



AGENDA STAFF REPORT

Control: 26001048

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: Approve Contracts for Adult and Older Adult Full Service Partnership Services

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

Budgeted: N/A	Current Year Cost: N/A	Annual Cost: FY 2026-27: \$59,184,939 FY 2027-28: \$59,184,939 FY 2028-29: \$59,184,939
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Staffing Impact: No	Funding Source: See Financial Impact	Sole Source: No
Current Fiscal Year Revenue: N/A	Section	County Audit in Last 3 years: No

Levine Act Review Completed? Yes

Prior Board Action: N/A

RECOMMENDED ACTION(S):

1. Approve the Master Contract and individual contracts with various providers for the provision of Adult Full Service Partnership Services for the term of July 1, 2026, through June 30, 2029, for an aggregate amount not to exceed \$100,823,808, renewable for one additional two-year term.
2. Approve the selection of and individual contract with Telecare Corporation for the provision of Adult Full Service Partnership Services for the term of July 1, 2026, through June 30, 2029, renewable for one additional two-year term.
3. Approve the selection of and individual contract with Orange County Asian and Pacific Islander Community Alliance, Inc. for the provision of Adult Full Service Partnership Services for the term of July 1, 2026, through June 30, 2029, renewable for one additional two-year term.
4. Approve the Master Contract and individual contracts with various providers for the provision of Adult Forensic Full Service Partnership Services for the term of July 1, 2026, through June 30, 2029, for an aggregate amount not to exceed \$42,459,336, renewable for one additional two-year term.

5. Approve the selection of and individual contract with Telecare Corporation for the provision of Adult Forensic Full Service Partnership Services for the term of July 1, 2026, through June 30, 2029, renewable for one additional two-year term.
6. Approve the selection of and individual contract with College Community Services dba Clarvida for the provision of Adult Forensic Full Service Partnership Services for the term of July 1, 2026, through June 30, 2029, renewable for one additional two-year term.
7. Approve the Master Contract and individual contracts with various providers for the provision of Older Adult Full Service Partnership Services for the term of July 1, 2026, through June 30, 2029, for an aggregate amount not to exceed \$34,271,673, renewable for one additional two-year term.
8. Approve the selection of and individual contract with Orange County Asian and Pacific Islander Community Alliance, Inc. for the provision of Older Adult Full Service Partnership Services for the term of July 1, 2026, through June 30, 2029, renewable for one additional two-year term.
9. Approve the selection of and individual contract with College Community Services dba Clarvida for the provision of Older Adult Full Service Partnership Services for the term of July 1, 2026, through June 30, 2029, renewable for one additional two-year term.
10. Pursuant to Contract Policy Manual Section 3.3-113, authorize County Procurement Officer or Deputized designee to exercise a contingency contract cost increase not to exceed \$3,360,793, which is 10 percent of the contract amount for the first year of the Master Contract, for the provision of Adult Full Service Partnership Services; \$1,415,311, which is 10 percent of the contract amount for the first year of the Master Contract, for provision of Adult Forensic Full Service Partnership Services; and \$1,142,389, which is 10 percent of the contract amount for the first year of the Master Contract, for provision of Older Adult Full Service Partnership Services; for the entire term of the contracts, including renewals, and within the scope of work set forth in the contracts. The use of the contingency contract cost increase is subject to approval requirements established by the County Procurement Officer.
11. Authorize the County Procurement Officer or Deputized designee to execute the Master Contracts and individual contracts, as referenced in the Recommended Actions above.

SUMMARY:

Approval of the Master Contract and the selection of and individual contracts with Telecare Corporation, Orange County Asian and Pacific Islander Community Alliance, Inc., and College Community Services dba Clarvida for provisions of Adult Full Service Partnership Services, Adult Forensic Full Service Partnership Services, and Older Adult Full Service Partnership Services will provide mental health services to adults who have a serious mental illness and/or co-occurring disorder.

BACKGROUND INFORMATION:

On March 5, 2024, California voters approved Proposition 1, which transforms the Mental Health Services Act (MHSA) into the Behavioral Health Services Act (BHSA). The BHSA reforms behavioral health care funding to prioritize services for people with the most significant mental health needs while adding substance use disorders treatment, expanding housing interventions, and increasing the behavioral health workforce. Primary goals of the BHSA are to improve access to care, increase accountability and transparency for publicly funded, county-administered behavioral health services, and expand the capacity of behavioral health care facilities across California. Under the BHSA and Welfare & Institutions Code (WIC) Section 5887, as amended by Assembly Bill (AB) 348 (2025–26), counties are required to establish and administer a Full Service Partnership (FSP) program with specified

services, eligibility criteria, standardized levels of care, and documentation requirements. Specified services include evidence-based delivery models (e.g., Assertive Community Treatment (ACT), Forensic Assertive Community Treatment (FACT), and Individual Placement and Support (IPS) model for supportive employment), FSP levels of care (i.e., Level 2 and Level 1), co-occurring capability, outpatient behavioral health services, and supportive services.

On December 11, 2025, the Health Care Agency (HCA) released a Request for Proposals (RFP) in the County’s online bidding system to solicit proposals from qualified providers to provide Adult and Older Adult FSP Services which consisted of three service categories:

- 1) Service Category 1 - Adults: ACT (Level 2), FSP Intensive Case Management (ICM) (Level 1), and IPS;
- 2) Service Category 2 - Adults: FACT (Level 2), FSP ICM (Level 1), and IPS; and
- 3) Service Category 3 - Older Adults: ACT/FACT (Level 2) and FSP ICM (Level 1).

HCA received 12 proposals by the deadline of January 14, 2026: five proposals for service category one; five proposals for service category 2; and two proposals for service category 3.

The Orange County Preference Policy (OCPP) was applicable and incorporated into this solicitation. The procurement process was completed prior to the approval of the 2026 Contract Policy Manual HCA received one protest of the recommendation of award to the aforementioned respondents; the protest was denied by HCA.

One OCPP qualified proposal was submitted by Clean Path Recovery. Based on final scoring, a contract was not awarded to an OCPP qualified contractor under the Orange County Local Small Business (OCLSB) preference policy, even after receiving a five percent point advantage.

A standard evaluation panel of five members was recruited to evaluate proposals. The evaluation panel members were subject matter experts, consisting of two county managers and three public members.

Service Category 1

Respondent	Average Score
Telecare Corporation	929.3
Orange County Asian and Pacific Islander Community Alliance, Inc. (OCAPICA)	887.7
College Community Services dba Clarvida (Clarvida)	875.3
McKinley Children’s Center Inc. DBA McKinley	868.3
Clean Path Recovery	824

Service Category 2

Respondent	Average Score
Telecare Corporation	927
Clarvida	893.7
OCAPICA	888.3
McKinley Children’s Center Inc. DBA McKinley	864.3
Clean Path Recovery	826.3

Service Category 3

Respondent	Average Score
OCAPICA	890.7
Clarvida	882.3

After scoring each proposal and conducting a comprehensive consensus meeting and interviews, the Evaluation Panel recommended award of 3 or more contracts and the selection and negotiation with the following:

Service Category 1: Telecare Corporation and OCAPICA;
 Service Category 2: Telecare Corporation and Clarvida; and
 Service Category 3: OCAPICA and Clarvida.

Proponent	Reference Check 1	Reference Check 2	Reference Check 3
Telecare Corporation	Alameda County Behavioral Health Department	San Mateo County Behavioral Health & Recovery Services	San Bernardino County Department of Behavioral Health
OCAPICA	City of Irvine	California Department of Social Services	U.S. Department of Health and Human Services
Clarvida	Kern County Behavioral Health & Recovery Services	Los Angeles County Department of Mental Health	County of San Diego Health and Human Services Agency

HCA received one protest of the recommendation of award to the aforementioned respondents; the protest was denied by HCA.

Scope of Services

FSP programs provide in person and in the field individualized, team-based care to individuals living with significant behavioral health needs through a “whatever it takes” approach. Services are community-based using a whole-person approach that is trauma-informed, recovery-focused, age-appropriate, and delivered in partnership with families or an individual’s natural supports. Services include outreach and engagement, assessment, intensive case management, crisis intervention, psychosocial rehabilitation, medication support, individual, family and group therapy, co-occurring services, vocational and educational support, linkage to financial benefits/entitlements, family and peer support, supportive socialization and development of meaningful community roles, and referral and linkages. In support of the “whatever it takes” approach, FSPs also utilize funding to support clients with targeted assistance such as food, clothing, transportation, vocational/educational expenses and housing. Services delivered support clients in their recovery from mental illness, help improve daily functioning and ability to live independently in the community and empower clients to live productive lives.

FSP programs serve adults and older adults throughout Orange County, who are living with a serious mental illness (SMI) and may have co-occurring substance use disorders and have the most significant behavioral health needs. Priority populations to be served under the BHSA include individuals who:

- Are chronically homeless or experiencing homelessness or at risk of homelessness
- Are in, or at risk of being in, the justice system
- Are reentering the community from state prison or county jail
- Are at risk of conservatorship
- Are at risk of institutionalization

ACT is an evidence-based practice to support individuals living with complex and significant behavioral health needs and a treatment history that may include psychiatric hospitalization and emergency room visits, residential treatment, involvement with the criminal justice system, homelessness, and/or lack of engagement with traditional outpatient services. Core ACT principles include a team-based approach, community-based services, high staff capacity, shared caseload, flexible service delivery and 24/7 crisis availability. ACT provides a full range of clinical treatment, psychosocial rehabilitation, care coordination, and community support services. FACT builds on the ACT model by

incorporating forensic adaptations to address the unique needs of individuals with significant behavioral health needs who are also involved with the criminal justice system.

ACT (FSP Level 2) serves adults and older adults with significant functional impairment who have continuous high-service needs. FACT serves adults and older adults who meet ACT (FSP Level 2) criteria and are also involved with the justice system.

ICM (FSP Level 1) serves adults and older adults with moderate to significant impairment who may not meet ACT level of care but still have significant behavioral health needs and can benefit from FSP supports. ICM is a standardized step-down level from ACT/FACT or provided in order to avert the higher ACT/FACT level of care. Modeled after ACT, ICM also provides a community and team-based approach, has a small caseload size and is delivered by a multidisciplinary team that provides services and supports based on the unique needs of each client.

IPS is a person-centered approach, designed to support individuals living with significant behavioral health needs in attaining and maintaining competitive employment to support recovery from their behavioral health condition. This evidence-based model includes a specific set of pre-employment services (e.g., job-related assessment, employment planning, and job development and placement) and employment sustaining services (e.g., ongoing job coaching and follow-along supports). IPS serves adults who are participating in the FSP ACT/FACT and ICM levels of care.

The ages served, average daily volume to be served, and program location are as follows:

Service Category 1: Adult Average Daily Census to Serve

Adult (18 - 59 years old)	OCAPICA (Garden Grove Location)	Telecare (Anaheim Location)	Telecare Corporation (Costa Mesa Location)	Telecare Corporation (Garden Grove Location)	Telecare (Santa Ana Location)
Level 2 (ACT)	40	100	100	200	100
Level 1 (ICM)	90	140	140	140	140

Service Category 2: Adult Forensic Daily Census to Serve

Adult Forensic (18 - 59 years old)	Telecare Corporation (Santa Ana Location)	Clarvida (Anaheim Location)
Level 2 (FACT)	140	160
Level 1 (ICM)	100	40

Service Category 3: Older Adult Average Daily Census to Serve

Older Adult (60 years and older)	Clarvida (Orange Location)	OCAPICA (Garden Grove Location)
Level 2 (ACT/FACT)	160	30
Level 1 (ICM)	75	50

Performance Outcomes

Under the BHSA, counties are required to meet identified statewide behavioral health goals focused on improving the overall health and well-being of individuals living with significant behavioral health needs. FSP providers will use state-mandated performance measures to evaluate program effectiveness. Performance outcomes include:

- Reduction in homelessness
- Reduction in institutionalization
- Reduction in justice-involvement
- Reduction in behavioral health conditions
- Improvement in access to care
- Improvement in prevention and treatment of co-occurring physical health conditions

The Contractors' performance has been confirmed as satisfactory. HCA has verified there are no concerns that must be addressed with respect to the Contractors' ownership/name, litigation status or conflicts with County interests.

The proposed Contracts with Telecare Corporation and Clarvida will have subcontractors; the proposed Contracts with OCAPICA will not have subcontractors. See Attachment J for information regarding subcontractors and Contract Summary Forms.

HCA requests that the Board approve and authorize the County Procurement Officer or Deputized designee to execute the Master Contracts and individual contracts with Telecare Corporation and OCAPICA for provision of Adult ACT FSP Services; Telecare Corporation and Clarvida for provision of Adult FACT FSP Services; and OCAPICA and Clarvida for provision of Older Adult ACT and FACT FSP Services, as referenced in the Recommended Actions.

FINANCIAL IMPACT:

Appropriations for the Contracts will be included in Budget Control 042 FY 2026-27 Budget and will be included in the budgeting process for future years.

Funding Source:

State: 22% (Behavioral Health Services Act, Realignment AB109)

Fees/Other: 78% (Medi-Cal Federal Financial Participation)

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 service 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 – Master Contract MA-042-26011171 for Adult Full Service Partnership Services

Attachment B – Individual Contract MA-042-26011171 for Adult Full Service Partnership Services with Telecare Corporation

Attachment C – Individual Contract MA-042-26011171 for Adult Full Service Partnership Services with OCAPICA

Attachment D- Master Contract MA-042-26011172 for Adult Forensic Full Service Partnership Services

Attachment E - Individual Contract MA-042-26011172 for Adult Forensic Full Service Partnership Services with Telecare Corporation

Attachment F - Individual Contract MA-042-26011172 for Adult Forensic Full Service Partnership Services with Clarvida

Attachment G – Master Contract MA-042-26011173 for Older Adult Full Service Partnership Services

Attachment H - Individual Contract MA-042-26011173 for Older Adult Full Service Partnership Services with OCAPICA

Attachment I - Individual Contract MA-042-26011173 for Older Adult Full Service Partnership Services with Clarvida

Attachment J – Contract Summary Forms

Attachment K – Individual Score Sheets

Attachment L – WIC 5887

Attachment M – AB 348