MEMORANDUM

Date: August 19, 2021

To: The Honorable Chair and Members
    Pima County Board of Supervisors

From: C.H. Huckelberry
    County Administrator

Re: Direct Selection of Naphcare for Provision of Healthcare Services in Pima County Detention Centers

On May 15, 2018 the Pima County Board of Supervisors approved a contract with Centurion Detention Health Services. The contract was awarded based on their response to request for proposal (RFP) BH-2018-01. The initial term of the contract was effective from July 1, 2018 through June 30, 2021 with the option for two one year extensions. Included in the required scope of service is Section 10.5 which requires that the Contractor provide medically indicated involuntary evaluation and treatment services pursuant to chapter 5 of A.R.S. Title 36. On June 22, 2021, Centurion provided the County with official notice that they would no longer provide these services thus constituting a material breach of their contract.

After a period of negotiation, Centurion and the County were not successful in reaching a satisfactory agreement thereby necessitating the use of the direct selection process for a new medical services vendor. I have directed the Department of Behavioral Health to limit the term of the new agreement to one year and to issue a RFP utilizing the standard procurement process within 6 months of September 15, 2021.

Pima County is mandated to provide medical and behavioral health services in its detention facilities. Accordingly, it is important that the County have confidence that its contracted medical service provider will meet or exceed not only the minimum service required by law but also the County’s expectations for care and vision for utilizing a person’s period of detention as an opportunity to positively impact their health and well-being.

The vendor identified for direct selection is Naphcare, an entity focused solely on correctional health care with more than 31 years of experience and successful track record of transitioning care on an expedited basis while maintaining National Commission on Correctional Health Care accreditation. The proposed contract with Naphcare preserves the visibility and accountability the County demands through the continued use of performance indicators, business and staffing requirements and the availability of financial consequences should the County’s expectations not be met.

This issue will be placed on the September 7, 2021 Board of Supervisors Agenda.

Attachment

c: Jan Lesher, Chief Deputy County Administrator
   Carmine DeBonis, Jr., Deputy County Administrator for Public Works
   Francisco Garcia, MD, MPH, Deputy County Administrator & Chief Medical Officer, Health and Community Services
   Paula Perrera, Director, Behavioral Health
MEMORANDUM

Date: August 17, 2021

To: C.H. Huckelberry, County Administrator

From: Paula Perrera, Behavioral Health Director

Re: Direct Selection of Naphcare for Provision of Healthcare Services in Pima County Detention Centers

Background

On May 15, 2018 the Pima County Board of Supervisors approved a contract with Centurion Detention Health Services, who was awarded a contract based on their response to RFP BH-2018-01. The initial term of the contract was effective from 7/1/2018 through 6/30/2021 with the option for two one year extensions. Included in the required scope of service is Section 10.5 which mandates that the Contractor provide medically indicated involuntary evaluation and treatment services pursuant to chapter 5 of A.R.S. Title 36. On June 22, 2021, Centurion provided County with official notice that they would no longer provide these services thus constituting a material breach of their contract.

Our community, like many other communities, struggles with how best to respond to that portion of the population whose behaviors resulting from mental illness also intersect with the justice system. Although our community has a strong crisis system in place that allows the vast majority of this population to be diverted from jail, for many people, due to the nature of their charges and other reasons, the jail is the only option. Given that a substantial portion of our jail population receives mental health services at the jail and many members of this group are on medications for a diagnosed mental disorder it is important that the jail be positioned in a manner to provide timely access to quality care. Unfortunately, not all those with mental illness are able to both understand the need for and accept treatment on a voluntary basis. To that end, Pima County has leveraged the civil involuntary commitment process (Title 36) to provide an avenue for treatment of detainees who are unable or unwilling to accept treatment on voluntary basis while also providing these individuals the same due process that members of the general public receive. This position is consistent with the County’s long-standing policy that individuals in our detention facilities should have the same or better access to quality care as they would outside detention.

After extensive negotiation it became clear that Centurion and the County could not come to a satisfactory agreement and on August 17, 2021 the County Administrator authorized the direct selection of a new medical services vendor pursuant to D29.6 for a one-year term with the understanding that the Department of Behavioral Health will go out for a RFP utilizing the standard procurement process within 6 months of September 15, 2021.

Discussion

Pima County is Constitutionally and statutorily mandated to provide medical and behavioral health services in its detention facilities. Accordingly, it is important that the County have confidence that its contracted medical service provider will meet or exceed not only the minimum service required by law but also the County’s expectations for care and vision for utilizing a person’s period of detention as an opportunity to positively impact their health and well-being.

Naphcare has more than 31 years of experience in correctional healthcare. Of note, is that Naphcare, is intimately familiar with County’s new Electronic Health Record (EHR), TechCare, which will lessen the learning curve in relation to documentation and reporting. Naphcare has a demonstrated commitment to providing the kind and level of care that meet County expectations and vision. Recently, Naphcare and the Hillsborough County Sheriff’s Office received the inaugural Pinnacle Award by the National Commission on Correctional Health Care for achieving three National
Commission on Correctional Health Care (NCCHC) accreditations for medical, mental health and opioid treatment programming. See NaphCare Partner Awarded NCCHC Pinnacle Award | NaphCare (attached). Currently the County’s detention centers are only accredited by the NCCHC for medical services although it is our goal to become accredited in all three areas.

Health care services are expensive no matter the circumstance and staffing shortages caused by COVID has only exacerbated the situation. From 2019 to 2021 there has been an 18.08% increase in the cost of delivering health care – particularly in RN and LPN level staffing. Naphcare’s proposed not to exceed contract amount of $17,808,680.76 is $507,715.32 more than Centurion’s most recent contract year. Further, the need to acquire quality health services on an emergent basis adds challenges and expenses that are not able to be amortized over a multiple year contract. Included in these expenses are costs related to: providing a staffing premium to attract competent personnel; start-up costs such as travel by corporate executives to the site and the provision of an interim corporate level leadership team to be on-site to transition care and personnel as well as implement new policies and procedures; and the acquisition of new IT equipment and infrastructure. The increase in contract value will be paid for from the Behavioral Health budget.

Naphcare’s service delivery model, including staffing, is designed to be more efficient through utilization of two 12 hour shifts rather than three 8 hour shifts, the support of STATCare a telehealth service that provides onsite clinicians with a team of Nurse Practitioners available 24/7 to assist with intake, and direct visibility, supervision and control by corporate staff through the EHR. These techniques allow for flexibility in on-site staffing while maintaining high quality care.

The proposed contract with Naphcare preserves the visibility and accountability the County demands through the continued use of performance indicators, business and staffing requirements and the availability of financial consequences should the County’s expectations not be met.

Conclusion

Although the County would have preferred selecting a vendor for such critical high-dollar value services through the traditional RFP procurement process, Naphcare has demonstrated the ability to meet or exceed the County’s needs and is able to transition care on an expedited basis. Accordingly, I recommend that the County approve the contract with Naphcare provided that Behavioral Health issue a RFP for medical services in Pima County’s Detention Centers within 6 months of September 15, 2021.

Concur: Francisco Garcia, Deputy Administrator & Chief Medical Officer

18 Aug 2021

PJP/ag

Attachment

Cc: Jan Lesher, Chief Deputy Administrator

C.H. Huckelberry, County Administrator

Re: Direct Selection of Naphcare for Provision of Healthcare Services in Pima County Detention Centers

August 17, 2021

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NaphCare Partner Hillsborough County Sheriff's Office Awarded First in the Nation NCCHC Pinnacle Award

May 19, 2021

First in the Nation

Team NaphCare at Hillsborough County

- Hillsborough County Sheriff's Office (HCSO) correctional facilities are the first in the nation to achieve three accreditations from the National Commission on Correctional Health Care (NCCHC)

- Falkenburg Road Jail and Orient Road Jail in Tampa, Fla., received NCCHC accreditations for jail health services, mental health services and opioid treatment programming
• NCCHC offers accreditation for health services in jails, prisons and juvenile confinement facilities, mental health services in correctional facilities and opioid treatment programs in correctional facilities based on the organization’s widely respected standards.

• Accreditation demonstrates compliance with NCCHC’s nationally recognized criteria for excellence in correctional health care.

Birmingham, Ala., Tampa, Fla. - In partnership with NaphCare Inc., the Hillsborough County Sheriff’s Office (HCSO) was awarded the inaugural Pinnacle Award by the National Commission on Correctional Health Care for achieving three NCCHC accreditations, a demonstration of their commitment to quality correctional health care.

The Falkenburg Road Jail and Orient Road Jail in Tampa, Florida, are the first correctional facilities in the nation to earn NCCHC accreditation for jail health services, mental health services and opioid treatment programming. NCCHC accreditation signals achievement of compliance with the highest nationally accepted standards of care across each category.

"When I stepped into my role as Hillsborough County Sheriff, I knew that as a law enforcement agency, we could not arrest our way out of problems like drug addiction and mental health issues in our community," said Sheriff Chad Chronister. "We had to take a holistic approach in order to reduce recidivism, which is why we began offering and expanding our options for substance abuse treatment, mental health counseling, vocational training and connecting inmates with resources that will help get their lives back on the right path upon release. We are grateful for our partnership with NaphCare, whose medical staff helps make these services possible, and we are humbled by NCCHC recognizing our continued efforts."

Both jails underwent rigorous assessments by surveyors from NCCHC, the nation’s leading authority on correctional health care, in November 2020 to assess compliance with NCCHC standards across the three areas of accreditation. Upon passing the survey requirements, the Falkenburg Road Jail and Orient Road Jail each received renewed accreditation in January 2021 for health services in jails. This is the first time either facility has received accreditation for mental health services and opioid treatment programming, in January 2021 and March 2021, respectively.

"This prestigious Pinnacle Award is the highest honor in correctional health care, signaling the Hillsborough County Sheriff’s Office’s commitment to excellence. By achieving multiple accreditations, HCSO stands at the forefront of correctional health care," said Jim Martin, MPSA, CCHP, Vice President, Program Development, NCCHC. "From now on and moving forward, HCSO will be a model for other sheriffs to follow. Let this be a challenge to our
nation’s sheriffs to not only meet the basics of constitutional correctional health care, but to go well beyond the basics.”

HCSO and NaphCare have partnered to launch multiple innovative programs aimed at addressing the mental health and substance use epidemics impacting America’s jails. Specialized programs such as Medication Assisted Treatment (MAT), a Mental Health Stabilization Unit and the Veterans Resurgence Program are designed to prepare incarcerated individuals for a safe and healthy return to their communities, which in turn reduces recidivism rates.

“We’re proud of our NaphCare team for working diligently with the Hillsborough County Sheriff’s Office to achieve this unprecedented award in the midst of a global pandemic,” said Brad McLane, NaphCare CEO. “The Hillsborough County Sheriff’s Office exemplifies a culture of excellence, beginning with the leadership of Sheriff Chronister and extending through each and every member of his team. We’re excited for the future of our partnership in launching new programs to support mental health crisis intervention, alternatives to incarceration and successful community partnerships.”

About NaphCare, Inc.

NaphCare, Inc., partners with local, state and federal government agencies nationwide to provide innovative healthcare, technology and administrative solutions for the correctional and justice systems. The company’s industry-leading approach to correctional healthcare includes designing and implementing evidence-based clinical programs to address the specific challenges of the corrections environment. Above all, NaphCare aims to make a positive impact in the communities they serve. NaphCare is headquartered in Birmingham, Alabama. Additional information can be found on the company’s website: www.naphcare.com.

About National Commission on Correctional Health Care (NCCHC)

The mission of the National Commission on Correctional Health Care, a nonprofit 501(c)(3) organization, is to improve the quality of health care in jails, prisons, and juvenile confinement facilities. NCCHC establishes standards for health services in correctional facilities, operates a voluntary accreditation program for institutions that meet those standards, produces and disseminates resource publications, conducts educational conferences, and offers a certification program for correctional health professionals. NCCHC is supported by the major national organizations representing the fields of health, mental health, law, and corrections. Each of those organizations has named a liaison to the NCCHC
board of representatives to create a robust, multidisciplinary governing structure that reflects the complexities of correctional health care.

NCCHC Pinnacle Award Presentation to HCSO and Naphca...