

Attachment A Scope of Work

This document, as an addendum to the AGREEMENT AMONG THE WELL CARE FOUNDATION, INC. AND LOCAL GOVERNMENTS WITHIN WASHOE COUNTY RELATING TO THE PROVISION OF FUNDS FOR THE COMMUNITY TRIAGE CENTER (CTC), is intended to define the scope of services provided, and the expectations of reporting on said activities, to the funding agencies and/or their representatives.

Section 1. Services: The Well Care Foundation, Inc. agrees to perform the following scope of services:

- a) The Well Care Foundation, Inc. agrees to provide services to adults (18 years and older) who present to the facility with substance abuse and/or mental health issues which contribute to their inability to function independently in the community.
- b) Clients will be accepted from a variety of sources, including diverts from local hospitals, law enforcement, emergency medical services (EMS), local providers, and as self-referrals. This denotes the CTC's ability to influence the behavior of the individual as they self-refer rather than being seen in the other systems of care which strains community resources, time and expenses.
- c) Clients will be assessed for resources; the client will be transferred to the appropriate system of care based on their resources.
- d) Clients will only be refused based on issues of bed availability and/or medical conditions beyond the scope of services provided.
- e) The Well Care Foundation, Inc. will provide a triage/ assessment of clients arriving at the CTC to determine if there are medical conditions present that would prevent the individual from receiving treatment. When applicable, acute medically-compromised individuals will be transported to a medical facility for stabilization.
- f) Clients admitted into the CTC will have an assessment and physical examination completed within the first 24-hours of admission. When applicable, medical care and medication administration will occur based on the outcome of this assessment.
- g) Case Management will occur on all clients receiving services to assist them with placement upon completion of treatment. Referrals include other providers, shelters, treatment (including Well Care facilities, as available), aftercare, outpatient, or other community facilities, based on individualized needs.
- h) Clients will be discharged from the CTC if there is a violation of the Well Care CTC code of conduct, found in the client handbook, on a case-by-case basis.

Section 2. Reporting: The Well Care Foundation, Inc. shall provide all data elements below, on a monthly basis as part of an Executive Summary:

- a) Number of clients admitted during each month;
- b) Average length of stay of those admitted;
- c) Number of clients brought directly to CTC via Emergency Medical Services;
- d) Number of clients brought to CTC who were under the influence of drugs or alcohol in a public or private place;

- e) Number of persons who are referred to CTC from detention centers and/or are police drop-offs;
- f) The number of persons who are referred to CTC from hospitals with separate totals for each hospital;
- g) The number of persons referred to CTC from locations other than hospitals, detention centers or are police drop-offs, and the source of those referrals;
- h) The total number of mental health and substance abuse patients seen at the CTC, including adults and the categories of treatment provided and number of medical clearances performed along with the discharge destination of those patients.;
- i) A report shall be provided which contains the actual costs to Well Care of serving these patients on an itemized basis and a comparison of such costs to the CTC budget;
- j) Demographics:
 - i. Age
 - ii. Gender
 - iii. Ethnicity;
- k) Current address or location residing, by zip code, for the 30 days prior to the admission into the facility. Updates to this data point will be made on every admission;
- l) Reason for admission by substance and/or mental illness, and if applicable will add the data to include any additional presenting co-morbid conditions to the database, prior to discharge;
- m) Discharge placement;
- n) Referral source for each admission;
- o) Actual costs per month of services provided to clients, incurred by WC-NV in natural categorical budget as compared to approved budget for FY20;
- p) Identification of super utilizers of the system and subsequent special care planning.