



City of Santa Ana
20 Civic Center Plaza, Santa Ana, CA 92701
Staff Report
September 21, 2021

TOPIC: Agreement Amendment with NaphCare for Medical Services for the Santa Ana Jail

AGENDA TITLE:

Approve Amendment to Agreement with NaphCare, Inc. to Provide Inmate Medical Services for the Santa Ana Jail in the Amount of \$2,854,746.87 (General Fund)

RECOMMENDED ACTION

Authorize the City Manager to execute a one-year agreement amendment with NaphCare, Inc. to provide basic and emergency inmate health care services for the Santa Ana Jail for the period of October 1, 2021 through September 30, 2022 in the amount of \$2,854,746.87, including a \$200,000 contingency, subject to non-substantive changes approved by the City Manager and City Attorney.

DISCUSSION

California's Board of State and Community Corrections (BSCC) mandates that agencies provide essential and emergency health care services to incarcerated individuals within their custody. Additionally, the City's federal contracts require that the City provide medical services to contract inmates. The Police Department issued a Request for Proposals (RFP#17-051) for inmate medical services on April 17, 2017. Among the responses, NaphCare was the most responsive, capable, and cost-effective. On October 1, 2017, a two-year agreement was executed with NaphCare. This agreement amendment is the last of three one-year renewal options and will cover the period of October 1, 2021 through September 30, 2022.

NaphCare has improved efficiencies, modernized medical operations, and increased preventive health measures, reducing the need for outside medical care. NaphCare has provided routine and emergency inmate medical services, including, but not limited to, the following: providing prescription and over-the-counter medications, physical examinations, dental care, and psychiatric services. Additionally, NaphCare has provided CPR and tuberculosis screening to Jail employees. NaphCare has consistently improved Santa Ana's health care operations by providing high-quality, community-standard health care within the Jail. NaphCare also provides comprehensive care for medical conditions,

mental health conditions, and substance abuse disorders. NaphCare has maintained compliance on all the following services:

- Patient X-ray reports
- Patient lab reports
- Inmates in segregation
- Chronic care treatments
- Medication administration
- Detox process
- Timeliness of intake screenings
- Health assessments
- COVID-19 screening

In the wake of the COVID-19 pandemic, NaphCare responded quickly and aggressively to provide a safe environment for Jail inmates and frontline workers.

NaphCare has agreed to continue to provide these services for an additional year at a negotiated CPI increase of 0.7 percent, the published CPI for Bureau of Labor Statistics for Los Angeles, Long Beach, and Anaheim as of June 2021. A \$200,000 contingency is included for services not included in the base agreement including, but not limited to, pharmaceuticals, x-rays, dentures, and OB/GYN exams. The agreed upon parking reimbursement amount of \$18,000 has also been added to the total agreement amount. The new rates for Tier 1 and Tier 2, based upon the Jail's population, are listed below. At the current average daily population (ADP) of approximately 400 inmates, the Jail anticipates paying the Tier 1 rate for this amendment.

| | Tier 1 (ADP at or above 176) | Tier 2 (ADP at or below 175) |
|-----------------------|------------------------------|------------------------------|
| Renewal Option Year 3 | \$2,636,746.87 | \$2,323,841.64 |
| Parking | \$18,000 | \$18,000 |
| Contingency | \$200,000 | \$200,000 |
| Total | \$2,854,746.87 | \$2,541,841.64 |

A medical consultant has been hired to assess the Jail's operational needs to create an inmate medical services RFP for FY 2022-23, including regulatory issues mandated by state law and compliance with BSCC standards. To help secure an agreement representing industry best practices and specific needs, the consultant will analyze proposals, analyze data, and present findings. Using their expertise in this highly specialized and technical area, they will ensure the outcome is an ideal balance between cost and quality.

NaphCare has been accommodating, professional and consistent in its services, and staff recommends approval of this one-year agreement amendment.

ENVIRONMENTAL IMPACT

There is no environmental impact associated with this action.

FISCAL IMPACT

Funds for this agreement are available and will be budgeted in future budget years in the Jail Operations Contract Services account (no. 01114475 62300) as follows:

| Fiscal Year | Accounting Unit- Account # | Accounting Unit, Account Description | Amount |
|-------------|-------------------------------|---|---------------------|
| FY 2021-22 | 01114475 62300 | Jail Operations - Contract Services | 2,141,060.15 |
| FY 2022-23 | 01114475 62300 | Jail Operations - Contract Services | 713,686.72 |
| | | Total | 2,854,746.87 |

EXHIBIT(S)

1. Agreement Amendment with NaphCare, Inc.

Submitted By: David Valentin, Police Chief

Approved By: Kristine Ridge, City Manager