DEPARTMENT: Human Services / Behavioral Health  BY: Cheryle Rutherford-Kelly
PHONE: 966-2442

RECOMMENDED ACTION AND JUSTIFICATION:

It is respectfully recommended that your Board authorize the Human Services Department to enter into an agreement with Crisis Support Service to answer after hours telephone crisis calls.

BACKGROUND AND HISTORY OF BOARD ACTIONS:

Please See Attached Memo.

ALTERNATIVES AND CONSEQUENCES OF NEGATIVE ACTION:

Please See Attached Memo.

Financial Impact? ( ) Yes [X] No  Current FY Cost: $
Budgeted In Current FY? (X) Yes  ( ) No  ( ) Partially Funded
Amount in Budget: $21,000
Additional Funding Needed: $
Source:
Internal Transfer
Unanticipated Revenue
Transfer Between Funds
Contingency
( ) General  ( ) Other
4/5's vote
4/5's vote
4/5's vote

CLERK'S USE ONLY:
Res. No.: 04-373  Ord. No. __________
Vote - Ayes: 4  Noes: ________
Absent: ________
Approved
Minute Order Attached  ( ) No Action Necessary

The foregoing instrument is a correct copy of the original on file in this office.
Date: __________
Attest: MARGIE WILLIAMS, Clerk of the Board
County of Mariposa, State of California
By: __________

Requested Action Recommended
No Opinion
Comments:

COUNTY ADMINISTRATIVE OFFICER:

Revised Dec. 2002

CAO: __________
July 20, 2004

TO: Members, Board of Supervisors
    Rich Inman, CAO
FROM: Cheryle Rutherford-Kelly
RE: Behavioral Health / Agreement for After Hours Telephone Answering Service for Crisis Calls

Recommendation

It is respectfully recommended that your Board authorize the Human Services Department to enter into an agreement with Crisis Support Service to answer after hours telephone crisis calls.

Background Information / Current

Kings View Corporation contracted with Cyprus Mental Health Company for telephone answering services after hours. That company is going out of business on August 9, 2004 due to lack of contracts with the counties. They did not wish to enter into an agreement with this County when the transition was made and we wished to explore alternatives. For those reasons, Cyprus will invoice us for services provided in June and July.

Crisis Support Services provide telephone answering services to several California counties. The program was developed by Alameda County. Counties currently contracting include Kings, Tuolumne, San Francisco and Alameda. They also have contracts with a regional center and a human resources agency. Discussion with county representatives as to the quality of service provided by Crisis Support indicates that this is a professional organization. They respond timely and screen appropriately. It is important to separate nuisance calls from true crisis. People who are not in genuine crisis are asked to call back during regular business hours while those who are in crisis receive immediate assistance.

Financial

Cyprus Mental Health Company, terminating services on August 9, 2004, charged $450 per month. Crisis Support Services, that offers a higher level of service, will charge a $750.00 start up fee and $500 monthly. There is no impact on county general funds.