



Board Agenda Item 68

DATE: December 9, 2025

TO: Board of Supervisors

SUBMITTED BY: Kirk Haynes, Chief Probation Officer

SUBJECT: Agreement with Think Hopeful, Inc. for Wellness Services

RECOMMENDED ACTION(S):

- 1. Under Administrative Policy No. 34 for competitive bids or requests for proposals (AP 34), determine that an exception to the competitive bidding requirement under AP 34 is satisfied and a suspension of competition is warranted due to unusual or extraordinary circumstances, as Think Hopeful, Inc. provides wellness services uniquely tailored to Probation staff, and that the best interests of the County would be served by entering into an agreement with Think Hopeful, Inc.; and**
- 2. Approve and authorize the Chairman to execute an Agreement with Think Hopeful, Inc. for wellness services for Probation Department staff, effective January 26, 2026, not to exceed five consecutive years, which includes a three-year base contract and two optional one-year extensions, total not to exceed \$373,026.**

There is no additional Net County Cost associated with the recommended actions, which will allow Think Hopeful to continue providing wellness services to Probation Department staff. These services are primarily available through a customized online platform, which is accessible at all hours, and offers a suite of services uniquely tailored to Probation staff. The platform provides comprehensive daily 1:1 coaching sessions, including customized wellness workshops tailored to organizational needs. Users receive a variety of personalized resources, including Cognitive Behavioral Therapy and mindfulness-based materials, guided relaxation and meditation exercises, journaling prompts, and daily wellness tips. This ensures individualized support plans and encourages user engagement and interaction. This item is countywide.

ALTERNATIVE ACTION(S):

If the recommended actions are not approved, Probation staff would lose access to the customized and supportive wellness services provided by Think Hopeful.

SUSPENSION OF COMPETITION/SOLE SOURCE CONTRACT:

It is requested that the County find under Administrative Policy No. 34 that an exception to the competitive bidding requirement is satisfied, and a suspension of competition is warranted due to unusual or extraordinary circumstances as Think Hopeful's array of customized, personalized services, ease of access, availability of trained staff, and support specifically tailored to probation and pretrial officers and staff, make the services provided by Think Hopeful unique. Although other vendors have the expertise of being a wellness provider, their services are not tailored to the unique needs of probation officers and support staff and do not include the full suite of services provided by Think Hopeful. Vendor outreach was conducted to inquire about each potential vendor's ability to provide the required services. The array of services, the ease of access and availability of trained staff and support tailored to probation and pretrial

officers and staff, make the services provided by Think Hopeful unique. Although other vendors have the expertise of being a wellness provider, their services are not specifically tailored to probation officers and support staff and/or do not include the full suite of services provided by Think Hopeful. The General Services Department - Purchasing concurs with the Department's request to suspend the competitive bidding process.

FISCAL IMPACT:

There is no increase in Net County Cost associated with the recommended actions. The maximum for each of the first three years of the recommended agreement is \$73,400; the annual maximum for each potential extension year is \$76,413, with a 5-year contract maximum of \$373,026. Sufficient appropriations are included in Probation's FY 2025-26 Adopted Budget for Org 3430 and will be included in future budget requests.

DISCUSSION:

On January 25, 2024, the County entered into Procurement Agreement No. P-24-036 with Think Hopeful for the provision of wellness services, effective January 26, 2024 through January 25, 2025. A first amendment was completed on January 24, 2025, extending the agreement through July 25, 2025. A second amendment was completed on July 22, 2025, extending the agreement through October 25, 2025. A third amendment was completed on October 7, 2025, extending the agreement through January 25, 2026. The need for the services was identified based upon the fact that the existing services available to all County employees through the Employee Assistance Program were not adequate to address the unique stressors and challenges experienced by Probation Department staff.

The Probation Department is requesting continued wellness services for Probation staff, made available primarily through a customized online platform, specifically created and personalized for probation officers and support staff. Employees will have 24/7/365 access to the online platform, as well as daily access to 1:1 coaching sessions until 11pm. The unique qualities and capabilities of Think Hopeful are essential for several reasons. The fact that the services are specifically tailored to law enforcement personnel, particularly probation and pretrial officers, is crucial, ensuring that the wellness programs address the specific stressors and challenges faced by this population, which can differ significantly from those in other professions. The 24/7/365 access to services is vital for staff who often work non-standard hours and face unpredictable situations, ensuring that support is available whenever needed, not just during traditional business hours. The availability of 1:1 coaching sessions, especially with daily availability until 11pm, provides personalized support and allows staff to address individual concerns in a confidential setting.

Customized wellness workshops and materials ensure that the training and resources are relevant and effective in addressing the specific needs of the department and its staff. Individualized support and plans tailored to Fresno County Probation Department employees demonstrate a commitment to meeting the unique needs of each staff member. Community features, such as the Social Wall, can help staff connect with peers, share experiences, and build a supportive network, which is particularly important in high-stress professions. Proactive outreach and promotion of wellness help to destigmatize mental health support and encourage staff to utilize available resources. The ability to provide optional in-person debriefing sessions within 24-72 hours of a critical incident is essential for supporting staff in the aftermath of traumatic events. Think Hopeful's experience with similar agencies demonstrates their understanding of the specific needs and challenges of probation departments and their ability to provide effective services.

Although other vendors have the expertise of being a wellness provider, their services are not specifically tailored to probation officers and support staff and do not include the full suite of services provided by Think Hopeful. These qualities ensure that the wellness program is not only comprehensive but also tailored, accessible, and responsive to the unique demands of Probation Department work, promoting the well-being of staff and, ultimately, the effectiveness of the Department.

ATTACHMENTS INCLUDED AND/OR ON FILE:

Suspension of Competition Acquisition Request Form

On file with Clerk - Agreement with Think Hopeful, Inc.

CAO ANALYST:

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