



NEVADA COUNTY
HEALTH & HUMAN SERVICES
AGENCY

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(Mental Health, Drug and Alcohol Program)

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NEVADA COUNTY BOARD OF SUPERVISORS
Board Agenda Memo

MEETING DATE: May 9, 2023

TO: Board of Supervisors

FROM: **Phebe Bell**

SUBJECT: Resolution approving execution of Amendment No. 1 to the contact with Auburn Counseling Services, Inc., for the provision of Phone Triage Services for the Nevada County Behavioral Health Department; Regional Telephone Triage Services for Other Counties' Adult System of Care and Children's System of Care (CSOC); New Directions Program Services, as well as Patients' Rights, Quality Assurance Services, Personal Services Coordination, and Mental Health Therapy in the jail; to increase the maximum contract price from \$1,507,945 to \$1,557,493 (an increase of \$49,548), and revise Exhibit "B", Schedule of Charges and Payments to reflect the increase in the maximum contract price for Fiscal Year 2022/23. (RES 22-307)

RECOMMENDATION: Approve the attached Resolution.

FUNDING: This Agreement is funded by Medi-Cal reimbursement, Realignment, MHSA (Mental Health Services Act), Community Based Transitional Housing Grant funds, and Justice and Mental Health Collaboration Program Grant funds and funds received from a revenue contract with the County of Placer, County of El Dorado, County of Sierra, County of Inyo, and County of Plumas for the regional telephone triage and telephone answering services components. Services are within the Department's FY 2022/23 budget. There are no county general fund dollars required in the Agreement.

BACKGROUND: On June 28, 2022, per Resolution RES 22-307, the Nevada County Board of Supervisors approved execution of the Professional Services Contract with Auburn Counseling Services, Inc., D/B/A Communicare for 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. Triage services are also offered to other counties and NCBH receives reimbursement from those counties for this service.

In addition to triage, this Agreement supports other critical services including New Directions Program Services, as well as Patients' Rights, Quality Assurance Services, Personal Services Coordination and Mental Health Therapy in the jail. Each of these services allows the Department to address unmet needs in the community and enhances the quality and breadth of care the Department is able to offer.

It is recommended that the Board approve Amendment No. 1 as this increase is to cover the costs of overtime from staffing shortages and rate increases to help retain staff. This contract serves the needs of people with mental illness or having a crisis by providing a phone triage line for Nevada County, along with ensuring that the County meets state mandated programs for clinical supervision, patient rights advocacy, and quality assurance.

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