

ORDINANCE/RESOLUTION REQUEST

Please email requests to the Mayor's Legislative Team

at MileHighOrdinance@DenverGov.org by **3:00pm on Monday**. Contact the Mayor's Legislative team with questions

Date of Request: **11.09.20**

Please mark one: **Bill Request** or **Resolution Request**

1. Type of Request:

- Contract/Grant Agreement** **Intergovernmental Agreement (IGA)** **Rezoning/Text Amendment**
 Dedication/Vacation **Appropriation/Supplemental** **DRMC Change**
 Other:

2. Title: (Start with *approves*, *amends*, *dedicates*, etc., include name of company or contractor and indicate the type of request: grant acceptance, contract execution, contract amendment, municipal code change, supplemental request, etc.)

Approves a contract with Mental Health Center of Denver (MHCD) for \$4,539,538 and through 12-31-21 for short-term crisis stabilization and transitional sheltering for individuals experiencing a behavioral health crisis and who may also be unhoused or housing challenged, citywide ((ENVHL-202056133).

3. Requesting Agency: Public Health & Environment (DDPHE)

4. Contact Person:

Contact person with knowledge of proposed ordinance/resolution	Contact person to present item at Mayor-Council and Council
Name: Will Fenton & Huyen Doan	Name: Will Fenton & Jeff Holliday & Huyen Doan
Email: Will.Fenton@denvergov.org	Email: Huyen.doan@denvergov.org

5. General description or background of proposed request. Attach executive summary if more space needed:

The City & County of Denver ("the City") is committed to establishing a comprehensive system to better address people who are experiencing substance abuse and/or behavioral health crises, hereafter "behavioral health crises," particularly homeless individuals. The City is also committed to enhancing access to the State of Colorado's Behavioral Health Crisis Response System, which seeks to establish a comprehensive, easily accessible and integrated system. By improving the methods in which first responders interact with people experiencing behavioral health crises and by creating more appropriate alternatives to utilization of emergency rooms and jail, the City can reduce tax payer costs, provide individuals with the appropriate services needed for short-term stabilization, and connect individuals to long-term solutions. The City has identified a property ("the Property") to serve as a Behavioral Health Solutions Center ("the Center") which will be a location for diversion, stabilization, and step-down housing services for individuals experiencing behavioral health crises. The City is intending to contract with the Mental Health Center of Denver ("MHCD") to: (1) operate necessary services at the Property, (2) provide housing accommodations, (3) develop the partnerships required to productively connect the clients of the Center with additional treatment and housing options, and (4) work with the City to develop a diversion model for first responders, including any law enforcement, fire department/EMT units, designated mental health professionals, and hospital emergency department's social workers. The awarded vendor will also be required to work proactively with the Sun Valley Community Coalition ("SVCC") to maintain a positive relationship.

6. City Attorney assigned to this request (if applicable): Bradley Beck

To be completed by Mayor's Legislative Team:

Resolution/Bill Number: RR20 1354

Date Entered:

Revised 03/02/18

7. City Council District: All

8. ****For all contracts, fill out and submit accompanying Key Contract Terms worksheet****

Key Contract Terms

Type of Contract: (e.g. Professional Services > \$500K; IGA/Grant Agreement, Sale or Lease of Real Property):
Professional Services

Vendor/Contractor Name: Mental Health Center of Denver

Contract control number: ENVHL-202056133

Location: Citywide

Is this a new contract? Yes No Is this an Amendment? Yes No If yes, how many? _____

Contract Term/Duration (for amended contracts, include existing term dates and amended dates):
December 1, 2020 – December 31, 2021

Contract Amount (indicate existing amount, amended amount and new contract total): \$709,738

<i>Current Contract Amount</i> (A)	<i>Additional Funds</i> (B)	<i>Total Contract Amount</i> (A+B)
\$4,539,538.00	\$0	\$4,539,538

<i>Current Contract Term</i>	<i>Added Time</i>	<i>New Ending Date</i>
12/01/20-12/31/21	N/A	12/31/2021

Scope of work:

MHCD will providing the following services under this contract agreement.

I. CRISIS INTERVENTION/STABILIZATION CLINIC

1. Clinical Services

Services will include intensive behavior health crisis intervention and treatment services for periods of up to five days. Crisis stabilization services will serve individuals under voluntary or involuntary mental health hold, who need a safe, secure environment, but are not in need of hospital level care or not appropriate for booking into jail (e.g. non-violent individuals contacted by police). The goal of the crisis stabilization services is to promote assessment, stabilization, and re-integration back into the community as quickly as possible. The clinic will offer the following general services:

- a. Screening and assessment
- b. Triage
- c. Crisis stabilization (including the appropriate behavioral health medication)
- d. Limited non-medical detoxification services

To be completed by Mayor's Legislative Team:

- e. Treatment overseen by a psychiatrist, and staffed by appropriate mental health/medical clinicians.
- f. Programs which link to proper discharge

Services provided will focus on psychiatric assessments, treatment planning, de-escalation and crisis management, behavior management intervention, therapy, and medication management.

2. Individuals to be served

The Clinic will only accept eligible individuals in behavioral crisis who are referred by first responders in Denver County, including any law enforcement, fire department/EMT units, designated mental health professionals, and hospital emergency department's social workers.

3. Specific Services to be offered

Below is a list of specific services to be offered by the Clinic. MHCD may propose additional services to be offered in the Clinic in addition to the services below, as value add services:

- a. Trauma informed crisis response in accordance with C.R.S. 27-65
- b. Triage/Screening (potential for violence or suicide)
- c. Service Needs Assessment
- d. Psychiatric Assessment
- e. Treatment Planning
- f. 24/7 Monitoring/supervision
- g. Peer/family support programs
- h. De-escalation and crisis management
- i. Behavior management intervention capacity (seclusion and restraint)
- j. Brief therapy
- k. Medication management
- l. Coordination with medical services
- m. Service coordination and referral to other community organizations
- n. Benefit acquisition and ability to access benefits and/or bill insurance (private, Medicaid, Medicare, etc) as appropriate
- o. Discharge planning

4. Additional General tasks:

- a. Overall facility management: This includes all security, staff, materials/supplies, general maintenance. Refer to sample contract for additional information.
- b. Management of all health records, data management, reporting and information sharing.

5. Coordination and Collaboration

- a. Coordination of crisis services shall be provided to every individual served. Coordination includes but is not limited to identifying and linking individuals with all available services necessary to stabilize the crisis, ensuring transition to follow-up care and routine care, providing necessary assistance in accessing those services, active discharge planning and coordination and conducting follow-up to determine the need for additional services and supports. Coordination also includes coordination with appropriate law enforcement and criminal justice agencies as appropriate and necessary.

6. Crisis Management Training for First-Responders

- a. The Clinic will serve as a location to provide ongoing training to necessary program partners in the best practices for assessing, managing, and properly referring individuals experiencing behavioral health crises.

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- b. The trainings offered through the Clinic should prepare first responders with the resources needed to identify individuals that should be referred to the Clinic and techniques for responding to behavioral health crises in real-time.
 - c. The trainings should also be designed as a resource for identifying referral, treatment and service gaps and coordinating the available services and programs within Denver, providing ongoing trainings that inform individuals and organizations of the available resources available for individuals experiencing substance abuse and behavioral health crises.
 - d. The target audiences for this service are first responders and other organizations connected to individuals experiencing substance abuse and behavioral health crises (e.g. public, non-profit and private homelessness service providers, criminal justice and behavioral health providers).
7. Coordinating with Public, Non-Profit and Private Agencies, Criminal Justice System, Existing Behavioral Health Crisis and Treatment Options, and Homeless Services Providers
- a. MHCD shall ensure that the Center is connected to properly trained crisis intervention programs and services as well as long term-options for patients being discharged from the Clinic, to promote the development of a comprehensive system.
 - b. MHCD will work with both the City to develop response models such as the co-responder model, as well work with additional behavioral health organizations and housing providers to ensure that clients are provided ongoing resources beyond the Clinic.

II. STEP DOWN SERVICES

1. Sleeping accommodations will be available to homeless individuals referred directly from the Clinic.
 - a. Sleeping accommodations will be provided for up to 30 days.
 - b. Accessory support services and connections to longer term housing options and/or comprehensive supportive housing, trauma-informed interventions, and treatment opportunities will be offered to clients provided housing accommodations.
 - c. The primary services offered will be safe, secure temporary sleeping accommodations, but individuals using these services will have access to case management and clinical services provided within the Clinic.
2. The Center is designed to be a “step-down” opportunity that provides secure sleeping accommodations for homeless individuals while they transition to other options that build upon their stabilization.
3. Individuals Served
Homeless individuals referred directly from the Clinic onsite and homeless individuals from Denver that are coming from other crisis clinics in the region.
4. Primary Services Offered
Safe, secure sleeping accommodations
5. Accessory Support Services
In addition to the primary services offered, the Center will coordinate with the Clinic to provide the following support services:
 - a. Medication management
 - b. Access to limited medical services such as first aid and treatment provided at the Clinic
 - c. Case management, service coordination, and referral
 - d. Discharge planning
6. Additional General task/s MHCD will be responsible for:

To be completed by Mayor's Legislative Team:

- a. In addition to initializing and running the program scope of work above, MHCD shall also be responsible for the following tasks:
 - i. Complete facility management. This includes all security, staff, materials/supplies, general maintenance. Refer to sample contract for additional information.
 - ii. Maintenance of all appropriate records.
 - iii. Coordination and communication with appropriate City personnel.

7. Coordination and Collaboration

- a. MHCD shall establish connections and maintain relationships to longer-term housing options, especially supportive housing.
- b. In the case-management process, MHCD shall identify and link individuals with all available services necessary to ensure transition to follow-up care and routine care, provide necessary assistance in accessing those services, and conduct follow-up to determine the need for additional services and support.

III. ADDITIONAL REQUIREMENTS

1. In addition to performing the scopes of work listed above (either individually or in a partnership), MHCD shall also participate in the following.
 - a. Performance Management & Evaluation
 - i. MHCD shall participate and must cause its partner organizations to participate in process/program performance measurement and evaluations that are initiated by the City. This includes working with designated City staff in ensuring data entry and data integrity efforts regarding client data in an excel database and participation in collecting performance measures.
 - ii. In addition to City data requirements, MHCD shall enter data into the Homeless Management Information System (HMIS) (permissions will be granted) and/or any required database.
 - iii. To evaluate the program, some duplication of data may be required. Reviews of performance may include but are not limited to:
 1. operations management,
 2. client outcomes, and successful service referrals.
 - iv. MHCD will ensure its staff and its partner organizations are trained on the database(s) and populate information in a timely and accurate manner and is familiar with data performance measures.
 - v. MHCD shall maintain and provide and cause its partner organizations to maintain and provide data records as requested by the City and its partners for performance management/evaluation.
 2. Neighborhood Impact
 - a. The City believes that a proactive and ongoing relationship with the Sun Valley neighborhood, particularly the Sun Valley Community Coalition (SVCC) is important to the success of the Center.
 - b. The City expects MHCD to engage the neighborhood organization in the development of a good neighbor agreement and to develop a process for ongoing communication.
 3. Reporting & Communication
 - a. MHCD shall be required to coordinate with appropriate City personnel to develop a reporting structure.
 - b. Different types of reports may be requested at various intervals, including daily, quarterly, or yearly.

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c. MHCD shall also be required to maintain statistical data of facility use for the duration of the contract.

Was this contractor selected by competitive process? Yes

If not, why not?

Has this contractor provided these services to the City before? Yes No

Source of funds: Solution Center Special Revenue Fund

Is this contract subject to: W/MBE DBE SBE XO101 ACDBE N/A

WBE/MBE/DBE commitments (construction, design, Airport concession contracts):

Who are the subcontractors to this contract? none

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Revised 03/02/18