



HEALTH SERVICES AGENCY
ADMINISTRATION

COUNTY OF SANTA CRUZ

0285

HEALTH SERVICES AGENCY

P.O. BOX 962, 1080 EMELINE AVENUE
SANTA CRUZ, CA 95061
(408) 454-4066 FAX: (408) 454-4770
TDD: (408) 454-4123

December 21, 1999

AGENDA: January 11, 2000

BOARD OF SUPERVISORS

County of Santa Cruz
701 Ocean Street
Santa Cruz, CA. 95060

SUBJECT: Approval of Mental Health Contract Amendment with Volunteer Center of Santa Cruz

Dear Members of the Board:

Background:

CalWORKs clients often need special assistance and services in order to successfully transition to work from the Temporary Aid for Needy Families (TANF) program. As part of the State plan for CalWORKs, the legislature has allocated funding for both mental health and alcohol and drug services to CalWORKs recipients.

The Human Resources Agency and the Health Services Agency have been working with community service providers over the past year to both identify the special needs of CalWORKs clients and to develop expanded services and access to care for this client group. One such community service provider is the Volunteer Center of Santa Cruz.

The additional funding for the Community Connection CalWORKs component (\$39,089) will cover the cost of a full-time staff person to provide counseling services for CalWORKs participants, the majority of which are Fast Track to Work students at Cabrillo College sites in both Aptos and Watsonville. Services are designed to remove barriers to successful completion of vocational education programs and will include individual and group counseling, symptom management, problem solving, interface with instructors and other campus resources as appropriate, as well as ongoing collaboration with CalWORKs staff.

Separate additional Volunteer Center funding from a SAMHSA (Substance Abuse & Mental Health Services Administration) supported housing grant (\$72,011) will cover the cost of 1.5 Employment/Educational Specialists to work in collaboration with grant-

funded Community Support Services staff to provide services to individuals living in supported housing. The services provided by the Employment/ Educational Specialists will include employment preparation classes, job fairs, tours of job sites, information on Social Security work incentives, support groups, liaison with employers or instructors, and other activities designed to encourage residents to set and achieve vocational or educational goals. Services will be provided at locations most convenient for participants (i.e., supported housing sites, various community locations and Cabrillo College).

It is, therefore, RECOMMENDED that your Board:

1. Approve the attached amendment to the 1999-00 agreement with the Volunteer Center of Santa Cruz, Contract No. 20501 (Budget Index 363210, Subobject 3665) increasing the maximum amount by \$111,100 for a new maximum of \$757,800, and authorize the Health Services Agency Administrator to sign.

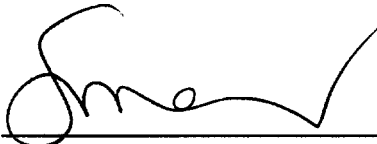
Respectfully submitted,



Rama Khalsa, Ph.D.
Health Services Agency Administrator

RK:AP
Attachments

RECOMMENDED



Susan Mauriello
County Administrative Officer

cc: County Administrative Office
Auditor-Controller
County Counsel
HSA Administration
Community Mental Health

COUNTY OF SANTA CRUZ
REQUEST FOR APPROVAL OF AGREEMENT

0287

TO: Board of Supervisors
County Administrative Officer
County Counsel
Auditor-Controller

FROM: HEALTH SERVICES AGENCY (Mental Health) (Dept.)
Rama Cholsa (Signature) 12/28/99 (Date)

The Board of Supervisors is hereby requested to approve the attached agreement and authorize the execution of the same.

- Said agreement is between the County of Santa Cruz (Community Mental Health) (Agency) and Volunteer Center of Santa Cruz, 1010 Emeline Ave., Santa Cruz, CA 95060 (Name & Address)
- The agreement will provide a vocational day program including sheltered workshop and various mental health services to clients of the County's Mental Health system and clients of HRA's CalWORKs program.
- The agreement is needed to amend the existing Agreement.
- Period of the agreement is from July 1, 1999 to June 30, 2000
- Anticipated cost is \$ 757,800 through June 30, 2000 (Fixed amount; Monthly rate; Not to exceed)
- Remarks: Auditor: Encumber an additional \$111,100 new total on contract maximum is 10
- Appropriations are budgeted in 363210 (\$714,800) 363111(\$43,000) (Index#) 3665 (Subobject)

NOTE: IF APPROPRIATIONS ARE INSUFFICIENT, ATTACH COMPLETED FORM AUD-74

Appropriations are available and have been encumbered. Contract No. C090205 - 01/02/03 Date 12/28/99
are not available and will be encumbered.
GARY A. KNUTSON, Auditor - Controller
By Rama Cholsa Deputy.

Proposal reviewed and approved. It is recommended that the Board of Supervisors approve the agreement and authorize the Health Services Administrator to execute the same on behalf of the HEALTH SERVICES (Agency).
County Administrative Officer

Remarks: GS (Analyst) B y GS Date 12/28/99
Agreement approved as to form. Date _____

- Distribution:
- Bd. of Supv. - White
 - Auditor-Controller - Blue
 - County Counsel - Green
 - Co. Admin. Officer - Canary
 - Auditor-Controller - Pink
 - Originating Dept. - Goldenrod

*To Orig. Dept. if rejected.

State of California)
County of Santa Cruz) ss
I _____ ex-officio Clerk of the Board of Supervisors of the County of Santa Cruz
State of California, do hereby certify that the foregoing request for approval of agreement was approved by said Board of Supervisors as recommended by the County Administrative Officer by an order duly entered in the minutes of said Board on _____
County Administrative Officer
BY _____ Deputy Clerk

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Index No. 363210
Subobject No. 3665
Contract No. CO80205-01

Volunteer Center of Santa Cruz
Community Connection Program
Amendment to the 1999-00 Agreement

The parties hereto agree to amend that certain agreement dated July 1, 1999, County Contract No. 205-01, by changes as follows:

1. Coversheet

increase the Community Connection portion (No. 205-01) of the contract by \$111,100 for a new maximum of \$664,500; change the total contract (no. 205-01,02,03) maximum on the Cover Sheet from \$646,700 to \$757,800.

2. Exhibit C, Scope of Service and Budget

Delete existing Scope of Service and Budget and replace with new attached Scope of Service and Budget.


All other provisions, excepting those mentioned above, shall remain the same.

Dated: December 13, 1999

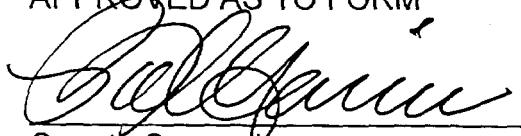
COUNTY OF SANTA CRUZ

BY _____
Health Services Administrator

CONTRACTOR

By 
Karen Delaney, Executive Director
Volunteer Center of Santa Cruz
1010 Emeline Ave.
Santa Cruz, CA 95060

APPROVED AS TO FORM



County Counsel

COUNTY OF SANTA CRUZ

EXHIBIT C -- Scope of Service and Budget

Volunteer Center of Santa Cruz

PART A

Provider: Volunteer Center of Santa Cruz
Provider No.: 4403, 4469
Program: **Community Connection**
Program Address: 300 Harvey West Blvd. Santa Cruz, CA 95060
Provider Telephone: (831) 423-0554
Program Telephone: (831) 4258132

1.0 PROGRAM INTENT

- 1.1 Primary Task: Community Connection assists and supports adults with serious mental illness and/or barriers to employment in achieving greater independence and competence as members of the community through a variety of activities, clinical services, volunteer and paid work opportunities.
- 1.2 Description of Services: Community Connection provides a Day Rehabilitation program, Mental Health Services, a Vocational Sheltered Work program, and an Employment program.
- a. The Day Rehabilitation component (Community Connection Academy or CCA) serves clients who participate in a variety of activities designed to reduce risk of hospitalization, maintain or restore personal independence, increase level of functioning and increase the ability to live and participate in the community. CCA clients gain basic work and job readiness skills by participating in the volunteer workshop. They also participate in daily group sessions focusing on assertiveness skills, setting goals, and basic communication skills. Also offered are weekly group therapy, arts and crafts and cooking classes, daily exercise, and recreational activities.
 - b. Mental Health Services (MHS) will be provided to certain Community Connection clients in order to facilitate the achievement of personal goals. These services will typically consist of plan development, individual or group treatment and support services. Specified groups are open to all CMH clients. Individual services are targeted to participants of sheltered work and employment services.
 - c. The Sheltered Workshop Component. Community Connection operates its own

mailing business (Custom Mailing Service) which is licensed by the Department of Labor as a sheltered workshop. The workshop prepares mailings for businesses, public and private agencies. Clients are hired to prepare mailings and are paid piece-rate wages.

In addition, the workshop will offer "temporary" job opportunities in a variety of areas such as catering, mobile coffee cart, and plant watering service. More jobs may be developed during the year.

- d. The Employment (or Career Services) component will assist CMH clients in choosing, preparing for, obtaining and maintaining employment through a variety of classes, groups and individual support services.

Services will be provided by Community Connection Employment Specialists and will include employment preparation classes, job clubs, information about SSI/SSDI work incentives, job search assistance, temporary employment, on the job training and job placement. In addition to services listed above, services provided under the collaborative agreement with the Department of Rehabilitation (DR) also include assistance in accessing DR services and ongoing linkage and collaboration with DR counselors. Services provided under a Supportive Housing SAMHSA grant also include outreach to residents in their homes to encourage participation in vocational activities.

- e. CalWORKs. Welfare to Work is an employment service program for recipients of Temporary Assistance to Needy Families (TANF, formerly AFDC). Participants in the CalWORKs program who are having difficulty following through with vocational training, educational activities, job search, basic skills, obtaining or maintaining employment due to mental health issues may be assessed by the COUNTY Access Team or referred directly to this program by the CalWORKs Social Worker for assessment and subsequent mental health treatment services.

The CONTRACTOR will provide mental health services directed toward relieving symptoms such as anxiety and depression as well as dysfunctional behaviors such as disorganization. These services may be individual or group therapy, rehabilitation counseling, symptom reduction, self-management and educational activities supporting employment related outcomes. These services will be provided at HRA Service Centers, Community Connection or Cabrillo College. These services will be delivered in a culturally sensitive manner with Spanish language services available as needed.

This program will work in close collaboration with the COUNTY Access Team to insure that additional mental health services that are medically necessary are provided for CalWORKs participants as needed. CONTRACTOR may refer individuals to the Access Team for additional services or may refer directly for medication assessment at CMH.

CONTRACTOR shall participate as requested in multi-disciplinary team meetings to coordinate mental health treatment activities with CalWORKs Welfare to Work program activities and to monitor individual service and treatment outcomes. Team meetings will also address service delivery issues and promote the development of an integrated case management approach that is employment focused. Treatment goals developed by the CONTRACTOR are to be incorporated into Welfare to Work Plan Activity Assessments when these plans are developed by the CalWORKs Social Worker and/or CalWORKs Employment and Training Specialist.

CONTRACTOR will work in close collaboration with CalWORKs Social Workers, the HSA Behavioral Health Specialist and COUNTY Access Team to maintain client tracking and reporting systems as well as protocols for protecting client confidentiality and exchanging confidential information.

- f. In addition to the services described above, CONTRACTOR service provision shall include, but not be limited to, some or all of the following Medi-Cal Administrative Activities related to indirect patient care (as referenced in the COUNTY'S MENTAL Health MAA Plan): Utilization Review/Quality Improvement (71 I), Medi-Cal Eligibility Intake/Benefit Assistance (715), Medi-Cal Outreach (717), Referral in Crisis Situations (713), Case Management of Non-Open Cases (718), General Administration (721) Day Program Support (741), Residential Support (751), Clinical Availability (761), Medi-Cal Contract Administration (724), MAA Related Training (719), General Mental Health Outreach (716) and Paid Time Off (731).

- 1.3 Description of Non-CalWORKs Client Population: Community Connection provides services to residents of Santa Cruz County who are at least 18 years of age who have a serious mental illness and a disability in at least one major functional area. Over 90% of Community Connection clients have a major mental disorder with a primary diagnosis of schizophrenia, bipolar disorder, or major depression.

Description of CalWORKs population: The CalWORKs component will serve a different population based on the employment related needs of participants referred by the HRA CalWORKs Welfare to Work Program

- 1.4 Staffing: r a c t f i l e

2.0 SYSTEM INTENT

- 2.1 Geographic Areas Served: County of Santa Cruz.

- 2.2 Quality Assurance Program: Participation in County's Quality Assurance program.

- 2.3 Organizational Structure: Contract file.

- 2.4 Internal System Affiliations: Community Connection coordinates closely with both North and

South County CMH staff including psychiatrists and coordinators. In addition, Community Connection staff coordinate and work collaboratively with other contract programs including DMHU, El Dorado Center, Community Support Services, Opal Cliff, and Front Street.

- 2.5 Internal Referral System: CONTRACTOR will notify designated COUNTY staff through e-mail when openings occur. This information will be shared with all Coordinators who will respond in a timely manner when they have a client in need of, and ready for, Day Rehabilitation services. If more than one client is ready at the same time, the COUNTY in concert with CONTRACTOR will review and based on need, determine who will be admitted to the program at that time.

CONTRACTOR will limit the non-Medi-Cal clients to this program based on CONTRACTOR's capped rate. Clients will be evaluated for admission on a case by case basis. Contract monitor will meet monthly in a "co-op" meeting which includes Department of Rehabilitation and Community Connection staff.

- 2.6 External System Affiliations: Community Connection has worked collaboratively with the local office of the State Department of Rehabilitation for over 10 years in a two way referral process, and as a contracted provider of rehabilitation services. The program also works jointly with JTPA and Workability in assisting clients receiving training and/or returning to work. Community Connection is a member of the Santa Cruz Chamber of Commerce and works with the local business community through the Custom Mailing Service. Through the volunteer workshop the program works with over 25 local non-profit organizations.

- 2.7 Fair Hearing Practice: Contract file.

3.0 **METHOD OF PAYMENT**

- a. CONTRACTOR assures COUNTY that an advance payment is necessary in order to maintain program integrity. CONTRACTOR will not use advances to provide working capital for non-County programs. When possible, advances will be deposited in interest-bearing accounts, with said interest being used to reduce program costs.
- b. For the new fiscal year, COUNTY agrees to provide CONTRACTOR with monthly advances for July and August equal to 1/12th per month of the prior year contract amount or 1/12th of the new year amount, whichever is less. For the month of September, COUNTY agrees to provide CONTRACTOR with an advance equal to 1/12th of the new year amount plus, if appropriate, an adjustment for the months of July and August. For the remainder of the fiscal year, COUNTY agrees to provide CONTRACTOR with a monthly advance equal to 1/12th of the new year contract amount.
- c. At the end of each quarter, COUNTY will review service data submitted by CONTRACTOR. If CONTRACTOR has provided 95% or more of the quarterly units budgeted in Exhibit C, COUNTY will make full payment on the next 1/12th claim submitted by CONTRACTOR; if CONTRACTOR falls short in providing 95% of budgeted quarterly

Exhibit C, 1999-2000

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units, COUNTY will reduce CONTRACTOR'S next claim by at least the number of units short times the negotiated rate for those particular units as specified in Exhibit C.

COUNTY will compute these adjustments based on service data submitted by CONTRACTOR and entered into COUNTY'S data system.

If, in subsequent quarters of the fiscal year, CONTRACTOR provides total year-to-date units in excess of 95% of year-to-date budgeted units, COUNTY will restore previously subtracted amounts on the next claim.

- d. CMH will make available the required cash match of up to \$109,078 which will leverage up to \$493,022 in federal funds. The total of \$359,188 will be allocated to the Volunteer Center under the terms of the Case Service contract with the State Department of Rehabilitation.

S:99-00 Contracts
205 Scope Part A (Community Connection 99) revised 11 .22.99
8.4.99



LEGAL ENTITY: Volunteer Center
 PROGRAM NAME: Community Connections
 INDEX NUMBER: 363210

FISCAL YEAR: 1999/2000
 CONTRACT #: CO9020501
 DATE: 12/1/99

SANTA CRUZ COUNTY
 COMMUNITY MENTAL HEALTH
 SERVICE AGREEMENT BUDGET
 EXHIBIT C

PROGRAM COMPONENT	CONTRACT TOTAL	CCA	MHS	CMS-SW	SE	CALWORKS	CW - WREP	CW-CABRILLO	HOUSING
PROVIDER #		4403	4403	4469	4469	4403	4403	4403	4403
MODE		10	15	10	10	15	45	45	45
SERVICE FUNCTION		95	01-70	30	30	01-70	20	20	20
CONTRACTOR'S COSTS	1,112,710	346,125	37,842	121,422	359,188	126,959	10,074	39,089	72,011
REVENUES									
GRANTS	359,188				359,188				
PATIENT FEES									
PATIENT INSURANCE									
OTHER	89,022			89,022					
TOTAL REVENUES	448,210			89,022	359,188				
NET CONTRACT AMOUNT	664,500	346,125	37,842	32,400		126,959	10,074	39,089	72,011
FUNDING SOURCES									
MEDI-CAL (FFP & MATCH)	359,765	325,329	34,436						
MAC (FFP & MATCH)									
MEDICARE									
REALIGNMENT/COUNTY	56,602	20,796	3,406	32,400					
OTHER	248,133					126,959	10,074	39,089	72,011
TOTAL FUNDING SOURCES	664,500	346,125	37,842	32,400		126,959	10,074	39,089	72,011
UNIT COST CALCULATION									
CONTRACTORS COSTS	1,112,710	346,125	37,842	121,422	359,188	126,959	10,074	39,089	72,011
COUNTY'S DIRECT COSTS	82,372	59,262	6,469			16,642			
TOTAL DIRECT COSTS	1,195,082	405,387	44,311	121,422	359,188	143,601	10,074	39,089	72,011
UNITS OF SERVICE		5,276	32,344	3,000	N/A	83,208	N/A	N/A	N/A
COST PER UNIT - TOTAL		76.84	1.37	40.47		1.73			
CONTRACT COST PER UNIT		65.60	1.11	40.47		1.53			
COUNTY COST PER UNIT		11.23	0.20			0.20			
REIMBURSEMENT TYPE		RATE	RATE	COST	N/A	RATE	COST	COST	COST

The COUNTY agrees to purchase the number of Contract Units specified below at the Contract Cost Per Unit calculated above, up to the maximum shown in Net Contract Amount by type of service for all services with Reimbursement Type=RATE.
 The COUNTY agrees to reimburse CONTRACTOR actual costs up to the maximum shown by type of service for all services with Reimbursement Type=COST.

CONTRACT UNITS	5,276	32,344	N/A	N/A	83,208	N/A	N/A	N/A
CONTRACT MEDI-CAL UNITS	4,958	29,433						
CONTRACT INDIGENT UNITS								
CONTRACT OTHER UNITS	317	2,911			83,208			

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