



## Nueces County Community Collaborative

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Jonny Hipp, ScD, FACHE, CEO  
Nueces County Hospital District  
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361.808.3300  
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Nueces County Court Judge,  
Barbara Canales  
Nueces County Courthouse  
901 Leopard Street Corpus Christi, TX  
78401  
(361) 888-0264  
[Barbara.Canales@nuecesco.com](mailto:Barbara.Canales@nuecesco.com)

Dear Mr. Hipp,

Leon and I are impressed by your leadership and commitment to ensuring the health and safety of the people of Nueces County and of good stewardship of community resources. Diversion of high cost, high need (HCHN) individuals from unnecessary, high-cost criminal justice involvement and other expensive levels of care into a better system of treatment and care will reduce health care costs and improve outcomes. We are delighted to submit the attached proposal for consulting services to assess the effectiveness of the community's behavioral health & social service system in its ability to divert individuals with MH/SUD needs to the right care, at the right time in the right place.

We are a small operation who have made it our life's work to improve lives and create conditions for hope and healing. Our work has been Nationally & Internationally recognized for developing best practices to drive down the costs of healthcare; reduce unnecessary jail and hospital utilization; create community collaboration; blend, braid & integrate funding; and collect outcome data. We look forward to working with Nueces County and supporting your efforts to create alternative solutions to address this serious public health issue. If you have questions on this proposal, feel free to contact me at your convenience by email at [Karla@BHealthle.com](mailto:Karla@BHealthle.com) or by phone at 210-842-6727. We will be in touch with you next week to arrange a follow-up conversation on the proposal.

Thank you for your consideration,

*Karla Ramirez, MSHA, MSSW, LCSW*

Co-Founder & Managing Director  
BHealthle, LLC



## Proposal for Services 7.15.2019

Jonny Hipp, ScD, FACHE, CEO Nueces County Hospital District and Nueces County Judge, Barbara Canales

### Overview

BHealthle is pleased to submit this proposal for services to support Nueces County in its efforts to improve the overall health and safety in Nueces County and Coastal Bend by developing a caring and comprehensive system of care that diverts the communities highest social service utilizers away from unnecessary, high-cost settings like emergency departments and criminal justice settings, and into a better system of treatment and care. Whether in jails, or hospitals, shelters or police encounters, the uncoordinated ways in which systems interact with the mentally ill result in fragmented, high-cost care that often makes vulnerable individuals worse off and does not improve public safety. This initiative is a result of a community collaborative's effort led by Nueces County Judge Barbara Canales to address the chronic, complex needs of high utilizer populations to reduce ineffective, high-cost interactions with the wrong systems of care and increase people getting the right care, at the right time, in the right place. The hope is to capitalize on the communities' strengths and leverage its strong relationships with State and Federal partners, key stakeholders, and the people served by community organizations to demonstrate that behavioral health is essential to health, prevention works, treatment is effective, and people recover. This initiative is aligned with local, state and national initiatives to achieve the triple aim. A 2016 Coastal Bend Health Needs Assessment identified access to care, mental health and suicidality as areas of concern, with a significant increase since the 2010 community health assessment.

We are confident that our expertise is aligned with your vision and expected outcome for this project, and that we can help your community develop a robust, efficient and effective system of care for some of your most vulnerable populations. For almost forty years, Leon Evans has worked with community partners in public health and safety to provide innovative approaches to hope and healing. Communities throughout the nation and abroad have sought consultation about the diversion programs developed under Mr. Evans' leadership that drive down the cost of healthcare and help thousands of people avoid jail and long-term hospital stays. In the process of helping individuals and families regain independent, productive lives, these programs have saved over \$95 million in taxpayer dollars over the past eight years and helped make Bexar County a healthier place to live. Evans was recognized by CNN as one of our Nations Mental Warriors, whose programs have received the American Psychiatric Association Gold Award, and many other citations and recognitions for innovations and community partnerships and collaborations. He is currently a member of the National Quality Partners "National Opioid Taskforce." Evans' internationally recognized programs are the result of a highly effective and cooperative spirit throughout the health, law enforcement, judicial and non-profit



organizations in San Antonio, Bexar County and the Nation. As a self-described catalyst for transformation to excellence in behavioral healthcare, Karla Ramirez, MHA, MSW, LCSW provides organizations seeking market leadership and clinical excellence with the tools to implement the vision and innovation necessary to disrupt and lead the market into the future. Karla's passion for effective diversion programs focused on getting people the right care at the right time at the right place can be traced back to her role as Vice President of Restoration Services at The Center for Health Care Services, the local mental health authority for Bexar County. Under the leadership of President/CEO Leon Evans, she provided the vision and leadership necessary to design, build and relocate all addiction treatment programs, crisis programs, ER and Jail Diversion programs and primary care integration projects in one location; which is now known as the Restoration Center. In her prior roles in the private sector as Chief Operating Officer and Market Director of Behavioral Health for large hospital/health care systems; she was responsible for strategic plan development, implementation and integration with the clinical operations resulting in smooth and efficient hospital operations and improved patient experience. The focus was to develop new business strategies to enhance market share and improve overall performance by creating new and successful service lines and market presence.

## Proposal

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### The Objective

**Community Behavioral Health Needs Assessment-** *A comprehensive review of the existing mental health and substance use services system in Nueces County-Coastal Bend, to include an examination of how services are accessed and administered through both public and private systems of care. Will identify the needs, gaps, and possible solutions to address the issues identified. Determine not only needs and resources but the underlying culture and social structure that will help you understand how to address the community's needs and utilize its resources. Needs can be defined as the gap between what is and what should be. Will assess the following:*

- Evidence-based treatment services are used to provide high quality clinical care
- Availability of integrated physical and behavioral health care. This should include integrated treatment for co-occurring mental and substance use disorders.
- The degree to which services and workplaces are trauma-informed.



- Case management incorporates treatment, social services, and social supports that address prior and current involvement with the criminal justice system and reduce the likelihood of recidivism.
- Access to care: Assessment, Crisis Stabilization & Referral to longer-term, community-based settings focused on sustainable recovery.
- Continuous Quality Improvement approach, philosophy and outcomes
- Organization of behavioral health services, in terms of capacity, utilization, levels of care, accessibility and financing.
- Sustainability for the future: program readiness for value-based purchasing/pay for performance models on current business/clinical models.
- Guide the development of focus areas to be included that impact operational design.
- Support program development based on recommendations provided by a comprehensive internal analysis.
- Assist with clinic flow processes that are structured, systematic and comprehensive; and offer optimal workflow by ensuring provision of quality care is provided as demonstrated by successful outcomes, and efficient practice operations exist.
- The Services will also include any other consulting tasks which the Parties may agree on. The Consultant hereby agrees to provide such Services to the Client.

## Project Deliverables

Following is a complete list of all project deliverables:

Deliverable	Description
<b>Community Behavioral Health &amp; Social Services System Assessment</b>	<ul style="list-style-type: none"> <li>• A comprehensive review of the existing mental health and substance use services system in Nueces County-Coastal Bend, to include an examination of how services are accessed and administered through both public and private systems of care. Will identify the needs, gaps, and possible solutions to address the issues identified.</li> <li>• Specific focus on the following domains: Policy &amp; legislative framework; Access to care/equity issues/access to medications, continuum of care available, capacity; Integration efforts; human resources; public education; and data &amp; research.</li> </ul>
<b>Stakeholder Input</b>	<i>Identify a person or two from each major group in the community who should be involved, identify needed MOU's, learn each other's language</i>



<b>Target Population</b>	<i>Identify target population through data utilization, many communities use the sequential Intercept model.</i>
<b>Implementation Team</b>	<i>Program is transitioned to responsibility of Implementation team, with consulting team serving as support and resource</i>
<b>Product Development</b>	<i>Based on service gaps in terms of levels of care and service coordination, as well as funding &amp; sustainability opportunities</i>
<b>Contract Negotiations &amp; Fully Executed Contracts</b>	<i>Will evaluate payer proposals and look for ways to optimize counter offers and review contract for language that affects reimbursement and operations.</i>
<b>Clinical Outcomes Development &amp; Tracking</b>	<i>Identify clinical outcomes to be published and tracked for future contract negotiations; to include value-based purchasing opportunities and other funding opportunities</i>

## Pricing

Service	Time Frame	Cost
12-month contract paid on monthly retainer of \$12,000 (15 hrs. per week) with opportunities to evaluate progress and scope at conclusion of each phase.		
Phase 1: Community Assessment & Stakeholder Input	30-60 days	\$12,000-\$24,000
Phase 2: Strategic Planning	60-120 days	\$24,000-\$48,000
Phase 3: Product Development & Design	120-210 days	\$48,000-\$84,000
Phase 4: Implementation Team Identification & Program Implementation	210-360 days	\$84,000-\$144,000
Re-evaluate intensity of consulting needs due to having implementation team in place.		
Phase 5: 3 <sup>rd</sup> Party Payor Negotiations	360-450 days	
Phase 6: Clinical Outcomes Development & Tracking	450-510 days	
Phase 5: Managed Care Marketing & Strategic Partnering	510+ days	