



Board Agenda Item 38

DATE: November 18, 2025

TO: Board of Supervisors

SUBMITTED BY: Susan L. Holt, Director of Behavioral Health

SUBJECT: Agreement with Kings View for Community Behavioral Health Crisis Response Services

RECOMMENDED ACTION(S):

Approve and authorize the Chairman to execute an Agreement with Kings View for Community Behavioral Health Crisis Response Services, effective December 1, 2025, through June 30, 2030, which includes a two-year and seven-month base contract and two optional one-year extensions, total not to exceed \$51,200,693.

There is no additional Net County Cost associated with the recommended action. Approval of the recommended action will allow Kings View to provide community behavioral health crisis services to individuals experiencing an acute mental health crisis. Services include but are not limited to mobile crisis, assessment, crisis intervention, community referrals and linkages, and short-term/brief case management. Approval of the recommended action will allow the Department to adhere to Department of Health Care Services (DHCS) mandated Medi-Cal Mobile Crisis Benefit Services included in Behavioral Health Information Notice (BHIN) 23-025. This BHIN is inclusive of a dedicated mobile crisis hotline and two-member team response to non-law enforcement related mental health and substance use disorder crisis calls 24 hours a day, 7 days a week (24/7). This item is countywide

ALTERNATIVE ACTION(S):

There are no viable alternative actions. If your Board does not approve the recommended action, the Department will not be in compliance with Department of Health Care Services (DHCS) mandated services for mobile crisis response and crisis intervention services. Furthermore, individuals actively experiencing a behavioral health crisis will not receive the care they need.

Your Board may direct the Department to assume operations of mobile crisis services; however, the decision will result in added costs to the County and a delay in services as the Department obtains the required staff.

FISCAL IMPACT:

There is no increase in Net County Cost associated with the recommended action. The maximum compensation of the recommended Agreement (\$51,200,693) will be fully offset with Mental Health Realignment, California Health Facilities Financing Authority (CHFFA) grant funding, Mental Health Services Act Prevention and Early Intervention (MHSA-PEI), Medi-Cal Federal Financial Participation (FFP) revenue and Drug Medi-Cal FFP revenue. Sufficient appropriations and estimated revenues are included in the Department of Behavioral Health Org 5630 FY 2025-26 Adopted Budget and will be included in subsequent budget requests for the duration of the term.

DISCUSSION:

On June 20, 2023, the Board approved Agreement No. 23-303 and No. 23-308 of the Metro and Rural agreements, respectively, with Kings View to implement DHCS California Advancing and Innovating Medi-Cal (CalAIM) regulations.

On January 23, 2024, the Board approved Amendment No. 1 (24-039) to Metro Agreement No. 23-303 and Amendment No. 1 (24-040) to Rural Agreement No. 23-308 to add Mobile Crisis Response Team (MCRT) services as mandated by DHCS Medi-Cal Mobile Crisis Benefit Services. MCRT services include a dedicated 24/7 mobile crisis hotline and two-member team response to non-law enforcement related behavioral health crisis calls in the community.

On April 9, 2024, the Board approved Agreement A-24-148 with Kings View to combine Metro and Rural services in one agreement and to provide crisis intervention service with co-response with law enforcement, mobile crisis response, community referrals and linkages, and short-term/brief case management. MCRT services are mandated by DHCS as described above. CHFFA funds were included to the agreement for a better coordinated mobile crisis intervention system of care, leverage more flexible staffing strategies, and reduce additional administrative burden.

On August 20, 2024, the Board approved Amendment No. 1 (24-439) to A-24-148, to expand the use of dedicated school staff and to add Crisis Care Mobile Units grant funds. The updated Scope of Services for the school-based mobile crisis services allowed the school-based teams to support children and youth experiencing a behavioral health crisis out in the community during periods where schools are not in session.

On March 20, 2025, the County released a Request for Proposal (RFP) No. 25-075 for the provision of Community Behavioral Health Response Services. Addendum No. one (1) to the RFP was issued on April 8, 2025 to respond to questions from potential bidders. The RFP closed on April 18, 2025. The County received three bids, which consist of Fee for Service Specialty Mental Health Services and Cost Reimbursement totals to allow for program reimbursement for staff standby time when services are not being delivered: Kings View (\$75,932,360), Pacific Clinics (\$34,728,832), and Calm Quest (\$43,769,595).

The three proposals were received and ranked by an evaluation committee, comprised of five members, according to Purchasing guidelines based on a comprehensive review of the proposal contents which included but was not limited to: proposed funding that adequately supported the number of services proposed, knowledge and experience in Mobile Crisis Response, and knowledge of relevant rules, regulations, principles, and guidelines. Kings View was not ranked number one by the evaluation panel but, after review by the executive team, the vendor ranked number one was not selected due to proposing Cost Reimbursement funding significantly over the RFP stated maximums. The RFP was awarded to Kings View on June 11, 2025.

On June 10, 2025, your Board approved Amendment No. 2 (25-223) to A-24-148 to extend the term by one year, which includes a six-month base term and an optional six-month extension, while proposals were being evaluated by Purchasing and the Department. The Amendment ensured uninterrupted services are provided timely to County persons served by allowing the Department to continue to utilize mandatory services as needed while the RFP process was being finalized.

In FY 2024-25, 3,720 individuals were served for Community Behavioral Health Crisis Response services.

The recommended agreement will allow the Department to continue Community Behavioral Health Crisis Response Services with the selected bidder, Kings View. The modification clause in the agreement delegates the board's authority to the DBH Director to make limited non-material changes to the agreement during the term of the Agreement. These changes shall not result in any change to the maximum

compensation amount.

OTHER REVIEWING AGENCIES:

The Behavioral Health Board was notified of this agreement at the November 2025 meeting.

REFERENCE MATERIAL:

BAI #35, June 10, 2025
BAI #29, August 20, 2024
BAI #38, April 9, 2024
BAI #29, January 23, 2024
BAI #47, June 20, 2023
BAI #46, June 20, 2023

ATTACHMENTS INCLUDED AND/OR ON FILE:

On file with Clerk - Agreement with Kings View

CAO ANALYST:

Ronald W. Alexander, Jr.