

The attached document was submitted to the  
**Washoe County Board of Commissioners** during  
the meeting held on June 25, 2019.  
by Human Services  
for Agenda Item No. 10  
and included here pursuant to NRS 241.020(8).



# WASHOE COUNTY

Integrity Communication Service

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## STAFF REPORT

BOARD MEETING DATE: June 25, 2019

**DATE:** Tuesday, June 25, 2019

**TO:** Board of County Commissioners

**FROM:** Amber Howell, Director, Washoe County Human Services Agency  
337-4488 ahowell@washoecounty.us

**THROUGH:** Kate Thomas, Assistant County Manager

**SUBJECT:** Recommendation to approve the Inter-Local agreement to support the operation of a twenty-bed Community Triage Center for those in need of crisis psychiatric services, medical and social detoxification from alcohol or other substances, or co-occurring disorders, for individuals who are 18 years of age or older and are not in need of emergency room care for a total amount of \$1,274,862 [Washoe County portion \$190,000 cash]; retroactive June 15, 2019 through June 30, 2020 with the option to renew for a one year period. (All Commission Districts)

### SUMMARY

The Community Triage Center (CTC) is a facility that operates to provide crisis psychiatric services, medical and social detoxification from alcohol or other substances, or co-occurring disorders, for individuals who are 18 years of age or older and are not in need of emergency room care. The goal of the CTC is to improve access to the most appropriate treatment resources and to decrease the utilization of hospital emergency departments, jails, prisons and homeless programs for behavioral health emergencies. Through improved crisis response services we can ultimately provide crisis intervention, with the goal of creating a seamless integrated behavioral health care system, where consumers will receive appropriate, timely, and quality care.

**Washoe County Strategic Objective supported by this item:** Safe, Secure and Healthy Communities

### PREVIOUS ACTION

On April 23, 2019, Item 13, the Board approved funding to support the operation of a twenty-bed Community Triage Center for those in need of crisis psychiatric services, medical and social detoxification from alcohol or other substances, or co-occurring disorders, for individuals who are 18 years of age or older and are not in need of emergency room care for a total amount of \$1,204,862 [Washoe County portion \$190,000 cash]; effective May 1, 2019 through April 30, 2020 with the option to renew for a one year period.

*BCC 6-25-19* *#10 Update* *Updated*  
*Human Services* AGENDA ITEM # 10

On February 12, 2013, Item G, the Board of County Commissioners approved an Agreement among Washoe County, WestCare Nevada, Inc., Carson Tahoe Regional Healthcare, Northern Nevada Medical Center, Prime Healthcare Services, Renown Regional Medical Center, Renown South Meadows Medical Center, City of Reno and City of Sparks, to provide funds for the Community Triage Center, operated by WestCare at 315 Record Street, Reno, Nevada; and approved the Washoe County Department of Social Services to provide \$190,000 cash to the Community Triage Center.

### **BACKGROUND**

The Agency is requesting retroactive approval due to the timing of the Board of Commission meeting schedule.

The concept for the Triage Center was first broached in 2004 intended to divert substance abusers, chronic inebriates and persons with mental illness away from local emergency rooms or jails and into an alternative setting where they are stabilized, assessed and then referred to appropriate care. In addition to freeing up space in emergency rooms and jails, it is far more cost-effective to provide this type of care through the Triage Center. The majority of patients are persons who are homeless.

The 22<sup>nd</sup> Session of the Nevada Legislature passed legislation (AB 175) which created a funding mechanism for the Reno Triage Center. Up to \$500,000 per year was authorized through a program which required a local match. That match had to be developed in a 2:1 ratio, in which local government(s) and hospitals provided the “2” and the State provided the “1.” With the operational funding assured, the Triage Center was constructed as part of the second phase of the Community Assistance Center. The CTC was established as a shared partnership encompassing the state, county, cities and four local hospitals. Providing residents with free or low-cost crisis stabilization, intervention and substance abuse treatment service is critical to helping reduce community impact and strain on the higher cost of hospitalization for individuals who can be served in a lower level of care. Additionally, the CTC provides a safe, medically supervised detoxification services to Washoe County residents by diverting them from local emergency rooms or the jail. It opened in April 2008 and had been in operation continuously since that time. However in April of 2018 the Triage Center operator, WestCare, vacated the Triage Center at 335 Record St. with no advance notice to the community. This exit has resulted in a gap in our behavioral health service delivery system.

On August 28, 2018 the City of Reno released RFQ #030093 seeking qualified contractor to operate a 20 bed CTC for those in need of crisis psychiatric services, medical and social detoxification from alcohol or other substance, or co-occurring disorders, for individuals who are 18 years of age or older and are not in need of emergency room care.

On October 23, 2018 an RFQ Review Panel comprised of representatives from the Washoe County Human Services Agency, City of Reno Community Development, Reno Police Department, Sparks Police Department, Mobile Outreach Support Team (MOST), executive Director of Ridge House and the Vitality Center met to review applications, as well as interview the applicants. Two applicants were interviewed; Well Care and Reno Behavioral Healthcare Hospital. Scoring results reveal Well Care as the leading applicant. Applications had been received by the due date and reviewed by the panel in

advance of the meeting. Each applicant provided a presentation, and the panel was provided an opportunity to ask questions and receive additional information regarding the programs. Applicants were scored, with their average scores as follows (out of 100 total possible points):

Well Care:	72.3
Reno Behavioral Health:	50.0

### **FISCAL IMPACT**

Should the Board approve the recommendation to approve the Inter-Local agreement to support the Community Triage Center, there will be no additional fiscal impact to the FY19 Human Services Agency General Fund as sufficient authority exists in Cost Center 179500 (Behavioral Health Program) and general ledger account 710100 (Professional Services). The available balance on the purchase order at June 30, 2019 along with the corresponding budget authority will be carried forward into FY20 during the FY19 year-end process. HSA to notify the Comptroller's and Budget of this carry forward at the appropriate time.

### **RECOMMENDATION**

Recommendation to approve the Inter-Local agreement to support the operation of a twenty-bed Community Triage Center for those in need of crisis psychiatric services, medical and social detoxification from alcohol or other substances, or co-occurring disorders, for individuals who are 18 years of age or older and are not in need of emergency room care for a total amount of \$1,274,862 [Washoe County portion \$190,000 cash]; retroactive June 15, 2019 through June 30, 2020 with the option to renew for a one year period.

### **POSSIBLE MOTION**

Should the Board agree with the staff's recommendation, a possible motion would be to, "Move to approve the Inter-Local agreement to support the operation of a twenty-bed Community Triage Center for those in need of crisis psychiatric services, medical and social detoxification from alcohol or other substances, or co-occurring disorders, for individuals who are 18 years of age or older and are not in need of emergency room care for a total amount of \$1,274,862 [Washoe County portion \$190,000 cash]; retroactive June 15, 2019 through June 30, 2020 with the option to renew for a one year period."