



*Uplifting the Human  
Spirit....*

# **The Community Triage Center**

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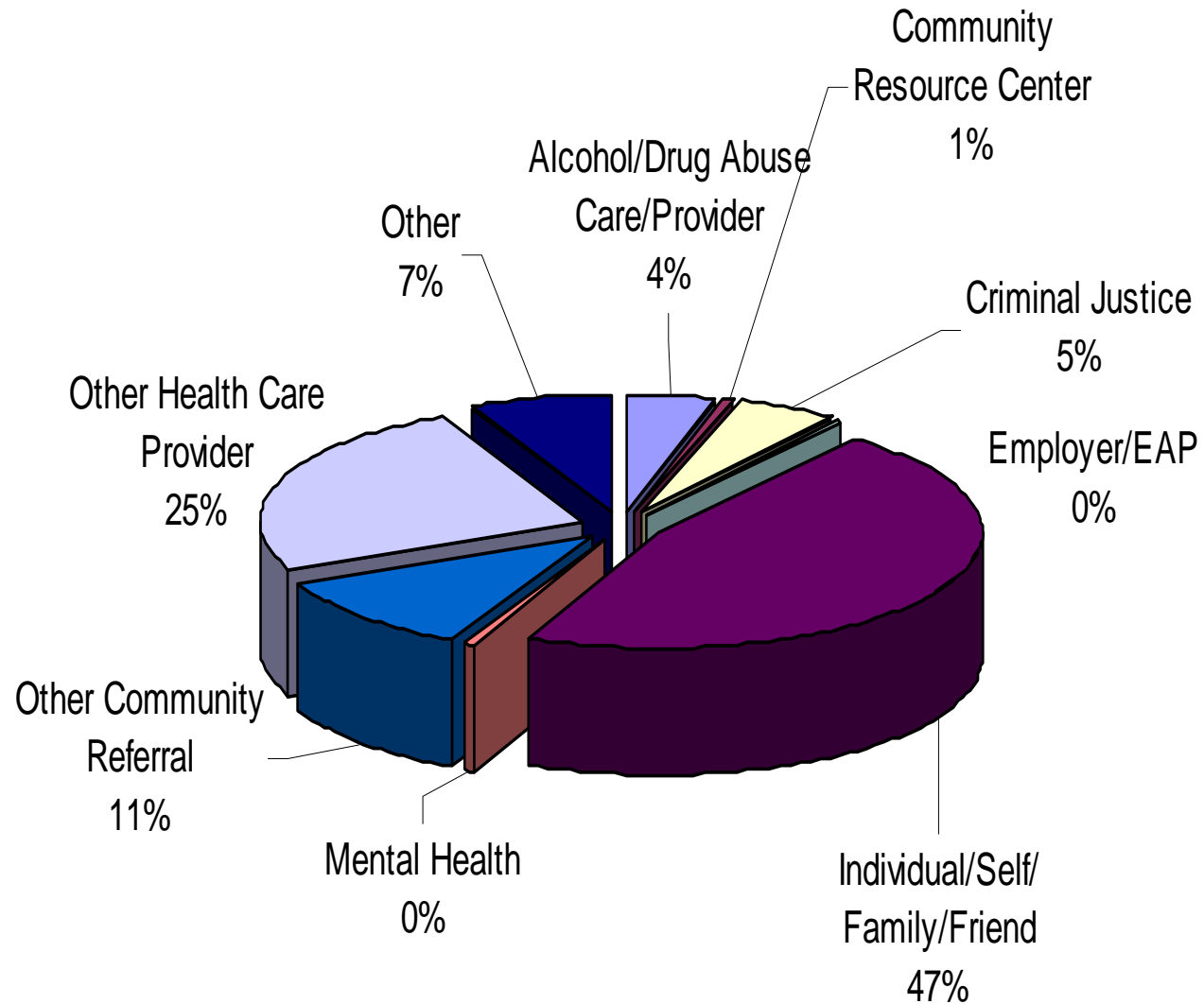
Since its inception, the Community Triage Center, "CTC" operated by WestCare Nevada, has offered services to the Indigent - Uninsured - Homeless. Taking them out of the ER's and off of the streets of the greater Las Vegas area.

Services include:

- Medical Detoxification, (since 2006)
- Social-Model Detoxification/CPC
- Crisis Stabilization for the Mentally-ill

- In first three quarters of this year the CTC has admitted 2,727 clients into the CTC.  
(July 1, 2011 – March 31, 2012)
- Of those, 71% (1,936) of those admitted to the CTC have completed\* detoxification or were deemed stabilized.
  - \*Completed is defined as medically-stable.
- The average length of stay is 3 days.

# Referral Sources- General



# Referral Sources- Specific

July 1, 2011-  
March 31, 2012

<b>BHO/Other</b>	42
<b>Boulder Hosp</b>	2
<b>CCDC</b>	71
<b>Centennial Hills Hosp</b>	28
<b>Community Referral</b>	246
<b>Court Referral-HOPE</b>	5
<b>CPC- all</b>	113
<b>CPI- all</b>	65
<b>Desert Springs</b>	44
<b>Mental Health</b>	4
<b>Mt. View</b>	37
<b>North Vista</b>	62
<b>San Martin</b>	14
<b>Self Referral</b>	1382
<b>SNAMH</b>	4
<b>Southern Hills</b>	18
<b>Spring Valley</b>	52
<b>St. Rose -all</b>	48
<b>Summerlin</b>	21
<b>Sunrise</b>	140
<b>UMC</b>	231
<b>Valley</b>	98
<b>Grand Total</b>	2727

# Zip Codes and Referrals

City	Zip	Count
Henderson	89001, 89002, 89012, 89014, 89015, 89044, 89052, 89074	220
Beatty	89003	1
Boulder City	89005, 89006	17
Las Vegas	89011, 89021, 89027, 89036, 89039, 89040, 89041, 89048, 89051, 89101-89113, 89115- 89124, 89126-89132, 89134-89136, 89138, 89139, 89141-89149, 89154, 89156 - 89158, 89166 - 89169, 89171, 89174, 89178, 89179, 89178, 89179, 89182, 89183, 89186, 89193, 89196, 89301, 89380, 89401, 89417	2268
Mesquite	89024	2
Laughlin	89028, 89029	6
North Las Vegas	89030, 89031, 89032, 89081, 89084, 89086	191
Reno	89503, 89509, 89512	10
Carson City	89701	2

## Self- Referrals

<b>Total Admits</b>	<b>2,727</b>	<b>Period July 1, 2011- March 31, 2012</b>
<b>Total Self Referrals</b>	<b>1,382</b>	<b>Number defined as Self- Referrals</b>
<b># Reviewed</b>	<b>271</b>	<b># Reviewed of the Self Referrals (above)</b>
<b>Ave # of Admits</b>	<b>3</b>	<b>Of those reviewed, average # of admits</b>
<b>Reviewed %</b>	<b>20%</b>	<b>% of Self- Referrals (above) reviewed</b>
<b># Diverted prior to being a Self Referral, (during all time frames)</b>	<b>185</b>	<b>Diverts from ER's, Mental Health, Behavioral Health, CPI-EMS &amp; CPC- Law Enforcement</b>
<b>Percent</b>	<b>68%</b>	

<b>Unduplicated Self-referrals</b>	<b>1118</b>		<b>41%</b>
<b>Duplicated Self Referrals</b>	<b>264</b>		<b>10%</b>
<b>Total Self Referrals</b>		<b>1382</b>	
<b>Percent Self Referrals of Total</b>			<b>51%</b>
<b>Unduplicated Direct/Diverts</b>	<b>961</b>		<b>35%</b>
<b>Duplicated Diverts (Diverted more than once)</b>	<b>240</b>		<b>9%</b>
<b>Total Diverts</b>		<b>1201</b>	<b>44%</b>
<b>Episodes of care as Self-Referral after Divert (above)</b>			<b>194</b>
<b># clients</b>			<b>143</b>
<b>Unduplicated Other</b>	<b>102</b>		<b>4%</b>
<b>Duplicated Other</b>	<b>42</b>		<b>2%</b>
<b>Total Others</b>		<b>144</b>	<b>5%</b>
<b>Total Volume Recidivism</b>	<b>546</b>		
<b>Total Recidivism Rate</b>			<b>20%</b>



<b>Breakdown of 'Self Referrals'</b>	
<b>Alcohol/Drug Abuse Care/Provider</b>	<b>49</b>
<b>Community Resource Center</b>	<b>2</b>
<b>Criminal Justice - direct</b>	<b>1</b>
<b>Employer/EAP</b>	<b>10</b>
<b>Individual/Self/Family/Friend</b>	<b>1280</b>
<b>Mental Health</b>	<b>2</b>
<b>Other Community Referral</b>	<b>20</b>
<b>Other Health Care Provider</b>	<b>18</b>
<b>Total</b>	<b>1382</b>
<b>Breakdown of 'Other' (admitted as self-referral with additional information indicating their 'true' source)</b>	
<b>Alcohol/Drug Abuse Care/Provider</b>	<b>27</b>
<b>Criminal Justice - direct</b>	<b>4</b>
<b>Employer/EAP</b>	<b>7</b>
<b>Mental Health</b>	<b>6</b>
<b>Other Community Referral</b>	<b>64</b>
<b>Other Health Care Provider</b>	<b>36</b>
<b>Total</b>	<b>144</b>

## Mental Health Services

- Co-occurring mental health and substance abuse conditions are seen at the CTC.
- The CTC provides that mid-level of care so that they can be stabilized & no longer intoxicated prior to transfer.
- Those requiring a Legal 2000 must be under the legal limit of .08 prior to instituting the hold.
- WestCare provides that period of supervised care while they sober-up and then reassessment of their suicidal ideation, and then connection to the most beneficial placement.

# Recidivism Cycle (Examples- red indicates first admit, blue is last admit)

Client A:	Client B:	Client C:	Client D:	Client E:	Client F:	Client G:	Client H:
19 admits	10 admits	5 admits	7 admits	4 admits	11 admits	15 admits	11 admits
11/12/2005	10/28/2007	9/17/2003	8/29/2006	9/17/2007	12/9/2005	7/10/2004	9/18/2003
10 days	4 1/2 mos	8 years	5 yrs 5 1/2 mos	4 years	1 wk	2 wks	1 wk
6 mos	6 wks	1 mos	1 wk	3 wks	4 1/2 mos	2 wks	11 mos
2 wks	11 1/2 mos	1 mos	2 wks	8 mos	4 1/2 mos	3 mos	1 yr 9 mos
1 wk	10 mos	11/2/2011	2 wks	4/21/2012	4 1/2 mos	2 1/2 mos	10 mos
1 mos	6 mos		3 wks		1 1/2 mos	1 mos	9 mos
2 wks	4 1/2 mos		3/25/2012		3 yrs 6 mos	8 mos	2 yr 10 mos
1 mos	6 mos				1 wk	1 yr 1 mo	6 wks
3 mos	5 mos				10 mos	1 yr 4 mos	1 yr 4 1/2 mos
3 1/2 mos	4 mos				5 mos	10 mos	2 wks
4 mos	4/9/2012				4/8/2012	11 1/2 mos	2/10/2012
1 day						2 days	
1 yr + 8 mos						1 yr 2 mos	
10 mos						1 mos	
7 mos						3/13/2012	
1 yr + 1 mos							
6 wks							
10/12/2011							

## Costs:

- The average cost per day is \$167 with a 3-day episode costing an average of \$501.

## Insurance:

- WestCare treats the uninsured and indigent, therefore billing does not occur.
- If resources exist the client is sent to the appropriate provider facility in the area.

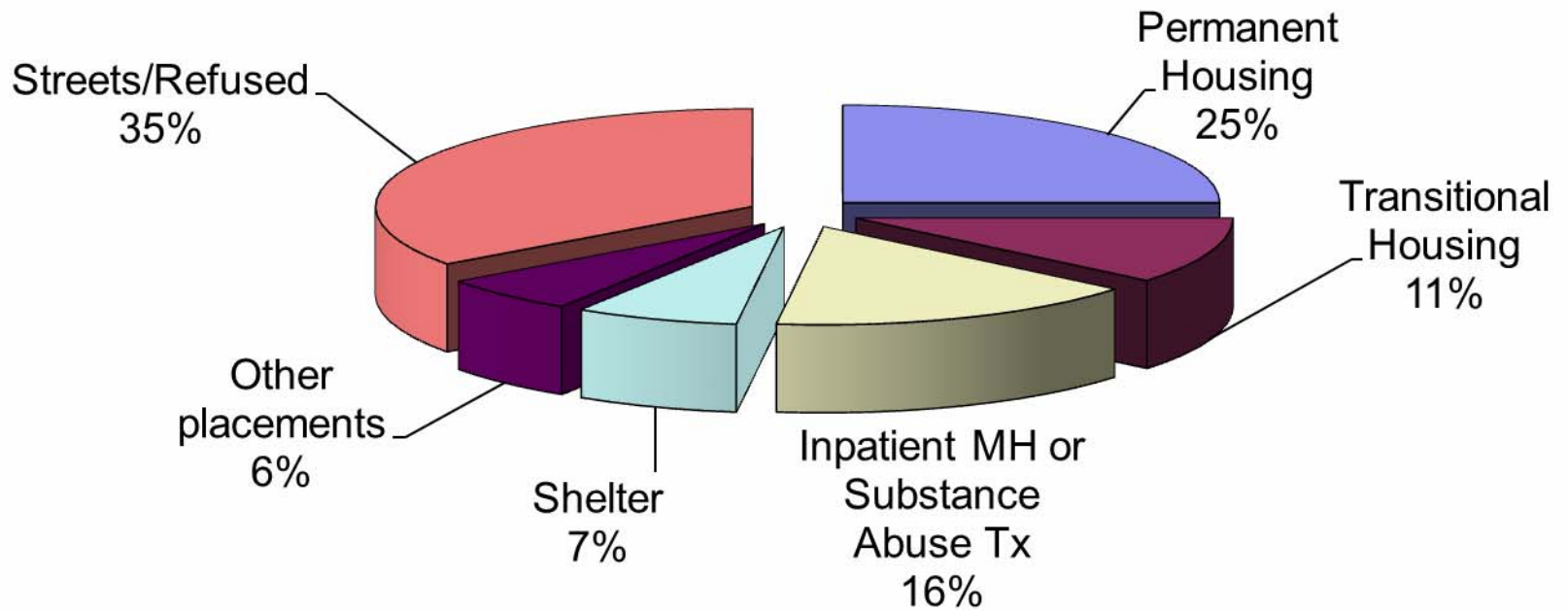
# CTC Budget

CTC Budget					
	2430- State of Nevada	3430- Clark County	6430- Local Hospitals	4430- Local Govt	Total
FY 12					
Revenues	\$ 750,000	\$ 540,120	\$ 405,095	\$299,830	\$ 1,995,045
Expenditures					
Salaries	\$ 378,646	\$ 253,765	\$ 190,324	\$140,658	\$ 963,393
Benefits	\$ 38,354	\$ 49,230	\$ 36,923	\$ 27,288	\$ 151,795
Occupancy	\$ 38,914	\$ 28,024	\$ 21,018	\$ 15,534	\$ 103,490
Program Maintenance/Supplies	\$ 36,951	\$ 29,700	\$ 22,275	\$ 16,462	\$ 105,388
Repair/ Maintenance	\$ 3,410	\$ 2,456	\$ 1,842	\$ 1,361	\$ 9,069
Vehicles	\$ 8,047	\$ 7,571	\$ 5,678	\$ 4,197	\$ 25,493
Office Advertising/Ins	\$ 40,215	\$ 28,954	\$ 21,823	\$ 16,874	\$ 107,866
Food	\$ 25,768	\$ 18,558	\$ 13,918	\$ 9,462	\$ 67,706
Consulting	\$ 47,002	\$ 33,849	\$ 25,386	\$ 18,762	\$ 124,999
Furniture/ Equip	\$ 8,375	\$ 6,032	\$ 4,252	\$ 3,344	\$ 22,003
Travel	\$ 9,120	\$ 1,156	\$ 3,750	\$ 1,696	\$ 15,722
Interest, Taxes, Losses	\$ 2,698	\$ 1,100	\$ 1,002	\$ 556	\$ 5,356
Indirect	\$ 112,500	\$ 79,725	\$ 56,904	\$ 43,636	\$ 292,765
	\$ 750,000	\$ 540,120	\$ 405,095	\$299,830	\$ 1,995,045
Variance	\$ -	\$ -	\$ -	\$ -	\$ -

# Community Partnerships

- Southern Nevada Adult Mental Health
- Help of Southern Nevada
- Long Term Substance Abuse Treatment (Salvation Army, WestCare's Harris Springs Ranch and Women & Children's Campus)
- Shade Tree Shelter for Women
- SAFE NEST/SAFE House Domestic Violence Shelters
- Shannon West for Homeless Youth/Adults under 24 years of age (Shelter and Treatment)
- Community Center (Veterans)
- Sober Living Homes
- Temporary Homeless Shelters (Las Vegas Rescue Mission and Catholic Charities)
- U.S Vets Based Outreach
- Outpatient Treatment Services (Bridge, Community Counseling, Nevada Treatment Centers, Adelson Clinic, WestCare CIC) with stable housing.

## Placement at Discharge



# Conclusions

WestCare services have continued at a high level despite funding short falls.

The services provide access to care for many in the Las Vegas area who would otherwise be found in local the ER.

Self-Referrals and Diversions are often the same individuals and they are off of the streets, which is the goal of the Triage Center.