



Virginia Department of
Behavioral Health &
Developmental Services



HB 1426 (Garrett)/SB 1221 (Barker) Alternative Transportation Workgroup

November 2017

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HB 1426 (Garrett)/SB 1221 (Barker)

1. § 1. The Commissioner of Behavioral Health and Developmental Services (the Commissioner) and the Director of Criminal Justice Services (the Director) shall, in conjunction with the relevant stakeholders, including the Virginia Association of Community Services Boards, the National Alliance on Mental Illness - Virginia, the Department of Medical Assistance Services, the Office of Emergency Medical Services, Mental Health America of Virginia, VOCAL, Inc., the Virginia Hospital and Healthcare Association, the Virginia Association of Health Plans, the Office of the Executive Secretary of the Supreme Court of Virginia, the Virginia Association of Chiefs of Police, the Virginia Sheriffs' Association, the Virginia Association of Regional Jails, and the University of Virginia Institute of Law, Psychiatry, and Public Policy, develop a model for the use of alternative transportation providers to provide safe and efficient transportation of individuals involved in the emergency custody or involuntary admission process as an alternative to transportation by law enforcement.

The model shall include criteria for the certification of alternative transportation providers, including the development of a training curriculum required to achieve such certification, and shall identify the appropriate agency responsible for providing such training and such certification. Further, the Commissioner and the Director shall identify any barriers to the use of alternative transportation in the Commonwealth and detail the costs associated with the implementation of such a model, along with the cost savings and benefits associated with the successful implementation of such a model.

The model shall be completed by October 1, 2017, and reported to the Joint Subcommittee to Study Mental Health Services in the Commonwealth in the 21st Century, the House Committee for Courts of Justice, and the Senate Committee for Courts of Justice. The report on such model shall also be submitted as provided in the procedures of the Division of Legislative Automated Systems for the processing of legislative documents and reports no later than the first day of the 2018 Regular Session of the General Assembly and shall be posted on the General Assembly's website.

HB 1426 (Garrett)/SB 1221 (Barker)

- Requires Commissioners of DBHDS and DCJS to “develop a model for the use of alternative transportation providers to provide safe and efficient transportation of individuals involved in the emergency custody or involuntary admission process as an alternative to transportation by law enforcement.”
- Requires model to be developed in conjunction with relevant stakeholders listed in legislation.
- Requires model to include criteria for alternative transportation providers including training and which agency should be responsible.
- Also requires group to look at barriers, cost, cost savings, and benefits.
- Due October 1, 2017

Workgroup Membership

Co-Chairs- Will Frank, DBHDS & Shannon Dion, DCJS

Department of Behavioral Health and Developmental Services (DBHDS)- Stacy Gill & Stephen Craver

Department of Criminal Justice Services (DCJS)- Teresa Gooch

Virginia Association of Community Services Boards (VACSB)- Jennifer Faison & Lisa Moore, Mt. Rogers CSB

National Alliance on Mental Illness (NAMI)- Stephany Melton

Department of Medical Assistance Services (DMAS)- Ali Faruk

Office of Emergency Medical Services (OEMS)- Michael Berg

Mental Health America Virginia (MHAV)- Anna Mendez

VOCAL- Daniel Barrows

Virginia Hospital & Healthcare Association (VHHA)- Jennifer Wicker

Virginia Association of Health Plans (VAHP)- Stephanie Lynch

Office of the Executive Secretary (OES), Magistrate Services- Mason Byrd & Jonathan Green

Virginia Association of Chiefs of Police (VACP)- Chief Tony Sullivan, Abingdon Police Department

Virginia Sheriffs Association (VSA)- Major Tom Woody & Captain Kenny Epling, Hanover Sherriff's Office

Virginia Association of Regional Jails (VARJ)- Superintendent Bobby Russell, Western Virginia Regional Jail

University of Virginia Institute for Law, Psychiatry, and Public Policy (ILPPP)- John Oliver

Organization

- Workgroup had 3 (3 hour) meetings
 - 1st meeting May 1, DBHDS Central Office
 - 2nd meeting May 30, DBHDS Central Office
 - 3rd meeting July 17, DBHDS Central Office
- Each meeting focused on specified goals required by legislation.
- Goal of workgroup is to develop a model of transportation that focuses on recovery and is a true alternative to law enforcement.

Meeting 1

- May 1, 2017, 1:00pm-4:00pm, DBHDS Central Office.
- Workgroup heard presentations from:
 - DBHDS on the Southwest Virginia (Mt. Rogers CSB) Pilot Program.
 - G4S Secure Solutions on their work in North Carolina.
- Workgroup also began discussions of general framework options for models.
 - Statewide single source RFP.
 - Statewide provider certification process.
 - Locally based contracting with provider and CSB, ED, Law Enforcement, etc.

Meeting 2

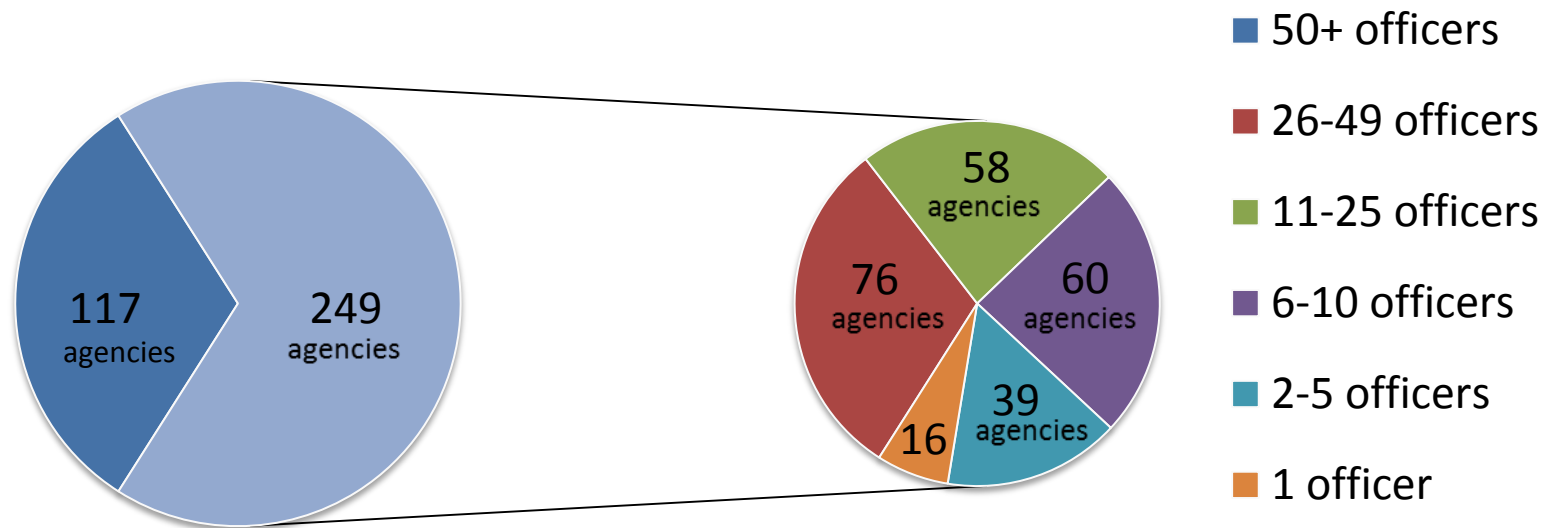
- May 30, 2017, 1:00pm-4:00pm, DBHDS Central Office.
- Workgroup continued discussion on framework.
- Workgroup discussed criteria for providing transport.
 - Focus was given to criteria used in Mt. Rogers Pilot.
- Workgroup also discussed agency to manage program.
 - Consideration was given to:
 - Department of Behavioral Health and Developmental Services
 - Department of Criminal Justice Services
 - Department of Health Office of Emergency Services
 - Department of Medical Assistance Services

Meeting 3

- July 17, 2017, 1:00pm-4:00pm, DBHDS Central Office.
- Workgroup discussed cost of suggested model.
- Workgroup also discussed possible cost savings of model.
- Workgroup finally discussed barriers to implementing model.

Considerations

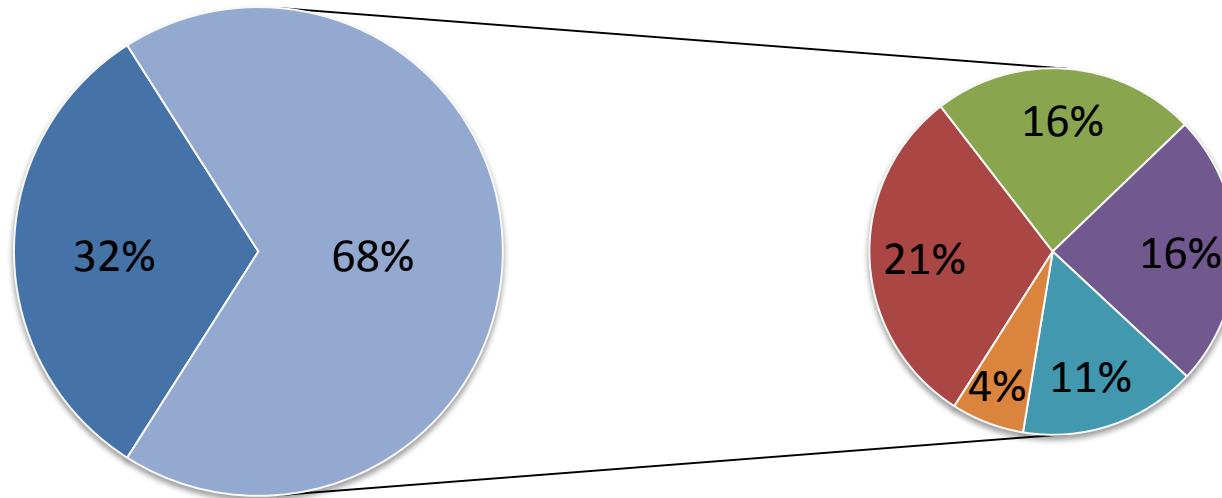
Law Enforcement Agency By Officers 366 Total Agencies (249 with less than 50 officers)



Considerations

Law Enforcement Agency By Officers 366 Total Agencies (249 with less than 50 officers)

- 50+ officers
- 26-49 officers
- 11-25 officers
- 6-10 officers
- 2-5 officers
- 1 officer



Recommendations

- That the Commonwealth establish a statewide alternative transportation system to provide transportation for individuals under a temporary detention order from a location to a facility ordered by a magistrate.
- This system should be safe, behavioral health recovery focused, relieve the stress on law enforcement, and reduce the stigma of mental illness and substance abuse.
- DBHDS will issue 5 regional Requests for Proposals (RFP) for providers that meet the required criteria.

Recommendations



General Assembly Allocates Funds to DBHDS for Staff and Program

DBHDS Regional Needs and Stakeholders Identified

DBHDS Oversees Transportation Program for TDOs

DBHDS Contracts with 5 Regional Providers

State/Local Quality Assurance Group Monitors Program

Recommendations

Criteria for Vehicles

- Virginia registration and state inspection
- Good working condition
- Cleaned for each use
- Meet VDOT commercial licensing requirements
- Driver controlled door locks
- Safety partitions (main cabin and trunk)
- Video recording systems
- Supply of disposable scrubs
- Bottled water
- Comfort items (blankets, etc.)
- Locked container for medications
- Heating and cooling
- Communication capabilities

Recommendations

Criteria for Drivers

- Maintain calm, compassionate and respectful manner
- Valid state driver's license; 5+ points
- Appropriate attire (not akin to law enforcement)
- Display ID w/name and company information
- Professional appearance
- Proficient in English
- Pass criminal background check (contractor to provide to DBHDS)
- Proof of insurance

Recommendations

Training Criteria for Drivers

- Introduction to mental health and population specific characteristics
- Trauma informed care and recovery based approaches
- Crisis intervention team
- De-escalation
- Human rights
- Custody protocols
- HIPAA and confidentiality

Recommendations

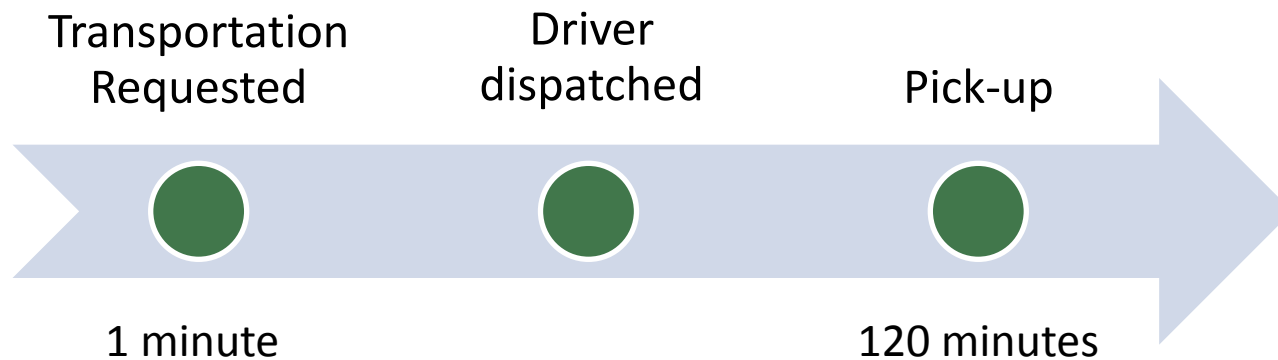
Operational Procedures

- Provider shall receive transportation request via a toll-free telephone number from the Community Services Board Evaluator.
- Requester supplies information, to be documented by provider:
 - *Name and organization of requestor*
 - *Name of person to be transported*
 - *Originating location of pick-up*
 - *Assigned, secondary location of drop-off*
 - *Receiving facility at drop-off*

Recommendations

Operational Procedures

- Upon receiving a transportation request, the provider shall dispatch a driver to originating location
- Response time for pick-up shall be within 120 minutes, 90% of time



Recommendations

Operational Procedures

- At originating location, driver will:
 - Make contact with requestor
 - Identify him/herself as driver
 - Verify information sent in request
 - Warmly greet individual to be transported
 - Secure personal effects in locked container in vehicle
 - Use most efficient route to final destination
 - Interact with individual at all times in courteous, respectful manner, consistent with principles of a recovery oriented, person-centered, and trauma informed system of care
 - Provide reasonable opportunities to use the restroom while providing supervision and monitoring
 - Ensure the safety of the individual

Recommendations

Operational Procedures

- At destination location, driver will:
 - Ensure a safe arrival of individual at the facility
 - Document the transportation with the signature of employee at receiving facility

Dispatch System

- 24-7 dispatch system structured to timely deploy transportation and to ensure the safe transportation of individuals

Recommendations

Workgroup Consensus Items

- DBHDS issue a Request for Information (RFI)
- Pilot program for juveniles
- Quality and review committee monitor implementation of model and continue identifying factors impacting alternative transportation in Commonwealth (ex: peer services, Medicaid and stakeholder involvement)
- Amend Va. Code § 37.2-810 so alternative transportation is primary form of transportation; law enforcement only to be used when no other availability or when safety is a concern

Recommendations

Workgroup Consensus Items

- Educational outreach to CSB evaluators and magistrates about the availability of and criteria for alternative transportation providers
- Advisory Panel on Mental Health Crisis Response and Emergency Services for the Joint Subcommittee Studying Mental Health Services in the Commonwealth in the 21st Century continue discussing funding for a statewide alternative transportation program and integration with Medicaid

RFI Responses (as of Sept. 1, 2017)

- **US Youth Transit Authority (Washington, D.C)**
 - Cost estimate: not provided
 - Provides secure transports for juveniles in Vermont & DC
 - Drivers trained in crisis de-escalation, human rights and patient confidentiality
 - Established 24-7 dispatch system
- **G4S Secure Solutions**
 - Cost estimate: \$4,837,300 for 5 regions
 - National security company, including Virginia
 - Provides North Carolina transportation services
 - Drivers and vehicles meet criteria
 - Established 24-7 dispatch system
- **Steadfast Investigations and Security**
 - Dispatch cost estimate: \$174,528 for 5 regions (\$2,908/region/month)
 - Transportation cost estimate: \$112,500 for 5 regions (1 driver available 24 hours in each region)
 - DBHDS' Mt. Rogers Pilot Program transportation provider

Potential Costs and Savings

- Using the Mt. Rogers Pilot model, DBHDS calculated an annual potential cost that includes:
 - Mileage
 - Labor
 - Staffing needs
- Estimated potential cost is \$10.2 million annually.
- Could phase program in one region at a time to minimize impact of cost.
- Cost savings could include less overtime needed for law enforcement but no significant savings expected.
- Incalculable savings could include law enforcement officers spending more time protecting community and individual having shorter recover due to experience.

Thank You

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