



Interoffice Memorandum

March 30, 2023

TO: Mayor Jerry L. Demings  
-AND-  
County Commissioners

**CFM:** Carrie Mathes, CFCM, NIGP-CPP, CPPO, C.P.M., Manager II,  
Procurement Division

CONTACT: Donna Wyche, Manager I, Mental Health and Homelessness Issues Division  
407-836-7608

SUBJECT: Approval of Amendment No. 2, Contract Y22-195, Case Management System

ACTION REQUESTED:

Approval of Amendment No. 2, Contract Y22-195, Case Management System, with SPIRIT, Inc. in the amount of \$150,000, for a revised total contract amount of \$843,821.

PROCUREMENT:

This amendment will expand virtual access to mental health resources across the Orange County system of care and is per the recommendation of the Orange County Mental and Behavioral Health System of Care Community Analysis (commonly known as the "GAPS Analysis").

FUNDING:

Funding is available in the account number 0001-062-2501-8610.

APPROVALS:

The Mental Health and Homelessness Issues Division concurs with this recommendation.

REMARKS:

The budget increase will allow SPIRIT, Inc. to enhance the Orange Connects platform to increase families access to mental health resources and broaden the reach of service providers by making mental health resources available to anyone needing access to care. These efforts will bring Orange County closer to an interoperable informational technology platform.

Approval for Orange Connects (Orange Care) Payment Schedule for the following years:

- Year 2 (5/8/2023-5/7/2024): \$75,000
- Year 3 (5/8/2024-5/8/2025): \$75,000

SPIRIT, Inc is the selected and approved case management system provider for the Youth Mental Health Commission per the selection of the Youth Mental Health Management Network Consortium. Spirit, Inc. serves two primary functions for the Youth Mental Health Commission: 1) Case Management Services for Breakthrough and 2) Orange Connects, an online mental health navigation system.

Orange Connects has been underutilized and upon receipt of the GAPS Analysis recommendation to ‘develop an information technology (IT) platform that supports interoperability, integration and coordination of care’ the Division requested support from SPIRIT, Inc to upgrade the Orange Connects platform to meet this recommendation.

The increase in funds will support the retooling and building of a community-wide Digital Hub that promotes mental wellness, prevents mental illness, and intervenes at the beginning of illness (upstream). The goal is to address the growing mental health need in Orange County and save the county’s resources, while creating capacity within already stretched Mental Health resources.

SPIRIT, Inc.’s upgrade and offerings will bring convenient online access to thousands of evidence-based self-help resources, all having been rigorously vetted and constantly reviewed by SPIRIT, Inc’s experts for delivering every user a highly personalized experience.

**Program/Service Goals** include improving mental health outcomes, preventing, or reducing behavioral, emotional, and psychiatric issues in children, youth, adolescents, and adults in Orange County; in addition to shortening the gap between need for mental health treatment and available resources.

**Referral/User Criteria** is for all Orange County citizens regardless of age or location. Individuals and families within and around Orange County will be able to access Orange Connects for mental health resources, wellness tips and referrals to community based mental health care supports.

**How people know about the services.** Upon expansion approval the remodeled Orange Connects platform will be promoted at the monthly Youth Mental Health Commission meetings, the Division will reach out to community providers directly to inform them of the new resources, the Division will also work with their internal Communications Manager to spread awareness of the new web-based platform.

Orange Connects will be a true No-Wrong-Doors, Collaborative Platform enhanced with cutting edge, innovative toolsets through SPIRIT, Inc. This expansion will:

1. Continue prioritizing Mental Health as a community wide priority.
2. Broaden Reach and Deepen Impact by addressing the mental health provider shortages with a widely available systematic provision of evidence-based self-care and wellness tools.
3. Provide User Analytics that would assist in deriving meaningful insight through mental health profiles, monitoring needs, measuring behavior change over time, and informing other activities.

4. Provide A Local Lens on Mental Health sharing knowledge through search and assessment data will provide a picture of areas where Orange County constituents struggles.

On April 5, 2022, the Board authorized award of Y22-195 to SPIRIT, Inc., in the estimated annual contract amount of \$693,821 for a three-year term and authorized the Procurement Division to renew the contract for two additional one-year terms.

Previous contract amendment is as follows:

- Amendment No. 1: Replaced Fee Proposal (Exhibit B) page 28 with page 28a. Language in the Payment Deadline (Paragraph 7. Payment Deadlines) and Fee Proposal (Attachment B) made the initial advance of \$76,500 effective at contract execution and all additional payments quarterly, quarterly payments equal \$37,384 totaling \$226,035. Year one's annual total remained unchanged. No change to the total contract award.