

# Agreement for Mental Health Crisis Response Support Services: Alameda Family Services

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City Council  
September 21, 2021



## Background

- July 2021 City Council authorized pilot program to respond to mental health crisis calls for service
- Pilot Program will provide a different response to certain calls
  - FD personnel identified (*completed*)
  - Training (*in-progress*)
  - FD & PD Dispatch (*in-progress*)
  - Vehicle (*in-progress*)
  - County approval for 5150 authority (*in-progress*)
  - Metrics (*in-progress*)
  - Clinician and case management (*proposed agreement with AFS*)

## AFS Proposal – Staffing & Cost

- Request for Proposal (RFP) – August
- Alameda Family Services
  - Recommending 24/7 support (~\$400,000 per year)
    - Program Director (*0.1 FTE*)
    - Program Supervisor (*1.0 FTE*)
    - Quality Assurance Specialist (*0.15 FTE*)
    - Billing Specialist/Program Admin. (*0.15 FTE*)
    - Crisis Response Case Manager (*1.0 FTE*)
      - On-call Clinician (daytime + night) (*hourly*)
      - On-call Clinician (weekend daytime + weekend night) (*hourly*)

## AFS Proposal - Goals

1. Communication and working relationship with FD/City
2. Case management – linkage to services (90%)
3. Case management – engagement w/ services (75% within 30-days of referral)
4. Reduce the number of 5150 holds
5. Reduce calls to 911 or other hotlines
6. Reduce incarceration of callers who are experiencing mental health crisis
7. Training for FD personnel

## AFS Options

- Option 1 A – Licensed Clinician + Case Management (~\$286k)
  - Monday through Friday 9AM to 7PM
- Option 1 B – On-call Licensed Clinician + Case Management (~\$204k)
  - Monday through Friday 9AM to 5:30PM
  - Weekends 9AM to 5:30PM
- Option 1C – On-call Licensed Clinician + Case Management (~\$263k)
  - 24/7
- Revised and recommended – Combination of Option 1A and 1C (~\$400k)

## Alternatives

- Pursue a different option in the AFS proposal;
- Consider other options for meeting the pilot project needs;
- Approve a one-year contract and not include the option for a second year; or
- Redo the RFP process with a modified scope of work.

## Recommendation

- To provide for mental health services related to the City's alternative response to calls for mental health crisis support pilot program, authorize the City Manager to negotiate and execute an agreement with AFS for an amount not to exceed \$500,000 for one-year, with an option to extend for an additional year for a not to exceed amount of \$1,000,000.