

**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH**

**FACT SHEET**

**APPROVAL TO AMEND CONSULTANT SERVICES  
AGREEMENT WITH KAREN BOLLOW  
(ALL SUPERVISORIAL DISTRICTS)  
(3 VOTES)**

**REQUEST**

Request approval to amend a sole source consultant services agreement with Karen Bollow to extend the term and increase the total compensation amount for consulting services related to the Contract Provider Transition Project and the Contract Provider Technological Needs Project. This Amendment will be effective January 1, 2010.

**PURPOSE/JUSTIFICATION**

The recommended actions will extend the term of the Agreement, which expires on December 31, 2009, to June 30, 2011, and will increase the TCA by \$273,600, fully funded by Mental Health Services Act (MHSA) funds, to ensure continuous consultation and technical assistance needed to implement and monitor the Contract Provider Transition Project (CPTP) and the Contract Provider Technological Needs Project (CPTNP).

To date, the Consultant's CPTP activities have been specifically limited to transitioning Non-Governmental (NGA) Short-Doyle contract providers to Electronic Data Interchange (EDI) by conducting monthly contract provider stakeholder meetings and monitoring contract provider EDI transition status and EDI readiness.

Additional Consultant services are required to address the two remaining groups of contractor providers, Fee-for-Service 2 (FFS2) providers (approximately 350), and other non-FFS2 or NGA providers (approximately 100) which were not included in the original scope of work because the relevance to them had not been determined at that time. The consultant will provide consultative services and technical assistance using a similar approach as used for the NGA Short-Doyle contract providers consistent with Tasks 1 through 7 of the Statement of Work (SOW) (Exhibit A-1) of the Attachment. A detailed project plan, education plan, communication plan, and implementation strategy plan will be developed and monitored.

Furthermore, an additional task, Task 8 (CPTNP Objective) will be added to the SOW as part of this Amendment to continue to provide consultative services to DMH to support the CPTNP project. The consultant will provide consultative services to ensure that DMH complies with the State MHSA funding requirements for contractual

monitoring and approval of MHPA IT project proposals, project setup, project status tracking, financial tracking, project review, and project closeout.

The consultant's knowledge is crucial to the success of both the CPTP and the CPTNP. Failure to extend the Agreement would severely hinder the efforts of an EDI transition by contract providers and consequently endanger the successful implementation of the Integrated Behavioral Health Information System (IBHIS).

## **BACKGROUND**

The recommended actions will extend the term of the Agreement, which expires on December 31, 2009, to June 30, 2011, and will increase the TCA by \$273,600, to ensure continuous consultation and technical assistance needed to implement and monitor the Contract Provider Transition Project (CPTP) and the Contract Provider Technological Needs Project (CPTNP).

To date, the Consultant's CPTP activities have been specifically limited to transitioning Non-Governmental (NGA) Short-Doyle contract providers to Electronic Data Interchange (EDI) by conducting monthly contract provider stakeholder meetings and monitoring contract provider EDI transition status and EDI readiness.

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Furthermore, an additional task, Task 8 (CPTNP Objective) will be added to the SOW as part of this Amendment to continue to provide consultative services to DMH to support the CPTNP project. The consultant will provide consultative services to ensure that DMH complies with the State MHPA funding requirements for contractual monitoring and approval of MHPA IT project proposals, project setup, project status tracking, financial tracking, project review, and project closeout.

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## **CONTRACTING PROCESS**

On October 2, 2007, your Board approved a sole source consultant services agreement with Karen Bollow based on her expertise to successfully execute such a transition without external assistance. This effort requires a consultant with proven information systems experience in the field of mental health. The consultant has the appropriate experience, knowledge, and skills to manage an effort of this magnitude and technical complexity, and has successfully initiated the CPTP and assisted dozens of contract providers in their transition to EDI. The consultant will continue facilitating contract provider transitions to EDI through the term of this Agreement, after which management of additional migrations to EDI will shift to DMH staff who will have gained experience by working with the Consultant in supporting the CPTP. The experience and knowledge that Consultant has attained from working with DMH contract providers is essential to the success of the CPTP and the CPTNP, and to select a new contractor at this time would be extremely costly to the County.

DMH has met the County's requirement for advance notification of intent to amend a sole source consultant services contract of \$250,000 or greater in its notification letter to your Board dated November 12, 2009.

The required Sole Source Contract Checklist, identifying and justifying the need for the extension of the contract with the consultant, has been approved by the CEO.

## **CONTACT INFORMATION**

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## **APPROVED BY:**

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DMH Contracts – Larry Quan  
Chief Executive Officer – David Seidenfeld  
County Counsel – Edward Yen