



# NBH ENGAGEMENT AT THE COURTYARD HRC

Submitted at Meeting  
Date: 11/6/2024 Item: 68  
by Staff

### **Partnering with the City of Las Vegas**

- ▶ NBH operates the Courtyard HRC, an established resource hub aligned with the City's commitment to accessible services for individuals experiencing homelessness through a person-centered approach.

### **Enhancing Safety and Access to Resources**

- ▶ NBH manages safe, 24/7 spaces where guests can connect with essential services, promoting health and well-being for guests and the broader community.

### **Focused on Community Engagement**

- ▶ Through structured, respectful practices, NBH aligns Courtyard HRC activities with community priorities, creating positive impact and building collaborative community relationships.

# **NEVADA BEHAVIORAL HEALTH AS THE COURTYARD HRC VENDOR**

# 2024 COURTYARD HRC IMPLEMENTED SERVICES

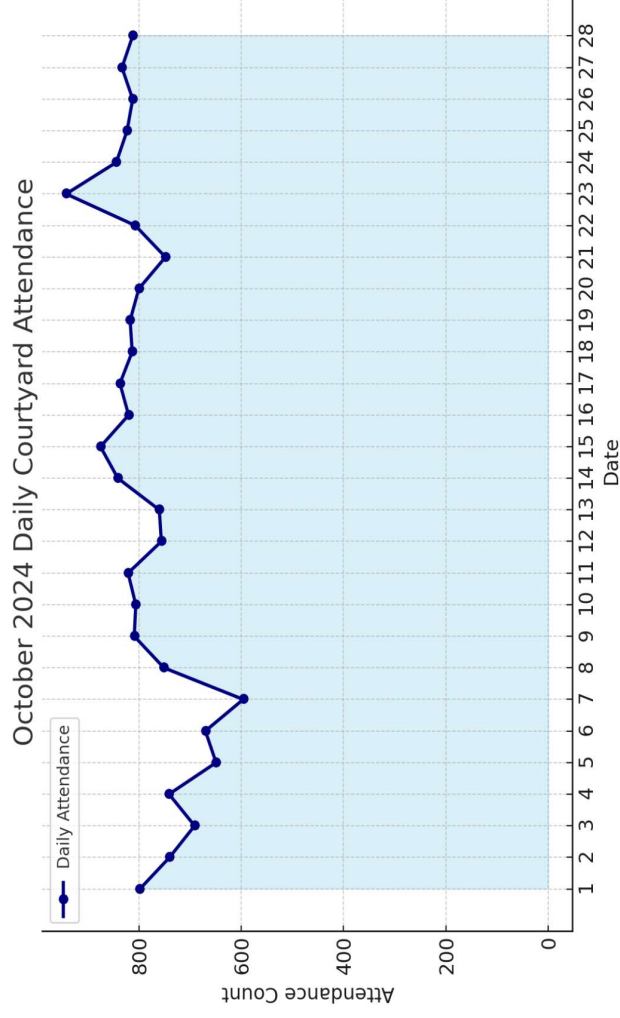
- ▶ Overnight Stay
- ▶ Daily Attendance Tracking
- ▶ Therapeutic/Counseling Services
- ▶ Managed Care Organization (MCO) Engagement
- ▶ Medicaid/Medicare Insurer Identification
- ▶ Transactional Case Management
- ▶ Housing Problem Solving (HPS)
- ▶ Hygiene, Laundry, Storage, The Arrow Shuttle, Charging Stations, Notary Services

- ▶ Title I (CCSD)
- ▶ The Just One Project – Housing Problem Solving
- ▶ LIMA and Fresh Start Specialty Programming – Justice Impacted Populations
- ▶ Anthem BCBS, HPN, Molina, and SSHP Member Attachment
- ▶ Department of Veterans Affairs – Community Resource and Referral Center (CRRC)
- ▶ MTM (Nevada Non-Emergency Medical Transportation)
- ▶ SOAR (SSI/SSDI Outreach, Access, and Recovery) Practitioners
- ▶ The Giving Project (Monthly Basis): DMV, Touro University, & Others
- ▶ Immigration Lawyer – Celeste McKinley

## DIRECT ENGAGEMENT COMMUNITY PARTNERS

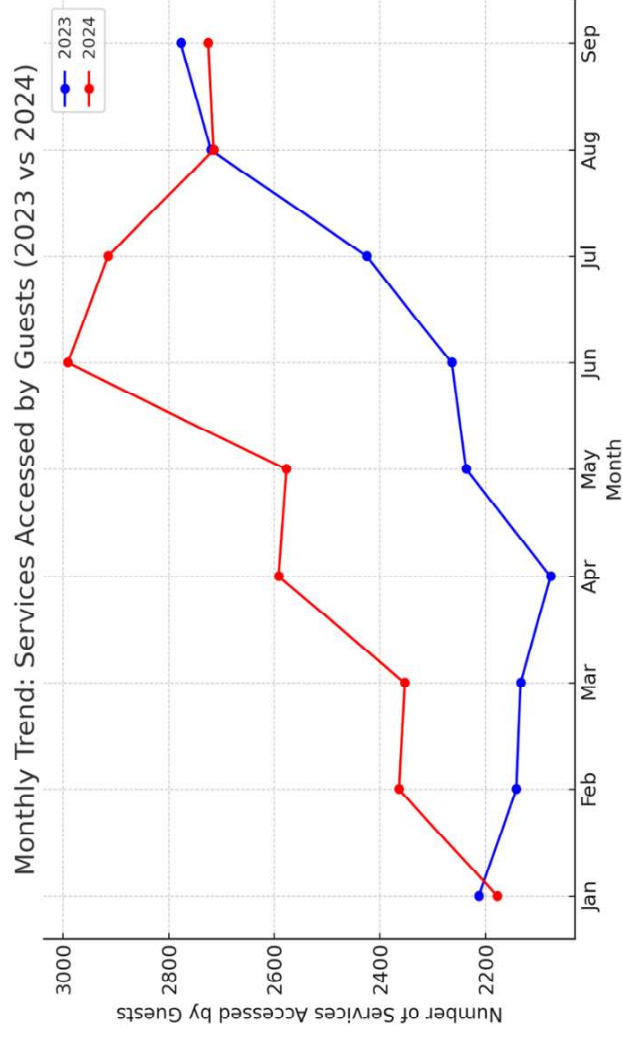
## MONTHLY TREND: OCTOBER DAILY COURTYARD ATTENDANCE

Beginning on October 1, 2024, NBH began tracking daily member engagement with the Courtyard. This data highlights the Courtyard's role as a critical resource, meeting high client needs daily.

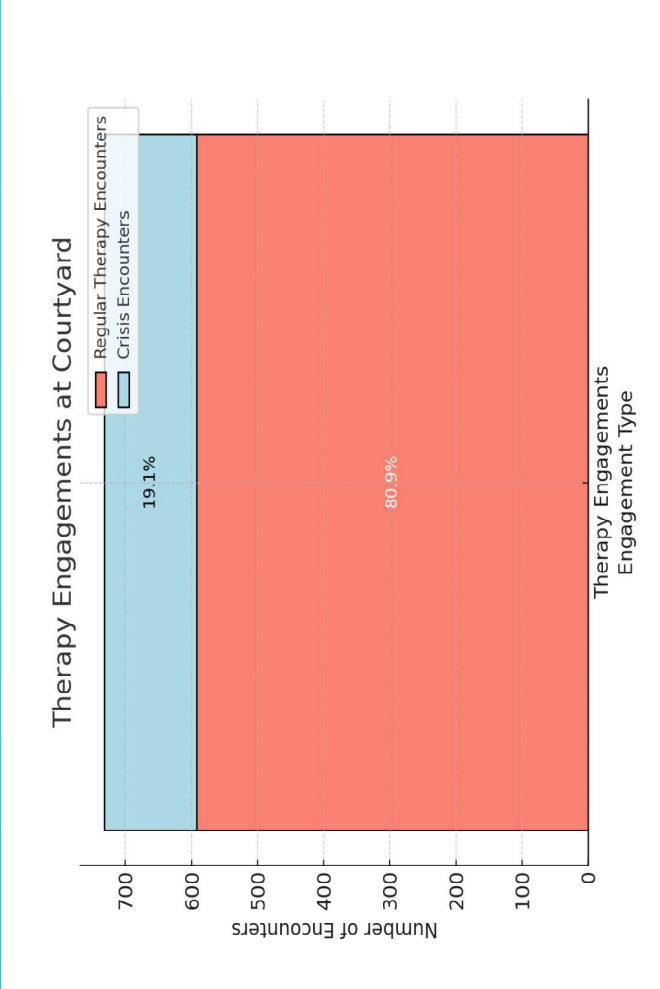


## MONTHLY TREND: SERVICES ACCESSED BY GUESTS (2023 VS 2024)

2024 shows a rise in services accessed by guests, with significant increases starting in April (+24.8%) and peaking in June (+32.1%). Engagement remains mostly above 2023 levels, indicating higher service utilization this year.



Therapy engagement at the Courtyard started on January 1, 2024, and was introduced by NBH as a new service. This includes regular therapy and crisis encounters, with percentages representing each type's share of the total engagements. This represents the first two quarters of this calendar year.



# Therapy Engagements at Courtyard

# 2025 EXPANDED BEHAVIORAL HEALTH SERVICES

- ▶ Psychiatrist Services
- ▶ Medication-Assisted Treatment (MAT)
- ▶ Basic Skills Training (BST)
- ▶ Psychosocial Rehabilitation services (PSR)
- ▶ Targeted group therapy
- ▶ Intensive Case Management
- ▶ Substance Use Disorder group treatment



By leveraging Medicaid-billable services, the Courtyard HRC has the potential to begin cost recovery through revenue generated by therapeutic engagement, CHW (Community Health Worker), and (when introduced by Nevada Medicaid) ILOS (In Lieu of Services) Waiver.

Average Potential Annual Medicaid Revenue:

- ▶ Therapeutic Engagement: \$128,000 annually
- ▶ CHW Services: \$52,819 annually
- ▶ ILOS Services: \$216,000 annually
- ▶ Combined, these services have the potential to generate \$396,819 annually in revenue, supporting long-term cost recovery.

## MEDICAID BILLING POTENTIAL FOR COST RECOVERY AT COURTYARD HRC

**Expanding Medicaid billing can further enhance cost recovery by:**

- ▶ **Adding More CHWs:** Increasing CHW staffing can expand billable preventive services, boosting Medicaid revenue through enhanced client engagement.
- ▶ **Broadened ILOS Billing:** To capture more cost recovery opportunities, family support, vocational training, and additional social support services will be included as billable under ILOS.
- ▶ **Expanded Behavioral Health Services:**
  - ▶ Add family therapy groups/classes/life enrichment
  - ▶ Add Justice Impacted/Reentry Engagement
  - ▶ Adding group therapy/classes
  - ▶ Increasing crisis intervention and mental health services for high-need clients
  - ▶ Adding access to Psychiatric Services and Medication Management within the Corridor of Hope
- ▶ Strategically increasing Medicaid billing can create sustainable cost recovery where it had not previously existed.

## **OPPORTUNITIES TO EXPAND MEDICAID BILLING**

Estimated Total Annual Medicaid Revenue for Cost Recovery:

- ▶ Therapeutic Engagement: \$128,000
- ▶ CHW Services: \$52,819
- ▶ ILOS Services: \$216,000
- ▶ Combined Total: \$396,819 annually

Next Steps:

- ▶ Expand CHW and ILOS activities
- ▶ Increase therapeutic sessions and behavioral health integration
- ▶ Enhance Medicaid billing strategies for long-term financial sustainability at Courtyard HRC

## SUMMARY OF FINANCIAL IMPACT POTENTIAL AND NEXT STEPS

*A guest arrived at the ER with acute psychosis and displayed some violent behavior. He began his journey with NBH, gradually engaging with case management services. Living in the community, he identified as chronically homeless. With the support of intensive case management, he started attending medication management appointments and experienced small but meaningful successes while staying at a community shelter. He took important steps to secure his birth certificate, social security card, and Nevada ID.*

*Excited to begin a new chapter, he applied for a position at Courtyard HRC with NBH and was thrilled to be hired. Since then, he has maintained steady attendance and diligently followed his medication regimen. He also participated in the “Homeless Problem Solving” Project at the Courtyard, which not only helped him secure his apartment but also provided him with valuable resources and support.*

*Now, he has moved into his own apartment, sharing the space with a fellow guest and employee he befriended at work (another success story). He is looking forward to proudly celebrating one year of employment soon. With a stable job and housing, he has established essential primary and social support in his life. His primary physician remarked, “He is a completely different person. His life has turned around, and it shows.”*

## SUCCESS STORY