COUNTY OF Placer

MEMORANDUM
HEALTH AND HUMAN SERVICES DEPARTMENT
ADULT SYSTEM OF CARE
County of Placer

TO: Board of Supervisors DATE: June 21, 2016

FROM: Jeffrey S. Brown, M.P.H., M.S.W., Director of Health and Human Services

SUBJECT: Contract with Nevada County Behavioral Health for 24/7 telephone crisis services

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ACTION REQUESTED

Approve contract with Nevada County Behavioral Health to provide 24/7 telephone triage services from July 1, 2016 through June 30, 2018 for a total amount not to exceed $1,218,660 ($487,464 net County cost) and authorize the Director of Health and Human Services or designee to sign subsequent amendments not to exceed 10 percent of the total contract amount, consistent with the subject matter and scope of work.

BACKGROUND

Since August 1, 2009, Nevada County Behavioral Health has partnered with Placer County to provide cost effective and efficient telephone access and crisis triage services to residents of Placer County. These services are provided 24 hours/day, 7 days/week and include information, referrals, brief support and linkage to some of the services within the Adult System of Care, primarily Adult Protective Services (APS), In-Home Support Services (IHSS), Public Guardian, mental health and crisis (W&I code 5150) services.

These services have provided an avenue to expedite access for callers requesting some form of assistance by fielding what is anticipated to be over 28,100 calls during FY 2015-16. This number represents an increase from 27,953 calls during FY 2014-15 and 25,701 calls during FY 2013-14. Telephone triage services helped initiate access to mental health services for 3027 persons in crisis during FY 2014-15, with forecast trends to surpass that number during 2015-16. Of those 3027 persons served in crisis during FY 2014-15, approximately 1400 required acute psychiatric hospitalization.

In addition, the trained professionals providing these phone triage services assist those seeking mental health services not in crisis, by quickly linking those persons to the most appropriate level of care to meet their unique and complex needs towards their individual recovery. The services also assist family members of those suffering from mental illness whom are often not compliant with offered mental health, substance use or housing care services. Efforts are quickly coordinated with existing ASOC programs to offer and provide outreach and engagement services to their loved ones in the community to help reestablish needed and desired services. Phone triage services have also provided information about appropriate next steps for those needing to receive In-Home Support Services, information relative to Public Guardianship, and referrals for safety and protective services for elderly and disabled persons who are suspected to be in danger of abuse or neglect.

FISCAL IMPACT

Expenditures under this contract total $1,218,660. Of this amount, $601,000 is included in the Department's FY 2016-17 Proposed Budget and includes $360,600 (60%) in Federal/State funds and $240,000 (40%) in required County General Funds. The remainder will be included in the Department's FY 2017-18 Requested Budget.

This contract is on file with the Clerk of the Board for review.