



Office of the City Manager

CONSENT CALENDAR
April 15, 2025

To: Honorable Mayor and Members of the City Council
From: Paul Buddenhagen, City Manager
Submitted by: Scott Gilman, Director, Health, Housing, and Community Services
Department
Subject: Contract No. 32200086 Amendment: Crisis Services of Alameda County for
Mental Health Crisis Line

RECOMMENDATION

Adopt a Resolution authorizing the City Manager or designee to execute an amendment to Contract No. 32200086 with Crisis Services of Alameda County for Mental Health Crisis Line services for a total contract not to exceed amount of \$100,000 through June 30, 2028. This amendment will add \$50,001, as well as extend the contract term three years.

FISCAL IMPACTS OF RECOMMENDATION

This amendment will add \$50,001 to the contract. Resources for the contract have been included in the FY 2025 Budget and will be provided from the Community Services and Supports Development fund 315.

CURRENT SITUATION AND ITS EFFECTS

Crisis Services of Alameda County has performed well under Contract No. 32200086, and provided a consistently high quality of service. Using their crisis line as a resource for Mental Health Division clients allows us to offer 24-hour support to those in need, as well as providing an additional option clients can rely upon when experiencing an unexpected crisis. This is a Strategic Plan Priority Project, advancing our goal to be a customer-focused organization that provides excellent, timely, easily-accessible service and information to the community.

BACKGROUND

Clients served by the Mental Health Division have consistently indicated that having the ability to obtain crisis support outside of business hours would be a tremendous support. Clinicians and Program Supervisors explored a number of potential options to meet this need, and it was determined that Crisis Services of Alameda County fulfilled all requirements in the most comprehensive way. Continuing work with a local provider who works well with our clients would benefit the Division and the City as a whole.

ENVIRONMENTAL SUSTAINABILITY AND CLIMATE IMPACTS

There are no identifiable environmental effects, climate impacts, or sustainability opportunities associated with the subject of this report.

RATIONALE FOR RECOMMENDATION

Given their significant experience in providing crisis line services, Crisis Services of Alameda County is uniquely qualified to perform the services required.

ALTERNATIVE ACTIONS CONSIDERED

City Council could decide not to approve the attached Resolution and the City could issue a Request for Proposals to find a different service provider. However, City staff does not recommend this option because we have received positive feedback from consumers on the availability of the service provided by Crisis Services of Alameda County. Also, due to the lengthy process to start a new Request for Proposals, it could jeopardize the continuity of the service. Lastly, this is a very specialized service for our mental health clientele and the likelihood that the same vendor would be selected is very high as they are a high-quality local provider.

CONTACT PERSON

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Attachments:
1: Resolution

RESOLUTION NO. ##,###-N.S.

AMENDING CONTRACT NO. 32200086 WITH CRISIS SERVICES OF ALAMEDA
COUNTY FOR MENTAL HEALTH CRISIS LINE

WHEREAS, the City's Mental Health Division has had a consistent need for after-hours crisis support for clients served over many years; and

WHEREAS, the services in this contract have enabled the Mental Health Division to work with a local crisis line provider, increasing the provision of after-hours crisis line services for our clients; and

WHEREAS, on October 6, 2021 the City Manager authorized execution of Contract No. 32200086 with Crisis Services of Alameda County for Mental Health Crisis Line services, amending which contract is the focus of this report; and

WHEREAS, funding for this contract has been included in the FY 2025 Budget and will be provided from the Community Services and Supports Development fund 315.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager or designee is hereby authorized to execute an amendment to Contract No. 32200086 with Crisis Services of Alameda County for Mental Health Crisis Line services for a total contract not to exceed amount of \$100,000 for the period beginning September 1, 2021 and ending June 30, 2028. A record signature copy of the contract and any amendments shall be on file in the Office of the City Clerk.

