WASHOE COUNTY

Integrity Communication Service

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STAFF REPORT

BOARD MEETING DATE: January 8, 2019

DATE: Wednesday, January 02, 2019

TO: Board of County Commissioners

FROM: Amber Howell, Director, Human Services Agency
(775) 785-8600, ahowell@washoecounty.us

THROUGH: Kate Thomas, Assistant County Manager

SUBJECT: Recommendation to approve the Human Services Agency request for a one-time payment in the amount of an additional [$35,764] to Alta Vista Mental Health to the awarded Request for Proposal (RFP #2993-17) to provide supervision and case management services at a shelter offering Temporary Assistance for Displaced Seniors (TADS) that exceeded the original [$118,400] contract amount as a result of an increase in staffing requirements for an FY18 total payment amount of [$154,164.00], authorize the two (2) renewal periods at the increased amount; and authorize the Purchasing and Contracts Manager to revise the Purchase Order. (All Commission Districts)

SUMMARY

The Human Services Agency is requesting approval for a one-time payment in the amount of an additional $35,764 to Alta Vista Mental Health to the awarded Request for Proposal (RFP #2993-17) to provide supervision and case management services at a shelter offering Temporary Assistance for Displaced Seniors (TADS) that exceeded the original $118,400 contract amount as a result of an increase in staffing requirements for an FY18 total payment amount of $154,164.00, authorize the two (2) renewal periods at the increased amount; and authorize the Purchasing and Contracts Manager to revise the Purchase Order.

Washoe County Strategic Objective supported by this item: Safe, Secure and Healthy Communities

PREVIOUS ACTION

On August 8, 2017, Agenda Item #6I2, the Board approved the award of Request for Proposal (RFP) #2993-17 to Alta Vista Mental Health, LLC to provide supervision and case management services at a shelter offering Temporary Assistance for Displaced Seniors (TADS), in the estimated amount up to [$118,400] for the first year, on behalf of Washoe County Department of Social Services. The Board further provided approval for

the Purchasing and Contracts Manager to enter into the Agreement for an initial one (1) year period, retroactive August 1, 2017 through June 30, 2018, with the provision for up to two (2) one-year extensions, contingent upon funding.

BACKGROUND

On July 26, 2016 the Board of County Commissioners approved the expansion of the Crossroad program, specifically the Temporary Assistance to Displaced Seniors (TADS) population in collaboration with the Department of Health and Human Services, Aging and Disability Services Division by allowing Washoe County Department of Social Services to occupy space on the Sierra Regional Center campus located at 605 South 21st Street, Sparks, NV, in order to operate its Washoe County Senior Transitional Program with approximately 14 available beds; and authorize Director of Social Services, Amber Howell, to execute corresponding inter-local agreement.

HOMELESSNESS/LACK OF AFFORDABLE HOUSING IN WASHOE COUNTY

Washoe County is actively responding to the homeless population and challenge of affordable housing related to adults, children, families and seniors. Programs like crossroads has proven that when services are provided to citizens related to basic needs, food, safety and shelter **first and foremost**, they are more able to address their substance abuse issues, trauma, mental health, basic care needs, housing, case management. By serving them in the community, it helps avoid emergency room visits and unstable, vulnerable living conditions, especially, the senior population; all at a much lower cost for the county, the state and Federal Medicaid. As Washoe County's population increases due to new businesses, our social service agency needs to decrease reliance on the use of shelters and create more permanent, safer solutions for seniors in collaboration with State, local and private partnerships, at a lesser cost to our community and create safer, healthier lives for our seniors.

The Crossroads Program provides a tiered housing first approach that targets the super-utilizers homeless clients in Washoe County. The intent of the program is to identify, intervene and stabilize traditionally high complexity homeless clients, through cooperation with various community partners. The success of the program has reduced incarceration by expanding services to offenders, and anyone else who suffers from mental health and/or substance abuse that otherwise has had a negative impact on our community.

Currently, the Crossroads program provides a supportive living arrangement for men and women transitioning out of homelessness. Clients are given a safe and caring environment to live in, along with wrap-around social services including drug and alcohol counseling, employment support, volunteer/work opportunities, and other tools to help them establish a new, more productive path in life and a healthier future.

Crossroads saves the community an estimated $7 million a year in jail bookings, encounters with first responders, emergency room and hospital costs, ongoing jail costs, and treatment expenses. From a community perspective, 600 clients have been served, 100% of program participants are in active sobriety and working toward their personal goals.

MORE SENIOR PROPERTIES HAVE WAITING LISTS

A higher proportion of senior or senior/ disabled properties in every region reported having a waiting list. These waiting lists may either be for certain desirable units within a property or for any available unit in a property.

Washoe County's Senior Services Division's annual growth rate is approximately 8% across all program areas. Senior Services is currently receiving referrals at a rate of 45/week with waitlists at an average of 20/week. The growth in referral rate correlates with the rapid growth in the senior population. Senior Services' is currently staffed at a 1:52 average caseload. The average time period for a client to remain on a social worker's caseload is approximately 8 years or until the client moves to a higher level of care or passes away. The length of time a client remains on a caseload and the increasing complexity of client needs makes it challenging to place clients who are on the waiting list for services with a social worker. With a current wait list of over 70 clients, the senior population is one of the County's largest underserved populations. Seniors are being referred for many issues related to wrap around services, cognitive decline, lack of housing, abuse, exploitation, and are significantly vulnerable. The Human Services Agency has worked to respond to the senior population proactively. The expansion of the Crossroad program, specifically the addition of services for the Temporary Assistance to Displaced Seniors (TADS) population, that occurred in 2016 assisted HAS in responding to the increase in demand for housing for seniors. TAD has provided temporary housing for over 35 displaced senior citizens that were elder victims of abuse, neglect, exploitation or abandonment. The TADS program is not designed to accommodate homeless individuals but has successfully provided temporary housing, for up to 30 days, to seniors who work with case workers to find permanent housing solutions.

FISCAL IMPACT

Should the Board approve the one-time payment in the amount of $35,764 to Alta Vista Mental Health, there will be no additional fiscal impact to the Human Services Agency FY19 adopted budget as sufficient budget authority exists in cost center 221420 (TADS Program), general ledger account 710100 (Professional Services).

RECOMMENDATION

Recommendation to approve the Human Services Agency's request for a one-time payment in the amount of an additional [$35,764] to Alta Vista Mental Health to the awarded Request for Proposal (RFP #2993-17) to provide supervision and case management services at a shelter offering Temporary Assistance for Displaced Seniors (TADS) that exceeded the original [$118,400] contract amount as a result of an increase in staffing requirements for an FY18 total payment amount of [$154,164.00], authorize the two (2) renewal periods at the increased amount; and authorize the Purchasing and Contracts Manager to revise the Purchase Order.

POSSIBLE MOTION

Should the Board agree with staff's recommendation, a possible motion would be "Move to approve the Human Services Agency's request for a one-time payment in the amount of an additional [$35,764] to Alta Vista Mental Health to the awarded Request for Proposal (RFP #2993-17) to provide supervision and case management services at a shelter offering Temporary Assistance for Displaced Seniors (TADS) that exceeded the original [$118,400] contract amount as a result of an increase in staffing requirements for an FY18 total payment amount of [$154,164.00], authorize the two (2) renewal periods at the increased amount; and authorize the Purchasing and Contracts Manager to revise the Purchase Order."