



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

TO: Board of Supervisors

DATE: June 22, 2021

FROM: Robert Oldham, MD, MSHA, Director of Health and Human Services

SUBJECT: Contract with Nevada County Behavioral Health for 24/7 Telephone Crisis Services

ACTION REQUESTED

Approve a contract with Nevada County Behavioral Health to provide 24/7 telephone triage services from July 1, 2021 through June 30, 2023 in an amount not to exceed \$1,366,272 and authorize the Director of Health and Human Services to execute the contract with Risk Management and County Counsel concurrence, and to sign subsequent amendments not to exceed \$100,000 consistent with the subject matter and scope of work with Risk Management and County Counsel concurrence.

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 most of the services within the Adult System of Care, primarily Adult Protective Services (APS), In-Home Support Services (IHSS), Public Guardian, Substance Use Services, Mental Health and Mental Health Crisis (W&I code 5150) services. Services include valuable Substance Use assessment and referral services, which help us remain compliant with the Organized Delivery System Substance Use Disorder Waiver program. This program enhances substance use services and increases Medi-Cal revenue to the County. Contractor continues to provide some after-hours child welfare and children's mental health services assistance.

These services have provided an avenue to expedite access for callers requesting some form of assistance 24/7 by fielding 24,673 calls during FY 2019-20. Telephone triage services helped initiate access to mental health services for 3,311 adults and children in crisis during FY 2019-20. Of those 3,311 persons served in crisis during FY 2019-20, 1,806 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. During FY 2019-20, Contractor fielded approximately 14,000 calls helping individuals with mental health needs and linking them to our mental health walk-in screening clinic or to other appropriate services. 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, or information relative to programs such as conservatorship, Assisted Outpatient Treatment and referrals for safety and protective services for children, and elderly and disabled persons who are suspected to be in danger of abuse or neglect.

FISCAL IMPACT

Expenditures under this contract total \$1,366,272, \$674,700 of which is included in the Department's FY 2021-22 Budget and includes \$404,820 (60%) in Federal/State funds and \$269,880 (40%) in required County General Funds. The remaining \$691,572 will be included in the FY 2022-23 Budget.

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

