



## Health and Human Services Agency

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## BEHAVIORAL HEALTH DEPARTMENT

### NEVADA COUNTY BOARD OF SUPERVISORS

#### Board Agenda Memo

**MEETING DATE:** June 3, 2025

**TO:** Board of Supervisors

**FROM:** **Phebe Bell**

**SUBJECT:** Resolution approving execution of a renewal 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; New Directions Program Services, as well as Patients' Rights, Personal Services Coordination, and Mental Health Therapy in the jail; in the maximum amount of \$1,876,980 for Fiscal Year 2025/26.

**RECOMMENDATION:** Approve the attached Resolution.

**FUNDING:** This agreement is funded by Medi-Cal reimbursement, Realignment, MHSA (Mental Health Services Act), AB109 funds and funds received from revenue contracts with the County of Placer, County of El Dorado, County of Sierra, County of Colusa, County of Glenn and County of Plumas for the regional telephone triage and telephone answering services components. Services are within the Department's FY 25/26 budget. There are no county general fund dollars required in the Agreement.

**BACKGROUND:** Under this agreement, the Contractor provides phone triage services (both crisis and access calls) and patients' rights advocacy 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, 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 the renewal contract as it 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.

**Approved by:** Phebe Bell, Behavioral Health Director

