



DeWight Dopslauf, C.P.M., CPPO
Harris County Purchasing Agent

April 17, 2024

SUPPLEMENTAL ITEM

Commissioners Court
Harris County, Texas

RE: Job No. 210251

Members of Commissioners Court:

Please approve the attached Order(s) authorizing the County Judge to execute the attached Second Amendment to the Agreement(s) for the following:

Description: Holistic Assistance Response Team Services for the Harris County Public Health Services

Vendor(s): DEMA Consulting & Management Texas LLC

Amount: \$6,116,189 previously approved funds for the term 01/10/2024 - 01/09/2025
0 additional funds for the term 01/10/2024 - 01/09/2025
\$6,116,189

Reviewed By: • Harris County Purchasing • Public Health Services

The Second Amendment incorporates an expansion proposal as an exhibit to the Agreement with no increase in the total contract amount.

Sincerely,

DeWight Dopslauf
Purchasing Agent

JW
Attachment(s)
cc: Vendor(s)

FOR INCLUSION ON COMMISSIONERS COURT AGENDA APRIL 23, 2024



**SECOND AMENDMENT TO THE AGREEMENT BETWEEN HARRIS COUNTY AND
DEMA CONSULTING & MANAGEMENT TEXAS LLC**

THE STATE OF TEXAS §
 §
COUNTY OF HARRIS §

This Second Amendment to the Agreement is made and entered into by and between Harris County (the “County”), a body corporate and politic under the laws of the State of Texas and acting by and through Harris County Public Health (“Department”), and DEMA Consulting & Management Texas LLC (“Contractor”) a corporation doing business under the laws of the State of Texas. County and Contractor are known individually as “Party” and collectively as “Parties.”

Recitals

On January 25, 2022, the County entered into an agreement (the “Agreement”) with Contractor to provide staff and supervise the Holistic Assistance Response Teams (“HART”), a new County program created to directly dispatch 9-1-1 calls to interdisciplinary, unarmed first responder teams trained in behavioral health and on-scene medical assistance for the Department (the “Services”).

On December 19, 2023, the Parties amended the Agreement for the first time (the “First Amendment”) for the purpose of adding additional funds to the Agreement for additional services.

The Parties now desire to amend the Agreement for the second time (the “Second Amendment”) for the purpose of incorporating an Expansion Proposal as an exhibit, which includes supporting data and cost breakdowns for the expansion of Services previously agreed upon by the parties, attached hereto as Exhibit F and incorporated herein by reference.

Contractor warrants and represents that it is willing and capable of providing the services.

Terms

1) CONTRACT CONSTRUCTION

This Second Amendment shall be governed by the Agreement, which is incorporated by reference as though fully set forth word for word.

2) EXPANSION PROPOSAL

The Agreement is hereby amended by incorporating an Expansion Proposal as an exhibit, which includes supporting data and cost breakdowns for the expansion of Services previously agreed upon by the Parties, attached hereto as Exhibit F and incorporated herein by reference.

3) ORDER OF PRECEDENCE

In the event of any conflict between the terms and provisions of this Second Amendment, or any portion thereof, and the terms and provisions of any other part or portion of the Agreement, this

Second Amendment shall control.

All other terms and provisions of the Agreement shall remain in full force and effect as originally written and subsequently amended.

4) EXECUTION, MULTIPLE COUNTERPARTS

Execution, Multiple Counterparts: This Second Amendment may be executed in several counterparts. Each counterpart is deemed an original. All counterparts together constitute one and the same instrument. Each Party warrants that the undersigned is a duly authorized representative with the power to execute this Second Amendment.

DEMA CONSULTING & MANAGEMENT HARRIS COUNTY
TEXAS LLC

By: 
Name: Michelle Patino RN
Title: CEO
Date: 04/24/2024

By: _____
LINA HIDALGO
COUNTY JUDGE

HARRIS COUNTY PUBLIC HEALTH

By: 
Barbie Robinson, MPP, JD, CHC
Executive Director

APPROVED AS TO FORM:
Christian D. Menefee
COUNTY ATTORNEY

By: 
Manasi Tahiliani
Assistant County Attorney
C.A.O. File 24GEN0654

EXHIBIT F

HART Expansion Proposal

(follows behind)

Holistic Assistance Response Team (HART) Expansion Proposal

Introduction

The purpose of this memo is to provide the background and rationale for a proposal to expand the Holistic Assistance Response Team (HART) to Harris County Sheriff's Office's (HCSO) District 4, which has the second, highest volume of non-violent HART eligible calls. This proposal provides a background on the HART program, the supporting data for the proposed expansion, and the expansion costs.

Background

In 2021, Harris County Commissioners Court approved the creation of a new division within HCPH, the Community Health and Violence Prevention Services (CHVPS) Division. CHVPS provides strategic direction, oversight, and programmatic implementation of community-based outreach efforts to address the root causes of violence through public health approaches. This is actualized through the efforts of the Community Violence Interruption Program (CVIP), and the Holistic Assistance Response Team (HART).

In March 2022, the Community Violence Interruption Program (CVIP) launched in Cypress Station, Sunnyside, South Park, and Greater OST/South Union neighborhoods to address the need to reduce violent crimes. CVIP helped reduce violence by:

- Stopping acts of violence before they occur
- Supporting those at the highest risk of being a victim or perpetrator of violence
- Encouraging communities to work against violence.

In March 2022, Harris County Public Health launched its Holistic Assistance Response Team (HART) program in collaboration with the Harris County Sheriff's Office (HCSO). The purpose of the HART program is to provide an alternative first responder model where non-law enforcement providers (crisis intervention specialist and a certified emergency medical technician) respond to non-emergent, non-violent 911 calls in the HCSO's District 1 area, which encompasses Cypress Station.

Through March 21, 2023, HART teams successfully diverted 2,265 calls from law enforcement responses and de-escalated crises on-scene while linking under-served residents to appropriate community-based resources.

Proposed Expansion Area

The data indicates that Harris County Sheriff's Office District 4 has the highest volume of non-violent 911 calls. District 4 is in Harris County Precinct 4 and encompasses 206 miles.

3/21/22 - 3/4/23

HCSO District	Non-violent 911 Call Volume
D1	20,016
D2	14,407
D3	12,870
D4	24,404
D5	12,810
HCSO	84,507

911 Call Data

- Harris County Sheriff's Office received over 960,000 calls for service from their 911 line in 2020 and dispatched sheriff deputies to almost 80% of those calls.
- It is estimated that 3-7% of calls are related to behavioral health (mental health and substance abuse-related) calls.
- HART exceeded its annual goal of responding to 750 non-violent. The top 3 call types are Welfare check, Suspicious person, and Mental health calls. Through the end of pilot year one, HART responded to over 2,265 non-emergent 911 calls involving individuals experiencing homelessness, behavioral health issues, or non-emergency health or social welfare concerns. HART worked to reduce the resource burden of repeat emergency response utilizers on law enforcement and emergency service providers by connecting 573 individuals to case managers for linkage to community care resources.

Call Analysis for Districts 2-4 between October 2021-2022

The table provides a breakdown of the 911 calls received at the HCSO Emergency Dispatch Center between October 2021-2022. The analysis indicates District 4 as a high-need area, ideal for the HART expansion.

- District 4 reported receiving the highest total number of calls compared to Districts 2, 3, and 5
- Out of the 64,537 calls received by District 4, 9145 calls were HART eligible, the highest among Districts 2, 3, and 5
- The highest percentage of mental health calls, i.e., 14%, were reported by District 4, followed by Districts 1, 5, and 3
- The highest percentage of welfare check calls, i.e., 69%, were reported by District 4, followed by Districts 5, 2, and 3

Metrics	District 1	District 3	District 4	District 5
Resident count per district	355,205	257,282	452,257	357,712
# Of total HART-eligible calls	5,827	5,516	9,145	5,290
# Of HART in-eligible calls	37,662	33,987	55,392	28,428
Total call volume	43,489	39,503	64,537	33,718
<i>% Of HART-eligible calls</i>	<i>13%</i>	<i>14%</i>	<i>14%</i>	<i>16%</i>
% Of HART- eligible calls by category				
Indecent exposure	2%	3%	2%	1%
Mental health call	13%	14%	12%	13%
Solicitors	2%	2%	2%	3%
Suicide	0%	1%	1%	1%
Unknown medical emergency	19%	19%	15%	17%
Welfare check	64%	62%	69%	66%

With the expansion to District 4 of the Harris County Sheriff's Office, HART will continue to provide services to underserved residents in Harris County, freeing up law enforcement officers while reducing the burden on emergency services in the next district with the highest non-violent calls. In addition to responding to calls, HART will continue to cultivate and build meaningful relationships with service providers in the area to ensure residents are linked to their specific service needs.

The expansion of the HART program will assist in reducing the number of repeat 911 calls, the role of law enforcement in behavioral health and social service calls and hospitalizations with violent injury in the large Harris County Hospital system. The intended outcome of the program will help to increase Harris County residents feeling of safety in the neighborhood, their participation in needed medical services, and it will also help to increase the overall enrollment in physical and mental health treatment plans. **The HART call response goal for District 4 is 7,500 calls for FY24, which is 30% of current call volume.**

Projected Date of Implementation (Upon approval by CC)

Projected Implementation date is approximately three months from funding approval. The time is needed for:

- Hiring Staff
- Training Staff
- Ordering Vehicles
- Wrapping of Vehicles in HART logo

We also propose using the phased implementation approach used in the initial HART district.

- Two HART teams in 1st quarter
- Four HART teams in 2nd quarter
- Six HART teams in 3rd quarter

Expansion Cost

The financial analysis below reflects the expansion of the HART program to cover HCSO District 4 to provide HART response services for 7 days a week with a 24-hour coverage period. This expansion is projected to cost **\$2,622,971.20 million** (Vendor Cost \$2,357,477.20, HCPH cost \$265,494.00) in FY24. The additional cost to expand to 24/7 coverage to District 1 is **\$328, 580.00** (added to the current \$1.5 million dollar contract).

The total additional costs (not including the current \$1.5 million contract) for 24/7 expansion in both districts is \$2,951,551.20 (this includes HCPH costs).

District 1 & District 4 24/7 Coverage Proposed Budget (total for District 1 includes the current \$1.5 million contract)

District	Weekly	Yearly
D1	\$35,165.00	\$1,828,580.00
D4	\$45,336.10	\$2,357,477.20
HCPH		\$265,494.00
Totals for 24/7	\$80,501.10	\$4,451,551.20

Call Target Goal for each District is 7,500 calls for a total of 15,000 calls.

Total Proposed Budget for District 1 and District 4 Combined with Equal Current Operational Coverage

District	Weekly	Yearly
District 1	\$28708.00	\$1,492,816.00
District 4	\$29582.86	\$1,538,308.72
Totals	\$59290.86	\$3,031,124.72

Total Proposed Budget for District 1 (Same Coverage) and District 4 24/7 Coverage (the cost in District 1 has been reduced by \$7,184.00)

District	Weekly	Yearly
District 1	\$28708.00	\$1,492,816.00
District 4	\$45,336.10	\$2,357,477.20
Totals	\$74,044.10	\$3,850,293.20

D4 24/7 COVERAGE					
CIS	9	\$26.00	\$1,872.00	\$12,480.00	\$648,960.00
EMT	9	\$26.00	\$1,872.00	\$12,480.00	\$648,960.00
EMT SHIFT SUPERVISOR/FTO	1	\$30.00	\$240.00	\$1,488.00	\$77,376.00
CIS SHIFT SUPERVISOR/FTO	1	\$30.00	\$240.00	\$1,488.00	\$77,376.00
CASE MANAGER	1	\$36.50	\$292.00	\$1,752.00	\$91,104.00
	FTE	WEEKLY SALARY	BENEFIT S@20%	WEEKLY TOTAL	YEARLY
DIRECTOR OF OPERATIONS	0.5	\$1,460.00	\$365.00	\$1,825.00	\$94,900.00
ASSISTANT DIRECTOR OF OPERATIONS	0.5	\$960.00	\$240.00	\$1,200.00	\$62,400.00
CLINICAL HIPPA AND FRO COMPLIANCE OFFICER	0.5	\$1,200.00	\$300.00	\$1,500.00	\$78,000.00
MEDICAL DIRECTOR	0.5	FLAT RATE	NONE	\$750.00	\$39,000.00
CLINICAL MENTAL HEALTH DIRECTOR	0.5	FLAT RATE	NONE	\$750.00	\$39,000.00
DATA ANALYST	0.5	\$672.00	\$168.00	\$840.00	\$43,680.00
ONLY	0.38	\$960.00	\$240.00	\$1,200.00	\$62,400.00
INSURANCE,FUEL,MAINTENANCE,SUPPLIES	10 teams @ \$1080.30	\$108.33/team		\$7,583.10	\$394,321.20
TOTALS				\$45,336.10	\$2,357,477.20

Additional cost to HCPH

	FTE
HART Coordinator	2
Radios	
Monthly Radio Use	
Vehicle Wraps	
Mobile Data Terminal	
Total	

Hourly rate	Weekly			Yearly
	Payroll	Benefits	Total	
33.00	2,640	1,325	3,965	206,160
		* 12 unit * \$2,800		33,600
		* 12 unit * \$49		7,056
		* 6 unit * \$1,500		9,000
		* 6 unit * \$1,613		9,678
				\$265,494

District 4 Expansion Cost:	
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\$2,622,881.20

Breakdown of HART eligible calls in District 4 by day and hour.

HCSO District 4: Jan 1 - May 7, 2023									
Time / Day	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	TOTAL	Percent
12 AM	3	0	6	2	3	2	7	23	2%
1 AM	0	1	0	3	5	6	5	20	2%
2 AM	1	0	0	0	2	2	4	9	1%
3 AM	1	1	1	4	4	5	2	18	2%
4 AM	2	0	1	3	1	1	1	9	1%
5 AM	1	1	0	0	1	2	2	7	1%
6 AM	1	6	3	4	3	7	8	32	3%
7 AM	7	6	5	7	5	2	3	35	3%
8 AM	3	5	8	9	5	5	11	46	4%
9 AM	5	5	9	5	3	9	9	45	4%
10 AM	4	10	10	7	9	5	10	55	5%
11 AM	11	10	4	15	15	12	9	76	7%
12 PM	1	3	4	15	10	7	8	48	4%
1 PM	7	8	8	8	10	7	15	63	5%
2 PM	3	11	10	10	9	14	6	63	5%
3 PM	9	13	10	19	11	14	13	89	8%
4 PM	7	12	16	13	9	12	4	73	6%
5 PM	7	16	8	16	15	14	7	83	7%
6 PM	9	20	12	15	11	9	14	90	8%
7 PM	7	9	9	10	11	13	10	69	6%
8 PM	6	14	14	11	13	11	12	81	7%
9 PM	9	5	12	10	8	8	7	59	5%
10 PM	4	4	6	6	4	7	5	36	3%
11 PM	4	2	0	2	4	5	2	19	2%
TOTAL	112	162	156	194	171	179	174	1148	100%
Percent	10%	14%	14%	17%	15%	16%	15%	100%	

District 1 24/7 Coverage Proposed Budget

The current contract in District 1 is for \$1.5 million dollar. To operate 24/7 in District 1, the amount increases by \$328, 580.00.

DISTRICT 1		FTE	HOURLY RATE	BENEFITS@20%	WEEKLY TOTAL	YEARLY
CIS		7	\$26.00	\$1,456.00	\$8,736	\$454,272.00
EMT		7	\$26.00	\$1,456.00	\$8,736	\$454,272.00
EMT SHIFT SUPERVISOR/FTO		1	\$30.00	\$240.00	\$1,488	\$77,376.00
CIS SHIFT SUPERVISOR/FTO		1	\$30.00	\$240.00	\$1,488	\$77,376.00
CASE MANAGER		1	\$36.50	\$292.00	\$1,752	\$91,104.00
		FTE	WEEKLY SALARY	BENEFITS@20%	WEEKLY TOTAL	YEARLY
DIRECTOR OF OPERATIONS		0.5	\$1,460.00	\$365.00	\$1,825	\$94,900.00
ASSISTANT DIRECTOR OF OPERATIONS		0.5	\$960.00	\$240.00	\$1,200	\$62,400.00
CLINICAL HIPPA AND FRO COMPLIANCE OFFICER		0.5	\$1,200.00	\$300.00	\$1,500	\$78,000.00
MEDICAL DIRECTOR		0.5	FLAT RATE	NONE	\$750	\$39,000.00
CLINICAL MENTAL HEALTH DIRECTOR		0.5	FLAT RATE	NONE	\$750	\$39,000.00
OPERATIONS MANAGER AND DATA ANALYST		0.5	\$672.00	\$168.00	\$840	\$43,680.00
HUMAN RESOURCES -HART ONLY		0.38	\$960.00	\$240.00	\$1,200	\$62,400.00
NON-PERSONAL OPERATIING COSTS-ALL VEHICLES						
INSURANCE,FUEL,MAINTENANCE,SUPPLIES		8 teams @700	\$87.50/TEAM		\$4,900.00	\$254,800.00
TOTALS					\$35,165.00	\$1,828,580.00

Breakdown of HART eligible calls in District 1 by day and hour.

HCSO District 1: Jan 1 - May 7, 2023									
Time / Day	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	TOTAL	Percent
12 AM	2	2	4	2	2	4	6	22	2%
1 AM	3	1	3	2	3	1	2	15	1%
2 AM	3	1	3	2	1	1	2	13	1%
3 AM	0	0	1	2	1	3	1	8	1%
4 AM	1	3	2	0	1	2	1	10	1%
5 AM	2	1	1	3	4	4	3	18	1%
6 AM	2	0	3	1	3	7	3	19	1%
7 AM	5	8	11	4	8	6	2	44	3%
8 AM	8	11	5	10	15	12	4	65	5%
9 AM	6	10	8	12	12	6	7	61	5%
10 AM	8	6	12	11	14	10	16	77	6%
11 AM	11	9	2	9	11	10	11	63	5%
12 PM	17	8	8	11	13	17	13	87	7%
1 PM	8	12	12	11	16	9	11	79	6%
2 PM	14	13	15	17	13	21	17	110	9%
3 PM	11	11	8	17	18	13	8	86	7%
4 PM	8	19	15	13	16	11	10	92	7%
5 PM	12	11	21	17	15	12	7	95	7%
6 PM	5	12	9	15	15	9	8	73	6%
7 PM	10	7	9	16	9	18	8	77	6%
8 PM	4	8	16	11	10	10	8	67	5%
9 PM	3	12	7	8	6	2	5	43	3%
10 PM	2	1	7	5	5	1	4	25	2%
11 PM	3	4	7	10	7	4	2	37	3%
TOTAL	148	170	189	209	218	193	159	1286	100%
Percent	12%	13%	15%	16%	17%	15%	12%	100%	

Budget Proposal for District 4 With Same Current Operational Coverage as District 1

DISTRICT 4	FTE	HOURLY RATE	BENEFITS @20%	WEEKLY TOTAL	YEARLY
CIS	5	\$26.00	\$1,020.00	\$6,120.00	\$318,240.00
EMT	5	\$26.00	\$1,020.00	\$6,120.00	\$318,240.00
EMT SHIFT SUPERVISOR/FTO	1	\$30.00	\$240.00	\$1,488.00	\$77,376.00
CIS SHIFT SUPERVISOR/FTO	1	\$30.00	\$240.00	\$1,488.00	\$77,376.00
CASE MANAGER	1	\$36.50	\$292.00	\$1,752.00	\$91,104.00
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ASSISTANT DIRECTOR OF OPERATIONS	0.5	\$960.00	\$240.00	\$1,200.00	\$62,400.00
CLINICAL HIPPA AND FRO COMPLIANCE OFFICER	0.5	\$1,200.00	\$300.00	\$1,500.00	\$78,000.00
MEDICAL DIRECTOR	0.5	FLAT RATE	NONE	\$750.00	\$39,000.00
DIRECTOR	0.5	FLAT RATE	NONE	\$750.00	\$39,000.00
DATA ANALYST	0.5	\$672.00	\$168.00	\$840.00	\$43,680.00
ONLY	0.38	\$960.00	\$240.00	\$1,200.00	\$62,400.00
INSURANCE,FUEL,MAINTENANCE,SUPPLIES	6 teams @ \$649.98	\$108.33/team		\$4,549.86	\$236,592.72
TOTALS				\$29,582.86	\$1,538,308.72

ORDER OF COMMISSIONERS COURT
Authorizing execution of an amendment to an agreement

The Commissioners Court of Harris County, Texas, convened at a meeting of said Court at the Harris County Administration Building in the City of Houston, Texas, on the ____ day of _____, 2024 with all members present except _____.

A quorum was present. Among other business, the following was transacted:

**ORDER AUTHORIZING EXECUTION OF A SECOND AMENDMENT TO THE
AGREEMENT BETWEEN HARRIS COUNTY AND DEMA CONSULTING &
MANAGEMENT TEXAS LLC**

Commissioner _____ introduced an order and moved that Commissioners Court adopt the order. Commissioner _____ seconded the motion for adoption of the order. The motion, carrying with it the adoption of the order, prevailed by the following vote:

Vote of the Court	<u>Yes</u>	<u>No</u>	<u>Abstain</u>
Judge Hidalgo	☐	☐	☐
Comm. Ellis	☐	☐	☐
Comm. Garcia	☐	☐	☐
Comm. Ramsey, P.E.	☐	☐	☐
Comm. Briones	☐	☐	☐

The County Judge thereupon announced that the motion had duly and lawfully carried and that the order had been duly and lawfully adopted. The order adopted follows:

IT IS ORDERED that County Judge Lina Hidalgo be, and she is hereby authorized to execute, for and on behalf of Harris County, the Second Amendment to the Agreement to incorporate an Expansion Proposal as an exhibit at no additional cost to the County. The Amendment is incorporated herein as though fully set forth word for word.

All Harris County officials and employees are authorized to do any and all things necessary or convenient to accomplish the purposes of this order.