

**MEMORANDUM
PLACER COUNTY HEALTH AND HUMAN SERVICES
Adult System of Care**

TO: Honorable Board of Supervisors
FROM: Jeffrey S. Brown, M.P.H., M.S.W., Director of Health and Human Services
Maureen F. Bauman, Director of Adult System of Care
DATE: July 8, 2014
SUBJECT: Telephone Crisis Triage Services for FY 2014-16

ACTION REQUESTED:

1. Approve an agreement with Nevada County Behavioral Health to provide phone crisis services from July 1, 2014 through June 30, 2016 for a total amount not to exceed \$992,160 (\$396,684 net County cost) and authorize the Director of Health and Human Services to sign subsequent amendments not to exceed a cumulative total of \$49,999, consistent with the current agreement's 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 phone crisis triage services to residents of Placer County. These services are provided 24 hours/day, 7 days/week and include information about and linkage to some of the services within the Adult System of Care, primarily Adult Protective Services (APS), In-Home Supportive Services (IHSS), mental health and crisis services.

These services have provided an avenue to initiate some form of assistance to those persons seeking help by fielding over 24,000 calls during calendar year 2013 and a projected 25,740 calls during calendar year 2014. Phone triage services helped initiate access to mental health services for approximately 2,600 persons in crisis during FY 2012-13, and a projected 2,700 persons during FY 2013-14. Of those 2,600 persons served during FY 2012-13, approximately 1,300 required acute psychiatric hospitalization.

In addition, the trained professionals providing these phone triage services assist those seeking mental health services not in crisis, by linking those persons to the quickest and most appropriate services to meet their unique and complex needs towards their individual recovery. Phone triage services have provided information about appropriate next steps for those needing to receive In-Home Supportive Services, as well as services for elderly and disabled persons who are suspected to be in danger of abuse or neglect.

This contract has been recommended for approval by the Mental Health, Alcohol, and Drug Advisory Board at its June 23, 2014 meeting.

FISCAL IMPACT:

Funding for the first year of this contract includes \$297,648 (60 percent) in Federal/State funds and \$198,432 (40 percent) in required County General Funds, and is included in the Department's FY 2014-15 Proposed Budget. The remainder will be included in the Department's FY 2015-16 Requested Budget.

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

