Monterey County

Board Report

Legistar File Number: A 17-423

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November 14, 2017

Introduced: 10/24/2017

Version: 1

Current Status: Agenda Ready

Matter Type: BoS Agreement

a. Authorize the Director of Health or Assistant Director of Health to sign an Agreement with X2AI, Inc., to provide "Tess Services", a texting system that provides bilingual behavioral health services to patients with mild to moderate mental health issues, for the term November 15, 2017 to November 30, 2019 and a total contract amount not to exceed $442,900; and

b. Accept recommendation of the Director of Health or the Assistant Director of Health to accept non-standard risk provisions (indemnity, limitation of liability).

c. Authorize the Director of Health or the Assistant Director of Health to sign up to three (3) future amendments where the amendments do not exceed 10% of the total contract amount ($44,290) and do not significantly change the scope of work.

RECOMMENDATION:

It is recommended that the Board of Supervisors:

a. Authorize the Director of Health or Assistant Director of Health to sign an Agreement with X2AI, Inc., to provide "Tess Services", a texting system that provides bilingual behavioral health services to patients with mild to moderate mental health issues, for the term November 15, 2017 to November 30, 2019 and a total contract amount not to exceed $442,900; and

b. Accept recommendation of the Director of Health or the Assistant Director of Health to accept non-standard risk provisions (indemnity, limitation of liability).

c. Authorize the Director of Health or the Assistant Director of Health to sign up to three (3) future amendments where the amendments do not exceed 10% of the total contract amount ($44,290) and do not significantly change the scope of work.

SUMMARY/DISCUSSION:

The Health Department Clinic Services Bureau (Clinic Services) operates nine community clinic sites designated as Federally Qualified Health Center Look-Alikes (FQHC-LA). The clinics provide preventative, primary, and specialty medical care services, including mild to moderate mental health services.

Clinic Services, along with many health centers around the nation, are struggling to meet the patient demand for mental health services due to a shortage of culturally and linguistically appropriate mental health professionals. Recruitment for providers is highly competitive nationwide, and Clinic Services has not been successful in ongoing recruitment efforts.

X2AI, Inc., is a San Francisco Bay area based company that provides a unique solution for affordable, on-demand, and quality mental healthcare for patients using a psychological artificial intelligence (AI) service named Tess. Tess, through SMS text messaging, has conversations with

patients, administering on demand and highly personalized therapy, psychoeducation, and health-related reminders in either English or Spanish. Tess bridges gaps in mental healthcare using a patient-centric approach and can instantly and remotely be available to patients by text on a 24/7 basis.

Approval of the recommended action will help meet the demand for mental health services and improve the quality of care for Clinic Services' patients who are unable to see a bilingual mental health professional in a timely manner, in-between therapy appointments, and after-hours.

This work supports the Monterey County Health Department 2011-2015 Strategic Plan initiatives: 2) Enhance community health and safety by emphasizing prevention; and 3) Ensure access to culturally and linguistically appropriate, customer-friendly, quality health services. It also supports one or more of the ten essential public health services, specifically: 7) Link people to needed personal health services and assure the provision of health care when otherwise unavailable; and 10) Research for new insights and innovative solutions to health problems.

OTHER AGENCY INVOLVEMENT:
County Counsel, Privacy Officer and Health IT have reviewed the Agreement as to legal form, privacy and technical provisions. Risk Management has reviewed and cannot approve the agreement terms containing "limitation of liability" language unfavorable to the County. The Health Department recommends moving forward as X2AI, Inc. has accepted the County standard insurance provisions and has provided proof of commercial general liability and endorsement. This is an Internet-based service that will not require on-site training or assistance and does not involve downloading software to any County computer

FINANCING:
Sufficient funds are available in the Clinic Services Bureau, Health Department FY2017-18 Adopted Budget 4000-HEA007. This Agreement will be funded by revenues generated from Medi-Cal and Medicare. There is no financial impact to the General Fund resulting from approval of this Agreement.

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:
Check the related Board of Supervisors Strategic Initiatives:

☐Economic Development:
- Through collaboration, strengthen economic development to ensure a diversified and healthy economy.

☐Administration:
- Promote an organization that practices efficient and effective resource management and is recognized for responsiveness, strong customer orientation, accountability and transparency.

☒Health & Human Services:
- Improve health and quality of life through County supported policies, programs, and services; promoting access to equitable opportunities for healthy choices and healthy environments in collaboration with communities.

☐Infrastructure:

- Plan and develop a sustainable, physical infrastructure that improves the quality of life for County residents and supports economic development results.

☐Public Safety:

- Create a safe environment for people to achieve their potential, leading businesses and communities to thrive and grow by reducing violent crimes as well as crimes in general.

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Attachments:
Agreement is on file with the Clerk of the Board