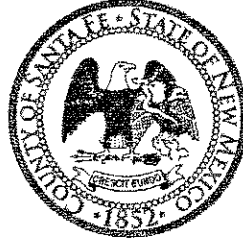


Henry P. Roybal
Commissioner, District 1

Anna Hansen
Commissioner, District 2

Robert A. Anaya
Commissioner, District 3



Anna T. Hamilton
Commissioner, District 4

Ed Moreno
Commissioner, District 5

Katherine Miller
County Manager

Memorandum

To: Santa Fe County Board of County Commissioners

From: Rachel O'Connor, Director
Santa Fe County Community Services Department

Alex Dominguez, Behavioral Health Program Manager
Santa Fe County Community Services Department

Through: Katherine Miller
Santa Fe County Manager

Date: January 31, 2018

Subject: Presentation regarding the Behavioral Health Crisis Center (Community Services Department/O'Connor/Dominguez)

Issue:

The Community Services Department is in the process of developing a Behavioral Health Crisis Center for Santa Fe County. This presentation is meant to give a progress update and to inform the Commission regarding the choosing of a Primary Partner as well as key upcoming decision.

Background:

In 2013, Santa Fe County Community Services Department (CSD), in partnership with CHRISTUS St. Vincent, released *A Community Health Profile: Santa Fe County 2013*, which provided data on health care needs in Santa Fe County (County). In 2014, CSD used this data, in conjunction with information gathered at a series of public meetings, to develop the *Santa Fe County Health Action Plan*, setting the following six high-priority health goals for the County:

- o Increase enrollment in health insurance
- o Reduce drug abuse
- o Reduce alcohol abuse
- o Reduce suicides
- o Reduce low birth weight babies
- o Increase consumption of healthy foods

In 2014, the Affordable Care Act and changes in state statute led the County to change its process of funding health care providers from a strictly claims-based system to include value based contracts

with nonprofit community providers, in order to address the priorities set forth in the *Health Action Plan*. Beginning in late 2015, the County began contracting with local providers for specific health care services, including the development of a Mobile Crisis Response Team and services for high-risk pregnant women. Because at least half of the County's six high-priority health goals are directly linked to behavioral health (not to mention at least three of the five medium-priority goals), the County invested heavily in services to prevent, treat, and support individuals experiencing mental illness and substance abuse disorders and their families.

In May of 2016, the County held a Behavioral Health Summit in Santa Fe, New Mexico attended by over 300 individuals. Participants in the Summit overwhelmingly urged the County to develop a behavioral health crisis center. In November of 2016, County voters approved a bond that authorized \$2 million in capital funds for the crisis center. Voters also supported an advisory question regarding an increase in the County gross receipts tax for behavioral health services.

Over the past year, the CSD, with input and guidance from Hyde and Associates and the larger behavioral health community, has been researching and planning for a behavioral health crisis center. The County is proceeding with plans for an integrated model of service delivery that includes both the development of new crisis services and the co-location of existing supplemental services. On June 27, 2017, the Santa Fe County Board of County Commissioners voted a one-eighth increase in the County's gross receipts tax in order to support the operations of a crisis center.

Staff Recommendations:

This presentation is for informational purposes only.

SANTA FE COUNTY BEHAVIORAL HEALTH CRISIS CENTER

**COMMUNITY SERVICES DEPARTMENT
SANTA FE COUNTY
RACHEL O'CONNOR, DIRECTOR
ALEX DOMINGUEZ, BH ADMIN. MANAGER**

BEHAVIORAL HEALTH CRISIS CENTER—WHAT IS IT?

GOAL: To provide a safe and secure place for Santa Fe County adults with behavioral health issues (mental illnesses and/or addictions) as well as assisting their families and caregivers to find information and receive assistance in times of crisis, and provide linkage with appropriate community services.

WHAT ARE THE SECONDARY GOALS?

- To provide immediate crisis management and de-escalation support
- To prevent unnecessary detainment in criminal facilities
- To reduce unnecessary admission to hospital emergency departments
- To provide an inviting and comfortable location that is not hospital or law enforcement based
- To ensure individuals are connected with ongoing clinical and social supports, including navigation to prevent further crisis

WHO WILL IT SERVE?

- The Mobile Crisis Team will provide services to both adolescent and adults
- The Crisis Center is for adults 18 and older
- The Crisis Center will provide support and services to clients and their families with behavioral health needs who are experiencing a crisis, including co-existing disorder
- We estimate approximately 2,500 visits per year

WHAT IS THE SERVICE ARRAY?

Living Room Model	Mobile Crisis Team	Core Crisis Services: Assessment/Triage/Stabilization, Navigation, Pharmacy, Transportation, Short Term Respite, Education and Resources, Screening and Brief Intervention	Co-located Navigators	Sobering Services	Residential Enhanced Social Detoxification
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CO-LOCATED SERVICES

- **Enhanced Social Detox Treatment**

Co location of this treatment service at the Behavioral Health Crisis Center (24 hour, multi-day treatment)

- **Navigation**

Co location of existing Navigation providers

WHAT HAVE WE ACCOMPLISHED SO FAR?

- **May, 2016:** Behavioral Health Summit held in Santa Fe
- **November, 2016:** Bond authorizing \$2M for in capitol funds for a Crisis Center
- **June, 2017:** BCC votes in a 1/8 GRT with \$1.6M to operate a Crisis Center
- **August 2017:** Gap Analysis report completed confirming the need for a Crisis Center
- **October 2017;** Released the RFP for a Crisis Center Primary Partner
- **November 2017;** Deadline for RFP Responses
- **December 2017;** The RFP Committee reviewed the RFP's
- **December 2017;** The RFP Committee requested oral presentations from the responders
- **January 2018;** Oral presentations took place
- **January 2018;** RFP Committee recommends a partner
- **January 2018:** Contract negotiations between Santa Fe County and Primary Partner in process

PRIMARY PARTNER

NEW MEXICO SOLUTIONS

- New Mexico Solutions is led by Dr. David J. Ley, licensed Clinical Psychologist
- New Mexico Solutions (NMS) is an outpatient behavioral health care agency located in Albuquerque New Mexico since 1999
- New Mexico Solutions is a nonprofit organization offering comprehensive community-based services that include but not limited to;
 - Outpatient individual and family counseling
 - Outpatient psychiatry and medication management services
 - Dual Diagnosed treatment and case management for those who suffer with co occurring disorders
 - Assertive Community Treatment for adults with chronic and severe mental illness
 - Intensive outpatient psychotherapy
 - Psychological Rehabilitation Services

DUTIES OF A PRIMARY PARTNER: PHASE ONE PLANNING

Phase One: Planning (One Year: \$40,000)

- Assist the County and other partners to plan, design, construct and equip a Crisis Center.
- Work with CHRISTUS, Presbyterian and other partners to secure MOA's and information sharing agreements.
- Work with Law Enforcement and EMS entities to develop criteria and protocols for client flow.
- Work with the County and HSD to respond to regulations being proposed by DOH/HSD for Crisis Center.
- Development of internal policies and procedures for the operation of a Crisis Center prior to opening its doors for services.

PRIMARY PARTNER DUTIES: PHASE TWO OPERATIONS

- **Phase Two begins operations and service provision for the Primary Partner, including but not limited to:**
 - 24/7 Mobile Crisis Team
 - Living Room Therapeutic Model
 - Screening and Brief Intervention
 - Triage and Assessment
 - Stabilization
 - Pharmacy
 - Transportation
 - Respite
 - Navigation
 - Information and Resources

KEY DECISION POINTS

- Choosing a Primary Partner (February, 2018)
- Feedback and ongoing work with DOH/HSD on Crisis Center Regulations (February, 2018)
- Choosing of a location for the Crisis Center (March, 2018)
- Procurement for Design/Bid vs. Design/Build/Bid (TBD)
- MOAs and Agreements with partners (Ongoing)
- Operations Begin