



Legislation Text

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Contract Request Template (Contracts; IGAs; Leases)

Date Submitted: 11-14-2022

**Requesting Agency: Department of Public Health and Environment
Division:**

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Item Title & Description:

(Do not delete the following instructions)

*These appear on the Council meeting agenda. Initially, the requesting agency will enter a 2-3 sentence description. Upon bill filling, the City Attorney's Office should enter the title above the description (the title should be in **bold** font).*

*Both the title and description must be entered between the red "title" and "body" below. Do **not** at any time delete the red "title" or "body" markers from this template.*

A resolution approving a proposed Second Amendatory Agreement between the City and County of Denver and Mental Health Center of Denver doing business as WellPower to operate the Solutions Center for short-term crisis stabilization and transitional sheltering for individuals experiencing a behavioral health crisis and who may also be unhoused or housing challenged.

Amends a contract with Mental Health Center of Denver, doing business as WellPower, by adding \$3,710,344 for a new total of \$11,960,226 and one year for a new end date of 12-31-2023 to operate the Solution Center 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-202263121/ ENVHL-202265541). The last regularly scheduled Council meeting within the 30-day review period is on 2-6-2023. The Committee approved filing this item at its meeting on 11-16-2022.

Affected Council District(s) or citywide? Citywide

Contract Control Number: ENVHL-202263121/ ENVHL-202265541

Vendor/Contractor Name (including any "DBA"): Mental Health Center of Denver, doing business as WellPower

Type and Scope of services to be performed:

The Behavioral Health Solutions Center (BHSC) provides critical mental and behavioral health support services including crisis stabilization, substance use treatment and short-term in-patient treatment for mental and behavioral health issues. The program supports jail diversion efforts and the community to ensure people from all walks of life receive necessary mental health treatment 24/7 to mitigate crisis. The BHSC is operated by WellPower and thus far has successfully developed a diversion model for first responders, including any law enforcement, fire department/EMT units, designated mental health professionals, and hospital emergency department social workers. The BHSC has served over 1200 unique individuals and provided over 10,000 services since opening its doors in July 2021. Example services include:

- Crisis support
- Transitional Housing
- Psychiatric Medication Management
- Group Psychotherapy
- Peer Support
- Individual Case Management
- Rehabilitation Services

The awarded vendor will also be required to work proactively with the Sun Valley Community Coalition ("SVCC") to maintain a positive relationship in working with and in the community.

Scope of work:

MHCD will providing the following services under this contract agreement.

I. CRISIS INTERVENTION/STABILIZATION CLINIC

1. Clinical Services

- i) Services will include screening, assessment, crisis intervention, and behavioral health treatment for a target of five days with possible extension, for a total of up to 10 days. Crisis stabilization services will assist voluntary individuals, in a safe and secure environment. These persons are not in need of a higher level of care and are not required to go to jail (e.g., non-violent individuals with police contact). The goal of the crisis stabilization service is to provide assessment, stabilization, treatment, and re-integration into the community. The clinic will offer the following general services:
 - a. Screening and nursing assessment
 - b. Behavioral health assessments/Triage
 - c. Crisis stabilization treatment supervised by a psychiatrist and provided by appropriate mental health clinicians and medical staff (group therapy, individual therapy, peer support services, medical services, psychiatric services and medication)
 - d. Resources, referrals, and connection to community services
- ii) Treatment provided will focus on: de-escalation and crisis management, psychiatric assessments, treatment planning, interventions and therapy, and medication management.

2. Individuals to be served: The Solution Center will accept individuals who are experiencing a behavioral health crisis and who have had significant interaction with the city of Denver's first responders. This

includes any law enforcement professionals, fire department/EMT units, and designated mental health professionals.

3. Specific Services to be Offered

Below is a list of specific services to be offered at the Solutions Center. WellPower may propose additional services to be offered at the Solutions Center 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 (20 point assessment including safety assessment)
- c. Service needs assessment
- d. Psychiatric assessment
- e. Treatment planning
- f. 24/7 Monitoring/supervision
- g. Peer support
- h. De-escalation and crisis management
- i. Brief therapy
- j. Medication management
- k. Physical health assessments and coordination with medical services
- l. Service coordination and referrals to other community organizations
- m. Benefit application and ability to access benefits and/or bill insurance (private, Medicaid, Medicare, etc.) as appropriate
- n. Discharge planning and referrals

4. Additional General tasks:

- a. Overall facility management: This includes security, staff, materials/supplies, and 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 will be provided to every individual served. Coordination includes but is not limited to: identifying and linking individuals with available services necessary to stabilize the crisis, ensuring transition to routine and follow-up care, and active discharge planning. Coordination may include consultation with appropriate law enforcement and criminal justice agencies.

6. Coordination of Care will be provided with Non-Profit and Private Agencies, The Criminal Justice System, Existing Behavioral Health Treatment Options, and Homeless Service Providers.

- a. WellPower shall ensure that the Solutions Center is connected to appropriate higher level of care placements as well as long term-options for people we serve discharging from the BHSC, to promote the development of a comprehensive system.
- b. WellPower will work with behavioral health organizations and community partners to ensure that clients are provided ongoing resources.

II. STEP DOWN SERVICES

1. Transitional Shelter Services will be available to homeless and unstably housed individuals referred directly from the Triage service, the Crisis Stabilization Unit and WellPower's Walk in Center.
 - a. Individual sleeping accommodations will be provided.
 - b. Three meals and two snacks are provided daily

- c. Accessory support services and connections to longer term housing options and/or comprehensive supportive housing, trauma-informed interventions, and treatment referrals will be offered to persons served in the housing accommodations.
 - d. The primary services offered will be safe, secure, transitional sleeping accommodations, and individuals using these services will have access to traditional WellPower services including case management as appropriate.
2. The transitional shelter floor is designed to be a “step-down” opportunity that provides secure sleeping accommodations for homeless or unstably housed individuals while they transition to other options that build upon their stabilization.
3. **Individuals Served**
Persons who are homeless or unstably housed in Denver and referred directly from the Triage (onsite) or Crisis Stabilization Unit (onsite), and persons who are homeless in Denver that are referred from MHCD’s Walk-In Center.
4. **Primary Services Offered**
Safe, secure, individual sleeping accommodations. Shelter staff are available to assist with the following: vital documents, benefit applications, employment applications, connection to care and community resources, and discharge planning.
5. **Accessory Support Services**
In addition to the primary services offered, the transitional housing will coordinate with the Crisis Stabilization Clinic to provide the following support services:
 - a. Access to psychiatric follow up care
 - b. Access to primary care services such as first aid and treatment provided at the CSU
6. **Additional General task/s WellPower will be responsible for:**
 - 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. WellPower shall establish connections and maintain relationships to longer-term housing options, especially supportive housing.
 - b. WellPower 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 scope of work listed above (either individually or in a partnership), WellPower shall also participate in the following.
 - a. **Performance Management & Evaluation**
 - i. WellPower 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 Denver Department of Public Health staff to ensure all data contained within monthly reporting are adequate to highlight program performance.
 - ii. In addition to City data requirements, WellPower shall enter data into the

Homeless Management Information System (HMIS) (permissions will be granted).. WellPower will utilize Avatar, the current electronic health record, to collect and record all data that would normally be collected as part of treatment services.

- 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. WellPower will ensure all relevant data related to program performance and evaluation is entered in a timely and accurate manner for reporting purposes to the City and Denver Department of Public Health personnel.
- v. WellPower shall maintain and provide monthly reporting 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 WellPower 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. WellPower shall be required to coordinate with appropriate DDPHE personnel to develop a reporting structure. WellPower shall submit reports and statistical data of facility use, as outlined in Exhibit B - Data Sharing Agreement.

Location (if applicable): Citywide

WBE/MBE/DBE goals that were applied, if applicable (construction, design, Airport concession contracts): N/A

Are WBE/MBE/DBE goals met (if applicable)?

Is the contract new/a renewal/extension or amendment?

Amendment

Was this contractor selected by competitive process or sole source?

Competitive

For New contracts

Term of initial contract:

Options for Renewal:

How many renewals (i.e. up to 2 renewals)?

Term of any renewals (i.e. 1 year each):

Cost of initial contract term:

Cost of any renewals:

Total contract value council is approving if all renewals exercised:

For Amendments/Renewals Extensions:

Is this a change to cost/pricing; length of term; terms unrelated to time or price (List all that apply)?

Length and price

If length changing

What was the length of the term of the original contract?

12/01/20-12/31/22

What is the length of the extension/renewal?

One year

What is the revised total term of the contract?

12/01/20-12/31/23

If cost changing

What was the original value of the entire contract prior to this proposed change?

\$8,249,882

What is the value of the proposed change?

\$3,710,344

What is the new/revised total value including change?

\$11,960,226

If terms changing

Describe the change and the reason for it (i.e. compliance with state law, different way of doing business etc.)