



NEVADA COUNTY
HEALTH & HUMAN SERVICES
AGENCY

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NEVADA COUNTY BOARD OF SUPERVISORS
Board Agenda Memo

MEETING DATE: October 22, 2019
TO: Board of Supervisors
FROM: **Phebe Bell**
SUBJECT: Resolution approving execution of Amendment No. 1 to the Personal Services Contract with Auburn Counseling Services, Inc., d/b/a Communicare amending Exhibit "A" to add services for Plumas County and El Dorado County for the term of July 1, 2019 through June 30, 2020.

RECOMMENDATION: Approve the attached Resolution.

FUNDING: This Agreement is funded by Medi-Cal reimbursement, Realignment, MHSA (Mental Health Services Act), and funds received from revenue contracts with the County of Placer, County of El Dorado and County of Plumas for the regional telephone triage and telephone answering services components. Services are within the Department's FY 2019/20 budget. There are no county general fund dollars required in the Agreement.

BACKGROUND: The Board of Supervisors approved this renewal contract with Auburn Counseling Services, Inc., d/b/a Communicare on June 25, 2019 per Resolution No. 19-4710. Under this Agreement, the Contractor provides phone triage services (both crisis and access calls) and patients' rights and quality assurance services on behalf of the Nevada County Behavioral Health Department (NCBH). Contractor answers all crisis line telephone calls, along with occasional business and other clinically-related calls. Crisis Phone Triage Services are provided 24 hours per day. Crisis Triage Staff evaluates each call and provides information, consultation services, and assesses if the call is an emergency and should be forwarded to the Crisis Team.

Access Phone Triage is provided after hours, on holidays and when County staff is not available to take such calls. Access calls are assessed to determine if the call is a request for possible services,

as compared to a general business call, crisis call, or other clinical calls from an open client. The Contractor also provides case management, plan development, collateral and rehabilitation mental health services (as defined by California Code of Regulation, Title 9), as well as adult education classes for County clients in the New Directions Behavioral Health Program.

The amendment before you today will add services for the Contractor to support Plumas County and El Dorado County. These counties will utilize Access Phone Triage services to provide 24 hour crisis coverage for their counties. Services will be funded by revenue contracts with these two counties which will fully cover all costs related to this service expansion and will also lower the costs to Nevada County for these services.

It is recommended that the Board approve the resolution amending the renewal agreement as this contract serves the needs of Nevada County residents experience a mental health crisis but also allows us to collaborate with neighboring counties, lowering our costs and improving services for the region.

Item Initiated and Approved by: Phebe Bell, MSW, Behavioral Health Director