



Regional Behavioral Health Initiatives

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Crisis Response System




An abstract graphic on the left side of the slide featuring a network of white dots connected by thin white lines, set against a dark purple background with bokeh light effects.

LOCAL COALITION EFFORTS

- The **Partner Agency Team** meets monthly to support system development through execution of the Washoe Region Crisis Response Implementation Plan, as well as to identify emerging issues and opportunities to further efforts
 - The **Children's Crisis Collaboration** meets monthly and has drafted an action plan for system development to strengthen and continue to build a best-practice children's crisis response system in Washoe County and ensure that youth in crisis receive appropriate crisis response services.
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- A horizontal decorative bar at the bottom right of the slide with a gradient from orange to dark purple.

A woman with long brown hair, wearing a white button-down shirt and a black headset with a microphone, is seated at a white desk in a call center. She is looking down at her work. In the background, another person is visible, also wearing a headset. A large, semi-transparent maroon circle is overlaid on the top left of the image, containing the text 'Someone to Talk to' in white.

Someone to Talk to

- **988** live in July 2022. Crisis Support Services of Nevada operates the 988 call, text and chat lines.
 - **988 fee on phone lines** collection began June 2023. The fee is generating just under \$15 million annually to support statewide behavioral health crisis response. **GREAT NEWS!**
 - State of Nevada Call Center Hub **Request for Proposal** to identify an Administrative Services Organization to build the capacity of call center hub issued in April 2024. Notice of Intent to Award issued. Next step Board of Examiners approval.
 - **Georouting** capabilities for 988 calls (to ensure that calls are routed to local 988 contact centers) were announced by SAMHSA on September 25, 2024 and the Federal Communications Commission will vote on final rules at the October 17, 2024 Open Meeting. **GREAT NEWS!**
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A white mobile crisis response van is parked on a paved surface in front of a modern, multi-story building with large windows. The van is a compact model with a sliding side door. A large, semi-transparent maroon circle is overlaid on the top left of the image, containing the text 'Someone to Respond' in white.

Someone to Respond

- **State Plan Amendment (SPA)** coverage language for mobile crisis response delivered by a Designated Mobile Crisis Team was approved by the Centers for Medicare and Medicaid. **GREAT NEWS!**
 - The children's **Mobile Crisis Response Team (MCRT)** transferred from the State Division of Child and Family Services to Washoe County Human Services Agency in July 2024 allowing for an expansion of service capacity. **GREAT NEWS!**
 - **Certified Community Behavioral Health Centers (CCBHCs)** are providing some mobile crisis services.
 - Co-responder **Mobile Outreach Safety Teams** are deployed by law enforcement agencies and MOST are participating in the Partner Agency Team and other ad hoc committees
 - Work still to be done here to move closer to integrated, best-practice mobile crisis response.
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A Safe Place to Be

- Renown and the State of Nevada executed contracts (four) in early 2024 to establish a crisis stabilization center in Washoe County. The State provided space and remodeling is underway at the location on the NNAMHS campus on Galetti Way. **GREAT NEWS!**
- **Medicaid State Plan Amendment (SPA)** coverage language for Crisis Stabilization Centers was approved by the Centers for Medicare and Medicaid. **GREAT NEWS!**
- The **Renown Crisis Care Center** is set to open in 2024 and will feature a warm, living-room like environment for short-term crisis care for adults. **GREAT NEWS!**
 - Open 24/7
 - Staffing includes: a physician (MD/DO), Advanced Practice Registered Nurse (APRN), Licensed Clinical Social Worker (LCSW), Registered Nurse (RN), and Certified Peer Recovery Support Specialist (CPRSS)
 - 25 chairs and 10 short-term beds for people experiencing a behavioral health crisis



Crisis Care Center

Steve Shell, MBA
Vice President, Behavioral Health

Renown[®]
HEALTH





Operational Overview

- Component of Washoe County Crisis Response System for Adults – “Safe Place to Go”
- Public/private partnership between Renown and Nevada DHHS/DPBH
- Located in a repurposed section of NNAMHS
- Will be licensed as a crisis stabilization center
- 24/7 for walk-ins and law enforcement drop-offs
- Designed to follow SAMHSA National Guidelines for Behavioral Health Crisis Care
- Following an assessment and triage process, psychiatric stabilization and/or detox protocols for substance use may be started with the goal to transfer to appropriate levels of care or other community resources within 23 hours of arrival

Infrastructure

- Locked and anti-ligature facility
- Separate entrance from NNAMHS
- Sally port for law enforcement drop-offs and walk-ins
- “Living Room” model
- Large group room in front of open nurses station that allows for continuous monitoring
- 25 chairs
- Dining area
- 2 small corridors with 5 bedrooms each and continuous monitoring from nurses station
- Exam rooms, medication room, personal belongings storage room and staff break room
- Small secure patio
- Waiting area for families

Staffing

- Registered Nurses
- Licensed Clinical Social Workers
- Certified Peer Recovery Support Specialists
- Nurse Practitioners
- Psychiatrists
- Security
- Care Coordinator
- Community Relations Coordinator

Post-Triage Connection to Community Services

- **Transfer to Inpatient Psych or Detox Facility**
- **Outpatient Referrals/Appointments (Behavioral Health and/or Primary Care)**
 - FQHCs (Federally Qualified Health Centers)
 - CCBHCs (Certified Community Behavioral Health Clinics)
 - Other Community Providers
- **Access to Community Resources**
 - Cares Campus or Temporary Housing Options
 - Case Management or Other Supportive Services

***Full-time Care Coordinator will maintain contact with all individuals served for at least one year to track recidivism, monitor progress of community care coordination and offer support as needed.**

Cooperative Service Agreements

- Law Enforcement – FAST (Field Assessment Screening Tool)
- REMSA
- Crisis Support Services of Nevada – 988 Crisis Hotline
- NAMI Warmline/Caring Contacts Program
- Cares Campus
- FQHCs (Federally Qualified Health Centers)
- CCBHCs (Certified Community Behavioral Health Clinics)
- Mobile Assessment Teams
- Other Community Partners

Sequential Intercept Model



SEQUENTIAL INTERCEPT MODEL

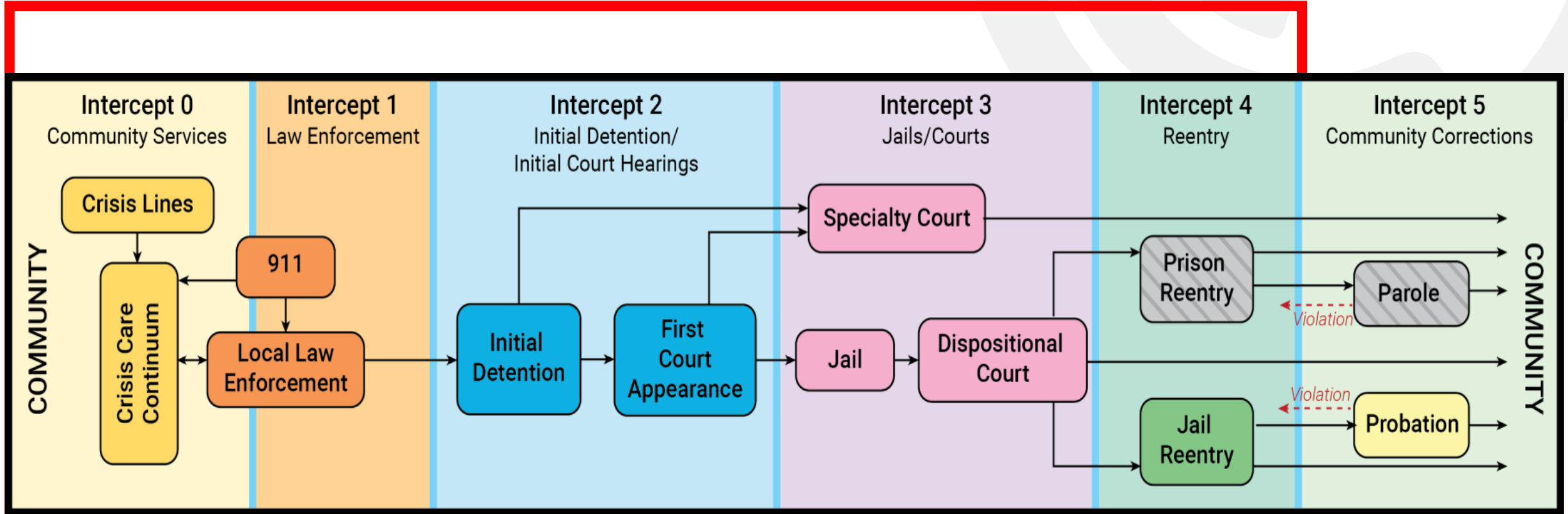
WHAT IS IT?

The SIM is a widely accepted conceptual framework that identifies key points within the justice and behavioral health systems to “intercept” individuals before they penetrate deeper into the system.

[The Future is Now: Decriminalization of Mental Illness - Improving the Justice System Response to Mental Illness and Co-occurring Disorders](#)

SEQUENTIAL INTERCEPT MODEL

THE INTERCEPTS



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Washoe
SIM
Implementation
Progress
Updates



NEXT STEPS

- Finalize SIM Mapping
- Finalize Strategic Framework and identify key initiatives to collaboratively move forward
- Identify critical gaps in the behavioral system of care and work to add additional resources

Washoe Behavioral Health Center



WASHOE BEHAVIORAL HEALTH CENTER



West Hills Conceptual Usage 2.0

01

Psychiatric Residential Treatment Facility (PRTF)

- Serving pediatric and adolescents

02

Crisis Stabilization/Respite center - children and youth
(23-72 hours; to assist County and other providers that have respite/stabilization needs)

03

Commercial Sexual Exploitation of Children (CSEC) Receiving Center

04

Adult live in treatment program
- serving Cares, Our Place and other community adults with severe mental illness and other needs. Would work towards stabilization and transition to the community

05

Intake, Assessment, and Evaluation (mental health and clinical assessments for children/adults/seniors)

06

Training facility (University of Nevada Reno School of Medicine and clinical programs; fellow and interns to build capacity for Behavioral Health Services)

07

Office space (Human Services Agency clinical team)

Children and Families



CURRENT EFFORTS

- Transfer of Children's MCRT from State to County
- Washoe Behavioral Health Center
- Medicaid Children's Behavioral Health Transformation and Expansion for Reentry or Incarcerated Youth
- Youth Mental Health Collective Impact

Questions?



Thank you

