



# AGENDA STAFF REPORT

Control: 26001028

**MEETING DATE:** 05/19/2026

**LEGAL ENTITY TAKING ACTION:** Board of Supervisors

**BOARD OF SUPERVISORS DISTRICT(S):** All Districts

**SUBMITTING AGENCY/DEPARTMENT:** Health Care Agency

**DEPARTMENT CONTACT PERSON(S):** Veronica Kelley, 714-834-7024  
Ian Kemmer, 714-834-2160

**SUBJECT:** Renewal 988 Crisis Hotline Services and Suicide and Self-Harm Reduction Services

CEO CONCUR	COUNTY COUNSEL REVIEW	CLERK OF THE BOARD
Concur	Approve agreement to form	DISCUSSION
		3 Votes Board Majority

<b>Budgeted:</b> N/A	<b>Current Year Cost:</b> N/A	<b>Annual Cost:</b> FY 2026-27 \$2,200,000
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<b>Staffing Impact:</b> No	<b>Funding Source:</b> State: Behavioral Health Services Act/Prop 1: 100%	<b>Sole Source:</b> Yes
<b>Current Fiscal Year Revenue:</b> N/A		<b>County Audit in Last 3 years:</b> No
<b>Levine Act Review Completed?</b> Yes		

**Prior Board Action:** 8/12/2025 #S56M, 6/24/2025 #51, 4/8/2025 #16

**RECOMMENDED ACTION(S):**

1. Approve Amendment No. 1 to renew the contract with Didi Hirsch Psychiatric Service dba Didi Hirsch Mental Health Services for the provision of 988 Crisis Hotline Services, for the term of July 1, 2026, through June 30, 2027, for an amount not to exceed \$550,000, for a revised total amount not to exceed \$1,100,000, renewable for three additional one-year terms.
2. Approve Amendment No. 3 to renew the contract with Didi Hirsch Psychiatric Service dba Didi Hirsch Mental Health Services for the provision of Suicide and Self-Harm Reduction Services, for the term of July 1, 2026, through June 30, 2027, for an amount not to exceed \$1,650,000, for a revised total amount not to exceed \$3,300,000, renewable for three additional one-year terms.
3. Authorize the County Procurement Officer or Deputized designee to execute Amendment No. 1 for 988 Crisis Hotline Services and Amendment No. 3 for Suicide and Self-Harm Reduction Services, with Didi Hirsch Psychiatric Service dba Didi Hirsch Mental Health Services, as referenced in the Recommended Actions above.

**SUMMARY:**

Approval of Amendment No. 1 for 988 crisis hotline services and Amendment No. 3 for suicide and self-harm reduction services with Didi Hirsch Psychiatric Service dba Didi Hirsch Mental Health Services will ensure individuals with acute or persistent risk for suicide continue to have access to specialized interventions.

**BACKGROUND INFORMATION:**

On April 8, 2025, your Honorable Board of Supervisors (Board) approved the Contract with Didi Hirsch Psychiatric Service dba Didi Hirsch Mental Health Services (Didi Hirsch) for the provision of 988 Crisis Hotline Services for the term of July 1, 2025, through June 30, 2026. The Contract is a sole source contract with Didi Hirsch as Didi Hirsch is the only state accredited service provider in Southern California and is one of 12 approved operators of a 988 call center in the State of California. The regional model for 988 is a standardized response model regardless of call location. Approval of Amendment No. 1 to renew the contract for one year will allow for the continuation of an Orange County-specific response to callers in crisis.

On August 12, 2025, the Board approved the contract with Didi Hirsch for the provision of Suicide and Self-Harm Reduction Services for the term of August 1, 2025, through June 30, 2026. Approval of Amendment No. 3 to renew the contract for one year will allow for the continued delivery of Suicide and Self-Harm Reduction Services to Orange County residents.

The Orange County Preference Policy is not applicable to these Amendments.

**All related prior actions are included in the table below:**

<b>Board Date</b>	<b>Contract/ Amendment</b>	<b>Action</b>	<b>Term</b>	<b>Contract Amount</b>
04/08/25	Contract #MA-042-25011085 for 988 Crisis Hotline Services Contract #MA-042-25010461 for Suicide and Self-Harm Reduction Services	No Action. Item moved to 6/24/25 Board	July 1, 2025 – June 30, 2026	<b>\$550,000</b> <b>\$1,650,000</b>
06/24/25	Contract #MA-042-25011085 for 988 Crisis Hotline Services	Board approved contract	July 1, 2025 – June 30, 2026	\$550,000
8/12/25	Contract #MA-042-25010461 for Suicide and Self-Harm Reduction Services	Board approved contract	August 1, 2025 – June 30, 2026	\$1,650,000
N/A	Amendments No. 1 & No. 2 to Contract #MA-042-25010461 for Suicide and Self-Harm Reduction Services	Deputy Purchasing Agent (DPA) Delegated Authority Administrative Revision	August 1, 2025 – June 30, 2026	N/A

**Scope of Services - 988 Crisis Hotline Services**

Talk/text/chat support is available to Orange County residents experiencing suicidal crises and seeking services for themselves or others through a toll-free, 24/7 confidential suicide and crisis prevention lifeline/hotline (Hotline).

The goal of the Hotline is to reduce the incidence of suicide attempts through effective and appropriate interventions designed to de-escalate and stabilize callers, alleviate imminent risk, provide support in accessing appropriate resources and coordinate care with other service providers. Hotline services are provided by trained staff with lived experience and include immediate assessment, support, triage and referrals for follow-up care for 100 percent of callers. The support is provided in multiple languages that represent the Threshold Languages in Orange County.

**Table 1: 988 Crisis Hotline Services Annual Performance Goals**

Service Category	FY 2025-26 Goals	FY 2025-26 (July 2025-Jan 2026) Goals Achieved
Hotline calls	15,000	12,469
Unduplicated callers	10,000	7,448
Percentage of follow-up attempts	100%	100%

**Table 2: 988 Crisis Hotline Services Program Outcomes**

Indicators: Caller Stabilization and Improvement	FY 2025-26 (July 2025-Jan 2026) Outcomes Achieved
A minimum of 80% of callers rating themselves at high or imminent risk will show a decrease in their self-rated intent by the end of the call.	70%
A minimum of 80% of callers rating themselves at medium risk will show a decrease in their self-rated intent by the end of the call.	64%

Based on the data in Table 1, the program is on track to exceed its Units of Service in total Hotline calls and Unduplicated callers. As noted in Table 2, the program did not meet the established outcome targets for high/imminent risk callers or medium risk callers during the first seven months of FY 2025-26. The Health Care Agency (HCA) continues to work with the provider to strengthen intervention consistency, enhance staff training, and implement quality improvement strategies to improve performance in these areas. The proposed FY 2026-27 goals will be the same as FY 2025-26 goals.

**Scope of Services – Suicide and Self-Harm Reduction Services**

Suicide and Self-Harm Reduction Services are designed for individuals who have survived a suicide attempt, have experienced or are experiencing thoughts of self-harm or suicide and loss survivors who have experienced loss of a loved one/family member to suicide. The program receives referrals from sources who serve Medi-Cal or uninsured individuals at elevated risk for suicide or self-harm. The program provides step-down, safety net services to clients discharging from Orange County crisis programs, emergency departments and acute inpatient settings to ensure linkage to ongoing long-term treatment. Services include initial screening and assessment, therapeutic interventions including individual and group therapy, couples and family therapy, crisis intervention and loss and bereavement support to family members and loved ones who have experienced a loss due to suicide. Therapeutic services are provided by clinicians and loss support by peers with lived experience with specialized training in suicidal risk and self-harm reduction. Loss support will help clients access support and move through the grief process.

During the current fiscal year, the contract adopted a hybrid contracting model, reflecting actual costs from August 2025, through February 2026, and transitioning to an incremental fee-for-service billing expectation during the last quarter of the contract term. This hybrid approach was adopted to allow time for the program to successfully transition to a full Fee-for-Service Medi-Cal contract in the proposed renewal term. Performance outcomes have been aligned to DHCS requirements and statewide goals and will focus on timely access to treatment and services, reduction in emergency department visits and inpatient hospitalization, screening and monitoring of depressive symptoms, care experience, and closed-loop referrals to appropriate behavioral health services.

Providers are required to follow all Medi-Cal regulations and billing as well as HCA standards for quality of services provision. Didi Hirsch has recently begun billing for Medi-Cal services. During this fiscal period, HCA is actively collaborating with Didi Hirsch to ensure a successful transition to a full Fee-for-Service structure in the upcoming renewal period. As of this report, Didi Hirsch has submitted service claims beginning in August 2025, in the amount of \$172,555.42. Of these claims, \$163,396.33 of revenue was approved or is adjudicated and awaiting payment by the State. To remain within their negotiated maximum contract obligation, Didi Hirsch will need to significantly increase revenue generation during the upcoming renewal period in order to be sustainable. HCA provides ongoing, hands-on technical assistance to Didi Hirsch staff and continues to regularly monitor their monthly submitted and denied claims.

The Contractor has sustained an acceptable level of service delivery in core areas. Some operational challenges have been noted with administrative processes. The Contractor has acknowledged these issues and is taking steps to address them and ensure contract compliance.

The 988 Crisis Hotline Services contract does not include subcontractors or pass through to other providers. See Attachment B for Contract Summary Form. The Suicide and Self-Harm Reduction Services contract currently includes subcontractors or pass through to other providers. See Attachment D for Contract Summary Form.

HCA has verified there are no concerns that must be addressed with respect to Contractor's ownership/names, litigation status or conflicts with County interests.

HCA requests the Board approve the amendments with Didi Hirsch for provision of 988 Crisis Hotline Services and Suicide and Self-Harm Reduction Services, as referenced in the Recommended Actions above.

**FINANCIAL IMPACT:**

Appropriations for these amendments will be included in Budget Control 042 FY 2026-27 Budget.

The Contracts include provisions allowing HCA to terminate the Contract, reduce the level of services, and/or renegotiate the levels of services provided, as necessary. This includes a notice that allows HCA adequate time to transition or terminate services to clients, if necessary.

**STAFFING IMPACT:**

An analysis was completed to verify the contracts provide County with persons specially trained, experienced, expert and competent to perform the special services in accordance with the law.

**REVIEWING AGENCIES/DEPARTMENTS:**

N/A

**ATTACHMENTS:**

Attachment A – Amendment No. 1 to MA-042-25011085 for 988 Crisis Hotline

Attachment B – Contract Summary Form to Attachment A

Attachment C – Amendment No. 3 to MA-042-25010461 for Suicide and Self-Harm Reduction Services

