

**REPORT/RECOMMENDATION TO THE BOARD OF SUPERVISORS
OF SAN BERNARDINO COUNTY
AND RECORD OF ACTION**

December 16, 2025

FROM

GEORGINA YOSHIOKA, Director, Department of Behavioral Health

SUBJECT

Contract with Telecare Corporation for Corrections Outpatient Recovery Enhancement Services

RECOMMENDATION(S)

Approve **Contract No. 25-1141** with Telecare Corporation, to provide Corrections Outpatient Recovery Enhancement services, in the amount not to exceed \$4,703,046, for the period of January 1, 2026 through December 31, 2028.

(Presenter: Marina Espinosa, Assistant Director, 252-5142)

COUNTY AND CHIEF EXECUTIVE OFFICER GOALS & OBJECTIVES

Promote the Countywide Vision.

Provide for the Safety, Health and Social Service Needs of County Residents.

Pursue County Goals and Objectives by Working with Other Agencies and Stakeholders.

FINANCIAL IMPACT

This item does not impact Discretionary General Funding (Net County Cost). The recommended contract in an amount not to exceed \$4,703,046 for Corrections Outpatient Recovery Enhancement (CORE) services will be funded by Mental Health Services Act and Federal Financial Participation Medi-Cal funds. Adequate appropriation and revenue have been included in the Department of Behavioral Health's (DBH) 2025-26 budget and will be included in future recommended budgets.

BACKGROUND INFORMATION

DBH is responsible for providing mental health and substance use disorder (SUD) services to San Bernardino County (County) residents experiencing severe mental illness and/or SUD. In 2009, the CORE program was implemented with the goal of reducing mental health crises, homelessness, and recidivism. The CORE program administers integrated services as a Full-Service Partnership Program for parolees in the county. CORE assists clients with behavioral health conditions, having criminal justice involvement, to successfully return to the community from the prison system, through intensive mental health and housing supports as well as housing specific to Penal Code 290 registrants.

CORE also provides intensive case management services, mental health treatment, transportation assistance, a drop-in center, housing subsidies to clients at risk of homelessness, a 24/7 crisis hotline, medication support services, wrap-around support, and linkage to food and clothing to its clients. CORE serves individuals who are infrequently admitted to other community-based services because of their status as sex offenders and/or violent offenders.

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In 2024-25, the CORE program served 50 parolees who benefited from the CORE integrated treatment approach. Parolees are referred by the California Department of Corrections and Rehabilitation, and community programs such as crisis stabilization units and crisis residential treatment programs.

Approval of this item will allow CORE to serve an estimated 60 clients annually at an average cost of \$26,128 per client.

DBH will implement mechanisms to regularly 1) review client service data and progress, conduct site visits and annual monitoring to ensure performance and compliance standards of the contract(s) are met; 2) review applicable reimbursement claims and claims data to ensure fidelity and accuracy of service billing and optimization of Medi-Cal reimbursement in alignment with Contract terms and Department of Health Care Services billing requirements; and 3) review provider invoices administratively and programmatically to ensure client and/or bed counts are accurate prior to payment processing.

PROCUREMENT

DBH has contracted with Telecare Corporation (Telecare) for the provision of CORE program services since March 2021. In May 2020, funding for the Integrated Services for Mentally Ill Parolees Program was eliminated from the California state's budget, resulting in a decline of provider willingness. Telecare demonstrates expertise, resources, and staff training required to serve such a high-risk population, which leads to client success. Entering a new contract with Telecare will continue to alleviate pressure on DBH Regional Community Clinics.

The Purchasing Department concurs with proceeding under a non-competitive procurement, recognizing the limited availability of qualified providers with the specialized credentials required to deliver these complex behavioral health services and the need to ensure uninterrupted care and public safety.

REVIEW BY OTHERS

This item has been reviewed by Behavioral Health (Marianna Martinez, Administrative Supervisor II, 383-3940) on November 11, 2025; County Counsel (Dawn Martin, Deputy County Counsel, 387-5455) on November 12, 2025; Purchasing (Jessica Barajas, Supervising Buyer, 387-2065) on November 13, 2025; and County Finance and Administration (Paul Garcia, Administrative Analyst, 386-8392) on November 25, 2025.

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Enhancement Services
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Record of Action of the Board of Supervisors
San Bernardino County

APPROVED (CONSENT CALENDAR)

Moved: Curt Hagman Seconded: Jesse Armendarez
Ayes: Col. Paul Cook (Ret.), Jesse Armendarez, Curt Hagman, Joe Baca, Jr.
Absent: Dawn Rowe

Lynna Monell, CLERK OF THE BOARD

BY



DATED: December 16, 2025



cc: DBH - Alfaro w/agree
Contractor - c/o DBH w/agree
File - w/agree

MBA 01/6/2026