



NEVADA COUNTY
HEALTH & HUMAN SERVICES
AGENCY

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NEVADA COUNTY BOARD OF SUPERVISORS
Board Agenda Memo

MEETING DATE: June 25, 2019

TO: Board of Supervisors

FROM: **Phebe Bell**

SUBJECT: Resolution approving execution of a renewal contact with Auburn Counseling Services, Inc., d/b/a Communicare for the provision of Phone Triage Services for the Nevada County Behavioral Health Department; Regional Telephone Triage Services for Placer County's Adult System of Care and Children's System of Care (CSOC); New Directions Program Services, as well as Patients' Rights and Quality Assurance Services in the maximum amount of \$1,198,066 for Fiscal Year 2019/20.

RECOMMENDATION: Approve the attached Resolution.

FUNDING: This Agreement is funded by Medi-Cal reimbursement, Realignment, MHSA (Mental Health Services Act), and funds received from a revenue contract with the County of Placer 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: 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. 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.

Additional Regional Telephone Triage Services are included, providing crisis triage services for Placer County's Adult System of Care (ASOC) and to Placer County's Children's System of Care (CSOC) with regard to mental health referrals for children and youth, and telephone answering services for after-hours CSOC child welfare calls. 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 ASOC.

The Contractor will also support NCBH in establishing a Quality Assurance/Utilization review program for its substance use treatment services. Contractor will perform quality review and monitoring compliance activities in accordance with, but not limited to, regulations outlined by the Nevada County alcohol and other drug (AOD) Program, State Department of Health Care Services, County Policies, State Performance Contracts and Federal Rules and Regulations.

It is recommended that the Board approve the renewal agreement as this 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: Phebe Bell, MSW, Behavioral Health Director