Policy: Southern Nevada Adult Mental Health Services, Northern Nevada Adult Mental Health Services, Rural Clinics, Desert Regional Center, Rural Regional Center, Sierra Regional Center and Division Central Office shall provide on-call personnel able to receive information and act in the best interest of the public.

Purpose: The Division is responsible for assisting and supporting the Governor's Office in responding to calls and concerns from the public regarding mental health and developmental service emergencies and urgent needs of the public.

Procedures:

The following procedures are to be followed with regards to calls received by the Governor's Office:

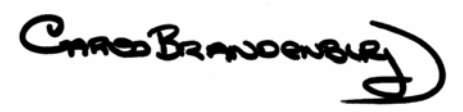
I. Each Agency Director will serve as the contact person for the Governor's Office. Contact numbers are as follows:

Southern Nevada Adult Mental Health – 702-486-6238
Northern Nevada Adult Mental Health – 775-688-2011
Rural Clinics Mental Health – 775-687-7503
Desert Regional Center (Developmental Services) – 702-486-6320
Sierra Regional Center (Developmental Services) – 775-688-1930 (ext 2140)
Rural Regional Center (Developmental Services) - 775-687-5162 (ext 244)
MHDS Administration/Central Office – 775-684-5967

II. Reports of action taken shall be forwarded to the Division of Mental Health and Developmental Services within one working day of the event.

III. Calls received at Division Central Office shall be handled by the management assistant IV or designee. These calls will be brought to the attention of the administrator and deputy administrator and routed to the proper agency for handling.

IV. Each division agency shall develop specific written procedures to implement the provision of this policy or shall incorporate this policy into the agency policy manual.



Administrator

Effective Date: 5/19/98
Date Revised: 1/25/08
Date Reviewed: 4/ 30/99, 3/10/05
Date Approved by MHDS Commission: