CITY OF OAKLAND

AGENDA REPORT

OFFICE OF THE CITY CLERA

2009 MAY 28 PM 3: 43

To:

Office of the City Administrator

Attn: From: Dan Lindheim
Police Department

Date:

June 9, 2009

Re:

A Report and Proposed Resolution Authorizing the City Administrator to Exercise The Option To Extend For An Additional Term, The Period of July 1, 2009 Through December 31, 2010, The Contract With Managed Health Network (MHN) to Continue Providing Psychological Counseling Services for Sworn Members of the Police Department and Their Dependents, In The Amount Of One Hundred Five Thousand (\$105,000), And Increase The Total Contract Amount From One Hundred Five Thousand (\$105,000) To Two Hundred Ten

Thousand (\$210,000)

SUMMARY

Staff has prepared a report and proposed resolution authorizing the City Administrator to exercise the option to extend for an additional term, the contract with Managed Health Network (MHN) to continue providing psychological counseling services for sworn members of the Police Department and their dependents, for the period of July 1, 2009 to December 31, 2010, in the amount of \$105,000, and increase the total contract amount from \$105,000 to \$210,000.

The current 18 month contract beginning January 1, 2008 expires June 30, 2009.

FISCAL IMPACT

Approval of this resolution will authorize the City Administrator to extend the current contract with Managed Health Network for the period of July 1, 2009 through December 31, 2010 and increase the total contract amount from \$105,000 to \$210,000. Funding in the amount of \$105,000 is included as part of the Police Department's 2009-11 budget appropriation and will be drawn from General Fund (1010), Personnel Section Organization (106210), Miscellaneous Contract Services Account (54919), Project (0000000), Program (PS01).

BACKGROUND

MHN has provided a program of counseling services to the members of the Oakland Police Officers' Association (OPOA) and their dependents since July 1982, in accordance with the contractual provisions of the Memorandum of Understanding (MOU) between the City and OPOA, and continues to be a leader in providing such services to law enforcement agencies in the Bay Area.

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In response to the City Council's request, the Department conducted a Request for Proposals process in November 2007, inviting qualified service providers to submit proposals to render professional counseling services for sworn members of the Oakland Police Department and their dependents. The Department received three proposals during the process: 1) Claremont Behavioral Services, 2) Concern: EAP, and 3) Managed Health Network. Staff weighed the criteria of each organization and found MHN most qualified to meet the needs of the Department.

KEY ISSUES AND IMPACTS

The current contract with MHN is due to expire on June 30, 2009. Article IX, Section E of the current Memorandum of Understanding between the City and the Oakland Police Officers Association obligates the City to pay the annual cost of providing psychological counseling services to its members and/or dependents.

PROGRAM DESCRIPTION

Managed Health Network (MHN) provides psychological counseling services for sworn members of the Police Department and their dependents. Clinical services are directed toward workplace and personal problems that can be delivered through telephonic and/or face-to-face counseling. In addition to general areas such as marital and family counseling, MHN specializes in counseling for specific job-related stresses that can affect law enforcement personnel such as officer fatalities, critical incident stress debriefings, and other distressing and traumatic occurrences.

MHN maintains a broad geographically based network of individual clinicians, which allows individual sworn members and their dependents to choose someone who is compatible and accessible in terms of hours, locale, specialty, etc. This network ensures confidentiality for the sworn members and their families.

Attached is a vendor evaluation report of services for MHN.

SUSTAINABLE OPPORTUNITIES

Economic: No economic opportunities are identified in this report. However, counseling services, including stress debriefing, may enhance the City's risk management strategies.

Environmental: No environmental opportunities are identified in this report.

Social Equity: Psychological counseling services to sworn members of the Police Department and their dependents support frontline law enforcement efforts; which in turn benefits the entire community served by these sworn members.

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DISABILITY AND SENIOR CITIZEN ACCESS

There are no Americans with Disabilities Act (ADA) or senior access issues contained in this report.

RECOMMENDATION AND RATIONALE

As Managed Health Network has a current contract with OPD and has effectively provided psychological counseling services to members of the Oakland Police Department and their dependants for many years, it is recommended that their contract be extended for an additional term of 18 months for the period July 1, 2009 through December 31, 2010.

ACTION REQUESTED OF THE COUNCIL

Staff recommends that the City Council accept this report and approve the proposed resolution authorizing the City Administrator to exercise the option to extend for an additional term, the contract with Managed Health Network (MHN) to continue providing psychological counseling services for sworn members of the Police Department and their dependents, for the period of July 1, 2009 through December 31, 2010, in an amount of \$105,000 and increase the total contract amount from \$105,000 to \$210,000.

APPROVED AND FORWARDED TO THE PUBLIC/SAFETY COMMITTEE:

Office of the City Administrator

Attachment: Schedule L

Respectfully submitted,

Howard A. Jordan Acting Chief of Police

Prepared by: Ms. Minnie Chan Personnel Section Bureau of Services

Reviewed by: Ms. Cynthia Perkins Legislative Analyst Oakland Police Department

> Item: _____ Public Safety Committee June 9, 2009



CITY OF OAKLAND PERFORMANCE EVALUATION FORM

Consultant Name & Address: Managed	Health Netw	ork (MHN)
503 Canal Blvd. Pt. Richmond CA 948	304	м
Type of Services/Work Provided:	Employe	e Assistance
Project Complexity (Standard or Difficult):_	S	tandard
Consultant Lead Project Manager:	Christin	e Monteiro ,
Project Name:		
City Project No:		
Final Value of Consultant Contract:		
Duration of Consultant Contract (Start & en	d dates):	1/2008 – 6/2009
Final Value of Construction Contract:		·
City Construction Resident Engineer (with pho		
Date of Evaluation:		
City Project Manager/Evaluator (with phone #));	Minnie Chan 510-238-3733
Reviewed and Approved By (with phone #):	·	·

Ratings Guidelines:

- Poor Work required extensive revisions, included numerous & significant errors; consultant was unable or unwilling to perform consistently, required an inordinate amount of supervision, and/or failed to meet professional standards/project objectives.
- Needs to Improve Performance was marginal; work required more review and included more errors than would normally be anticipated; level of service or expertise below average.
- Average Performance and work were satisfactory; services provided were at least of industry standard; no significant errors or problems; professional service objectives met.
- Excellent Performance was clearly above standard; expectations exceeded; objectives were met with an added level of service and/or with a higher level of professional expertise.

Please rate the Consultant on the following topics by checking the appropriate box:

<u>QUESTIONS</u>	<u>Poor</u>	Needs to Improve	<u>Average</u>	<u>Excellent</u>	Not Applicable
1. Quality of Design/Work				\boxtimes	
2. Ability to meet the Project Objectives				\boxtimes	
3. Knowledge, Expertise, and State-of –the Art Technologies				\boxtimes	
4. Innovation of Design/Work			\boxtimes		
5. Thoroughness of Design/Work				\boxtimes	
6. Quality Control of Work			\boxtimes		
7. Ability to React and Respond to Problems/Issues				\boxtimes	
8. Ability to Maintain to the Project Schedule and to Time Commitments				\boxtimes	
9. Ability to Maintain to the Project Budget				\boxtimes	
10. Accuracy of Cost Estimating					
11. Constructibility of the Design/Work					\boxtimes
12. Quality of Construction Support Services					
13. Accuracy and Timeliness of Billings and other Documents			\boxtimes		
14. Sufficient and Appropriate Staffing of the Project by the Consultant					
15. Ability to Manage and Coordinate Sub-Consultants					

<u>QUESTIONS</u>	<u>Poor</u>	Needs to <u>Improve</u>	<u>Average</u>	<u>Excellent</u>	Not <u>Applicable</u>
16. Ability and Ease of Communicating with City Staff				\boxtimes	
17. Ability to Communicate with the Community and to Make Presentations				\boxtimes	
18. Willingness, Flexibility, and Attitude in Working with the City				\boxtimes	
19. Ability to Follow City Directives (i.e. Architectural Design Concept, other Requirements, etc.)				\boxtimes	
OVERALL RATING				\boxtimes	
Additional Comments (attach addit	ional inform	nation, as neces	sary):		

Note: The Project Coordinator/Manager shall complete this evaluation form for each primary consultant within 60 days upon the completion of an individual project or assignment. Interim evaluations shall also be prepared for projects of a long duration (i.e. over one year) or if the consultant's performance merits notification of any deficiencies.

Information is to be submitted to and kept on file by the PWA Contract Administration Division for five (5) years. A copy of the evaluation shall also be provided to the consultant. These forms may be used, in part, as a reference to evaluate the consultant for future City professional services contracts.

Consultants with an overall evaluation of "Poor" or "Needs to Improve" are given an opportunity to 1) appeal the evaluation to the Assistant Director of Public Works, or his designee, and/or 2) append the evaluation with a one-page statement that explains or refutes the City's finding.

To the extent permitted by law, the City shall treat the evaluations as confidential information.

OFFICE OF THE CITY CLERA
OAKLAND CITY COUNC
2009 MAY 28 PM 3: 43

RESOLUTION NO.

UNCIL	City Attorney
C.M.S.	

RESOLUTION AUTHORIZING THE CITY ADMINISTRATOR TO EXERCISE THE OPTION TO EXTEND FOR AN ADDITIONAL TERM, THE PERIOD OF JULY 1, 2009 THROUGH DECEMBER 31, 2010, THE CONTRACT WITH MANAGED HEALTH NETWORK (MHN) TO CONTINUE PROVIDING PSYCHOLOGICAL COUNSELING SERVICES FOR SWORN MEMBERS OF THE POLICE DEPARTMENT AND THEIR DEPENDENTS, IN THE AMOUNT OF ONE HUNDRED FIVE THOUSAND (\$105,000), AND INCREASE THE TOTAL CONTRACT AMOUNT FROM ONE HUNDRED FIVE THOUSAND (\$210,000)

WHEREAS, Upon conclusion of the Request for Proposal process in November 2007, Managed Health Network (MHN) was awarded a contract with the City to provide a program of psychological counseling services to sworn members of the Police Department and their dependents with options to extend; the contract is due to expire on June 30, 2009; and

WHEREAS, the Memorandum of Understanding (MOU) between the City and the Oakland Police Officers Association (OPOA) requires the City to continue to pay for the annual cost of providing psychological counseling services to its members and/or dependents; and

WHEREAS, the Police Department has funding in the amount of \$105,000 for said services in its FY09-11 budget appropriation in General Fund (1010), Personnel, Training & Technical Division Organization (106210), Miscellaneous Contracts Account (54919), Project (0000000), and Program (PS01); and

WHEREAS, the City Council finds that in authorizing the City Administrator to exercise the option to extend this contract for an additional term shall not result in the loss of employment or salary by any person having permanent status in the competitive service; now, therefore be it

RESOLVED: That the City Council hereby authorizes to the City Administrator or his designee, to extend the professional services agreement with Managed Health Network (MHN) to continue providing psychological counseling services for sworn members of the Police Department and their dependents, for the period of July 1, 2009 through December 31, 2010, in an amount not to exceed \$105,000; and be it

FURTHER RESOLVED: That funds are available in the Department's 09-11 budget appropriation and will be drawn from General Fund (1010), Personnel, Training & Technical Division Organization (106210), Miscellaneous Contracts Account (54919), Project 0000000, and Program (PS01); and be it

FURTHER RESOLVED: That the City Administrator or his designee is authorized to complete all required negotiations, certifications, assurances, and documentation required to accept, modify, extend and/or amend this agreement for services, except for any increase in the contract amount without returning to the City Council; and be it

FURTHER RESOLVED: That the City Attorney shall review and approve said agreement with Managed Health Network, as to form and legality and a copy of the fully executed agreement shall be placed on file with the Office of the City Clerk.

IN COUNCIL	L, OAKLAND, CALIFORNIA,, 20, 20
PASSED BY	Y THE FOLLOWING VOTE:
AYES-	BROOKS, DE LA FUENTE, KAPLAN, KERNIGHAN, NADEL, QUAN, REID, and PRESIDENT BRUNNER
NOES-	
ABSENT-	
ABSTENTIC	ON- ATTEST:
	1 aTanda Simmons

LaTonda Simmons
City Clerk and Clerk of the Council
of the City of Oakland, California