



County of Santa Cruz Board of Supervisors

Agenda Item Submittal

From: Human Services Department

Subject: Approve First Amendment to Encompass Agreement for Family Urgent Response System Services

Meeting Date: June 24, 2025

Formal Title: Approve first amendment to agreement with Encompass Community Services, increasing the amount by \$5,000, for a new total of \$103,000, to provide Family Urgent Response System 24-hour crisis response services, and take related actions

Recommended Action

1. Approve the first amendment to agreement 25W4094 with Encompass Community Services, increasing the amount by \$5,000, for a new total \$103,000, for Family Urgent Response System 24-hour crisis response services; and
2. Authorize the Director of Human Services to execute the amendment.

Executive Summary

The Human Services Department (HSD) recommends the Board of Supervisors approve an amendment to an agreement with Encompass Community Services to increase the contract amount by \$5,000 to \$103,000 through the end of the contract term, June 30, 2025. The increase in funding will provide additional Family Urgent Response System 24-hour crisis response services for the Family and Children's Services (FCS) Division.

Discussion

The Family Urgent Response System (FURS) for Caregivers and Children or Youth as codified in state law is defined as a coordinated system for in-person mobile response during situations of instability and to preserve the relationship of the caregiver and the child or youth. Specifically, the coordinated system requires collaboration between the state and county to implement the program, with a timely state-level phone-based response to crisis reporting, and a county-level in-home intervention of the reported crisis.

As originally approved by the Board on September 28, 2021, Encompass Community Services (Encompass) has provided FURS 24-hour crisis response services by answering approximately 17 calls from 10 callers and providing in-home interventions to 7 youth. Based on the relatively small number of responses indicated in standard semi-annual reporting and the State's requirement for additional details, expanded reporting requirements have been identified to support HSD's efforts to measure the performance of the contract.

The increase provides specifically for additional reporting reflective of State data collection requirements to facilitate HSD's review of the four-year pilot project. Data provided by Encompass will provide necessary information to assist HSD with further clarifying the overall success of the project and to continue to make informed decisions regarding the ongoing need for these services.

Financial Impact

The recommended actions do not require an additional General Fund contribution, as the increase is funded HSD's FURS allocation from the California Department of Social Services for this fiscal year and is not related to any proposed State cuts to this program for next fiscal year.

Contract No. 25W4047, Amendment One – Encompass Community Services

- 392120-62381-WCEC3-09940031 FURS

Strategic Initiatives

Operational Plan - Comprehensive Health & Safety

Submitted By:

Randy Morris, Director of Human Services

Recommended By:

Carlos J. Palacios, County Executive Officer

Artificial Intelligence Acknowledgment:

Artificial Intelligence (AI) did not significantly contribute to the development of this agenda item.