

**WHATCOM COUNTY
CONTRACT INFORMATION SHEET**

Whatcom County Contract Number:
202103028 - 1

Originating Department:	85 Health
Division/Program: (i.e. Dept. Division and Program)	Response Systems Division / GRACE
Contract or Grant Administrator:	Malora Christensen
Contractor's / Agency Name:	City of Bellingham

Is this a New Contract?	If not, is this an Amendment or Renewal to an Existing Contract?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	If Amendment or Renewal, (per WCC 3.08.100 (a)) Original Contract #:	202103028	

Does contract require Council Approval?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	If No, include WCC:
Already approved? Council Approved Date:	(Exclusions see: Whatcom County Codes 3.06.010, 3.08.090 and 3.08.100)	

Is this a grant agreement?	If yes, grantor agency contract number(s):	CFDA#:
Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>		

Is this contract grant funded?	If yes, Whatcom County grant contract number(s):
Yes <input type="checkbox"/> No <input type="checkbox"/>	

Is this contract the result of a RFP or Bid process?	If yes, RFP and Bid number(s):	Contract Cost Center:	124120
Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>			

Is this agreement excluded from E-Verify?	No <input type="checkbox"/> Yes <input checked="" type="checkbox"/>
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If YES, indicate exclusion(s) below:

<input type="checkbox"/> Professional services agreement for certified/licensed professional.	<input type="checkbox"/> Contract for Commercial off the shelf items (COTS).
<input type="checkbox"/> Contract work is for less than \$100,000.	<input type="checkbox"/> Work related subcontract less than \$25,000.
<input type="checkbox"/> Contract work is for less than 120 days.	<input type="checkbox"/> Public Works - Local Agency/Federally Funded FHWA.
<input checked="" type="checkbox"/> Interlocal Agreement (between Governments).	

Contract Amount:(sum of original contract amount and any prior amendments):	Council approval required for; all property leases, contracts or bid awards exceeding \$40,000 , and professional service contract amendments that have an increase greater than \$10,000 or 10% of contract amount, whichever is greater, except when: 1. Exercising an option contained in a contract previously approved by the council. 2. Contract is for design, construction, r-o-w acquisition, prof. services, or other capital costs approved by council in a capital budget appropriation ordinance. 3. Bid or award is for supplies. 4. Equipment is included in Exhibit "B" of the Budget Ordinance 5. Contract is for manufacturer's technical support and hardware maintenance of electronic systems and/or technical support and software maintenance from the developer of proprietary software currently used by Whatcom County.
\$ 280,000	
This Amendment Amount:	
\$ 76,800	
Total Amended Amount:	
\$ 356,800	

Summary of Scope: This Agreement establishes Whatcom County as the administrator of the Whatcom GRACE Program and defines each parties financial commitments to the program.

Term of Contract:	2 Years	Expiration Date:	12/31/2022
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Contract Routing:	1. Prepared by:	JT	Date:	04/26/2022
	2. Health Budget Approval	KR/JG	Date:	05/18/2022
	3. Attorney signoff:	RB	Date:	05/20/2022
	4. AS Finance reviewed:	M Caldwell	Date:	5/27/22
	5. IT reviewed (if IT related):		Date:	
	6. Contractor signed:		Date:	
	7. Submitted to Exec.:		Date:	
	8. Council approved (if necessary):	AB2022-333	Date:	
	9. Executive signed:		Date:	
	10. Original to Council:		Date:	

WHATCOM COUNTY CONTRACT AMENDMENT

PARTIES:

**Whatcom County
Whatcom County Health Department
509 Girard Street
Bellingham, WA 98225**

**AND CONTRACTOR:
City of Bellingham
210 Lottie Street
Bellingham, WA 98225**

CONTRACT PERIODS:

**Original: 01/01/2021 – 12/31/2022
Amendment #1: 06/08/2022 – 12/31/2022**

THE CONTRACT IDENTIFIED HEREIN, INCLUDING ANY PREVIOUS AMENDMENTS THERETO, IS HEREBY AMENDED AS SET FORTH IN THE DESCRIPTION OF THE AMENDMENT BELOW BY MUTUAL CONSENT OF ALL PARTIES HERETO

DESCRIPTION OF AMENDMENT:

1. Amend all references to 'SeaMar' as the 'Contractor' and replace them with 'County'.
2. Replace Section 1. ADMINISTRATION, as follows:

The Parties designate the County as the administrator pursuant to this Agreement. Administrative duties include: (1) overseeing periodic Request for Proposals process and the selection of contractor(s), and (2) monitoring the contract(s). Under the terms of the contract, the County is responsible for employing and providing leadership to Program Staff and operating GRACE to meet the overall goals as set forth by exhibits to this Agreement.

3. Amend Section 11. PROJECT MANAGERS, as follows:
 - A. Samya Lutz shall be the Project Manager for the City and Malora Christensen, or her designee, shall be the Project Manager for the County.

4. Amend Section 12. NOTICES, as follows:

The County: Malora Christensen
Whatcom County Health Department
509 Girard Street
Bellingham, WA 98225
MChriste@co.whatcom.wa.us

5. Replace Exhibit A – GRACE Program Description to reflect current staffing.
6. Replace Exhibit B – FINANCIAL COMMITMENTS to increase COB's GRACE program contribution by 32%, necessary as the County assumed full oversight of the GRACE Program from SeaMar Community Health Services, in March 2022.
7. All other terms and conditions remain unchanged.
8. The effective start date of the amendment is 06/08/2022.

Exhibit “A”
(GRACE Program Description)

I. Background

Individuals with complex needs are often challenged with poor health, behavioral health disorders, and/or unstable housing or homelessness. As a result, some individuals will frequently require emergency responses from law enforcement or Emergency Medical Services (EMS). Crisis interventions are ineffective in resolving an individual's persistent challenges. These individuals become “familiar faces” to first responder systems and require substantial support to change the pattern of excessive and inappropriate use. A thoughtful intervention plan that includes multiple service providers who coordinate their efforts can help prevent or reduce unnecessary calls to First Responders.

Whatcom GRACE (Ground-level Response And Coordinated Engagement) is a program designed to provide intensive care coordination services to individuals who frequently use the crisis system and law enforcement responses in ineffective ways. Care coordination activities are coupled with other necessary services from relevant service providers to create comprehensive intervention and care plans. The overarching GRACE program goals are to reduce First Responder calls, Emergency Department visits, arrests, and jail admissions while improving the health, well-being and stability of these individuals.

The general goals of the GRACE program are: 1) increased public safety, 2) reduced use and costs of emergency and criminal justice systems, and 3) improved health and well-being of individuals with complex needs.

GRACE community partners include, but are not necessarily limited to: the Whatcom County Health Department, the City of Bellingham, PeaceHealth Medical Center, law enforcement agencies, Emergency Medical Services (EMS), the Whatcom County Jail, small cities, tribal nations, and housing, treatment and human service providers.

II. Definitions

Hub: The entity that identifies program participants, and facilitates and/or provides GRACE member engagement, intervention planning, care coordination, and program quality assurance for GRACE. The Hub will provide leadership to the community and its partners in its primary responsibility for administration of the county-wide GRACE Program.

Executive Committee: Representatives from the funding entities, acting in an advisory capacity to the county and the Hub/contractor, providing guidance on goals and objectives, and expected outcomes of the GRACE program.

Familiar Faces: Individuals who use crisis systems frequently and ineffectively, often without meeting their unique, complex needs.

Leadership Team: An identified group of community leaders acting in an advisory capacity to the County and the Hub/Contractor on policies of the GRACE program.

Program Team: An identified group of community service providers comprised largely of “spoke” organizations at the program level acting in an advisory capacity to the County and the Contractor/Hub on GRACE practices and procedures.

Spokes: Spokes are the organizations that provide services to GRACE members and coordinate care, to include behavioral health treatment, medical care, housing and other human service needs.

III. Expanded Behavioral Health Crisis Response Planning & Program Design Services

The GRACE program will serve as the Hub for the community in the “hub and spoke” model of service delivery. The role of the Hub is to facilitate comprehensive care coordination among spoke agencies that are providing services to GRACE members, provide direct care coordination, facilitate the development of shared care/intervention plans, and report on identified performance and outcome measures.

Additional responsibilities of the GRACE Program acting as the Hub include:

- a. Development of and updating policies and procedures, in collaboration with the county, that will inform and guide the GRACE program activities and expectations.
- b. Convening and facilitating meetings of the Leadership and Program Teams as necessary, and in collaboration with the County as well as participating in Executive committee meetings, as necessary.
- c. Educating and communicating with multiple stakeholders and the general community about the GRACE Program.
- d. Complying with 42 CFR Part 2, HIPAA rules, as well as state confidentiality rules.
- e. Working to fully develop Julota, a client data platform, reporting, and communication mechanism, considering the needs for dynamic information exchange with multiple community partners.
- f. Identifying and implementing billing for client services to Medicaid and other payers as eligible and appropriate.
- g. Updating Memorandums of Understanding (MOUs) with EMS, Law Enforcement agencies, and Spoke agencies as necessary to delineate roles and responsibilities of coordination and collaborative efforts on behalf of GRACE members, to be reviewed periodically.

IV. Program Staffing

The GRACE program will maintain staffing sufficient to operate as a Hub. Adequate capacity for operations must include program management and supervision, accounting and performance management, care coordination, community engagement, client/member programming facilitation, and collaboration with the Leadership and Program teams.

Hub operations and care coordination will be provided by a multidisciplinary team of behavioral health and healthcare professionals. The GRACE program shall ensure that staff have the demonstrated ability to work with complex individuals who experience acute symptoms and lifestyle patterns that are disruptive to their health and well-being.

- a. Program Supervision shall be provided by a staff member, up to full-time, with the demonstrated history and qualifications to manage a comprehensive program involving multiple community partners and complex clients/GRACE members.
- b. Administrative assistant capacity shall be provided to assist Program Supervisor in the everyday operations of the GRACE Program.
- c. Care Coordination services shall be provided by no less than five (5) full-time staff members qualified to work with highly complex individuals, with specialized training in behavioral health. The County prefers that these Care Coordination staff hold a Master's degree or higher in a behavioral health, or other relevant field. A Bachelor's degree in Social work, Human Services, or related field will be considered.
- d. Medication evaluations, prescribing, monitoring, primary care bridging, and consultation services shall be provided by an ARNP qualified in the State of Washington to provide these services. Services will be offered as necessary and available, and within program budgetary restrictions.

No less than five (5) Intensive Case Managers (ICM) will carry full caseloads of approximately 20 GRACE members each. Two ICM's will be stationed at Bellingham Fire, two will be stationed at Bellingham Police and a fifth staff member will work with Ferndale Fire district. At any given time, approximately 100 GRACE members will receive intensive case management.

V. Service Eligibility

The target population of the GRACE program consists of individuals (“familiar faces”) who have frequent contact with law enforcement and emergency response systems, high use of acute care health services including behavioral health, and challenges maintaining safe and affordable housing. As a result of their frequent contacts, familiar faces make inefficient use of public resources in an attempt to meet their needs. A high percentage of the target population is Medicaid eligible or enrolled. GRACE members may include all ages, and are not excluded because of age alone.

The GRACE program will accept referrals for program admission consideration from law enforcement, EMS agencies, PeaceHealth Medical Center, Whatcom County jail, and secondarily from treatment or service provider agencies. The GRACE program will utilize the GRACE Executive Committee and Leadership Team as advisory bodies to assist in developing policies for prioritizing admissions to the GRACE program.

VI. Reporting Requirements

The GRACE Program Supervisor shall work in collaboration with the County and the Leadership Team to identify specific metrics for GRACE program outcomes. Expected program overarching outcomes include:

- a. Reduction in jail admissions/reduction in jail bed day utilization
- b. Reduction in law enforcement responses
- c. Reduction in EMS responses
- d. Reduction in Emergency Department visits
- e. Improved health conditions of GRACE members

The general outcomes expected of the GRACE program also include reducing the incidence of familiar faces using multiple systems inefficiently while promoting healthy behaviors among GRACE members.

The GRACE Program will collect baseline data on members newly admitted to the GRACE program to include historical utilization of First Responder systems and the Emergency Department. On a quarterly basis, data will be collected by individual GRACE member on current utilization of these services.

As the program evolves, the Program Supervisor, in collaboration with the County and the Leadership Team, will review quarterly utilization data collected and then begin to solidify specific metrics. Outcome reporting will be dependent on data sharing agreements with GRACE community partners and the subsequent transfer of data into the Julota system.

Quarterly reporting to include basic program information about the GRACE members, as well as pre and post:

- a. Arrests
- b. Jail admissions
- c. Jail bed day stays
- d. First Responder calls for assistance (law enforcement and EMS)
- e. Emergency Department visits.

Annual report will include a summary of the quarterly reports as well as expected outcomes.

**Exhibit “B” – Amendment #1
(FINANCIAL COMMITMENTS)**

I. Budget

The estimated overall cost of the GRACE Program in 2022 is \$1,282,769. The expenses related to GRACE will be borne as much as possible by sources other than the City and County, such as PeaceHealth, Medicaid and other health care cost reimbursement agencies. These other funding sources are not expected to cover the full cost of the GRACE program, and so the County and the City have both committed funds, with the understanding that these funds will be used only to the extent that other funding is not available, and any external funding will proportionately reduce both the City and County expected contributions to the program. Any program costs not covered by other sources will be divided between the County at 60% of the remaining costs and the City at 40% of the remaining costs, up to the maximum amounts indicated in the table below. The County will fund any remaining costs after the maximum City contribution has been invoiced.

The City of Bellingham’s anticipated 2022 contributions are as follows:

Sources	Program Delivery (Personnel, Direct & Indirect Costs)
City of Bellingham GRACE contribution	*Up to \$316,800
City of Bellingham Expanded BH Crisis Response Planning & Program Design (includes Whatcom County staff time)	*\$40,000
TOTAL	\$356,800

*Contingent upon annual budget approval

Whatcom County will send a quarterly invoice and statement to the City outlining cost outlays, including the City and County shares, and reimbursements through other sources. Neither the City nor County will cover any costs paid through other sources, including grants or reimbursements.