



**NEVADA COUNTY**  
**HEALTH & HUMAN SERVICES**  
**AGENCY**

**Health & Human Services**  
**Agency Director**  
**Michael Heggarty, MFT**

**Behavioral Health Director:**  
**Rebecca Slade, MFT**

**Behavioral Health Medical Director:**  
**Aubrey Eubanks, M.D.**

**BEHAVIORAL HEALTH DEPARTMENT**  
**(Mental Health, Drug and Alcohol Program)**

500 CROWN POINT CIRCLE, STE. 120 GRASS VALLEY CALIFORNIA 95945  
10075 LEVON AVE., STE 204 TRUCKEE, CALIFORNIA 96161

TELEPHONE (530) 265-1437  
FAX (530) 271-0257  
TELEPHONE (530) 582-7803  
FAX (530) 582-7729

**NEVADA COUNTY BOARD OF SUPERVISORS**  
**Board Agenda Memo**

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**MEETING DATE:** July 26, 2016  
**TO:** Board of Supervisors  
**FROM:** **Rebecca Slade**  
**SUBJECT:** Resolution approving execution of a renewal contact with Auburn Counseling Services, Inc., d/b/a Communicare to maintain phone triage services, a Regional Telephone Triage Service for Placer County's Adult System of Care, New Directions program services, as well as patients' rights and quality assurance services in the maximum amount of \$888,726 for Fiscal Year 2016/17.

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**RECOMMENDATION:** Approve the attached Resolution.

**FUNDING:** This Agreement is funded by Medi-Cal reimbursement, Realignment, MHSA (Mental Health Services Act), State MHSA funds through SB 82 (Investment in Mental Health Wellness Act of 2013) and funds received from a revenue contract with the County of Placer for the regional telephone triage services component. Services are within the Department's FY 2016/17 budget. There are no county general fund dollars required in the Agreement.

**BACKGROUND:** Under this Agreement, Contractor shall provide phone triage services (both crisis and access calls) and patients' rights and quality assurance services. 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 are not available to take such calls. Access calls shall be assessed and determined if a call is a request for possible services, as compared to a general business call, crisis call, or other

clinical calls from an open client. Additional Regional Telephone Triage Services are included, providing crisis triage services for Placer County's Adult System of Care. This portion of the contract is fully-funded under a revenue agreement with Placer County. The Contractor also provides services related to mandated patients' rights and quality assurance for the department.

Additionally, Contractor shall provide 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.

It is recommended that the Board approve the renewal agreement as the contract serves the needs of the mentally ill by having a phone triage line in 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:** Rebecca Slade, MFT, Behavioral Health Director