



Pinellas County

Staff Report

File #: 23-0997D, **Version:** 1 **Approved by M. Celeste, PDD - 11/17/23** **Agenda Date:** 12/25/2023

Subject:

First Amendment with Unite USA, Inc. d/b/a Unite US for the Pinellas County Behavioral Health Coordinated Access Model known as Care About Me.

Recommended Action:

Approval and execution of the First Amendment by the Purchasing Director with Unite USA, Inc. d/b/a Unite Us (Unite Us) for the Pinellas County Behavioral Health Coordinated Access Model (Care About Me).

- This Amendment updates terms and conditions and provides for Unite Us to serve as the main provider of Care About Me to perform initial behavioral health assessments, triage and set appointments with service providers, integrate with crisis care, and provide connection to telehealth psychiatry and prescription provider consultation, when appropriate.
- There is no change to funding as a result of this Amendment. Additionally, the County will not incur costs for this project for the period of July 11, 2023, through January 10, 2024.

Contract No. 22-0101-P(DG) in the total not-to exceed amount of \$9,158,372.76 for a forty-eight-month term. No match is required.

Strategic Plan:

Ensure Public Health, Safety, and Welfare

2.1 Provide planning, coordination, prevention, and protective services to ensure a safe and secure community.

2.2 Be a facilitator, convener, and purchaser of services for those in need

Deliver First Class Services to the Public and Our Customers

5.1 Maximize partner relationships and public outreach

5.2 Be responsible stewards of the public's resources

5.3 Ensure effective and efficient delivery of county services and support

Summary:

This amendment updates terms and conditions and provides for Unite Us to serve as the main provider of Care About Me to perform initial behavioral health assessments, triage and set appointments with service providers, integrate with crisis care, and provide connection to telehealth psychiatry and prescription provider consultation, when appropriate. In August of 2023, Human Services was notified that Unite Us sought to move forward providing the clinical portion of Care About Me in-house and not through a subcontractor. The goal of this shift is to realize efficiencies in

the provision and coordination of services. The County has incurred no additional costs for this project since July 11, 2023.

Background/Explanation:

Care About Me will serve as a centralized intake system that is intended to streamline access to care for persons experiencing behavioral health issues and other conditions through appropriate processes, skillsets, and technology.

The objectives of Care About Me are to (1) improve access to care (2) improve management of demand, (3) improve transparency of information, (4) minimize service duplication of intake services allowing for one initial intake that all agencies can utilize, and (5) improve consistency in consumer experience. Care About Me will provide for multi-channel client intake, initial assessment, triage, referral, and live scheduling, where appropriate.

This contract was awarded by the Board of County Commissioners on 10/13/2022.

Fiscal Impact:

This amendment has no fiscal impact.

No funding will be expended for the period of July 11, 2023, through January 10, 2024.

FY 24 funding in the amount of \$1,302,230.80 was identified in the FY24 Human Services Adopted Budget for core service provision. The contract allows the ability to scale up the program with additional platform licenses or increase in staff and services. If these contingent services are needed, a Budget Amendment will be submitted.

Estimated Four (4) Year Expenditure Not-to-Exceed: \$9,158,372.76

Delegated Authority:

Authority for the Purchasing Division Director to approve and execute this First Amendment is granted under Code Section 2-188(b).

Staff Member Responsible:

Karen Yatchum, Director, Human Services
Merry Celeste, Director, Purchasing

Partners:

Unite US

Attachments:

First Amendment