

# COMMUNITY TRIAGE CENTER WESTCARE NEVADA



*Kevin Morss, Regional Vice President*  
*Erin Kinard, Area Director*

UPLIFTING THE HUMAN SPIRIT

# PROGRAMMATIC UPDATES



- *Data collection and reporting*
- *Changes in collaboration & relationships with law enforcement, stakeholders, & others*
- *Client Satisfaction report- in comparison to prior years, clients report increased overall satisfaction with the CTC program 90% of the time*

# CLIENTS SERVED



- *Total Number of Clients Served --*

- FY 2012-13: **3,768**

- 1<sup>st</sup> Quarter (July/August/Sept) 2013-14 : **796**

- 2<sup>nd</sup> Quarter (Oct/Nov/Dec) 2013-14: **715**

- *Average Length of Stay --*

- FY 2012-13: **3.31 days**

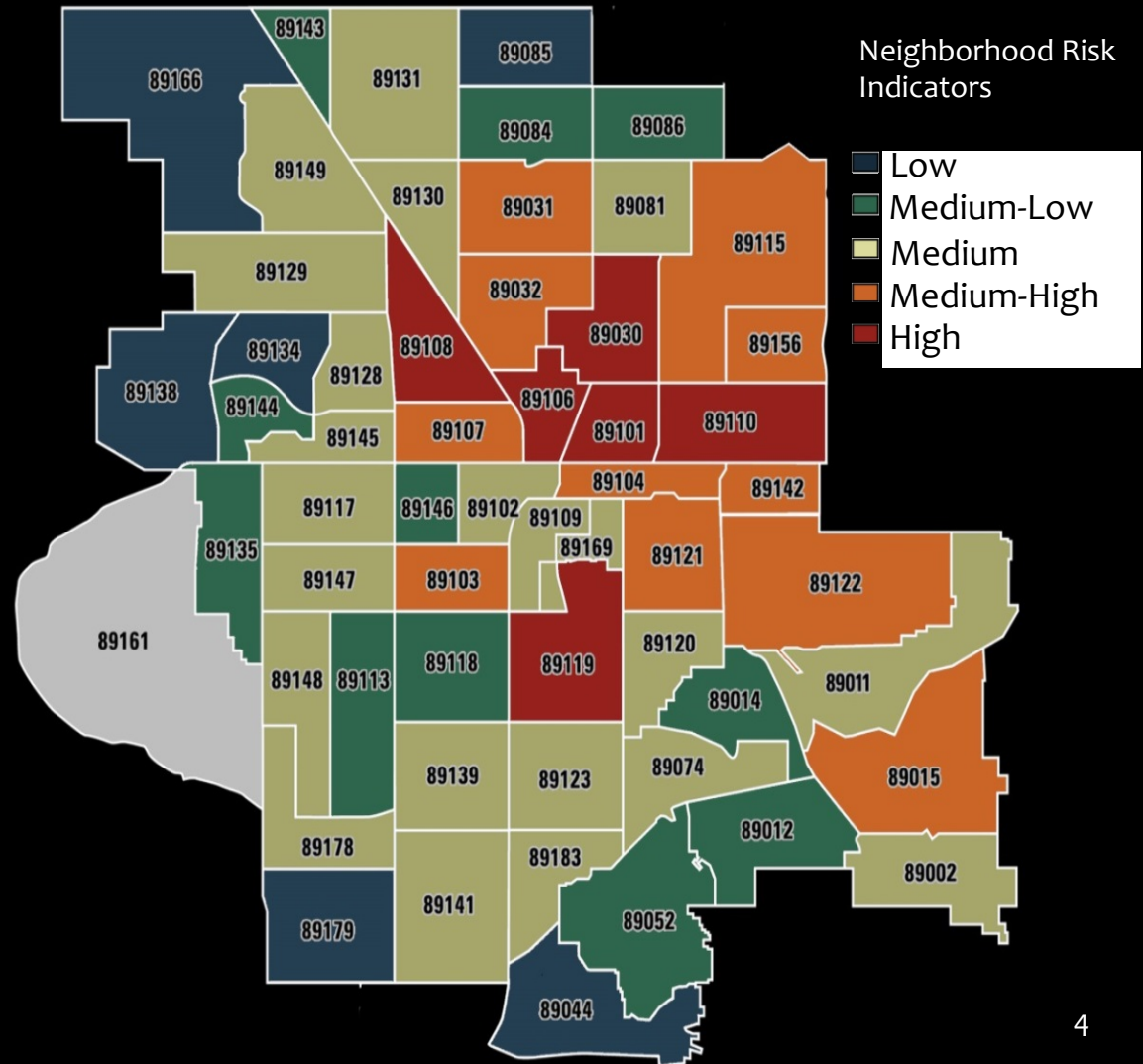
- 1<sup>st</sup> Quarter (July/August/Sept) 2013-14 : **3.28 days**

- 2<sup>nd</sup> Quarter (Oct/Nov/Dec) 2013-14 : **2.92 days**

# TOP ZIP CODES AT ADMISSION



FY 2012-13 (n=3,768)
*89101 – 19.40% (CLV)
89121 – 5.09% (CC)
89129 – 4.77% (CLV)
*89106 – 4.32% (CLV)
89119 – 3.55% (CC)
89104 – 2.66% (CC)
89103 – 2.33% (CC)
89169 – 2.33% (CC)
89123 – 2.22% (CC)
89108 – 1.88% (CLV)
89130 – 1.88% (NLV)



**\*89101 & 89106 HAVE A HIGH CONCENTRATION OF SOCIAL SERVICES AND TREATMENT FACILITIES**

# TOP ZIP CODES AT ADMISSION



1<sup>st</sup> Quarter (July/Aug/  
Sept)

2013-14 (n=796)

\*89101 – 34.43% (CLV)

\*89106 – 4.68% (CLV)

89119 – 3.42% (CC)

89030 – 3.16% (NLV)

89121 – 3.04% (CC)

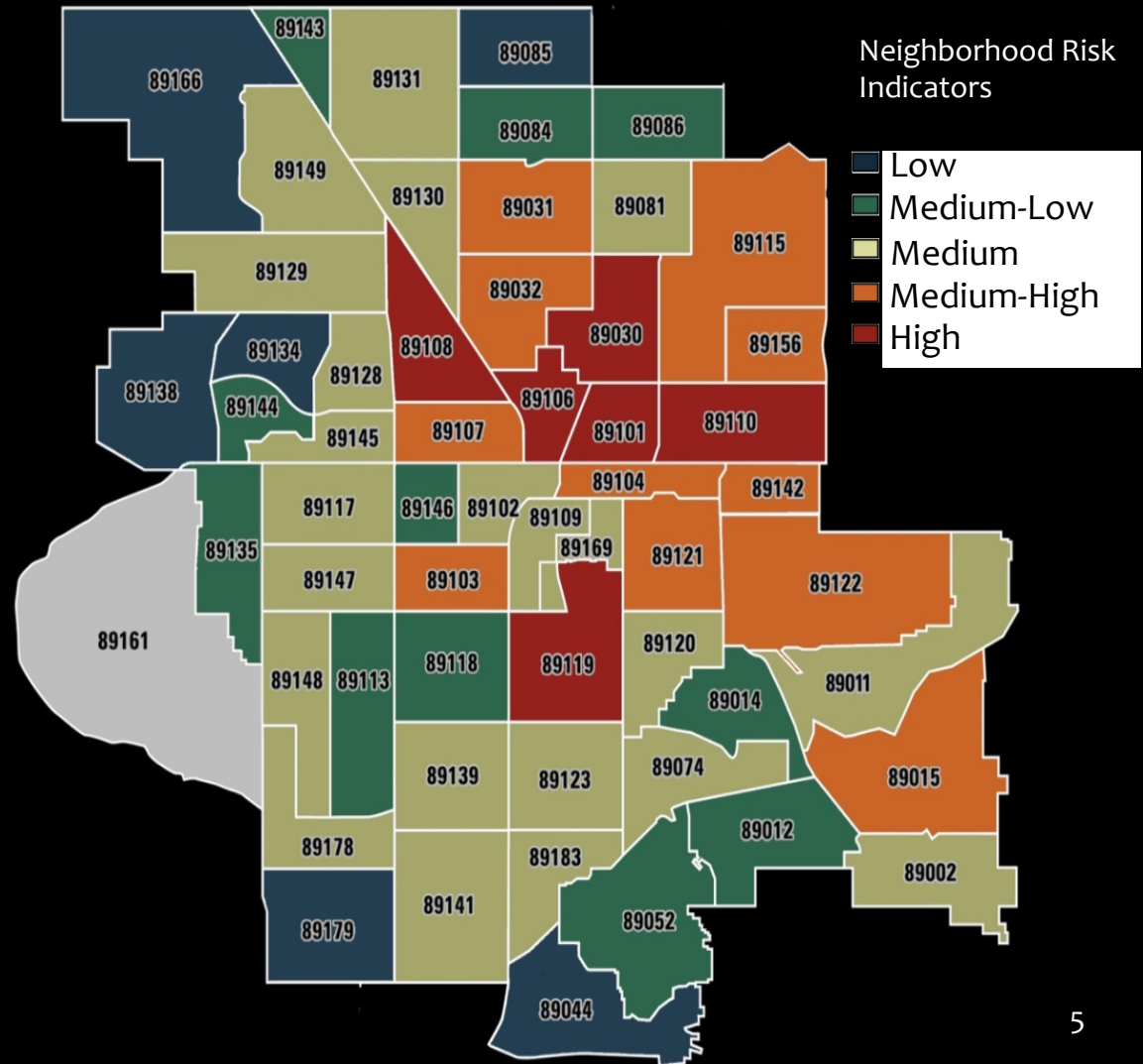
89108 – 2.53% (CLV)

89104 – 2.41% (CC)

89169 – 2.15% (CC)

89122 – 2.15% (CC)

89128 – 1.77% (CLV)



**\*89101 & 89106 HAVE A HIGH CONCENTRATION OF SOCIAL SERVICES AND TREATMENT FACILITIES**

# TOP ZIP CODES AT ADMISSION



2<sup>nd</sup> Quarter (Oct/Nov/  
Dec)

2013-14 (n=715)

\*89101 – 33.99% (CLV)

\*89106 – 5.87% (CLV)

89108 – 3.64% (CLV)

89102 – 3.50% (CLV)

89121 – 2.94% (CC)

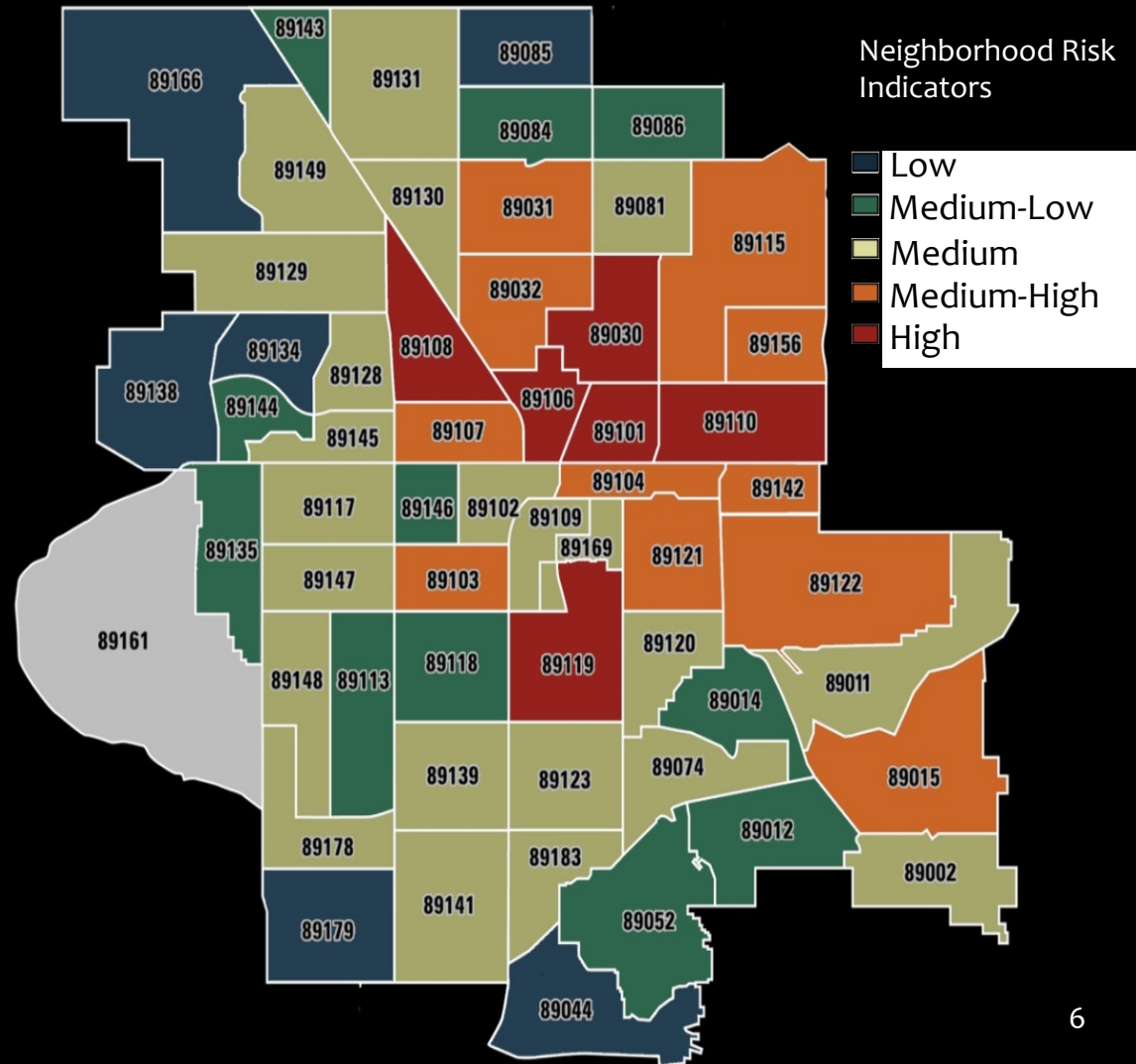
89104 – 2.83% (CC)

89119 – 2.38% (CC)

89109 – 2.24% (CC)

89110 – 1.96% (CC)

89103 – 1.82% (CC)



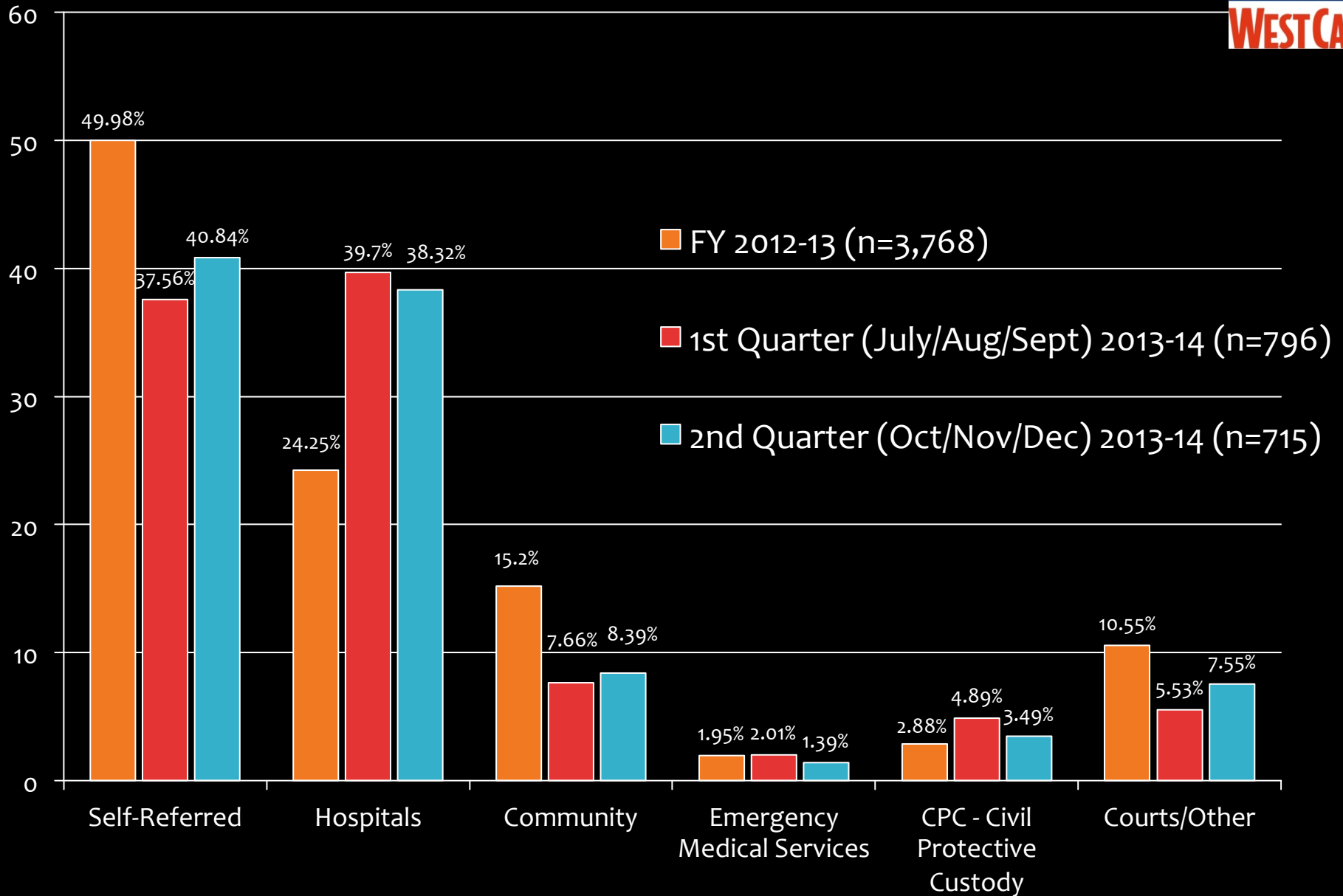
**\*89101 & 89106 HAVE A HIGH CONCENTRATION OF SOCIAL SERVICES AND TREATMENT FACILITIES**

# SOCIO-ECONOMIC FACTORS



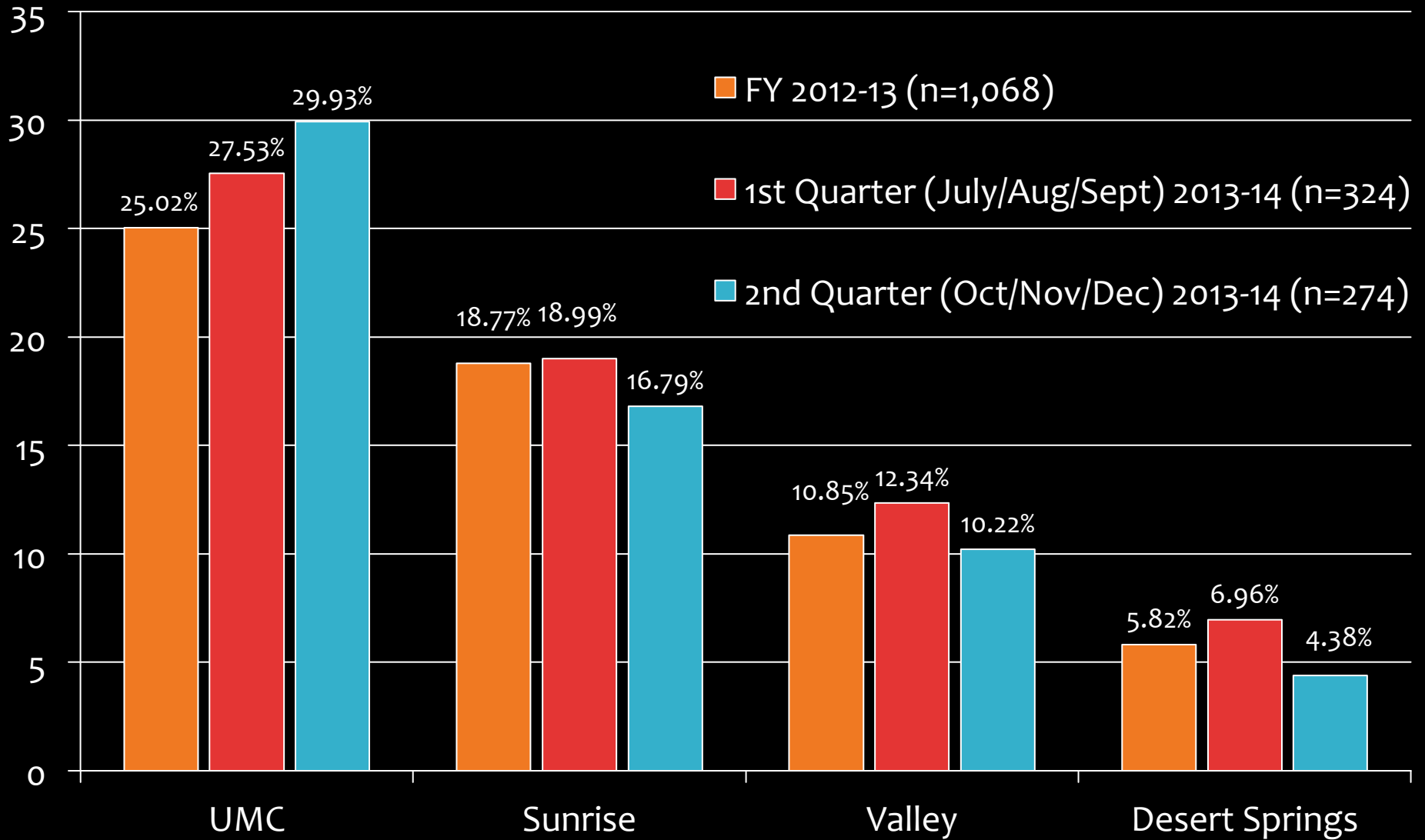
CATEGORY	FY 2012-13 (n= 3,768)	1 <sup>st</sup> Quarter – 2013-14 (n = 796)	2 <sup>nd</sup> Quarter – 2013-14 (n=715)
Homeless	27.04%	39.24%	37.48%
Unemployed	89.54%	92.66%	92.87%
Living Below Federal Poverty Level	89.30%	92.28%	92.87%

# REFERRAL SOURCE

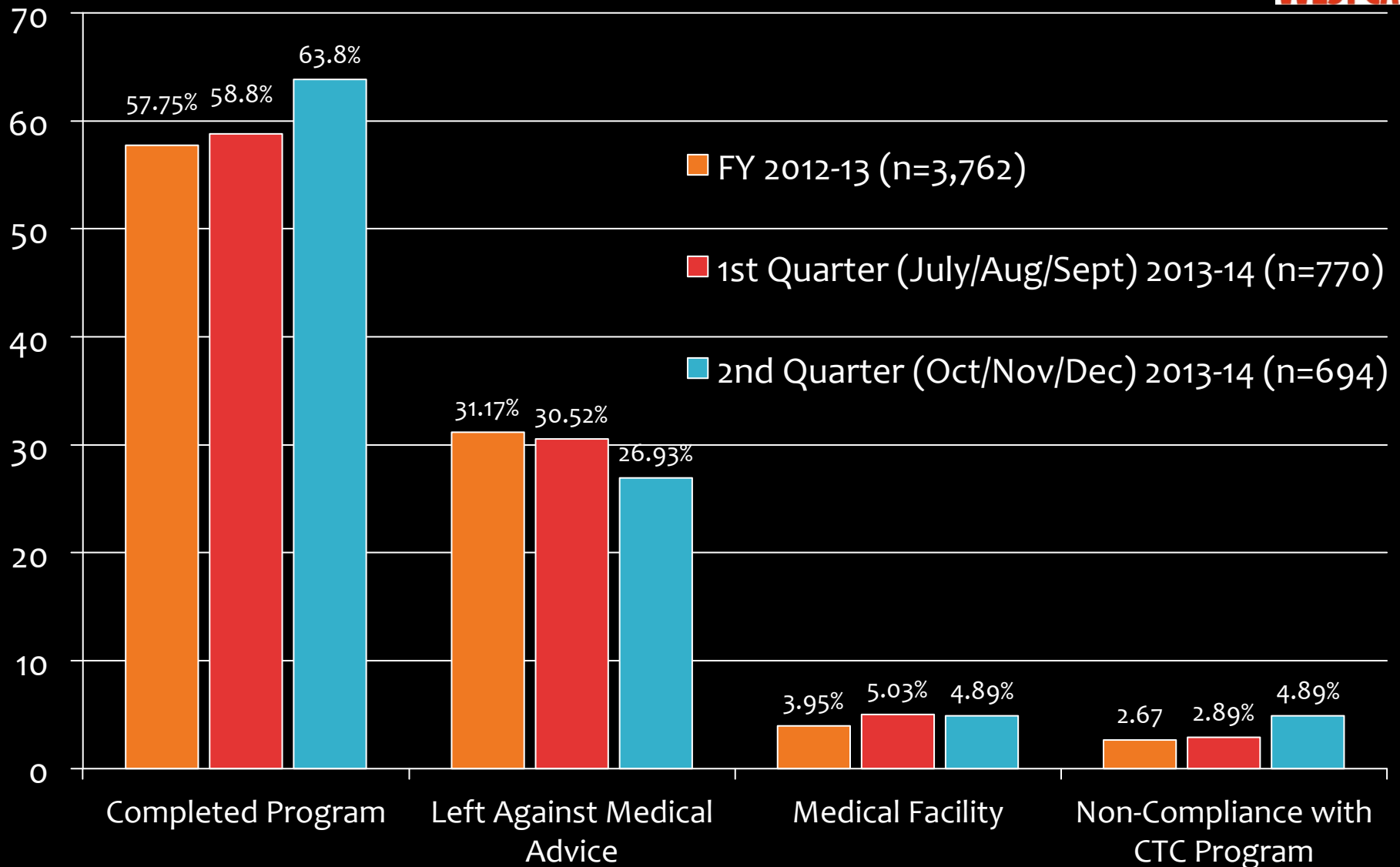




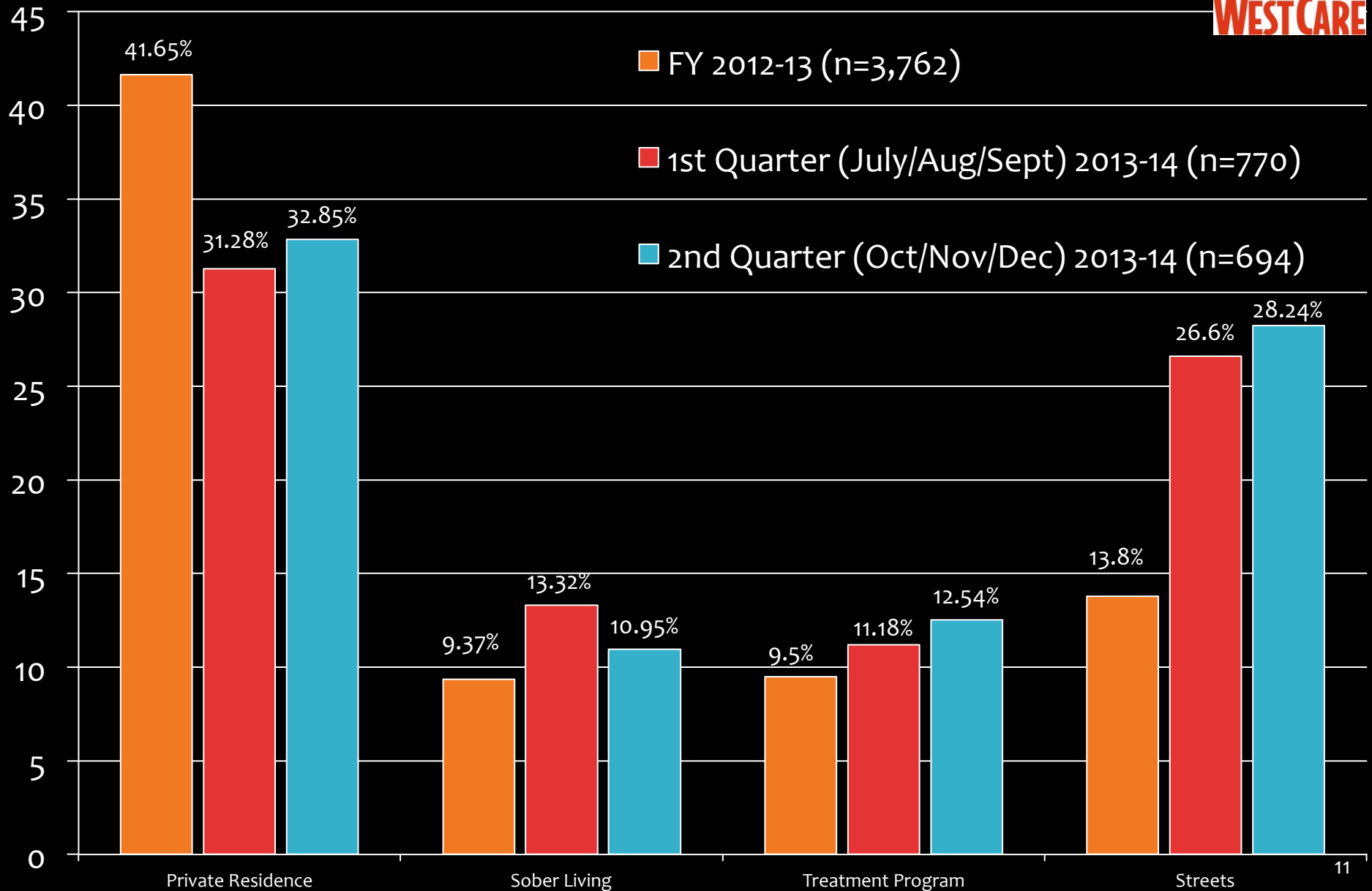
# HOSPITAL REFERRALS



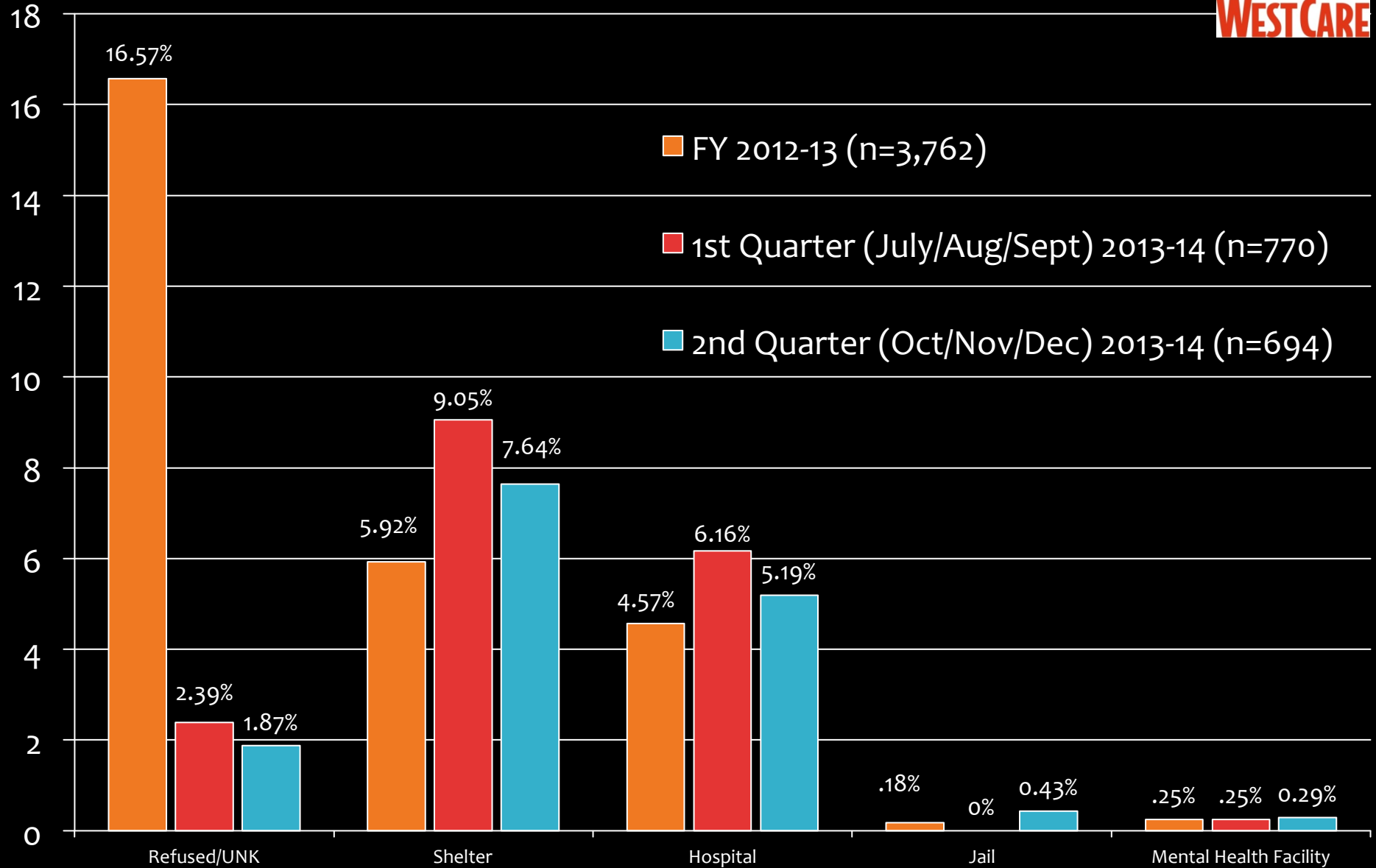
# DISCHARGE REASON



# DISCHARGE PLACEMENTS



# DISCHARGE PLACEMENTS



# PRIMARY DRUG OF CHOICE



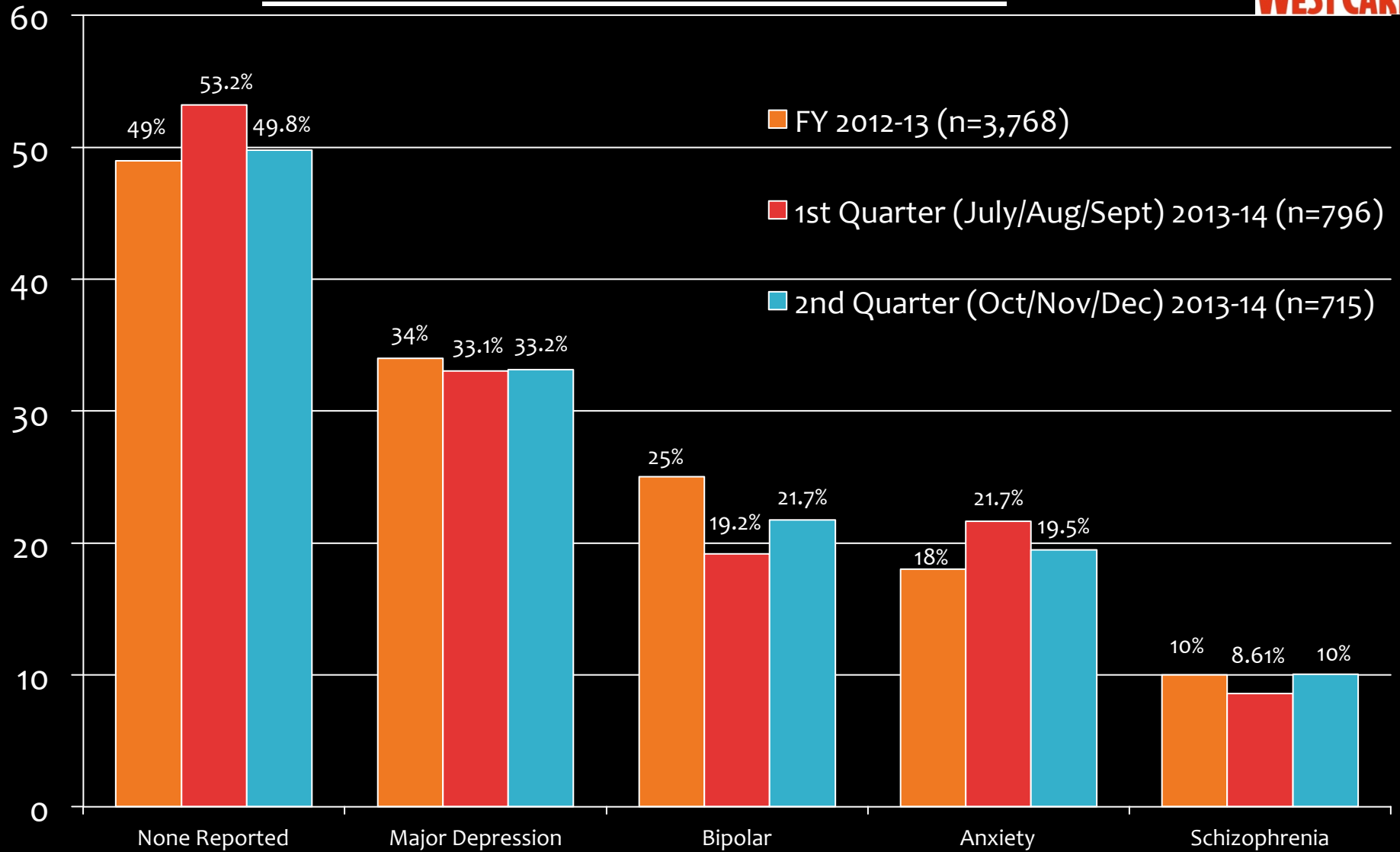
CATEGORY	FY 2012-13 (n = 3,768)	1 <sup>st</sup> Quarter – 2013-14 (n = 796)	2 <sup>nd</sup> Quarter – 2013-14 (n=715)
Alcohol	41%	43%	48%
Heroin	21%	18%	20%
Methamphetamine	11%	11%	13%
Other Opiates/ Sedatives	8%	6%	8%
Alprazolam (Xanax)	3%	5%	5%
Crack-Cocaine	2%	11%	1%
Cocaine	1%	.75%	2%
Marijuana	.4%	.38%	.28

# MENTAL HEALTH ASSESSMENTS

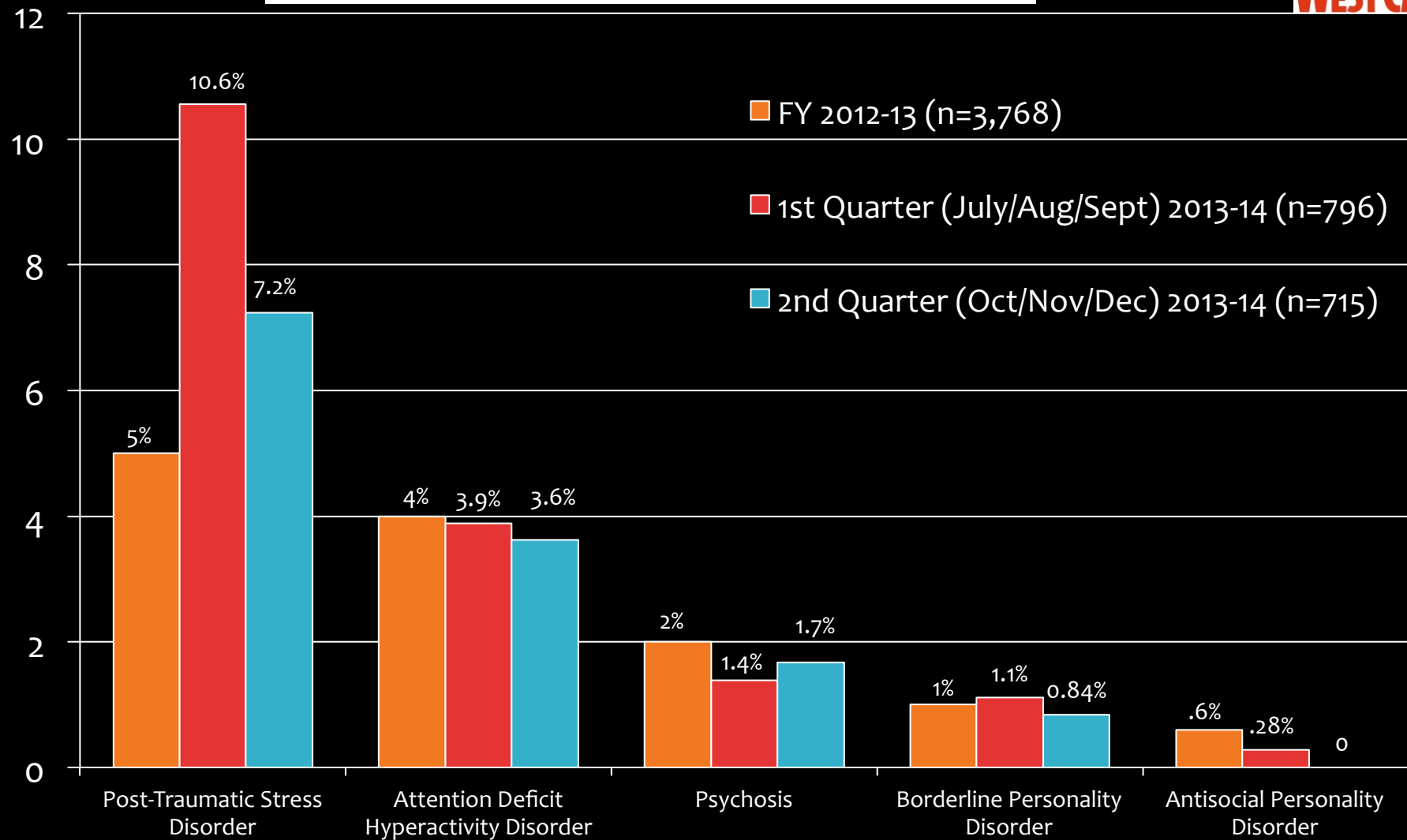


- Total Number of Psychiatric Evaluations Completed --
  - FY 2012-13: **264**
  - 1<sup>st</sup> Quarter (July/August/Sept) 2013-14: **89**
  - 2<sup>nd</sup> Quarter (July/August/Sept) 2013-14: **85**
- Number of Clients Placed on Legal Holds --
  - FY 2012-13: **19**
  - 1<sup>st</sup> Quarter (July/August/Sept) 2013-14: **3**
  - 2<sup>nd</sup> Quarter (Oct/Nov/Dec) 2013-14: **5**
- Number of Duplicated Clients --
  - FY 2012-13: **680**
  - 1<sup>st</sup> Quarter (July/August/Sept) 2013-14: **81**
  - 2<sup>nd</sup> Quarter (Oct/Nov/Dec) 2013-14: **90**

# PRIMARY MENTAL HEALTH DIAGNOSES



# PRIMARY MENTAL HEALTH DIAGNOSES





# MENTAL HEALTH DATA



- *Client Reported Recent Placement on a Legal Hold --*
  - FY 2012-13: **252**
  - 1<sup>st</sup> Quarter (July/August/Sept) 2013-14 : **101**
  - 2<sup>nd</sup> Quarter (Oct/Nov/Dec) 2013-14: **95**
- *Client Reported Current Connection to SNAMHS --*
  - FY 2012-13: **673**
  - 1<sup>st</sup> Quarter (July/August/Sept) 2013-14: **159**
  - 2<sup>nd</sup> Quarter (Oct/Nov/Dec) 2013-14: **169**

# MENTAL HEALTH DATA



- *Transported to SNAMHS during stay --*
  - FY 2012-13: **31**
  - 1<sup>st</sup> Quarter (July/August/Sept) 2013-14: **6**
  - 2<sup>nd</sup> Quarter (Oct/Nov/Dec) 2013-14: **20**
- *Referrals to Mental Health Agencies --*

AGENCY	FY 2012-13 (n=882)	1 <sup>st</sup> Quarter 2013-14 (n=206)	2 <sup>nd</sup> Quarter 2013-14 (n=197)
SNAMHS	73%	98.06%	98.98%
“Other”	26%	0%	0%
Montevista	.7%	0%	.5%
Seven Hills	.7%	1.94%	.5%
Mohave	.1%	0%	0%

**QUESTIONS??**

**THANK YOU FOR YOUR ONGOING  
SUPPORT AND INTEREST IN THE WESTCARE  
COMMUNITY TRIAGE CENTER**

