AGENDA STAFF REPORT

Control: 26001475

MEETING DATE: 08/11/2026

LEGAL ENTITY TAKING ACTION: Board of Supervisors

BOARD OF SUPERVISORS DISTRICT(S): All Districts

SUBMITTING AGENCY/DEPARTMENT: Social Services Agency

DEPARTMENT CONTACT PERSON(S): An Tran, 714-541-7773
James Cho, 714-245-6268

SUBJECT: Approve Amendment Two to Contract for Home Safe Services

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

Budgeted: Yes

Current Year Cost: $582,727

Annual Cost:
FY 2027-28 $582,727

Staffing Impact: No

Sole Source: No

Current Fiscal Year Revenue: N/A

Funding Source: State - Home Safe : 100%

County Audit in Last 3 years: No

Levine Act Review Completed? Yes

Prior Board Action: 5/6/2025 #34, 5/23/2023 #45

RECOMMENDED ACTION(S):

Authorize the County Procurement Officer or Deputized designee to execute Amendment Two to Contract with Mercy House Living Centers for Home Safe Services to amend and increase funding by $1,165,454 for a new cumulative total not to exceed $10,323,454, effective July 1, 2023, to June 30, 2028.

SUMMARY:

Approval of Amendment Two to the Contract with Mercy House Living Centers will provide additional state funding for housing-related supportive services, including direct financial assistance, for eligible Adult Protective Services clients.

BACKGROUND INFORMATION:

The Board of Supervisors (Board) previously approved the Contract and Amendment One with Mercy House Living Centers (Mercy House) for Home Safe Services as outlined below.

Board Date	Contract/ Amendment	Term	Maximum Obligation	Board Action

5/23/2023	Contract	7/1/2023 - 6/30/2025	$6,158,000	Approved Agreement with Mercy House
5/06/2025	Amendment	7/1/2023 - 6/30/2028	$9,158,000	Approved Amendment One to renew and amend the Agreement

Home Safe Services utilize evidence-based housing interventions designed to protect the safety and housing stability of Adult Protective Services (APS) clients who are experiencing, or are at imminent risk of, homelessness due to elder or dependent adult abuse or neglect, and voluntarily agree to participate in Home Safe Services.

Approval of Amendment Two to the Contract includes an increase in funding allocated by the state for continued housing services through the Home Safe Services. The increased funding will further direct financial assistance available for eligible clients and provide additional staffing to support an anticipated increase in referrals for the program. Additionally, the scope of work has been updated to clarify the referral process and revise the definitions section.

SSA has incorporated the County's Homeless Service System Pillars Attestations into the Contract Amendments with Mercy House. This includes the Outreach and Supportive Services and Housing Pillars, as applicable, to the Home Safe Program services provided.

Outcomes
The following table reflects the outcomes achieved by Mercy House for Home Safe Services, completed for FY 2023-24 through FY 2025-26:

Outcome Objectives	**FY 2023-24**	**FY 2024-25**	**FY 2025-26****
100 percent of Home Safe referrals shall be assigned to a worker within 10 business days from the date of receipt.	80%*	100%	100%
A minimum of 90 percent of clients who complete an intake meeting shall be provided a disposition (e.g., acceptance or rejection) within three business days.	99%	97%	99%
A minimum of 80 percent of all referrals accepted will receive Home Safe services.	94%	89%	100%

(*) Mercy House did not meet this objective for FY 2023-24. During Quarter 1, the Home Safe Services team faced a dual challenge as Mercy House navigated both the filling of vacancies from the previous fiscal year and the recruitment of new staff members for program expansion under the FY 2023-25 contract. Training new staff required additional time, which affected the timeline for assigning referrals to a worker.
(**) FY 2025-26 – Outcome data reflect the period from July 1, 2025, through June 30, 2026.
The Contractor's performance has been confirmed as satisfactory. The Social Services Agency (SSA) has verified there are no concerns that must be addressed with respect to Contractor's ownership/name, litigation status or conflicts with County of Orange (County) interests. The appropriate due diligence has

been conducted and the non-profit(s) has been verified to be in good standing. The Orange County Preference Policy is not applicable to this contract amendment.

Subcontracts

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

Non-Standard Insurance Provisions

This Contract includes a non-standard insurance provision that eliminates the requirement of Per Occurrence Sexual Misconduct Liability (SML) insurance. The Contractor is unable to obtain Per Occurrence SML as they are unable to identify an insurer that provides this insurance in the United States or abroad. Effective January 1, 2024, new state law eliminated the previous time limit for the statute of limitations on childhood sexual assault. Under the new law, a civil claim for a child sexual abuse event that occurs after January 1, 2024, can be brought at any time. Due to the significant increase in potential liability the new law poses, many California insurance providers are unwilling to issue Per Occurrence policies for SML. The Contractor will carry Claims-Made SML insurance and will be required to maintain this insurance throughout the contract term. CEO Risk Management does not concur with the elimination of the requirement for Per Occurrence SML but has approved Claims-Made SML provided that the Contractor is not engaged in unsupervised contact with minors and services provided. See Attachment C for Risk Assessment Form.

SSA is requesting the Board to authorize the County Procurement Officer of Deputized designee to execute Amendment Two to Contract with Mercy House for Home Safe Services to amend and increase funding by $1,165,454 for a new cumulative total not to exceed $10,323,454, effective July 1, 2023, through June 30, 2028.

FINANCIAL IMPACT:

Appropriations for this Contract are included in Budget Control 063, Social Services Agency FY 2026-27 Budget and will be included in the budgeting process for future years.

The Home Safe program is funded 100 percent through the State.

STAFFING IMPACT:

N/A

REVIEWING AGENCIES/DEPARTMENTS:

Office of Care Coordination

ATTACHMENTS:

Attachment A - Amendment Two to Contract with Mercy House Living Centers, #MA-063-23010971

Attachment B - Contract Summary Form

Attachment C - Risk Assessment Form