

**CITY OF TEMECULA
AGENDA REPORT**

TO: City Manager/City Council

FROM: Erica Russo, Director of Community Services

DATE: December 9, 2025

SUBJECT: Consider Agreement Extension with Care Solace for 24/7 Essential Health Care Support and Coordination and Provide General Direction Regarding Same (At the Request of Mayor Pro Tem Alexander)

RECOMMENDATION: That the City Council:

1. Consider an agreement extension with Care Solace for 24/7 Essential Health Care Support and Coordination and provide general direction regarding same; and
2. Approve a budget appropriation of \$34,900, if approved.

BACKGROUND: Care Solace Inc. is a 24/7 mental health care navigator that connects users to comprehensive care, such as counseling, and sees the process through with follow-up communication to ensure the individual's needs are met. The City pays \$1 per resident, less those individuals already covered through Temecula Valley Unified School District's own contract with Care Solace, which covers its students and their immediate family members. Over the past year of the City's contract, Care Solace has received an average of 861 requests for service per month, and delivered an average of 4,410 services per month.

The City originally entered into a pilot program with Care Solace for Fiscal Year 2024-25 on July 23, 2024, when City Council approved a one-year agreement with Care Solace Inc. in the amount of \$166,500 with the option for one additional three-year term for a total not to exceed amount of \$666,500. This agreement provided services at an annual cost of \$2.50/person to cover residents who were not covered under the TVUSD contract. In June 2025, City Council approved a new contract that continued this coverage at a reduced annual rate of \$1.00/person for a period of six months, for a total cost of \$34,900. This contract ends Dec 31, 2025, with an option to extend for the balance of the Fiscal Year at the same rate.

Because requests for services peak in December and January, staff recommends that Council consider extending the contract to cover this time of peak need. Mayor Pro Tem Alexander has initiated conversations with the County and other community partners to seek support for continued funding.

FISCAL IMPACT: The annual cost of the contract is \$69,800. The first half of the contract was allocated as part of the FY 2025-26 Annual Operating Budget. The cost to extend the contract to the end of the Fiscal Year would be \$34,900.

ATTACHMENTS: None