



HUMAN SERVICES
AGENCY

CrossRoads

2018-2019 Updates and Enhancements



CrossRoads

CrossRoads is a Human Services Agency (HSA) lead initiative providing a tiered/modified housing first approach, that focuses on identifying, intervening and stabilizing traditionally high complexity homeless or near homeless individuals through effective programming, services, and community collaboration.

Alcohol and Drug Free Supportive Community

Intensive and Targeted Case Management

Linkage to Outpatient Addiction, Mental Health & Nursing Services

Life Skills/Life Management Programming Services

Primary Elements



Alcohol and Drug Free Supportive Community

- Experiential learning environment.
- Phased/tiered approach encompassing gradual increases in community privileges and responsibilities.
- Standardized community rules and norms.
- Peer lead support services.
 - leisure and recreational activities.
 - mutual-self help.
 - transportation and life skill development seminars and classes.
- On-site Preliminary Breath and Urine Analysis testing.



Intensive and Targeted Case Management

- Development of participants Master Service Plan from entry through continuing care.
 - Encompassing direct, strength-based, change-focused, and individualized interventions and service planning.
- Serving in the role of 'participant navigator' by directly brokering access to needed resources and services.
- Proactive case collaboration with contracted and community mental health and addiction treatment service providers.



Access to Outpatient Addiction, Mental Health and Nursing

- Comprehensive Addiction and Mental Health Evaluation.
- On-site and off-site Addiction and Mental Health individual and family therapies.
 - With or without on-site and off-site BST/PSR services.
- A menu of group counseling services.
 - Over 40 psychoeducational, skill-building, and CBT groups.
 - Clinician facilitated interpersonal process and targeted psychotherapy groups.
- A full-time on-site Registered Nurse.



Life Skills/ Life Management Programming

- Employment and career readiness evaluation.
- Structured programs to address educational and vocational needed.
- Job skill development, placement and continued employment support.
- Budgeting, time and money management courses.
- Weekly peer-facilitated seminars and classes on topics ranging from cooking and manners to how to support others.

CrossRoads Campuses



Men's Campuses

Beds

▪ A Building	45
▪ C Building	55
▪ Re-Entry Houses	9

Emergency and Isolation Beds

▪ A Building	5
▪ C Building	1
▪ Re-Entry Houses	1



Women's Campuses

Beds

▪ River House – women only	24
▪ Hope House – women and children	11
▪ Supported by Grace Church	
▪ Hope First Cottages – women and children	24
▪ Supported by Grace Church (16 currently open)	

Emergency and Isolation Beds

▪ River House – women only	1
▪ Hope House – women and children	0
▪ Hope First Cottages – women and children	1



CrossRoads 2018/2019 Funding

Contract with Catholic Charities

A \$1.4M contract with Catholic Charities of Northern Nevada to provide housing and support services which includes:

- Property management services of 6 buildings and a total of 135 CrossRoads beds.
 - (Does not include Hope House and Hope First Cottages)
- Community Management staff consisting of 21.5 FTEs
 - Men's and Women's Community Management Team
 - Men's and Women's Community Lead and Support Staff
 - Registered Nurse
 - Learn to Earn Staff
 - Maintenance Worker

HSA Staffing

Washoe County Staff assigned to the CrossRoads program is valued at \$1.6M per year for 13 FTEs which include the following :

- Programming and Services Consultant
- Human Services Coordinator
- Human Services Supervisor
- Human Services Case Workers
- Eligibility Specialists
- Program Coordinator
- Office Assistant

Supportive Resource Enhancements

CrossRoads partners are expected to enhance services to the program at no cost to the County through coordination and access to supportive resources, such as food and clothing etc.

CrossRoads Service Enhancements

CrossRoads Service Delivery Enhancements

Standardized CrossRoads Entry Process

Pre-Screening Tool

Staff gathers critical information about the specific strengths, needs and functional deficits of each individual

Collateral Data Collection

Releases of Information (ROI) are obtained upon screening and documentation is collected and reviewed prior to entry into the program.

Medical Review Process

Registered Nurse screens and reviews medical records and needs to determine if the program is capable of meeting the level of support and supervision needed.

Standardized Entry Criteria

The criteria assists the program and its multidisciplinary service providers in developing individualized, participant-centered service plans and make objective decisions regarding appropriateness for entry into the alcohol and drug free supportive community.

HSA Supervisor Approval Requirement

HSA Supervisor comprehensively reviews all information to approve entry

Clinical Review Process

The outpatient mental health and addiction treatment providers perform a clinical review for those participants who have an interest in engaging in mental health and addiction treatment services.

Established Emergency Beds

Created emergency bed process to quickly admit prior CrossRoads participants or individuals in urgent need.

Balance Entry Process

Diversify CrossRoads

HSA has diversified CrossRoads entries to include nearly a 50%/50% balance of mandated and voluntary/self-seeking entries.

Role and Function Clarification

Identify Purposes

HSA has modified its case management style through adopting a strengths-based and intensive case management approach.

Increased Addiction and Mental Health Service Provider Case Collaboration

Boost Services

HSA has significantly increased its expectations of the current on-site outpatient mental health and addiction service provider offering care for any individual wishing to engage in counseling services including:

- Admission Clinical Review process and procedure
- The sharing of Addiction and/or Mental Health Treatment Plans
- Integrated weekly Multidisciplinary team participation
- Increased monthly reporting

Development of a Phased Community Program

Phase-Based

HSA increased consistency of the peer-based supportive community supervision through implementing a phase-based approach to measuring participant progress within the program. .

Increased Decision Making Capacity of Community Management and Staff

Joint Effort

HSA formally integrated the community management team into the case planning process.

Formal Community Staff Training

Joint Effort

HSA increased training requirements for all peer-based supportive community staff including:

- Recovery support specialists training and internship through the CASAT on-line program.
- HSA funded a designated supportive continuum of care program manager who provides weekly group training and coaching sessions.

Development of a Multidisciplinary Team Process

Teamwork

HSA initiated a weekly Men's and Women's Multidisciplinary Team process.

Increases in Available Direct Services

Change-based Service Delivery Elements

As a result, in July 2018 HSA increased on-site services to include:

- An additional 20 Psychoeducational/Skill-building/Cognitive-Behavioral Group Services per week. (A 33% increase from previous years)
- The implementation of 20 Interpersonal Process Group Therapy Sessions delivered by Master's Level licensed Clinicians per week. (A 100% increase from previous years)
- The implementation of 15 Community Staff/Peer-Lead Seminars and Classes per week. (A 100% increase from previous years)
- The re-implementation of 20 hours per week of structured Leisure/Recreational activities.
- An increased in access to outpatient Mental Health and Alcohol and Drug Treatment Services to 6 days per week.
- The integration of the on-site Registered Nurse into the case planning process.

Continuing Care and Alumni Program

Change-Based Opportunities

HSA designed and developed a continuing care and Alumni support program. Both HSA staff and Community Staff are working together to provide ongoing recovery and change-based opportunities including social activities, trainings, group support meetings, and educational resources.

Drug and Alcohol Testing Results



Preliminary Breath Testing (PBT) for Alcohol Consumption

All CrossRoads Supportive Community participants are PBT tested 2 times daily.

- Total Tests Performed = 35,695
- Total Positives PBTs = 7
- Monthly Average PBTs Performed = 5,950
- Average Positive PBTs Per Month = .0002%

Overall Percent of Positive PBT Tests = 0.0002%



Urine Analysis (UA) Testing for Illicit Drug Use.

All CrossRoads Supportive Community Participants are UA tested minimum of 1 time per week using a range of drug panels.

- Total Tests Performed= 3,463
- Total Positive UA Tests = 6
- Monthly Average UA Tests Performed = 577
- Average Positive UA Per Month = .0017%

Overall Percent Positive UA Tests = 0.0017%

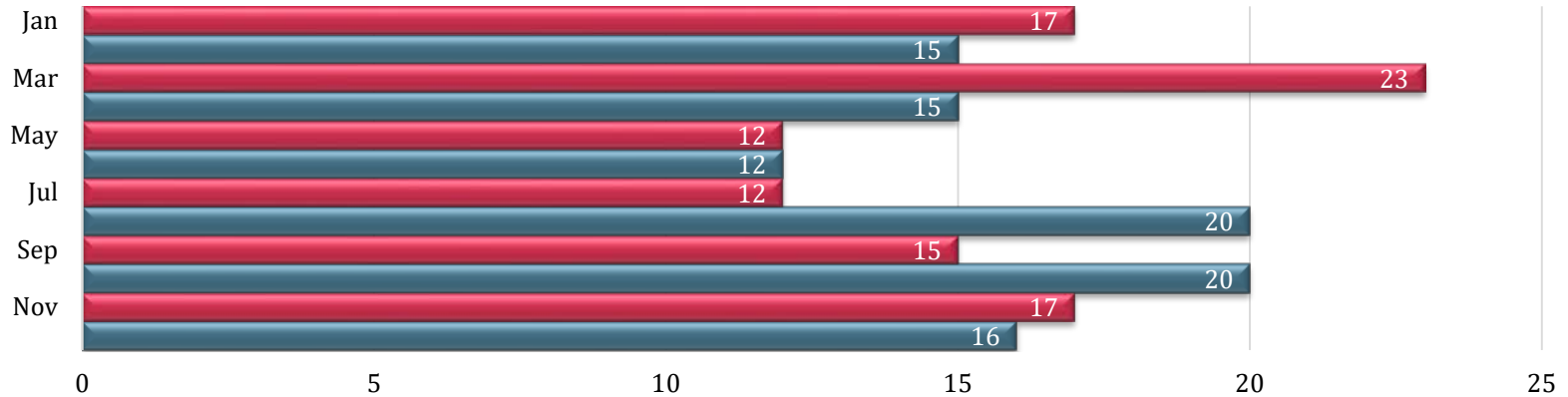


Veteran Status

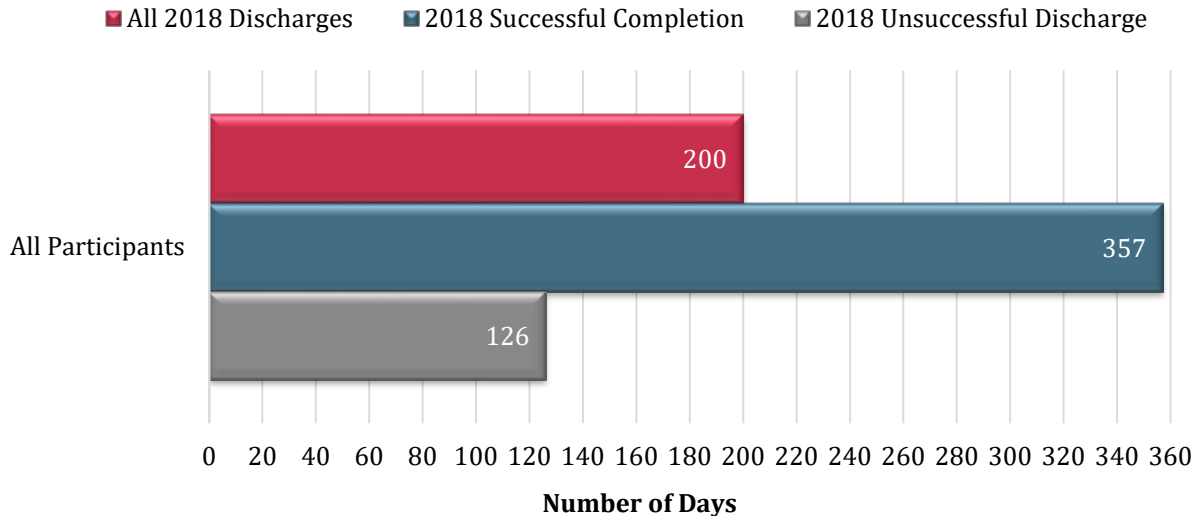
Individuals reporting as Military Veterans = **7.6%**

CrossRoads Data

Entries Into Program



Average Length of Stay



Total Participants ranging from 0 to 997 days in the CrossRoads Supportive Community

- All Admissions Average Length of Stay= 200 Days
- Successful Completion Average Length of Stay = 357 Days
- Unsuccessful Discharge Average Length of Stay= 126 Days

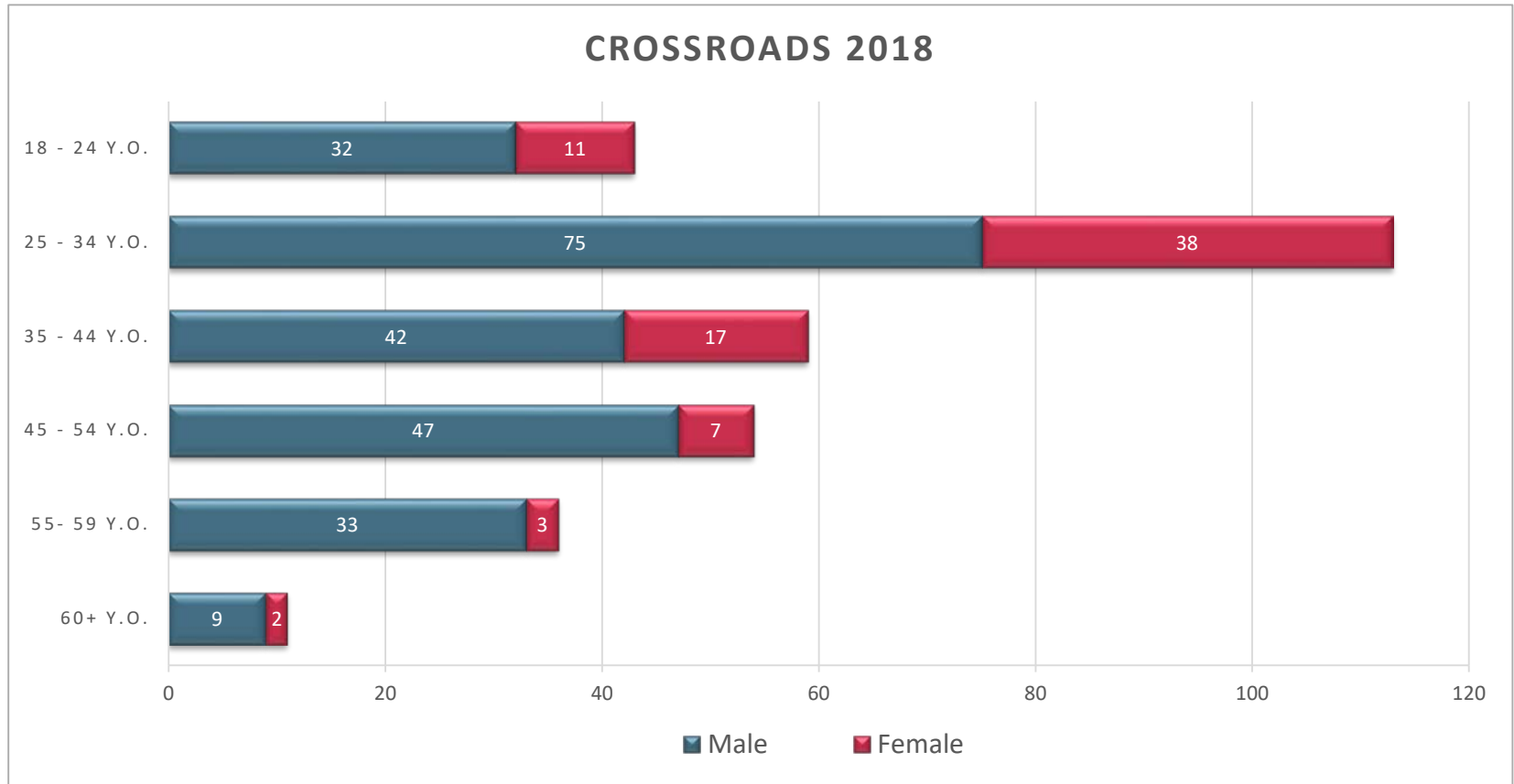
CrossRoads Average Age

Total Served = 316

Males- 238

Females- 78

**Count includes anyone admitted, discharge, graduated, or still in the Supportive Community in 2018*



18-24 yo- 14%

25-34 yo- 36%

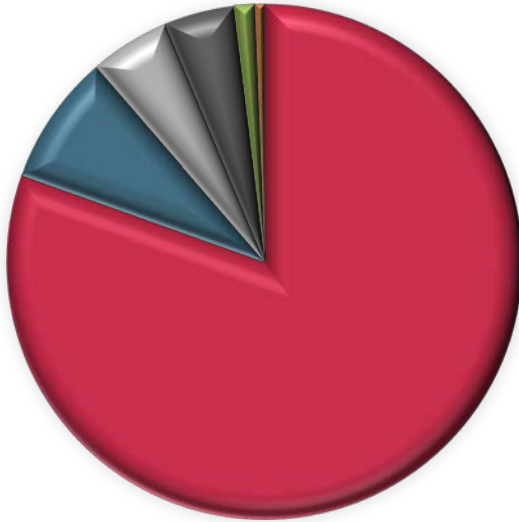
35-44 yo- 19%

45-54 yo- 17%

55-59 yo- 11%

60+ yo- 3%

CrossRoads Race/Ethnicity



Race/Ethnicity

- White/Caucasian = 80.4%
- Hispanic/Latino = 8.2%
- Black/ African American = 5%
- American Indian = 4.4%
- Pacific Islander = 1.3%
- Other = 0.6%

Court/Legal Involved Participants

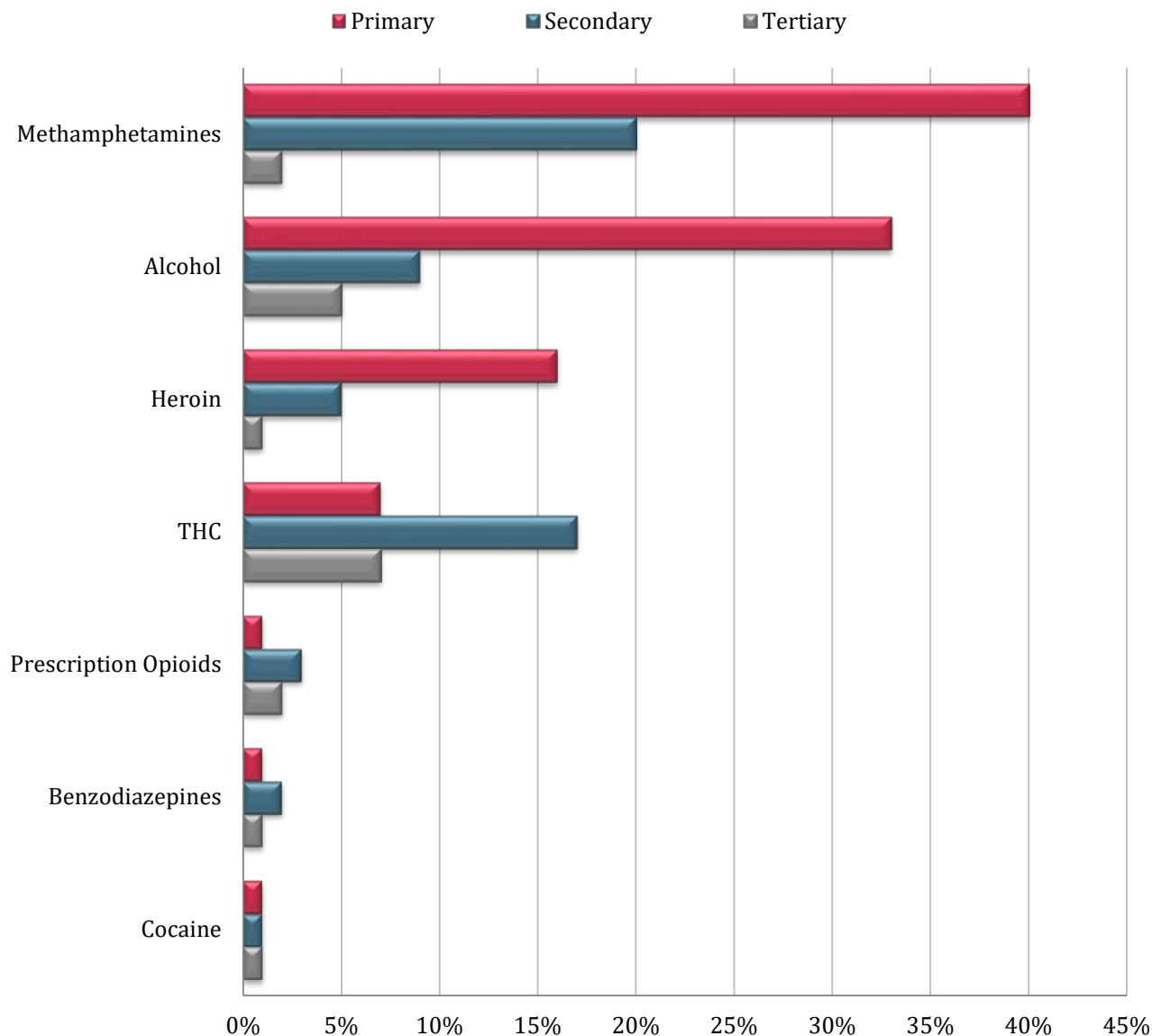
*67% of 2018
CrossRoads
participants have
some form of
court/legal
involvement*



Court Involvement

- Second Judicial = 33%
- Second Judicial (Mental Health) = 9%
- Reno Justice Court = 19%
- Reno Municipal Court = 15%
- Reno Municipal Court (TRAIN) = 10%
- Child Protective Services = 9%
- Sparks Justice Court = 4%
- Other = 1%

CrossRoads Drug of Choice Pattern



Participants Drug of Choice

Primary

- Methamphetamines = 40%
- Alcohol = 33%
- Heroin = 16%
- THC = 7%
- Prescription Opioids = 1%
- Benzodiazepines = 1%
- Cocaine = 1%

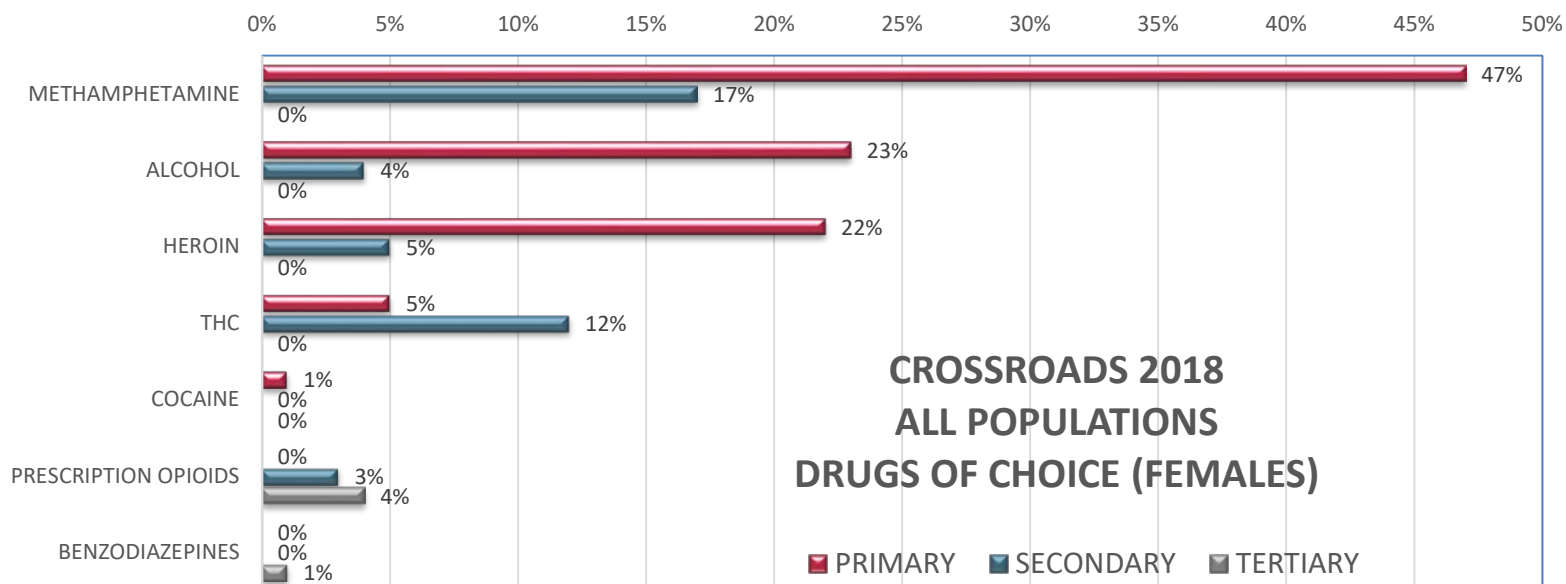
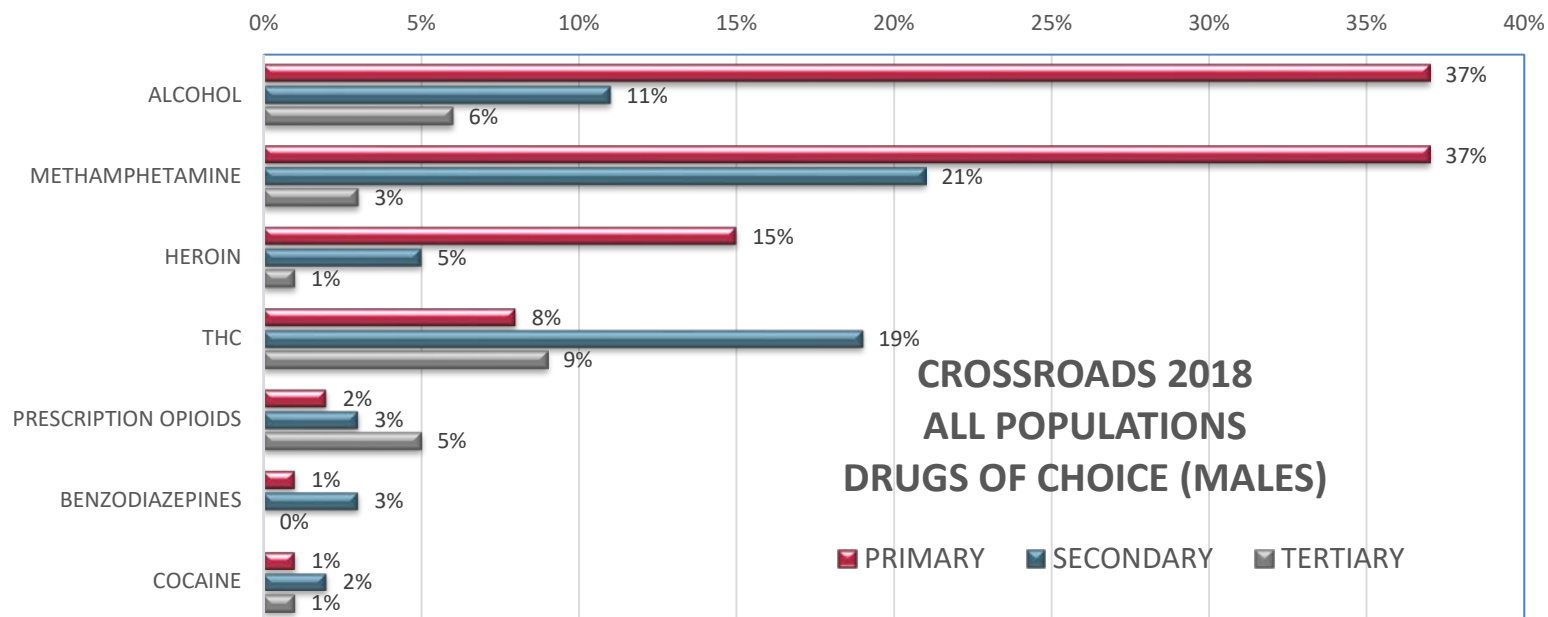
Secondary

- Methamphetamines = 20%
- Alcohol = 9%
- Heroin = 5%
- THC = 17%
- Prescription Opioids = 3%
- Benzodiazepines = 2%
- Cocaine = 1%

Tertiary

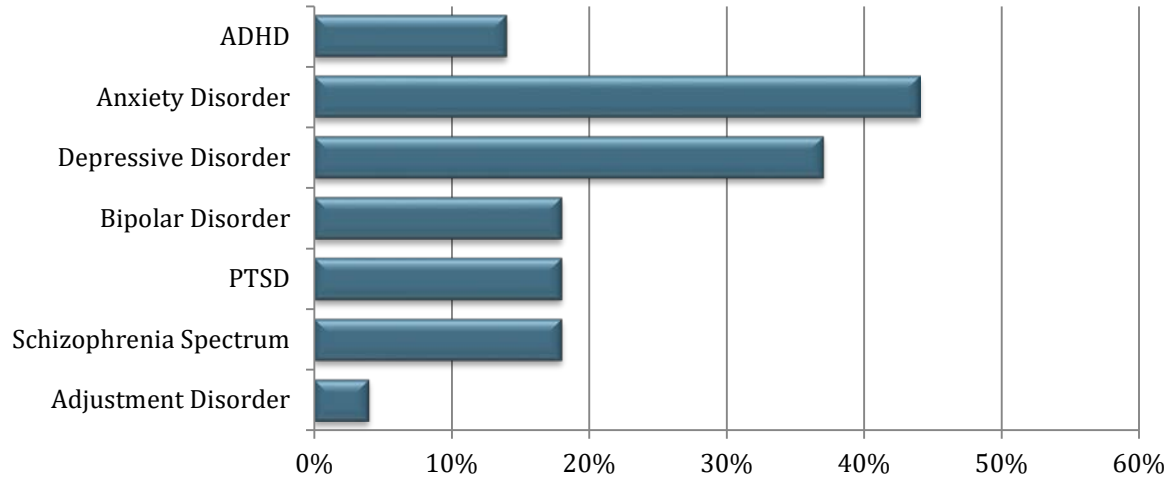
- Methamphetamines = 2%
- Alcohol = 5%
- Heroin = 1%
- THC = 7%
- Prescription Opioids = 2%
- Benzodiazepines = 1%
- Cocaine = 1%

CrossRoads Drug of Choice Pattern



CrossRoads Diagnostic Data from Outpatient Mental Health

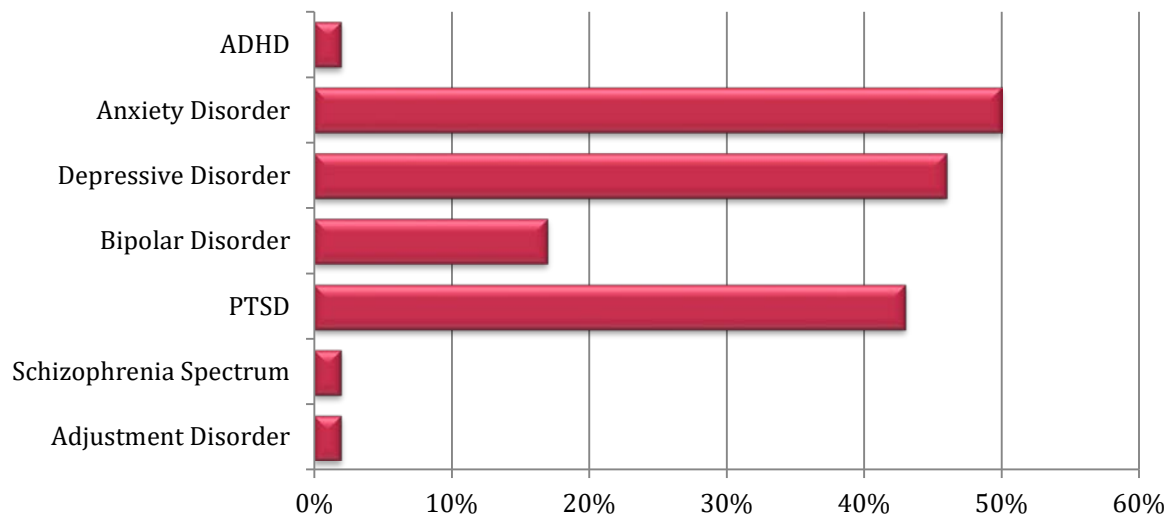
Men



Number of Male Participants = 428

- ADHD = 14%
- Anxiety Disorder = 44%
- Depressive Disorder = 37%
- Bipolar Disorder = 18%
- PTSD = 18%
- Schizophrenia Spectrum = 18%
- Adjustment Disorder = 4%

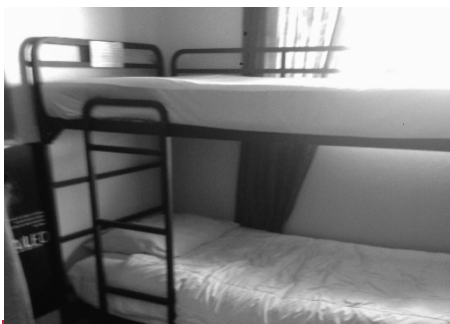
Women



Number of Female Participants = 72

- ADHD = 2%
- Anxiety Disorder = 50%
- Depressive Disorder = 46%
- Bipolar Disorder = 17%
- PTSD = 43%
- Schizophrenia Spectrum = 2%
- Adjustment Disorder = 2%

What You Should Know



Alcohol and Drug Free Supportive Community

- Food is the responsibility of the individual
 - Initial meeting is staged with an onsite NV eligibility worker for benefit access
- Individual will be in an *Induction Phase* for 15 to 45 days
- Communal living environment with shared living and cooking space.
- Structured daily schedule including community and professional services
- Rent is based on a sliding fee scale once employed



Intensive and Targeted Case Management

- HSA has assigned Case Workers as every location and meets regularly with each individual in the program.
- HSA Case Workers support individuals in adhering to professional services to addressing their individualized needs
- HSA Case Workers work directly with HSA Children's Services Workers.
- HSA Case Workers can provide direct reports to courts regarding program participant progress with appropriate ROIs.



Access to Outpatient Addiction, Mental Health and Nursing

- HSA contracts with Alta Vista Mental Health to provide a range of skill building and psychotherapy group services.
- Each site provides space for Community Outpatient Mental Health & Addiction Providers to offer individual, group, & family therapies.
- Upon intake individuals are assisted in accessing Medicaid benefits for Medical, Dental, Vision, Mental Health and Addiction Services.



Off-Campus & Continuing Care Services

- HSA provides the following additional resources:
 - **Off-campus Services** located at the Sober 24 Location which include Case Management and linkages to needed resources
 - **Continuing Care Programming & Services** for individual as they make the transition to independence.

CrossRoads Contact Info

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