



**SAN BENITO COUNTY
AGENDA ITEM
TRANSMITTAL FORM**

Dom Zanger
District No. 1
Vice-Chair

Kollin Kosmicki
District No. 2
Chair

Mindy Sotelo
District No. 3

Angela Curro
District No. 4

Ignacio Velazquez
District No. 5

Item Number: 1.3

MEETING DATE: 04/22/2025

DEPARTMENT: BEHAVIORAL HEALTH

AGENDA ITEM PREPARER: Geraldine Arce

DEPT HEAD/DIRECTOR: Dana Edgull

SUBJECT:

BEHAVIORAL HEALTH DEPARTMENT - D. EDGULL

Approve contract renewal for Crisis Support Services of Alameda County in the amount of \$65,205.00 for the period of July 1, 2025 through June 30, 2026 for after-hours phone answering service for San Benito County Behavioral Health and authorize Chair to sign.

SBC FILE NUMBER: 810

AGENDA SECTION:

CONSENT AGENDA

BACKGROUND/SUMMARY:

San Benito County Behavioral Health (SBCBH) is looking to renew contract with Crisis Support Services of Alameda County (CSACC) for FY25-26 for after-hours answering service for SBCBH. Services include relaying messages from the hospital and partnering agencies, as well as responding on County's behalf to State DHCS test calls and provide daily reports to SBCBH each morning. In FY24-25, calls per month increased in frequency thus the contract increase from \$55,440 to \$65,205.

Over the last 5 years, the contracted amount of calls per month are listed below. SBCBH is increasing for FY25-26 to 135 calls/month due to the new mobile crisis services which will bring more calls during after hours (as well as business hours).

- FY24-25 - \$55,440 contract amount; est. 120 calls/month. Actual avg calls 129 calls/month
- FY23-24 - \$78,000 contract amount; est. 170 calls/month. Actual avg calls 115 calls/month
- FY22-23 - \$71,400 contract amount; est. 170 calls/month. Actual avg calls 174 calls/month
- FY21-22 - \$61,500 contract amount; est. 180 calls/month. Actual avg calls 147 calls/month

- FY20-21 - \$61,500 contract amount; est. 180 calls/month. Actual avg calls 174 calls/month

RESOLUTION OR ORDINANCE NEEDED FOR THIS ITEM:

No

CONTRACT NEEDED FOR THIS ITEM:

Yes

RFP AND BID HISTORY:

SBCBH has renewed CSSAC's annual contracts since July 1, 2019. There was no RFP done because CSSAC has the experience and capacity to provide telephone triage response during the hours that our department is not open to the public. CSSAC has qualified and extensively trained mix of staff, volunteers and interns. CSSAC has provided the after-hours services for SBCBH since July 1, 2019. SBCBH has continued to be content with CSSAC's services, support and performance.

LAST CONTRACT AMOUNT OR N/A:

\$55,440

CONTRACT HISTORY (Describe all amendments and previous contracts):

SBCBH has renewed CSSAC's annual contracts since July 1, 2019.

STRATEGIC PLAN GOALS: 1. Operational Development & Excellence

Yes

STRATEGIC PLAN GOALS: 2. Planning And Sustainable Growth

Yes

STRATEGIC PLAN GOALS: 3. Technology

No

STRATEGIC PLAN GOALS: 4. Community Engagement

Yes

STRATEGIC PLAN GOALS: 5. Health & Safe Community

Yes

BUDGETED:

Yes

BUDGET ADJUSTMENT NEEDED:

No

SOURCE OF FUNDING:

Non-general Fund

UNFUNDED MANDATE:

No

SBC BUDGET LINE ITEM NUMBER:

228.90.2520.1000.619.224

CURRENT FY COST:

\$36,960

STAFF RECOMMENDATION:

Approve contract renewal for Crisis Support Services of Alameda County in the amount of \$65,205 for the period of July 1, 2025 through June 30, 2026 for after-hours phone answering service for San Benito County Behavioral Health and authorize Chair to sign.

ATTACHMENTS:

[Contract - Crisis Support Services of Alameda County \(CSSAC\) FY 25/26](#)