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DEPARTMENT OF MENTAL HEALTH

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550 SOUTH VERMONT AVENUE, LOS ANGELES, CALIFORNIA 90020

February 10, 2009

TO: Each Supervisor

FROM: Marvin J. Southard, D.S.W.  
Director of Mental Health

SUBJECT: **NOTICE OF INTENT TO ENTER INTO SOLE SOURCE NEGOTIATIONS  
WITH TRILOGY INTEGRATED RESOURCES, LLC**

In accordance with the contracting for Personal Services Consultants Criteria and Procedures agreement approved by the Board of Supervisors (Board) on February 9, 1999, this is to advise your Board that the Department of Mental Health (DMH) intends to enter into sole source negotiations with Trilogy Integrated Resources, LLC (Trilogy) to provide all personnel, materials, and services necessary to continue to operate a comprehensive 24-hour, seven (7) day a week Network of Care (NOC) for Mental Health web site and portal available to Los Angeles County (County) residents. In addition, DMH is requesting 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." Contractor 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.

Trilogy was initially selected through a County Purchase Order No. T40603, dated June 4, 2006, for the development and launching of the NOC site as well as its complete ongoing maintenance requirements. The State Department of Mental Health (SDMH) covered the initial cost of development to counties as part of its effort to create a statewide information network for the purposes of implementing the Mental Health Services Act (MHSA).

**BACKGROUND**

NOC is an internet project that 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 in October 2000. This was part of Governor Gray Davis' "Aging with Dignity" Initiative, which expanded the availability of alternatives to nursing home care and assisted older Californians and those with disabilities to remain in their own homes and communities. The NOC web site was created and developed as a partnership between the State, County governments, and Trilogy. The project provides access to a broad array of social services online to people with disabilities, the elderly, and to their families and caregivers. The project was first implemented in Alameda and Sacramento counties and quickly spread to

15 other counties and is now offered to nearly three-quarters of the state's population. The success of the Aging web site prompted two (2) additional sites to be built in the health and human service field.

The Prop 10 Commission authorized Trilogy to build a similar site for kids at risk starting in Contra Costa County, and SDMH authorized Trilogy to construct a web site for the mental health community. After seven (7) months of development 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 County on April 30, 2003.

The NOC web site for mental health features an easy to use and comprehensive Service Directory; a political advocacy tool; an enormous library; 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.

### **Mental Health Services Act (MHSA)**

The SDMH adopted a proposal by the California Mental Health Directors Association to partner with counties to utilize the NOC to support and implement the goals and objectives of the MHSA. The establishment of the NOC 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.

### **JUSTIFICATION**

The NOC web site originated as a demonstration project through the Long Term Care (LTC) Innovation Grant that encouraged innovative service delivery. The State determined through its Request for Proposal (RFP) process that the NOC concept was innovative, creative and could be replicated throughout the State. There is no other Internet site that provides the following services to the mentally ill and their families and caregivers in an integrated approach: 1) updated community services; 2) on-line capacity for consumers to

maintain a personal information record that can be shared with care coordinators (for example, prescription data); 3) timely and accurate educational materials; and 4) directly links with local, State and federal legislators to assist consumers and advocates in direct access to policy-makers and others.

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. There is no other comparable web site available for price or performance comparison. In addition, in the event of a natural disaster in Los Angeles County where local communication is inoperable, NOC offers the potential to serve as a back-up web site for DMH. When the State awarded the original pilot project to the counties of Alameda and Sacramento for the aging site, Trilogy became the chosen vendor. Likewise, when SDMH wished to develop the mental health site, Trilogy was the only entity that could realistically be considered. 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.

### **SCOPE OF WORK**

The goal of the NOC web site is to improve coordination of health, law enforcement, emergency and social services and provide critical information to the community in a simple, fast and accurate manner through the Internet.

Contractor objectives are to:

- Provide a simpler, faster, centralized, accessible and searchable online information resource for consumers, their families and/or caregivers to find out what appropriate community services are available to them, and for providers to have and use information about other services in their community;
- Provide online capacity for consumers to maintain a personal information record that could, with the consumer's consent, also be used by care coordinators;
- Provide significantly improved community access to information and services for all consumers, including people with disabilities, people with limited or no English literacy skills, and for low-income individuals;
- Provide timely and accurate educational materials to be available on the web site regarding diseases and conditions, medications and treatments, care management issues, prevention, early intervention, planning, consumer advocacy and protection, and other related topics on mental health;

- Provide a legislation/bill-tracking section of all proposed State and federal legislation that affects the mental health community. Contractor will update the bill-tracking section on a daily basis in order to follow amendments and votes. The legislation channel would include methods of communicating directly with legislators on all proposed legislation and thus serve as a powerful information and advocacy tool;
- Provide a mechanism for greater communication among consumers as well as greater advocacy capability for the mental health community and policy makers;
- Provide easy access to information about county and State programs, information, and assistance; and
- Provide a subscription-based e-mail distribution of a quarterly newsletter intended to communicate MHSA success and ongoing confidence amongst stakeholders, decision-makers, and the general public in order to build support and advocate for on-going MHSA funding.

The goal of the new NOC platform for the "For Vets" project is to provide specific channels on the site dealing with veterans' issues.

Contractor objectives are to:

- Provide a comprehensive service resources directory for veterans in our service areas. Users can find nonprofit agencies, associations, clinics, research foundations, and other resources that deal with their specific needs in an easy-to-use online tool that is 2-1-1 compliant;
- Provide a library of articles, checklists, and commentaries written by the leading experts and organizations dealing with veterans' issues. Articles would be easily available for online viewing, printing, and e-mailing to others;
- Provide a legislation/bill-tracking section of all proposed State and federal legislation that affects the veteran community. Contractor will update the bill-tracking section on a daily basis in order to follow amendments and votes. The legislation channel would include methods of communicating directly with legislators on all proposed legislation and thus serve as a powerful information and advocacy tool;
- Provide a link to a network of city, county, state, and federal agencies dealing with issues related to veterans;
- Provide a folder for a family member or care provider to create a private, secure file of information and, if they choose, share it with a trusted friend or relative;
- Provide links to credible support and advocacy agencies at the national, state, and local level; and

- Provide information about assistive devices currently made in the United States searchable by function and manufacturer.

In addition to these web site channels, Contractor will also provide:

- A blog and social networking component which will allow veterans to share their stories and ideas;
- A "Vet to Vet" peer support component which will connect peers and mentors with those looking for a mentor;
- An "Operation Healthy Reunion" component aimed at providing information that will assist veterans in facilitating healthy reunions and long term relationships with their civilian friends and family; and
- A "Local Employment and Training Options" component which will provide information on any local job, vocational training, or educational opportunities available to veterans.

#### **NOTIFICATION TIMELINE**

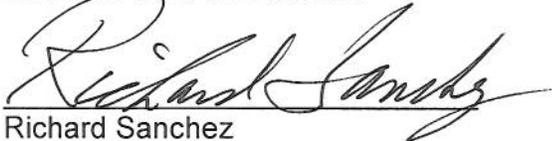
Unless otherwise directed by your Board within two (2) weeks from the date of this notification, we will proceed with negotiating the sole source agreement.

If you have any questions or need additional information, please contact me at (213) 738-4601, or your staff may contact Robert Greenless, Ph.D., DMH Chief Information Officer, at (213) 251-6481, or Kumar Menon, Community & Government Relations, at (213) 639-6757.

MJS:RK:RG:dm

c: Sheila Shima, DCEO, Health & Mental Health Services  
Stephanie Farrell, County Counsel  
Robert Greenless, CIO, DMH  
Henry Balta, Associate CIO  
David Seindenfeld, CEO Budget Analyst

NOTED AND APPROVED:



Richard Sanchez  
Acting Chief Information Officer

2-12-09  
Date