

WestCare Nevada Community Triage Center – COH Update



Presented by:
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WestCare Nevada
June 13, 2013
Committee on Homelessness

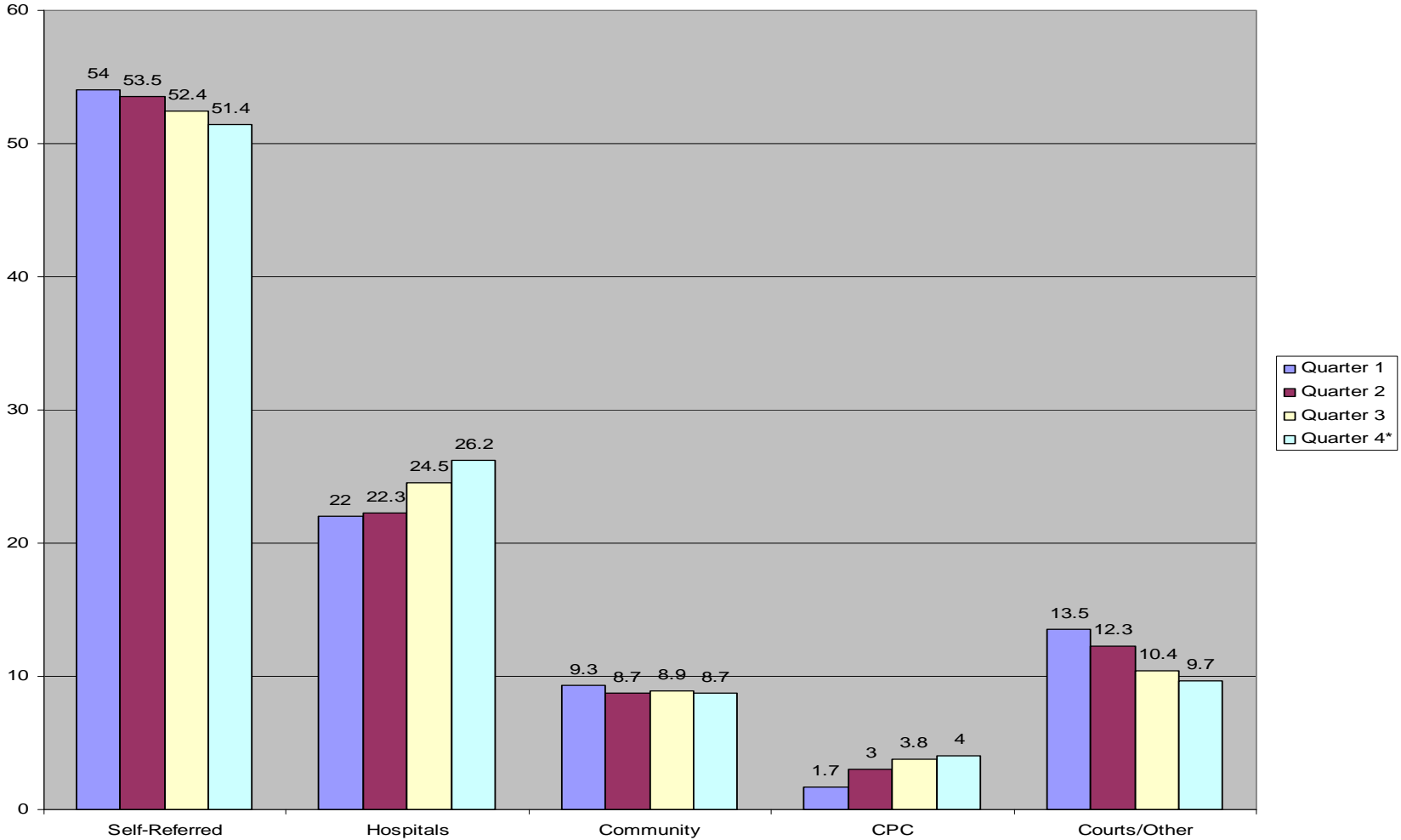
Presentation Objectives

- Updated Summary of Annual Data
- Breakdown of Quarterly Outcomes
- Summary of Data Outcomes
- Programmatic Improvements and Updates
- CTC Future Goals/Plans
- CTC Barriers/Limitations

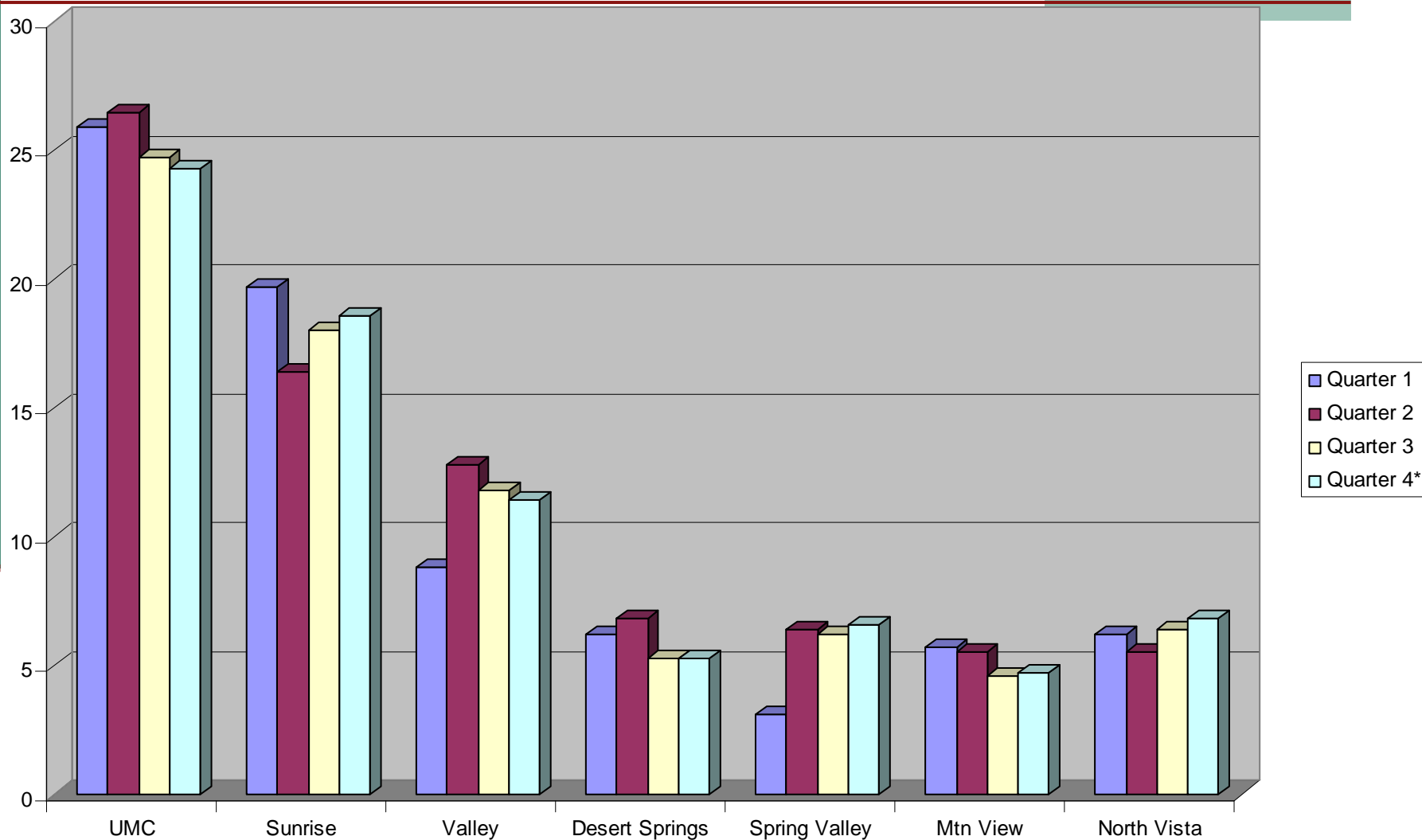
Data Outcomes – 07.01.12 – 05.31.13

- **Total Number of Clients Served: 3,375**
- **Average Length of Stay: 3.2 Days**
- **Average Daily Census: 38.5 patients**

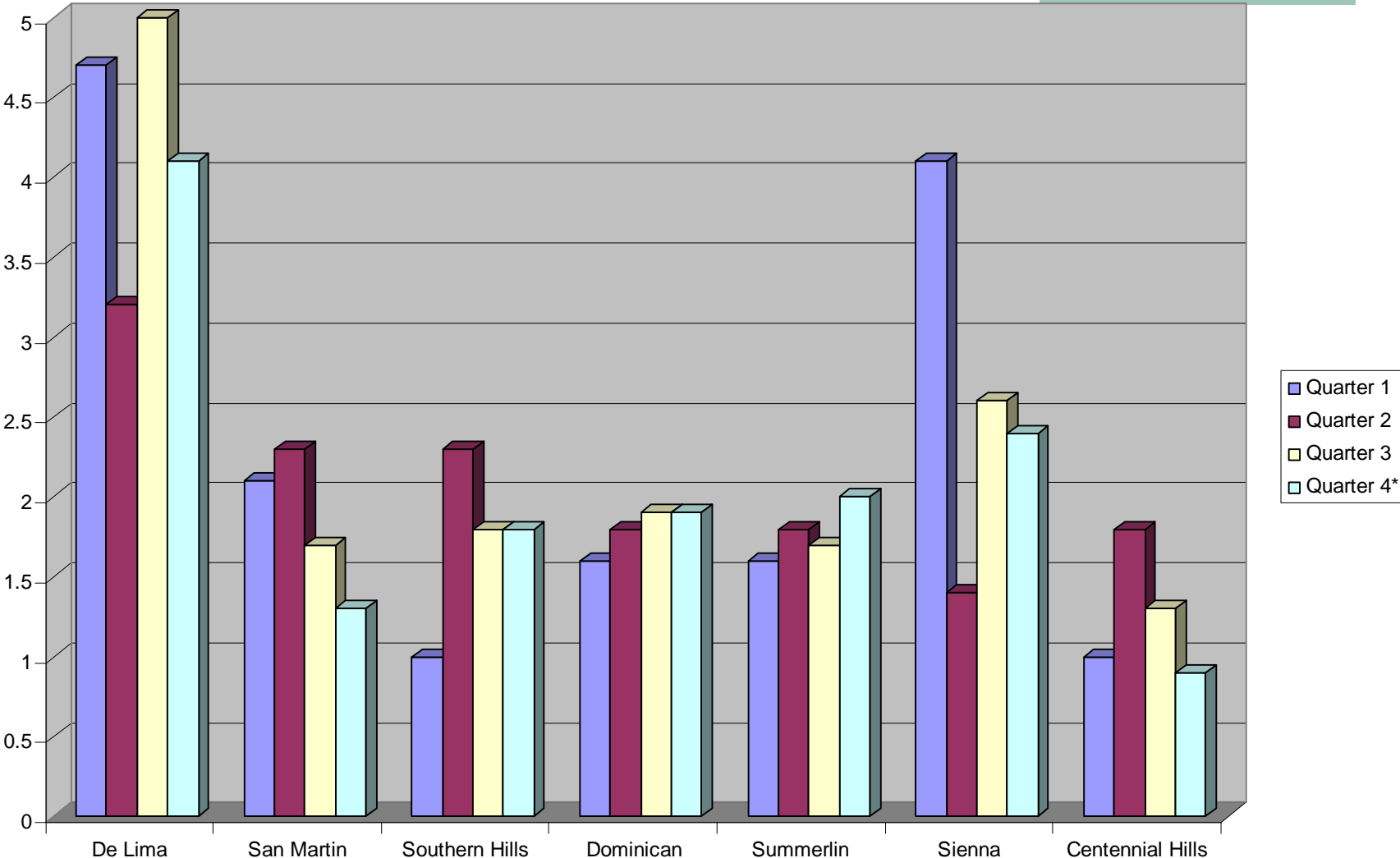
Referral Source (%) – Quarterly Breakdown



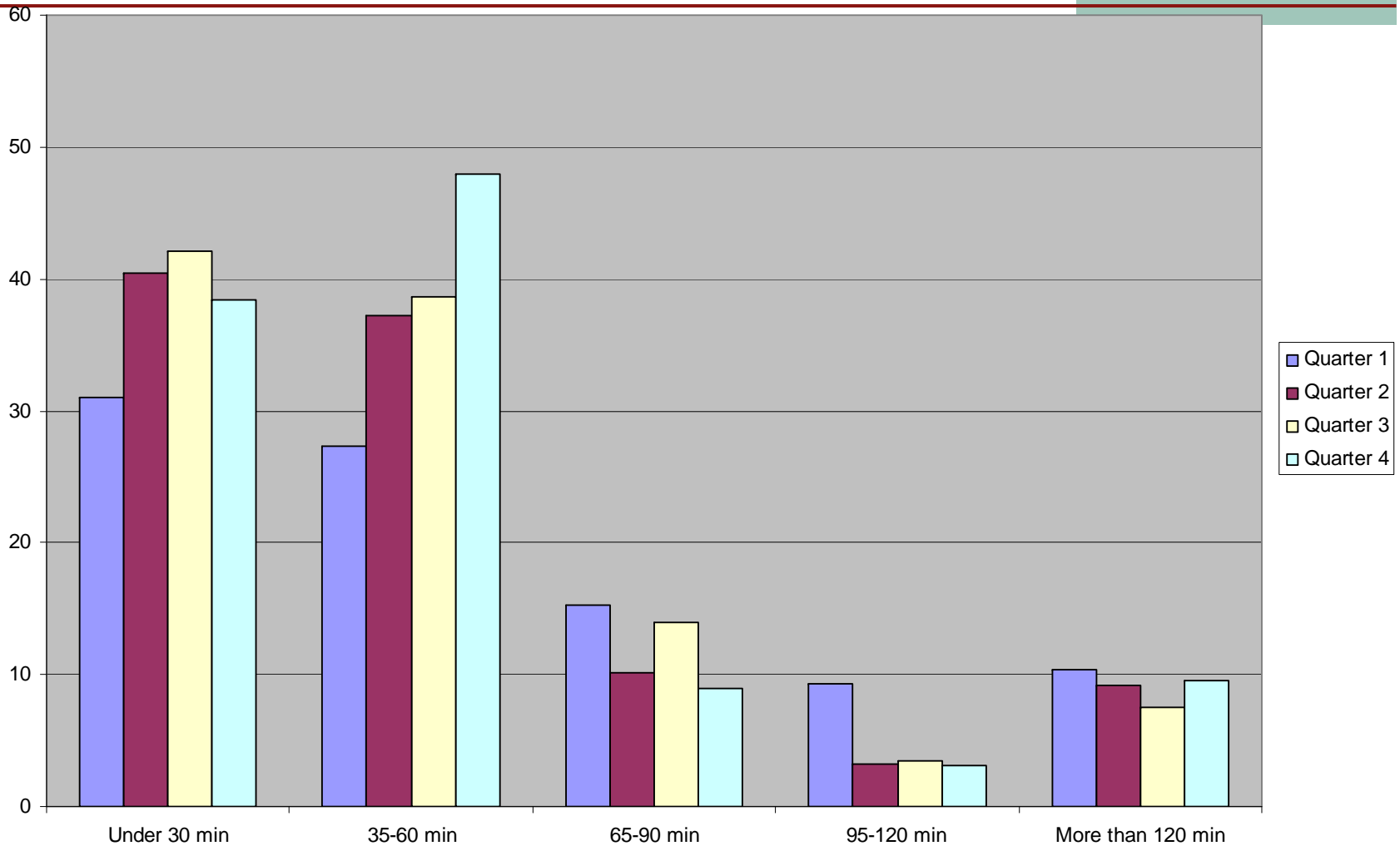
Hospital Referrals – Quarterly Breakdown



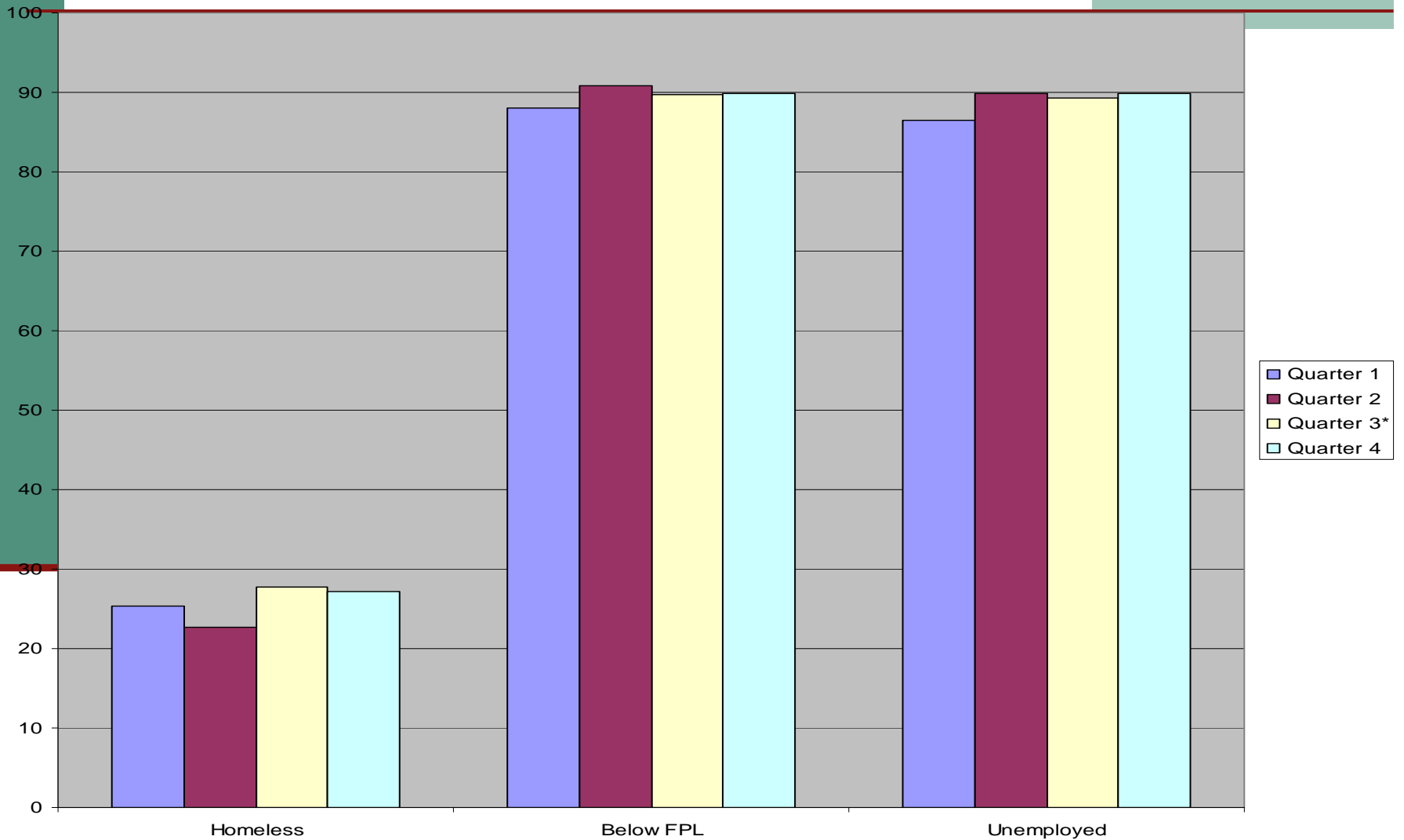
Hospital Referrals (%)– Quarterly Breakdown



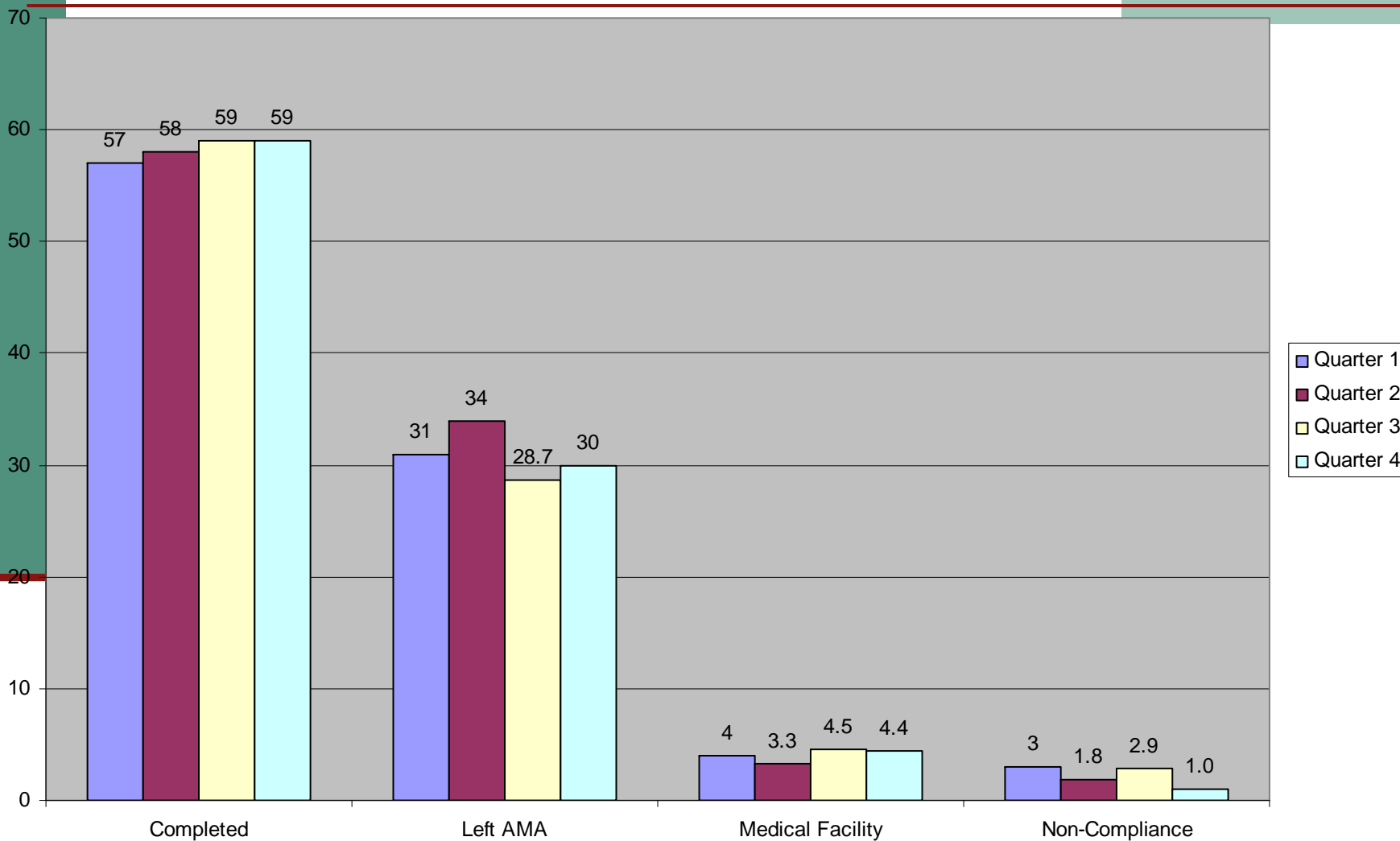
Transport Time from Hospital to WC – Quarterly Breakdown



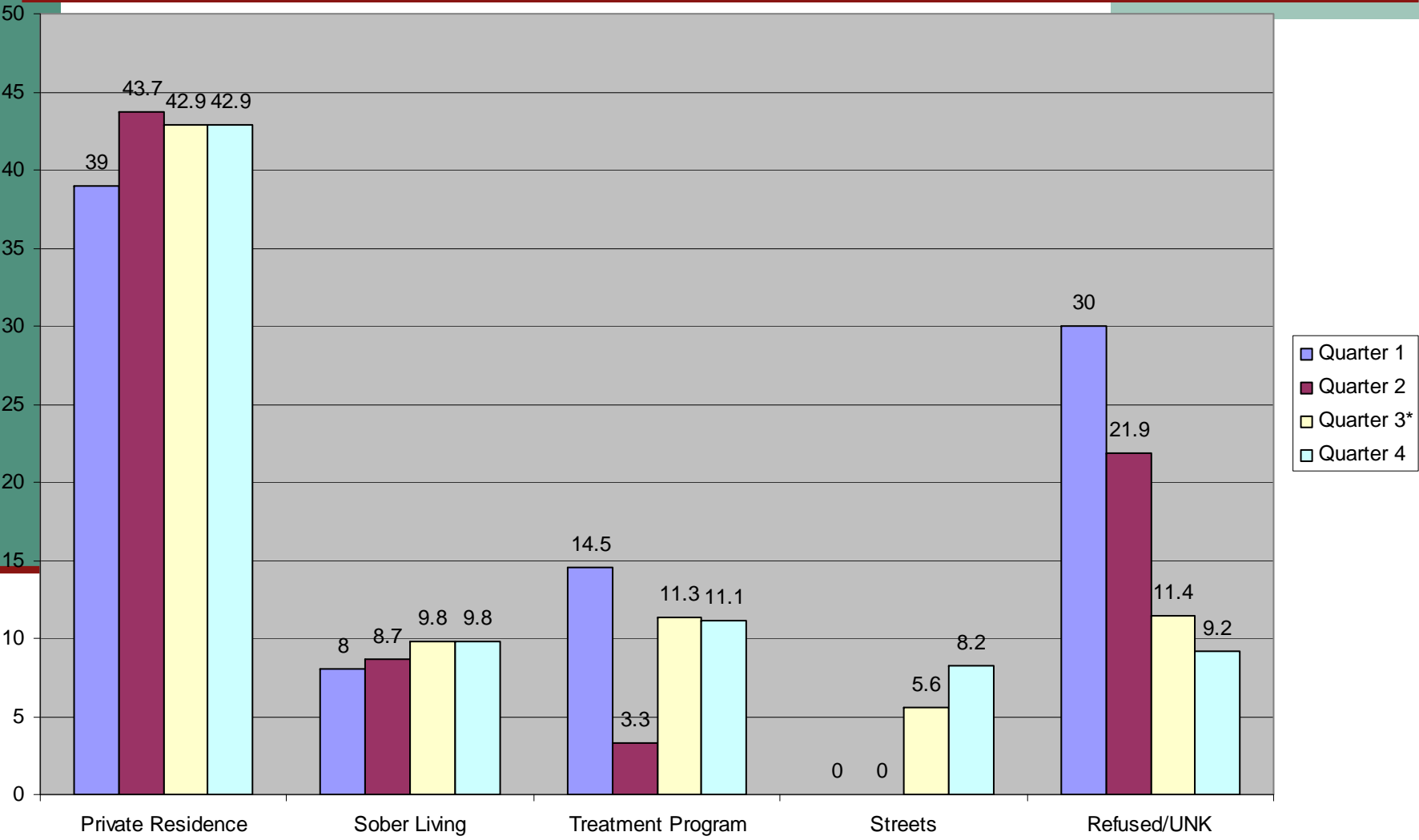
Demographics (%)– Quarterly Breakdown



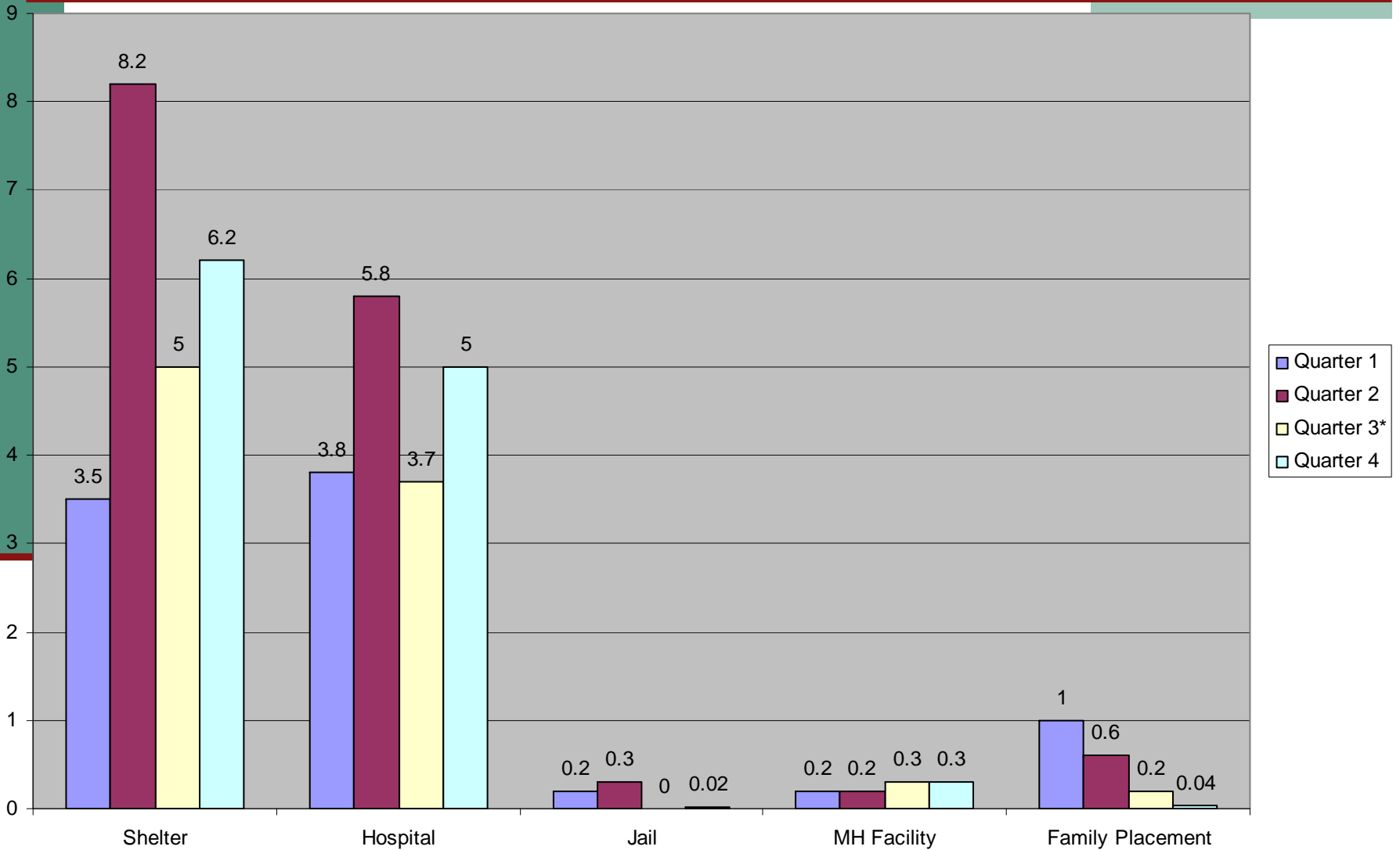
Discharge Reason (%) – Quarterly Breakdown



Discharge Placements – Quarterly Breakdown



Discharge Placements (%) – Quarterly Breakdown



What Does This Data Mean?

- UMC, Valley, and Sunrise continue to be the top three hospital referral sources
- CPC referrals has steadily increased due to repairing the collaborative relationship between WestCare and Law Enforcement Agencies
- Based on a self-report, clients are consistently discharging to a private residence
- 568 clients had one or more admissions to the CTC

Programmatic Improvements

- Clients are now receiving a “welcome package” consisting of hygiene products and a welcome letter
- Collaboration between CCDC and the CTC to smooth out the transport process, resulting in shorter stays for residential placements

Programmatic Improvements

- Continued efforts to reduce medical staffing personnel resulting in a savings of \$25,971.25.
- Director has been working with law enforcement to reduce potential barriers to their referring directly to the CTC when they find someone intoxicated on the street and in need of services.

Updates

- WestCare submitted an application for COC funding to expand case management and follow-up services; no second round awards have been made.
- Safe Haven has commenced within the facility began April 1st.
- CTC Oversight Committee has distributed the agreements to the hospitals and jurisdictions. It is hoped that there will be signatures for implementation prior to July 1, 2013.



Questions???

Thank you for the ongoing
support, guidance and
feedback!!