

COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH

F A C T S H E E T

**APPROVAL OF A SOLE SOURCE SERVICES AGREEMENT
WITH TRILOGY INTEGRATED RESOURCES, LLC,
FOR FISCAL YEARS 2009-10 THROUGH 2014-15
(ALL SUPERVISORIAL DISTRICTS)
(3 VOTES)**

SUBJECT

Request approval of a sole source Services Agreement with Trilogy Integrated Resources, LLC, for the continued provision of the Network of Care Mental Health web site.

REQUEST

1. Approve and authorize the Director of Mental Health, or his designee, to prepare, sign, and execute a Department of Mental Health (DMH) sole source Services Agreement with Trilogy Integrated Resources, LLC (Trilogy), to provide all personnel, materials, and maintenance and support services necessary for: (1) the continued operation of a comprehensive 24-hour, seven days a week Network of Care (NOC) for Mental Health web site with a consumer job portal available to Los Angeles County (County) residents; and (2) the addition of mental health information specific to veterans (transition age youth, adults, and older adults) as part of the new NOC platform "For Vets" project. The total amount for this Agreement is \$586,000 and is fully funded by Mental Health Services Act (MHSA) funds for Fiscal Years (FYs) 2009-10 through 2014-15. The "Initial Period" of this Agreement will be effective upon Board approval through December 31, 2012, with two optional one-year renewal periods. Thereafter, the Agreement may be extended on a month-to-month basis for up to 12 months at the discretion of the Director.
2. Delegate authority to the Director of Mental Health, or his designee, to prepare, sign, and execute future amendments to this sole source Services Agreement and establish as a new Total Compensation Amount (TCA) the aggregate of the original agreement and all amendments provided that: 1) the County's total payments to Trilogy under this Agreement for each fiscal year do not exceed an increase of 20 percent from the applicable Board approved TCA; 2) any such increase will be used to provide additional services or to reflect program and/or policy changes; 3) your Board has appropriated sufficient funds for all changes; 4) approval of County Counsel and the Chief Executive Officer (CEO), or their designee, is obtained prior to any such Amendment; and 5) the Director of

Mental Health notifies the Board of Agreement changes in writing within 30 days after execution of each Amendment.

PURPOSE/JUSTIFICATION

The purpose of the requested action is to enter into a sole source Services Agreement with Trilogy to provide services necessary to continue to operate a comprehensive 24-hour, seven days a week NOC for Mental Health web site with a consumer job portal available to County residents. The NOC web site is an online resource for consumers, caregivers and providers concerned with mental and emotional wellness, substance abuse and developmental disabilities. This online resource provides critical service information, support, advocacy and state-of-the-art communication tools through a single point of entry. In addition, Trilogy will develop and launch the NOC For Vets web site, which will provide mental health information specific to veterans (transition age youth, adults, and older adults). The NOC For Vets web site is an online resource that assists returning veterans, their dependents and survivors with obtaining benefits from federal, State and local agencies administering programs for veterans and which provide advocacy to the veterans' community regarding entitlement rights to federal, State and local benefits programs. Trilogy shall maintain full functionality of all features of the NOC web site and portal, including a searchable database of mental health service providers in the County.

CONTRACTOR

The California State Department of Mental Health (SDMH) commissioned Trilogy to construct a web site for the mental health community. After seven months of development work, including considerable input from SDMH, members of the California Mental Health Directors Association, and a variety of consumer groups, the mental health site was launched in San Diego on April 30, 2003.

The NOC web site assists each county with planning and implementation of MHSA programs, specifically in the areas of Prevention and Early Intervention; Promotion of Recovery, Resiliency and Consumer Empowerment; and Innovative Programs. The web portal improves access to services, especially for underserved populations; enables outreach to multiple audiences; helps reduce stigma and discrimination; supports consumer empowerment, self-determination and self-reliance; and promotes interagency collaboration.

The NOC web site for Mental Health features an easy to use and comprehensive service directory; a political advocacy tool; an enormous library of mental health information; links to mental health web sites nationwide; important information to help

link individuals to support groups and personal advocacy resources in the community; as well as a repository of best practices and successful, creative ways for communities to respond to people with mental health needs.

Trilogy's mental health site supports the "No Wrong Door" philosophy of care, enabling families to access needed mental health services regardless of their first point of contact with the public system. It facilitates the integration of services in the System of Care by allowing public and nonprofit agencies to work together more effectively in providing wraparound and other collaborative services to individuals and families.

The attached Agreement format has been approved as to form and use by County Counsel. The CEO has reviewed and approved the recommended actions.

CONTRACTING PROCESS

On December 7, 1999, your Board directed all County departments to implement services and information to be Internet enabled, allowing direct public access from home, business, community centers, libraries and the like. The lack of a recognized, comprehensive mental health web site portal in the County created a strong incentive to implement a full-fledged, County supported NOC for mental health. Consequently, the development and launching of the NOC web site as well as its complete ongoing maintenance requirements was provided by Trilogy under a sole source County Purchase Order No. T40603, dated June 4, 2006. SDMH covered the initial cost of development as part of its effort to create a statewide information network for the purposes of implementing the MHSA.

In October 2000, the NOC Internet project was funded by the State of California (State) through a Long-Term Care Innovation Grant from the Department of Aging in a competitive procurement process. The NOC web site was created and developed as a partnership between the State, County governments, and Trilogy. The NOC web site was first implemented in Alameda and Sacramento counties. It was subsequently deployed in 12 other counties and is now offered to nearly three-quarters of the State's population. The success of the Aging web site prompted two additional sites to be built in the health and human service field.

Trilogy is a company dedicated to improving information and communication in the health, law enforcement (most recently probation), emergency, and social service fields at the community level. Trilogy works primarily with state and county governments and other local human service entities to establish one-stop information resources centered on highly interactive community-based web sites. In addition, in the event of a natural disaster in the County where local communication is inoperable, NOC offers the

potential to serve as a back-up web site for DMH. Trilogy owns the rights to the NOC site. Fifty-eight other counties in the State have already developed NOC sites and all have been via sole source contracts with Trilogy.

The current NOC For Vets web site is a standard template version that DMH rented for approximately two months (5/17/09 to 7/11/09) in order to match the statewide launch of the web site by the Governor. Although the rental period ended, Trilogy has not disabled the web site to allow its continuous availability to the public. Upon Board approval of the Agreement, Trilogy will work with DMH and local Veteran Service Organizations to develop the web site (i.e., localize the content) for the County, provide the necessary trainings on its use, officially launch the Los Angeles County web site, and assist with promoting its use.

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APPROVED BY:

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