have unique and difficult situations that cannot be addressed by information referral or phone call assistance and coordinate appropriate support through a collaborative network of service providers, hospitals, and faith-based organizations. The agreement specifies that the Meals Express Driver will deliver at least 100 meals to each disabled or isolated senior per quarter in FY 2015-16, and Meals Express Driver will deliver thirty (30) bags of assorted fresh fruits, vegetables, and Second Harvest Food Bank (SHFB) Brown Bag groceries to eligible seniors each quarter in FY 2016-17.

<b>Measure</b>	<b>FY 2015-16 Projected</b>	<b>FY 2016-17 Projected</b>
Number of unduplicated clients assessed by the Friendly Visiting Care Coordinator	20	20
Number of meals delivered by Meals Express Drivers per quarter	100	200
Percent of clients in the Friendly Visiting Program that report they have received supporting counseling and care	80%	80%

Percent of clients of the Meals Express Program that report better healthy meal consumption	80%	80%
Percent of Meals Express clients that report overall satisfaction with the program	70%	70%

A waiver of the RFP process is requested because staff has determined that the selected provider is the sole source for the unique services provided pursuant to this agreement. The term of the Agreement is July 1, 2015 through June 30, 2017 in an amount not to exceed \$285,250.

**Edgewood Center for Children and Families - Kinship Caregiver Mental Health Counseling**

Edgewood Center for Children and Families will expand its Kinship Caregiver Counseling Program by offering additional mental health services for senior kinship caregivers and implement an outcome tracking system utilizing the Parenting Stress Index 4th Edition (PSI-4) and the Stress Index for Parents of Adolescents to measure the effectiveness of those services. The program will provide outreach and services to older adult caregivers of Kinship children receiving individual counseling services through Edgewood’s managed care contract with BHRS as a supplement to treatment when indicated for the success of the child and family as a whole. The agreement specifies that 20 caregivers, reported by zip code, will report positive experiences and satisfaction served by the Kinship Caregiver Mental Health Counseling in each year of the agreement.

Measure	FY 2015-16 Projected	FY 2016-17 Projected
Number of unduplicated caregiver clients identified by zip code	20	20
Percent of caregivers who engage in treatment and complete the minimum 10 week treatment cycle	80%	80%
Percent of clients that report positive experiences and satisfaction with the treatment received	80%	80%

A waiver of the RFP process is requested because staff has determined that the selected provider is the sole source for the unique services provided pursuant to this agreement. The term of the Agreement is July 1, 2015 through June 30, 2017 in an amount not to exceed \$150,000.

**Institute on Aging - Friendship Line**

The Institute on Aging’s Friendship Line (“Friendship Line”) provides services to older adults and adults with disabilities in San Mateo County. Referrals will come directly from County residents, as well as clients served or referred by County programs including child welfare, safety net services, BHRS programs, aging and adult services, probation and reentry programs, self-sufficiency programs and housing assistance programs. The Friendship Line is the only 24-hour hotline in the U.S. offering suicide intervention and

prevention for seniors and disabled adults, addressing an area of high need by tailoring crisis prevention to the unique and specific needs of this population. Friendship Line provides crisis support services, including active suicide intervention as well as offering a unique call-out service. In 2014 there were 1,679 incoming calls received and 2,819 outgoing calls placed to callers in San Mateo County. The needs of older and disabled adults are growing. The Institute on Aging anticipates that with outreach efforts, call volume from within San Mateo County would increase significantly and that the Friendship Line would serve as an important resource for clients, families, and provides in the community. The agreement specifies the percentage and number of outgoing calls will increase 24% or 676 additional calls in each year of the agreement.

<b>Measure</b>	<b>FY 2015-16 Projected</b>	<b>FY 2016-17 Projected</b>
Percent increase of inbound call volume	24%	24%
Percent increase of outbound call volume	24%	24%
Percent of Friendship Line clients that indicate excellent or good in rating the quality of services received	80%	80%
Percent of Friendship Line clients that received the services that they needed	80%	80%
Percent of individuals who attend a Center for Elderly Suicide Prevention that report the training enhanced their knowledge in caring for older adults	80%	80%

A waiver of the RFP process is requested because staff has determined that the selected provider is the sole source for the unique services provided pursuant to this agreement. The term of the Agreement is July 1, 2015 through June 30, 2017 in an amount not to exceed \$400,000.

**Alzheimer’s Association of Northern California and Northern Nevada - Dementia Capable Services and Supports (DCSS)**

The Dementia Capable Services and Supports (DCSS) initiative will focus on the needs of persons with Alzheimer's disease and related dementias (ADRD) living alone in San Mateo County. The targeted population includes an underserved, high risk population of aging adults with dementia who want to remain independent and at home. Clients range from persons in the very early stages of dementia to those diagnosed with middle to late stage Alzheimer's disease, all of whom struggle to live alone with varying levels of memory loss, poor judgment, communication difficulties and behavioral problems. The goals of the DCSS initiative include: (1) building a coalition of dementia-capable organizations and County agencies to affect systems change; (2) training and educating providers (medical, social, and volunteer) about ADRD and its impact on the individual living alone; and (3) developing, delivering, and evaluating multidisciplinary services to meet the unique needs of persons with ADRD living alone. The agreement specifies that 600 San Mateo County providers and community residents will participate in awareness building presentation in FY 2015-16 and 20 persons with ADRD will receive

intensive in-home care consultation, a person-centered care plan, and coordinated resources and support services in FY 2016-17.

<b>Measure</b>	<b>FY 2015-16 Projected</b>	<b>FY 2016-17 Projected</b>
Percent of providers receiving training that report heightened knowledge about dementia, strategies and intervention to support those living alone with dementia, and where to refer those living with dementia for appropriate services	95%	---
Percent of persons living alone that report the program met their expectations	90%	80%
Percent of persons living alone that report they can identify the services needed for them to remain safely at home	90%	---
Percent increase in dementia capability of all San Mateo partner organizations	---	50%

A waiver of the RFP process is requested because staff has determined that the selected provider is the sole source for the unique services provided pursuant to this agreement. The term of the Agreement is July 1, 2015 through June 30, 2017 in an amount not to exceed \$750,000.

### **Focus Strategies**

In order to meet the County's goal of ending homelessness by 2020, the framework for attacking homelessness will be redesigned. Focus Strategies has expertise and leadership in conducting research and analysis of the County's homeless population. Multiple deliverables supporting the County's Housing Our People Effectively plan (HOPE plan) are underway, and this initiative funds completion of development and community review for the system redesign. Focus Strategies will provide technical assistance, data analysis and knowledge transfer toward the completion of the Strategic Plan to end homelessness and a program evaluation of the Motel Voucher Program. Performance measures include 90% of project goals completed on time and within budget, and conducting two public presentations on project results.

<b>Measure</b>	<b>FY 2015-16 Projected</b>	<b>FY 2016-17 Projected</b>
Percent of project goals met and completed on time and on budget	90%	---
Number of public presentations of results to community	2	---

The term of the Agreement is July 1, 2015 through June 30, 2016 in an amount not to exceed \$78,875.

### **Ombudsman Services of San Mateo County**

The Ombudsman Services of San Mateo County will provide on-site monitoring and complaint investigation and resolution services to County individuals residing in long-term care facilities. This Measure A funding allows the agency to access an additional \$50,000 grant from a private charitable trust specifically intended to supplement Measure A funds. It will enable the hiring of a program manager and a volunteer coordinator to train nine new community volunteers to make nearly 5,000 additional on-site investigations annually to residents in long-term care facilities.

<b>Measure</b>	<b>FY 2015-16 Projected</b>	<b>FY 2016-17 Projected</b>
Number of volunteer field ombudsman	40	45
Number of field visits made to facilities	4,750	5,000
Number of clients served (excluding clients with developmental disabilities)	4,408	4,408
Percent of complaints investigated and resolved	90%	90%

A waiver of the RFP process is requested because staff has determined that the selected provider is the sole source for the unique services provided pursuant to this agreement. The term of the Agreement is July 1, 2015 through June 30, 2017 in an amount not to exceed \$223,139.

The Agreements and Resolution have been reviewed and approved by County Counsel as to form.

The Resolution contains the County's standard provisions allowing amendment of the County's fiscal obligations by a maximum of \$25,000 (in aggregate per agreement).

The Resolution also contains a provision to allow the County Manager or designee to modify the performance measures to implement changes in the reporting requirements as may be appropriate to help the County more effectively communicate information about Measure A programs.

This agreement contributes to the Shared Vision 2025 outcomes of Healthy, Prosperous, and Collaborative community by providing resources to assist the County's low-income and underserved residents by increasing the availability of affordable housing for County clients, supporting foster youth from entry to emancipation and self-sufficiency, protecting older adults and ensuring low-income residents can age in place, and to have targeted interventions in communities with lower high school graduation and higher truancy rates compared to the County overall.

**FISCAL IMPACT:**

The total amount of Measure A funds included in the above contracts for the FY 2015-17 funding cycle is \$5,339,916 and the total amount of other funding sources included in the above contracts is \$150,000 for a grand total of \$5,489,916 in FY 2015-16 and FY 2016-17. Funding for these agreements has been included in the FY 2015-16 and FY 2016-17 Recommended Budget. Detail on the amount per contract per fiscal year is provided as an attachment.

**Attachments:**

- 1) Contract Amounts per Fiscal Year