



WASHOE COUNTY

Integrity Communication Service

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STAFF REPORT

BOARD MEETING DATE: July 20, 2021

DATE: Wednesday, July 7, 2021

TO: Board of County Commissioners

FROM: Kate Thomas, Assistant County Manager

THROUGH: Eric Brown, County Manager

SUBJECT: Recommendation to approve a Professional Services and Funding Agreement between Washoe County, the Cities of Reno and Sparks and Medtrans Casal (Reno) Pllc, DBA Well Care Medical And Behavioral Clinic (Well Care) engaging Well Care to oversee 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 \$500,000 of which Washoe County is responsible for \$255,000, effective retroactive to July 1, 2021 through June 30, 2022 with the option to renew for a one year period; approve the use of General Fund Contingency in the amount of \$255,000 needed to support Washoe County's portion of the Community Triage Center agreement. If approved, direct the Comptroller's Office to make the necessary budget appropriation transfers. Manager's Office. (All Commission Districts.)
FOR POSSIBLE ACTION

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 significantly decrease the utilization of hospital emergency departments, jails, prisons, and emergency shelters for behavioral health emergencies. These improved crisis response services will provide appropriate crisis intervention, create seamless and integrated behavioral health care, and will allow individuals to receive appropriate, timely, and quality care.

The current CTC operator agreement expired June 30, 2021; this agreement is retroactive to July 1, 2021 and includes an investment by the City of Reno, City of Sparks and Washoe County to allow for the services to continue while a Crisis Now model is explored for the future. Previous agreements included an in-kind component however,

AGENDA ITEM # _____

that was not sustainable for the contractor and this agreement does not include an in kind element, only cash.

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

PREVIOUS ACTION

On June 25, 2019, Item 10, the Board approved 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 \$255,000 cash]; retroactive June 15, 2019 through June 30, 2020 with the option to renew for a one-year period. This contract was the result of a change in the April 23, 2019 contract regarding the hospitals and rather than implementing an amendment, a new contract was submitted.

On May 18, 2021, the BCC approved the Fiscal Year 2022 Final Washoe County Budget, which included \$11,118,000 of General Fund Contingency.

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.

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 concept for the Triage Center was first broached in 2004 intended to divert substance abusers, individuals struggling with substance abuse and mental health services 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. Most patients are persons who are unsheltered.

The 22nd 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 resulted in a gap in the behavioral health service delivery system.

On August 28, 2018 the City of Reno released Request for Qualifications (RFQ) #030093 seeking a 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 Department, Reno Police Department, Sparks Police Department, Mobile Outreach Support Team (MOST), executive Director of Ridge House, and staff from 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 revealed 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.

FISCAL IMPACT

Should the Board approve the agreement and General Fund Contingency Transfer to support the Community Triage Center (CTC), the FY22 budget will be adjusted as follows:

Fund/Function	Department/Expenditure	Cost Object(s)/ G-L Account(s)	Budget Change
General Fund			
General Gov't	Contingency	C189000-820000	(255,000.00)
General Gov't	Manager's/CTC Agreement	IN60795-710400	255,000.00

Approval of the General Fund Contingency Transfer will leave \$10,863,000 available in FY22.

RECOMMENDATION

Staff recommends the Board approve a Professional Services and Funding Agreement between Washoe County, the Cities of Reno and Sparks and Medtrans Casal (Reno) Pllc, DBA Well Care Medical And Behavioral Clinic (Well Care) engaging Well Care to oversee 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 \$500,000 of which Washoe County is responsible for \$255,000, effective retroactive to July 1, 2021 through June 30, 2022 with the option to renew for a one year period; approve the use of General Fund Contingency in the amount of \$255,000 needed to support Washoe County's portion of the Community Triage Center agreement. If approved, direct the Comptroller's Office to make the necessary budget appropriation transfers. Manager's Office.

POSSIBLE MOTION

Should the Board agree with the staff's recommendation, a possible motion would be, "Move to approve a Professional Services and Funding Agreement between Washoe County, the Cities of Reno and Sparks and Medtrans Casal (Reno) Pllc, DBA Well Care Medical And Behavioral Clinic (Well Care) engaging Well Care to oversee 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 \$500,000 of which Washoe County is responsible for \$255,000, effective retroactive to July 1, 2021 through June 30, 2022 with the option to renew for a one year period; approve the use of General Fund Contingency in the amount of \$255,000 needed to support Washoe County's portion of the Community Triage Center agreement. If approved, direct the Comptroller's Office to make the necessary budget appropriation transfers."