



Interoffice Memorandum

May 30, 2023

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

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

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

SUBJECT: Approval of Amendment No. 8, Contract Y18-1069, Children's Mobile Crisis Unit

ACTION REQUESTED:

Approval of Amendment No. 8, Contract Y18-1069, Children's Mobile Crisis Unit, with The Devereux Foundation, Inc. dba Devereux Florida, in the amount of \$105,219.12, for a revised not-to-exceed contract amount of \$918,969.32.

PURPOSE:

This amendment adds a scope of services and funding for a 911 Communication Center Diversion program clinician. The addition of this program and position is based on the recommendation of the "Orange County Mental and Behavioral Health System of Care Community Analysis Report" and is intended to reduce reliance on the criminal justice system and police contact by connecting people in crisis directly with mental health professionals.

FUNDING:

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

APPROVALS:

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

REMARKS

This is the eighth year of the contractual relationship with Devereux Florida to provide for a children's mobile crisis unit serving any child/youth ages 0-17 that is experiencing a mental health crisis. Since inception in August 2015, Devereux Florida has expanded mobile crisis to the adult population in collaboration with the Orange County Sheriff's Office Behavioral Response Unit (BRU) that provides face-to-face crisis response for adults utilizing both a mental health clinician and a Law Enforcement. This amendment intends to expand the diversion efforts for children and adults utilizing a licensed clinician in the 911 call center to either de-escalate the situation verbally or dispatch the BRU to the crisis.

Pew's research survey of 911 call centers around the United States, found that very few have staff with behavioral health crisis training.

Program Goals

1. Diverting 75% of crisis calls to the 911 center from needing a law enforcement officer response
2. Provide 80% of callers with community resources.

Enrollment/referral criteria is for any person (child or adult) that has contacted the 911 phone center and is experiencing a mental health crisis and can be diverted to an on-site licensed clinician for assessment, support, and referral. When necessary, the clinician will dispatch the Children's Mobile Crisis Unit (ages 0-24) or the Behavioral Response Unit (ages 25 and above) or other Law Enforcement Officer as necessary.

Financial support includes a salary (of approximately \$71,000) plus benefits, expenses and a 10% administrative allocation for one Full Time Employee (Clinical Manager) to work in the 911 Call Center. Additionally, Devereux Florida will receive reimbursement for .05% of salaries and benefits for a Director that will supervise the Clinical Manager. The pricing associated with this contract is reasonable and in line with prior funded work, and in addition to projects developed out of the recommendations of the Orange County Mental and Behavioral Health System of Care Community Analysis.

The Board authorized award of Y18-1069 on August 21, 2018, in an estimated annual contract amount of \$780,000 for a one-year term with further approval for the Procurement Division to renew the contract for four additional one-year terms.

Previous contract amendments are as follows:

- Amendment No. 1: Renewed the contract for the period of October 1, 2019 through September 31, 2020 at the same prices, terms, and conditions.
- Amendment No. 2: Renewed the contract for the period of October 1, 2020 through October 1, 2021 at the same prices, terms, and conditions.
- Amendment No. 3: Added Article 38 – Consent to Subcontract to allow for subcontracting with Heart of Florida United way for staff salaries and benefits for the 211 hotline. This was included in the established budget for this contract under Professional Services and required no changes to the contract budget or amount.
- Amendment No. 4: Renewed the contract for the period of October 1, 2021 through September 30, 2022 at the same prices, terms, and conditions.

- Amendment No. 5: Altered the terms of the contract to authorize certain adjustments to the Fee Schedule line items, hereby included as Exhibit "B". These changes are reflected through changes to Article 3 - Payments to Contractor. The contract was amended to include that the Contractor shall only use contract funds to render services toward the completion of the Scope of Services, in accordance with the Fee Schedule in Exhibit "B". The amendment formalized that for expenses incurred beginning June 1, 2021 and ending upon the Contract's termination or expiration, the Contractor may adjust categorical line-items in the Fee Schedule without a revised fee schedule or amendment to the County so long as the total adjustment to the categorical line-item is not more than 15% of an increase or decrease to the categorical line. Line-item shifts of more than 15% require the Contractor submit a written request and receive approval from the division manager. The Contractor is responsible for any costs or expenses incurred in excess of the contract amount of \$780,000.
- Amendment No. 6: Increased the contract amount by \$33,750, for a revised not-to-exceed contract amount of \$813,750, and replaced Exhibit B with Exhibit B-1. This increase did not require Board approval as it was within Procurement's approval authority.
- Amendment No. 7: Renewed the contract for the period of October 1, 2022 through September 30, 2023 at the same prices, terms, and conditions.