



**BOARD OF SUPERVISORS  
AGENDA LETTER**

**Agenda Number:**

**Clerk of the Board of Supervisors**  
105 E. Anapamu Street, Suite 407  
Santa Barbara, CA 93101  
(805) 568-2240

**Submitted on:**  
**(COB Stamp)**

**Department Name:** Behavioral Wellness  
**Department No.:** 043  
**Agenda Date:** June 23, 2026  
**Placement:** Administrative Agenda  
**Estimated Time:** N/A  
**Continued Item:** No  
**If Yes, date from:**  
**Vote Required:** Majority

**TO:** Board of Supervisors

**FROM:** Department Director: Antonette Navarro, LMFT, Director

<sup>DS</sup>  
AN

Department of Behavioral Wellness

Contact: Laura Zeitz, RN, Assistant Director Inpatient, Crisis,  
Long Term Care, Justice and Housing  
Department of Behavioral Wellness

**SUBJECT:** Services Agreement with Telecare Corporation for Mental Health Services for Fiscal Years 2026-28

**County Counsel Concurrence**

As to form: Yes

**Auditor-Controller Concurrence**

As to form: Yes

**Other Concurrence: Risk Management**

As to form: Yes

**Recommended Actions:**

That the Board of Supervisors:

- a) Approve and authorize the Chair to execute an Agreement for Services of Independent Contractor with Telecare Corporation (not a local vendor) to provide specialty mental health services in residential settings at four separate facilities for a total maximum contract amount not to exceed \$\$11,336,903, inclusive of \$6,556,818 in fiscal year (FY) 2026-27, and \$4,780,085 in FY 2027-28, with a contract term of July 1, 2026, through June 30, 2028;
- b) Delegate to the Director of the Department of Behavioral Wellness or designee the authority to i) suspend, delay, or interrupt services for convenience and make immaterial changes to the Agreement per Sections 25 of the Agreement's Standard Terms and Conditions and subsection 1. F of Exhibit AA Section I Performance Requirements; ii) add additional services per Sections 3 and 4 of Exhibits A-4 -- A-7; iii) agree to any changes in the hours of operation per Section 5 of Exhibit A-6; iv) approve any changes to the locations per Section 5 of Exhibit A-7; v) approve any changes to the caseload or program capacity per Section 6 of Exhibit A-6; vi) approve member exclusion per Section 9 of Exhibits A-4 and A-5; vii) make any changes to

the staffing requirements per Section 14 of Exhibits A-4 -- A-7; viii) amend the program goals, outcomes, and measures per Section 15 Goals, Outcomes and Measures of the Exhibits A-4 – A-7; ix) reallocate between funding sources, incorporate new codes, make fee-for-service rate changes, make rate changes to or otherwise update Exhibit B-1 or B-3 MHS for multi-year contracts annually, reallocate funding between programs to meet specific program needs, or reallocate funding between programs in the year-end settlement; and all without altering the maximum contract amount and without requiring the Board of Supervisors approval of an amendment of the Agreement, subject to the Board of Supervisors' ability to rescind this delegated authority at any time; and

- c) Determine that the above-recommended actions are not a project that is subject to environmental review under the California Environmental Quality Act (CEQA), pursuant to CEQA Guidelines section 15378(b)(4), finding that the actions are governmental funding mechanisms and/or fiscal activities that will not result in direct or indirect physical changes in the environment.

**Summary Text:**

This item is on the agenda to request that the Board of Supervisors approve an agreement to renew services with Telecare Corporation (Telecare) for comprehensive mental health services in four locations in the Santa Maria area during fiscal year (FY) 2026-27 through FY 2027-28. Telecare provides Crisis Residential Treatment services at two locations, one on Agnes Avenue (Fifth District) and the other on Carmen Lane (Fourth District); Full Service Partnership services on Carmen Lane (Fourth District); and psychiatric rehabilitation, residential care, and room and board at McMillan Ranch (Fourth District). Finally, Telecare operates the Housing Assistance and Retention Team (HART) program, which serves people experiencing homelessness throughout the County in all Districts, will be renewed for FY 2026-27.

**Discussion:**

Through this agreement, Telecare provides three comprehensive mental health services programs at four locations in Santa Maria, and the HART program, which serves clients throughout the County. Each of the programs are outlined below:

- Crisis Residential Treatment (CRT) Programs: CRT programs are offered at 116 Agnes Avenue and 212 Carmen Lane, both in Santa Maria. CRT programs are licensed adult residential facilities providing learning environments where residents have opportunities to improve symptom self-management, community living and interpersonal skills. Clients make lasting connections to family, mental health services based in the community, and other community supports.
- Full Service Partnership (FSP) Program: The FSP program is offered at 124 West Carmen Lane. The FSP programs are transitioning to an evidence based model under the Behavioral Health Services Act (BHSA) In order to maintain continuity of care for the patients during the transition, the current FSP program with Telecare is being extended to December 31, 2026.  
  
FSP programs will be transitioned to Assertive Community Treatment (ACT) / Forensic Assertive Community Treatment (FACT) programs. In March of 2026 a new RFP for ACT/FACT was published, with contracts to be finalized in the second half of 2026.
- McMillan Ranch: McMillan Ranch, located at 3840 Orcutt-Garey Rd Santa Maria CA 93455, is a licensed Adult Residential Facility. It is a long running program providing 24-7-365 psychiatric rehabilitation, residential care, and room and board for up to ten clients.

- **Housing Assistance and Retention Team (HART)**: HART program services are provided at ten service locations throughout the County. The HART program is designed to assist members as they transition into permanent supportive housing to ensure a smooth adjustment into their new community, while also gaining independent living skills through a series of classes and onsite supportive services. The program will be in effect for FY 2026-27.

Approval of the above recommended actions will allow for the continued provision of specialty mental health services to clients without a gap in services.

**Background:**

The Department of Behavioral Wellness (BWell) provides specialty mental health services to Medi-Cal beneficiaries and other individuals to the extent resources allow, in part, through contracted services.

Telecare provides an array of mental health services to adult clients, ages 18 and up, with serious mental illness pursuant to the County of Santa Barbara's obligation to provide such services under the Mental Health Plan and the Integrated Intergovernmental Agreement with the California Department of Health Care Services. County has been in continuous contract with Telecare since 1995.

A CRT facility is a safe and therapeutic environment where clients are assisted to stabilize the symptoms of mental illness and co-occurring conditions; gain skills to manage their condition more effectively; make progress on the path to personal recovery; and engage community supports that will enable them to leave the facility, participate fully in necessary follow-up treatment, and improve networks of support for community life, including linkage to community services. Typically, these services are provided to clients upon discharge from a Psychiatric Health Facility (PHF).

In 2022, a Request for Proposal (RFP) for CRT services was issued for competitive bidding purposes. Telecare was awarded a contract in 2022 to provide CRT services in North Santa Barbara County. In June 2024, this contract was renewed. Now this agreement before the Board renews these services for two more fiscal years.

In April 2021, following a RFP, Telecare was awarded a contract for MHSA funded FSP program serving adults 18 years of age or older, 24 hours a day, 7 days a week, 365 days a year where the client is in the community. These services include rehabilitative and supportive services to clients in regular community settings (e.g., home, apartment, job site). That contract renewed in June of 2024.

Programs funded under MHSA are transitioning or ending. The Behavioral Health Services Act, effective July 1, 2026, provides funding and expectations for evidence based programs to serve the population previously served by MHSA FSP programs. The BHSA required evidence based FSP programs are ACT, Forensic ACT, Individualized Placement Support, and High Fidelity Wraparound. During the transition period from MHSA to BHSA, the current FSP services will be funded as allowed by BHSA rules.

County of Santa Barbara has contracted with Telecare since 1995 for McMillan Ranch services.

HART was approved by the State Mental Health Services Oversight and Accountability Commission in January 2023 and is a time-limited exploration of new, innovative methods to deliver mental health services to unhoused populations. The County began its contract with Telecare to provide HART services in June of 2024.

**Performance Measure:** In FY 2025-26, program performance was evaluated across two domains: Mental Health Symptom Acuity and Stabilization in the Community, which together assess client stability and community-based outcomes.

Overall, programs performed well across both domains in past agreement periods, with strong outcomes related to successful discharge status and community stabilization.

- A. **Crisis Residential Treatment services.** The following summary highlights key data points for the five separate measures available for Carmen Lane and Agnes CRT FY 2025-26.
- a. **Carmen Lane:** During FY 2025-26, Carmen Lane CRT served an average of 39.0 clients per quarter, with an average of 27.7 new enrollments and an average of 28.0 discharges per quarter.
    - i. **Mental Health Symptom Acuity:** All goals were met; no clients were incarcerated (goal: <5%), 2% of clients were hospitalized (goal <10%), and 9% experienced a crisis service during the reporting period. (goal <10%)
    - ii. **Stabilization in the Community:** The percent of clients with successful discharge status was 70%, which fell slightly below the goal of ≥85%. The program met their goal of involuntary discharges (2%; goal is <5%), suggesting that the program is effective in keeping clients and the milieu safe.
  - b. **Agnes:** During FY 2025-26, Agnes CRT served an average of 37 clients per quarter, with an average of 28.3 new enrollments and an average of 28.3 discharges per quarter.
    - i. **Mental Health Symptom Acuity:** All goals were met: no clients were incarcerated (goal: <5%), 3% of clients were hospitalized (goal: <10%), and 8% of clients experienced a crisis service during the reporting period (goal: <10%).
    - ii. **Stabilization in the Community:** The percent of clients with successful discharge status was 44%, which fell below the goal of ≥85%. The program met their goal of involuntary discharges (0%; goal is <5%), suggesting that the program is effective in keeping clients and the milieu safe.
- B. **Full Service Partnership.** The following summary highlights key data points for the 8 separate measures available for the FSP program for FY 2025-26. During FY 2025-26, they served an average of 94 clients per quarter, with an average of 11 new enrollments and five discharges per quarter.
- a. **Mental Health Symptom Acuity:** The program is meeting most targets in this area. Clients successfully avoided crisis services such as inpatient hospitalization, incarceration, and crisis services. When a client was incarcerated, follow up occurred within a week for all clients. Only one measure was not met; follow-up after discharge from inpatient hospital within a week fell below the goal (67%; goal is >95%). The FSP met its goals related to assessment compliance as well.
  - b. **Stabilization in the Community:** The percent of clients with stable/permanent housing was at 83% just shy of the goal of ≥90%. The program met the goal of successful discharge status (86%; goal is >85%).
- C. **McMillan Ranch.** The following summary highlights key data points for the 8 separate measures available for McMillan Ranch for FY 2025-26. During FY 2025-26, McMillan Ranch served an average of 11 clients per quarter, with an average of 1.5 new enrollments per quarter and 1.0 discharges.
- a. **Mental Health Symptom Acuity:** Clients successfully avoided incarceration, (0%; goal <5%). A few clients experienced inpatient hospitalization (9%; goal <5%); because of the low numbers served per quarter, the percents are subject to more instability. 100% of clients who experienced hospitalization received follow up care within seven days of hospital discharge (goal: >95%). McMillan clients also experienced crisis interventions at a slightly higher rate than their goal (21%; goal <10%) though again, the small numbers are more unstable.

- b. Stabilization in the Community: The percent of clients with successful discharges are at 100% (goal: of ≥85%). No clients experienced an involuntary discharge (goal: <5%).
- D. **HART.** The following summary highlights key data points for the 6 separate measures available for HART for FY 2025-26. For FY 2025-26 HART served an average of 41 clients per quarter, with 5.3 new enrollments and 6.3 discharges per quarter.
  - a. Mental Health Symptom Acuity: All goals are currently being met. Clients successfully avoided crisis services such as inpatient hospitalization (0%; goal <5%), incarceration (0%; goal <5%), and crisis services (1%; goal <10%).
  - b. Stabilization in the Community: All goals are currently being met. 100% of discharges were successful (goal: >85%) and 98% of clients had stable/permanent housing. (goal: 95%).

**Contract Renewals:**

Telecare is not a new vendor for the County. While programs have changed over time since the original agreement in 1995, Telecare continues to perform generally to expectations for Santa Barbara residents.

**Fiscal and Facilities Impacts:**

Budgeted: Yes

Funding for the above-referenced agreement was included in the FY 2026-27 Recommended Budget and will be included in future departmental budgets, subject to Board approval. There is no impact to the General Fund.

Telecare’s programs are funded with a combination of State and federal funds. The CRTs, McMillan, and FSP are funded with fee-for-service Medi-Cal Patient Revenue, which primarily consists of federal funds, with BHSA providing the local match. The amount of federal funds is contingent on the client’s aid code and the State-issued rate for the service. MHSA Innovation funds will fund the extension of the HART program.

**Fiscal Analysis:**

**FSP**

Funding Source	FY 2026-27	FY 2027-28	Total
State BHSA	\$45,063		\$45,063
Federal Medi-Cal Patient Revenue	\$1,003,135		\$1,003,135
<b>Total</b>	<b>\$1,048,198</b>		<b>\$1,048,198</b>

**CRT & McMillan**

Funding Source	FY 2026-27	FY 2027-28	Total
State BHSA	\$554,045	\$554,045	\$1,108,090
Medi-Cal Patient Revenue	\$4,186,040	\$4,226,040	\$8,372,080
<b>Total</b>	<b>\$4,740,085</b>	<b>\$4,780,085</b>	<b>\$9,560,170</b>

**HART**

Funding Source	FY 2026-27	FY 2027-28	Total
State MHSA Innovations	\$640,410		\$640,410
<b>Total</b>	<b>\$640,410</b>		<b>\$640,410</b>

<b>Grand Total</b>	<b>\$6,556,818</b>	<b>\$4,780,085</b>	<b>\$11,336,903</b>
--------------------	--------------------	--------------------	---------------------

**Special Instructions:**

Please email one (1) complete, executed copy of the above Agreement and one (1) Minute Order to [cshorb@sbcbswell.org](mailto:cshorb@sbcbswell.org) and to [bswellcontractsstaff@sbcbswell.org](mailto:bswellcontractsstaff@sbcbswell.org).

**Attachments:**

**Attachment A** – Telecare FY 2026-28

**Contact Information:**

Chris Shorb  
Contracts Analyst  
[cshorb@sbcbswell.org](mailto:cshorb@sbcbswell.org)