



Community  
🏠



Care  
❤️

Collaboration  
+

**GOT COLLABORATION?**  
*Collaboration  
divides the  
task and  
multiplies the  
success.*  
⚡

# TIMELINE OF WHERE WE'VE BEEN

## Learning to Actively Listen

- Know each other and the struggles that we share
- Each entity trying to provide the best services possible
- Communicating with each other is fair at best
- Decided it was time to have better collaborative efforts
- Started quarterly meetings with multiple providers to improve communication and collaboration nearly 3 years ago

## Collaborative Efforts

- Paperwork, process, and community needs were discussed
- Common threads were identified
- The suggestion of creating a Triage Center was made and a tour of a Las Vegas facility was done (March, 2016)
- Steering Committee planned a Stakeholders Meeting to present concept

## Community Stakeholders

- Steering Committee held a Stakeholders Meeting on July 19, 2016
- Operations Committee (previously the Steering Committee) continues to meet to gather data, assess community need, and strategize about concepts – i.e. location, financial investments, staffing, etc.
- Policy Committee (comprised of community stakeholders) will meet again November 8, 2017.

# POLICY COMMITTEE OBJECTIVES

- To meet quarterly to further hone in on identifying the target population and needed service providers
- To review the gathered data, assess community need, and strategize about concepts
- To identify a location, financial investments/center management
- To establish optimal staffing and operational needs to assure accreditation levels are met for all partners involved

# STEERING/OPERATIONS COMMITTEE OBJECTIVES

- To discuss realistic treatment options for our community as an alternative to the more costly systems of emergency services.
- To identify financial resources to support these community based alternatives which promote buy-in from stakeholders
- Promoting this as a positive alternative to the current process and gaining the support of the law enforcement community .
- To explore options for these services from medical to social interventions, case management and mobile services.

# WHAT IS A COMMUNITY TRIAGE CENTER

As an alternative to the Emergency Rooms, this is a mid-level of care for those with:

- Intoxication/Substance Abuse
  - Mental Illness
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- ▶ Assessments for inpatient & outpatient services
  - ▶ Initial case management services
  - ▶ Referrals & service linkages
  - ▶ Safe & effective treatment options for early intervention
  - ▶ Discharge planning
  - ▶ Clients served are often homeless, uninsured, under-insured & indigent

# TARGET POPULATION

- Adults with chronic mental illness and/or substance abuse issues that exist in every community and are the “highest system users”; thus, costing the community millions of dollars.
- Those in the Emergency Rooms, Law Enforcement, Emergency Medical Services, Ambulance, Paramedics, Jail, Court rooms, Mental Health hospitals, etc.

# WHY? WHERE? WHO?

- WHY THIS... WHY NOW?

A) Because what we currently have is not effective nor efficient for clients or providers

B) Because our current process contributes to the very issues we are battling

C) Why NOT?

- WHO NEEDS TO BE INVOLVED?

All who have a stake in building better tomorrows for our community

- WHERE WOULD WE PUT A TRIAGE CENTER?

This is the MILLION dollar question!

- IF WE DON'T DO THIS?

Then ... can we be surprised that our issues continue to accelerate and multiply?