

WestCare has operated the Community Triage Center (CTC) in Las Vegas since 2003 and a similar albeit smaller Community Triage Center in Reno, Nevada in 2007. The Centers provide triage services for persons with mental health issues as well as safe, medically supervised detoxification services. The Triage Centers offer safe and effective treatment options for early intervention for both populations. The program's philosophy is that successful treatment can be accomplished in a supportive environment helped along by nurses, EMTs, substance abuse counselors, psychiatrists and case managers.

The goal of the Community Triage Center (CTC) is to help relieve local healthcare, social service and law enforcement systems burdened by an overwhelming number of people suffering from mental health and substance abuse disorders. The CTC provides an access point for people in crisis that can be used by individuals, hospitals and law enforcement agencies. Referral and access to the CTC are accomplished through a variety of means, including the following:

- Law Enforcement – Law enforcement officers can drop individuals as needed, diverting them from clogged detention centers and local jails.
- Paramedics – Local private ambulance services can drop appropriate individuals, diverting them from local emergency rooms.
- Fire Department – Emergency Medical Services workers can divert individuals in crisis from local emergency rooms.
- Hospitals – WestCare will provide transportation from area hospitals to the CTC, alleviating crowded emergency rooms.
- Individuals – Individuals in crisis can self-refer to access services.

The CTC staff, including nursing and therapeutic staff who are onsite 24 hours a day, triage the individual's medical condition, mental status, substance abuse and social service needs. They assess individuals to insure that they are appropriate to receive services at the CTC. Individuals with continuing medical problems are given appropriate

treatments and/or referrals to higher levels of medical care. Those with substance abuse addiction are closely monitored throughout the detoxification process. Substance abuse and mental health professionals evaluate individuals for continued treatment and make referrals to other WestCare services or to other appropriate community resources. Individuals with mental health problems are evaluated and treated both medically and mentally as indicated. For those in need of further services, medications, prescriptions and referrals are given. Dually diagnosed individuals are referred to WestCare substance abuse services with a mental health co-occurring treatment plan. Transportation is provided to individuals needing service at the CTC by trained teams of drivers. Individuals are transported between WestCare facilities and other community referrals.

WestCare Nevada, Inc.
COMMUNITY TRIAGE CENTER
 Executive Summary
January 2009 - December 2009

Monthly Diverts / Individuals Served	Youth	Adult
Diverts via CTC Transports From Area Hospitals	0	886
Diverts via Police Transporting to Facility	0	400
Diverts via Emergency Medical Response Vehicles	0	149
Crisis Intervention Services Provided to Self Referrals	0	2842
Community Referrals	0	264
Other	0	0
Total Adult and Youth Diverted/Served	4541	

Diverts By Police Department	Youth	Adult
CCDC (Clark County Detention Center)	0	83
Court Referral-HOPE Program		14
CPC - Boulder City		1
CPC - Henderson	0	8
CPC - Metro	0	240
CPC - NHP		4
CPC - NLV	0	20
CPC - Other	0	28
CPC - Park Service		2

Diverts By Emergency Medical Services	Youth	Adult
CPI - AMR	0	85
CPI - Hend Fire	0	1
CPI - LV Fire	0	3
CPI - MedicWest	0	52
CPI - NLV Fire	0	0
CPI - Other	0	8
Total Police and EMS Diverts For Youth And Adult	549	

Indigent and Homeless Services

64% Adult Homelessness

Of Our 4541 adult clients (2896 clients) reported not having a permanent address.

17% Chronic Homelessness

Of Our 4541 adult clients (756 clients) reported being homeless for over 1 year.

93% Poverty

Of Our 4541 adult clients (4206 clients) reported having an income of less than \$11,851 annually.

Mental Health Services

59 Clients Assessed for Serious Mental Illness

338 Psychiatric Evaluated by MD

1145 Attended Resource Group

783 Attended Skill Building Groups

293 Clients Transported To Southern Nevada Mental Health For Follow Up Services

298 Southern Nevada Mental Health Clients Treated

15 Mojave Mental Health Clients Treated

122 Veterans

WestCare Nevada, Inc.
COMMUNITY TRIAGE CENTER
 Executive Summary
January 2009 - December 2009 (Cont.)

Mental Health Services, cont.

A total of 47 adults were received from hospital emergency departments who had been on Legal 2000.

These individuals had an average length of stay of 3.51 days.

998 Total Referrals.

4216 Inpatient Assessments.

21 Outpatient Assessments.

73 adults had to be placed on Legal 2000 from the CTC.

293 F/u with SNAMH.

Substance Abuse Treatment Services

	As Primary	As Primary & In Combination	Discharged w/in 25 hrs
Drug of Choice Breakdown			
Other Non Barbituate Edatives	4 (0%)	0 (0%)	1 (0%)
Methamphetamine/Speed	394 (9%)	175 (4%)	96 (2%)
Oxycodone (Percodan)	39 (1%)	20 (0%)	13 (0%)
Heroin/Morphine	654 (14%)	324 (7%)	197 (4%)
Other Benzodiazepine - Serax (Oxazepam)	18 (0%)	7 (0%)	7 (0%)
Other Sedatives or Hypnotics	4 (0%)	2 (0%)	1 (0%)
PCP or PCP Combinations	11 (0%)	3 (0%)	2 (0%)
Other Hallucinogens	2 (0%)	1 (0%)	1 (0%)
Other Opiates & Synthetic	317 (7%)	124 (3%)	98 (2%)
Marijuana/Hashish	27 (1%)	10 (0%)	9 (0%)
Cocaine	175 (4%)	87 (2%)	39 (1%)
Hydromorphone (Dilaudid)	3 (0%)	3 (0%)	0 (0%)
Diazepam (Valium)	2 (0%)	2 (0%)	2 (0%)
Other Barbituates (Amytal/Nembutal/Tuinal)	2 (0%)	0 (0%)	1 (0%)
Alcohol	2187 (48%)	571 (13%)	533 (12%)
Crack	400 (9%)	199 (4%)	69 (2%)
Aerosols	2 (0%)	1 (0%)	1 (0%)
Other Tranquilizers	1 (0%)	0 (0%)	0 (0%)
TOTAL	4242 (93%)	1529 (33%)	1070 (23%)

Other Services

243 clients received bus passes.

Family

A total of 59 clients (1%) reported having children.

Total number of children between the ages of 0 and 6: 48

Total number of children between the ages of 7 and 18: 62

A total of 17 clients (0%) were pregnant or post-partem.

Average Length of Stay: 3.31

Successful Completions: 2731

Placements at Time of Discharge: 403

WestCare Nevada, Inc.
COMMUNITY TRIAGE CENTER
Executive Summary

January 2009 - December 2009 (Cont.)

Individuals Transported/Diverted From Area Hospitals

BHO/Other	143
Boulder Hosp	2
Centennial Hills Hospital	18
Desert Springs	28
Mental Health	1
Mt. View	30
North Vista	78
San Martin	12
SNAMH	3
Southern Hills	14
Spring Valley	42
St. Rose Delima	21
St. Rose Dominican	2
St. Rose Sienna	16
Summerlin	17
Sunrise	106
UMC	258
Valley	95
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TOTAL	886

WestCare Nevada, Inc.
COMMUNITY TRIAGE CENTER
 Executive Summary
January 2010 - March 2010

<i>Monthly Diverts / Individuals Served</i>	Youth	Adult
Diverts via CTC Transports From Area Hospitals	0	245
Diverts via Police Transporting to Facility	0	116
Diverts via Emergency Medical Response Vehicles	0	31
Crisis Intervention Services Provided to Self Referrals	0	649
Community Referrals	0	68
Other	0	0
Total Adult and Youth Diverted/Served	1109	

<i>Diverts By Police Department</i>	Youth	Adult
CCDC (Clark County Detention Center)	0	18
Court Referral-HOPE Program		3
CPC - Boulder City		1
CPC - Henderson	0	2
CPC - Metro	0	78
CPC - NHP		1
CPC - NLV	0	7
CPC - Other	0	6

<i>Diverts By Emergency Medical Services</i>	Youth	Adult
CPI - AMR	0	18
CPI - Hend Fire	0	0
CPI - LV Fire	0	2
CPI - MedicWest	0	7
CPI - NLV Fire	0	1
CPI - Other	0	3
Total Police and EMS Diverts For Youth And Adult	147	

Indigent and Homeless Services

69% Adult Homelessness

Of Our 1109 adult clients (770 clients) reported not having a permanent address.

19% Chronic Homelessness

Of Our 1109 adult clients (211 clients) reported being homeless for over 1 year.

91% Poverty

Of Our 1109 adult clients (1010 clients) reported having an income of less than \$11,851 annually.

Mental Health Services

3 Clients Assessed for Serious Mental Illness

95 Psychiatric Evaluated by MD

366 Attended Resource Group

612 Attended Skill Building Groups

65 Clients Transported To Southern Nevada Mental Health For Follow Up Services

60 Southern Nevada Mental Health Clients Treated

4 Mojave Mental Health Clients Treated

23 Veterans

WestCare Nevada, Inc.
COMMUNITY TRIAGE CENTER
Executive Summary
January 2010 - March 2010 (Cont.)

Individuals Transported/Diverted From Area Hospitals

BHO/Other	55
Boulder Hosp	0
Centennial Hills Hospital	1
Desert Springs	10
Mental Health	1
Mt. View	10
North Vista	20
San Martin	2
SNAMH	1
Southern Hills	2
Spring Valley	7
St. Rose Delima	6
St. Rose Dominican	0
St. Rose Sienna	3
Summerlin	6
Sunrise	24
UMC	78
Valley	19
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TOTAL	245

WestCare Nevada, Inc.
COMMUNITY TRIAGE CENTER
 Executive Summary
January 2010 - March 2010 (Cont.)

Mental Health Services, cont.

A total of 24 adults were received from hospital emergency departments who had been on Legal 2000.

These individuals had an average length of stay of 4.12 days.

253 Total Referrals.

1022 Inpatient Assessments.

0 Outpatient Assessments.

17 adults had to be placed on Legal 2000 from the CTC.

65 F/u with SNAMH.

Substance Abuse Treatment Services

	As Primary	As Primary & In Combination	Discharged w/in 25 hrs
Drug of Choice Breakdown			
Methamphetamine/Speed	104 (9%)	53 (5%)	15 (1%)
Oxycodone (Percodan)	7 (1%)	3 (0%)	1 (0%)
Heroin/Morphine	167 (15%)	86 (8%)	46 (4%)
Other Benzodiazepine - Serax (Oxazepam)	8 (1%)	4 (0%)	0 (0%)
Other Sedatives or Hypnotics	3 (0%)	2 (0%)	2 (0%)
PCP or PCP Combinations	1 (0%)	0 (0%)	0 (0%)
Other Opiates & Synthetic	106 (10%)	38 (3%)	30 (3%)
Marijuana/Hashish	9 (1%)	3 (0%)	3 (0%)
Cocaine	29 (3%)	17 (2%)	6 (1%)
Hydromorphone (Dilaudid)	3 (0%)	2 (0%)	1 (0%)
Alcohol	517 (47%)	99 (9%)	123 (11%)
Crack	66 (6%)	36 (3%)	8 (1%)
Codeine	2 (0%)	0 (0%)	0 (0%)
<hr/> TOTAL	<hr/> 1022 (93%)	<hr/> 343 (30%)	<hr/> 235 (21%)

Other Services

70 clients received bus passes.

Family

A total of 17 clients (2%) reported having children.

Total number of children between the ages of 0 and 6: 9

Total number of children between the ages of 7 and 18: 16

A total of 5 clients (0%) were pregnant or post-partum.

Average Length of Stay: 3.37

Successful Completions: 728

Placements at Time of Discharge: 81