



# Crisis Care Center

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# Operational Overview

- Component of Washoe County Crisis Response System for Adults – “Safe Place to Go”
- Public/private partnership between Renown and Nevada DHHS/DPBH
- Located in a repurposed section of NNAMHS
- Will be licensed as a crisis stabilization center
- 24/7 for walk-ins and law enforcement drop-offs
- Designed to follow SAMHSA National Guidelines for Behavioral Health Crisis Care
- Following an assessment and triage process, psychiatric stabilization and/or detox protocols for substance use may be started with the goal to transfer to appropriate levels of care or other community resources within 23 hours of arrival

# Infrastructure

- Locked and anti-ligature facility
- Separate entrance from NNAMHS
- Sally port for law enforcement drop-offs and walk-ins
- “Living Room” model
- Large group room in front of open nurses station that allows for continuous monitoring
- 25 chairs
- Dining area
- 2 small corridors with 5 bedrooms each and continuous monitoring from nurses station
- Exam rooms, medication room, personal belongings storage room and staff break room
- Small secure patio
- Waiting area for families

# Staffing

- Registered Nurses
- Licensed Clinical Social Workers
- Certified Peer Recovery Support Specialists
- Nurse Practitioners
- Psychiatrists
- Security
- Care Coordinator
- Community Relations Coordinator

# Post-Triage Connection to Community Services

- **Transfer to Inpatient Psych or Detox Facility**
- **Outpatient Referrals/Appointments (Behavioral Health and/or Primary Care)**
  - FQHCs (Federally Qualified Health Centers)
  - CCBHCs (Certified Community Behavioral Health Clinics)
  - Other Community Providers
- **Access to Community Resources**
  - Cares Campus or Temporary Housing Options
  - Case Management or Other Supportive Services

\*Full-time Care Coordinator will maintain contact with all individuals served for at least one year to track recidivism, monitor progress of community care coordination and offer support as needed.

# Cooperative Service Agreements

- Law Enforcement – FAST (Field Assessment Screening Tool)
- REMSA
- Crisis Support Services of Nevada – 988 Crisis Hotline
- NAMI Warmline/Caring Contacts Program
- Cares Campus
- FQHCs (Federally Qualified Health Centers)
- CCBHCs (Certified Community Behavioral Health Clinics)
- Mobile Assessment Teams
- Other Community Partners