



AGENDA STAFF REPORT

Control: 26001132

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 Contract for In-Home Crisis Stabilization 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 \$2,770,000
		FY 2027-28 \$2,770,000

Staffing Impact: No	Funding Source: See Financial Impact Section	Sole Source: No
Current Fiscal Year Revenue: N/A		County Audit in Last 3 years: No

Levine Act Review

Completed? Yes

Prior Board Action: N/A

RECOMMENDED ACTION(S):

1. Approve Contract with The Priority Center, Ending the Generational Cycle of Trauma, Inc. for the provision of In-Home Crisis Stabilization Services, for the term July 1, 2026, through June 30, 2028, in an amount not to exceed \$5,540,000, renewable for three additional one-year terms.
2. Pursuant to Contract Policy Manual Section 3.3-113, authorize the County Procurement Officer or Deputized designee to exercise a contingency contract cost increase in an amount not to exceed 10 percent of the contract amount for the first year of the contract, for the entire term of the Contract, including renewals, and within the scope of work set forth in the contract. The use of this contingency contract cost increase is subject to approval requirements established by the County Procurement Officer.
3. Authorize the County Procurement Officer or Deputized designee to execute the Contract, as referenced in the Recommended Actions Above.

SUMMARY:

Approval of the Contract with The Priority Center, Ending the Generational Cycle of Trauma, Inc. for the provision of In-Home Crisis Stabilization Services will promote resiliency in children, youth and recovery in adults, and their

families through intensive, in-home crisis services for individuals at risk of psychiatric hospitalization or, for children and youth, out of home placement.

BACKGROUND INFORMATION:

On January 21, 2026, the Health Care Agency (HCA) released a Request for Proposal (RFP) in the County of Orange (County) online bidding system to solicit proposals from qualified providers to deliver In-Home Crisis Stabilization Services (IHCS). The RFP included the County’s intent to award one contract to the qualified provider whose proposal was determined to be the most responsive. There were two responses received by the due date of February 18, 2026. One of the proposals was incomplete, and additional information was requested. The vendor did not provide the requested information by the established deadline and no further follow up was received. As a result, the proposal was deemed unresponsive. The remaining proposal was reviewed, deemed responsive and the contract was recommended for award to The Priority Center, Ending the Generational Cycle of Trauma, Inc. (The Priority Center). The Priority Center has been the incumbent provider since 2010. No protest was received. The Orange County Preference Policy is not applicable to this Contract Award.

Scope of Services

The goal of the IHCS program is to provide in-person responses to individuals of all ages and their families who are currently experiencing behavioral health crises and are in need of in-home crisis care. IHCS provides short-term, intensive in-home crisis services to children, youth, adults and their families who have been safely diverted from psychiatric hospitalization or out-of-home placement. IHCS provides support 24 hours a day, seven days a week, every day of the year and provides in-person crisis response to existing clients when needed and warm handoffs to all new clients referred by other crisis providers to quickly establish rapport and facilitate linkage to ongoing care. Services are provided for a period of up to three weeks. Crisis services include a warm handoff for all new referrals, crisis intervention, teaching of short-term coping strategies, individual and family therapy, peer support services and crisis evaluations for existing clients. The program serves as a safety net to ensure linkage to the next level of care. Clients are referred by County and County contracted crisis programs.

Performance Outcomes:

The performance outcomes for In-Home Crisis Stabilization Services are below:

- Ensure 100 percent of referred clients receive a warm handoff to In-Home staff at the time the referral is made by the referring provider.
- At least seventy-five percent of individuals referred shall successfully link (keep appointment) to on-going mental health services within fourteen calendar days of referral.
- Track the rate of readmission to any CSU within two (2) calendar days of contractor discharge and remain below two percent of all admissions.
- Track the rate of mobile Crisis Assessment Team (CAT) response within two (2) calendar days of discharge and remain below five percent of all admissions.
- Maintain an average response time of seventy-five minutes or less for the warm handoffs for all individuals referred for services.

The Priority Center is required to follow all Medi-Cal regulations for services, billing and HCA standards for quality, responsiveness and family engagement.

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 staff have conducted due diligence on The Priority Center and reference checks were satisfactory and completed with Capistrano Unified School District, Child Guidance Center, and Western Youth Services.

This Contract does not currently include subcontractors or pass through to other providers. See Attachment B for Contract Summary Form.

HCA requests that the Board approve the Contract with The Priority Center, Ending the Generational Cycle of Trauma, Inc., as referenced in the Recommended Actions.

FINANCIAL IMPACT:

Appropriations for this Contract will be included in Budget Control 042 Fiscal Year 2026-27 Budget and will be included in the budgeting process for future years.

Funding Sources

State: 50% (Behavioral Health Services Act)

Other: 50% (Federal Financial Participation Medi-Cal)

The proposed Contract includes 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 Contract provides the County with persons specifically trained, experienced, expert and competent to perform the special services in accordance with the law.

REVIEWING AGENCIES/DEPARTMENTS:

N/A

ATTACHMENTS:

Attachment A - Contract MA-042-26010321 for In-Home Crisis Stabilization Services with The Priority Center, Ending the Generational Cycle of Trauma, Inc.

Attachment B - Contract Summary Form