



Special Town Council Meeting
November 2024 Work Session
November 19, 2024 | 3:00 PM
Apex Town Hall | 73 Hunter Street, Apex, NC
3rd Floor Training Rooms A and B

- 1. Informal Apex Police Chief Candidate Introductions – Candidate A and B**
- 2. Call to Order | Pledge of Allegiance [3:30 PM]**
Mayor, Jacques K. Gilbert
- 3. Apex Police Department Updates**
Trevor Materasso, Interim Police Chief, Apex Police Department
 - a. CART/Wake Med Program**
- 4. Apex Fire Department Updates**
Timothy Herman, Fire Chief, Apex Fire Department
 - a. Station 1 Building Update**
 - b. Station 3 Building Update**
 - c. Administration Building Update**
- 5. Informal Apex Police Chief Candidate Introductions – Candidate C and D**
- 6. Adjournment**

ANNOUNCEMENTS

Members of the public can access and view the meeting on the Town's YouTube Channel <https://www.youtube.com/c/TownofApexGov> or attend in-person.

Accommodation Statement: Anyone needing special accommodations to attend this meeting and/or if this information is needed in an alternative format, please contact the Town Clerk's Office. The Town Clerk is located at 73 Hunter Street in Apex Town Hall on the 2nd Floor, (email) allen.coleman@apexnc.org or (phone) 919-249-1260.

Proposal for An
Innovative Partnership
Befitting the Community



APEX
NORTH CAROLINA



WakeMed Behavioral Health Clinically Integrated Network of Care:

An Innovative, First-Of-Its-Kind Program in North Carolina Providing Rapid Access & Referrals for Individuals Requiring Behavioral Health Care

WAKEMED BEHAVIORAL HEALTH NETWORK



“One thing that law enforcement and emergency care have in common is that in our society where we have disinvested in so many systems and structures of care ...

... the challenges, particularly that vulnerable people face, often end up in the hands of law enforcement or in the emergency room, or both.” ¹

— LDI Fellow Elinore Kaufman, MD, MSHP

A UNIQUE OPPORTUNITY

Public Safety Partnership with WakeMed Behavioral Health Network

The Town of Apex (TOA) Strategic Plan includes the following initiatives:



A Welcoming Community – Expanding the reach of behavioral health response by TOA public safety



High Performing Government – Creating beneficial public-private partnerships

The Police Department's CART program – *also supporting the Apex Fire Department and Wake County EMS* – in partnership with WakeMed Behavioral Health Network (WMBHN) is a pilot program that leverages an WakeMed's accountable behavioral health network and referral platform.

This TOA - WakeMed partnership will be an innovative, first of its kind program in North Carolina and the United States and can scale to include additional cities.

THE CHALLENGE

The Need for Timely Access, Improved Referrals, and Follow-through

Many patients have difficulty accessing quality behavioral healthcare on a timely basis, and yet these same individuals are those with many times the most urgent need. This is particularly true of patients who are in crisis such as those served by Public Safety and CART Program. The volume of behavioral health-related calls is growing year over year.

A collaboration between the WakeMed Behavioral Health Network and Town of Apex Public Safety addresses the following identified needs:

- CART staff are often challenged with identifying and obtaining timely access to behavioral resources for the patients they assess when in the field and spend significant man-hours in researching referrals.
- Once resources have been identified and a referral is made, very often CART staff have no resources to follow the referral to confirm whether the individual has been accepted for treatment and if the patient attended the appointment, and the outcome of the treatment.

THE SOLUTION

The WakeMed Behavioral Health Clinically Integrated Network of Care

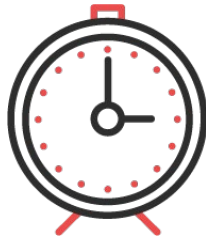
- ✓ Access to WakeMed Behavioral Health Network of over 45 behavioral health organizations covering most of the state of North Carolina.
- ✓ All participating organizations are held accountable to key performance metrics focused on referral response time, timely patient access to appointments, and follow up communication.
- ✓ Access to the WakeMed Behavioral Health Network's '*CareMatch*' Referral & Care Management Platform, including set up, initial and ongoing training.
- ✓ WakeMed Behavioral Health Network management support to provide oversight and support to CART team members & referrals.
- ✓ Oversight on performance management of the provider network including providing data reports and performance analytics on referrals.
- ✓ Executive management of the provider Network, reporting and administration.

RAPID RESPONSE, TIMELY ACCESS, CAREMATCHED REFERRALS

The WakeMed Behavioral Health Clinically Integrated Network of Care is a curated network of community-based provider organizations with expertise in serving patients with behavioral health disorders optimized to meet the community's needs for timely access to care.



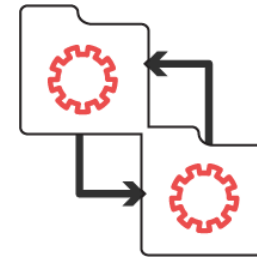
**Rapid access –
via telehealth and
face-to-face**



**Timely access to
services**



**Ease of referrals
with a centralized
and managed
referral system**



**Care-matching logic
ensures members
are referred to the
right service the
first time**



**Ongoing, data-
driven performance
and quality
management of all
service delivery**

The WakeMed Behavioral Health Network

A high-performance, multidisciplinary network of inpatient, outpatient, and community-benefit organizations creates a circle of support around each care transition.

By making behavioral health and social determinant screening standardized and routine, patients are receiving swift access to the care they need.



Over 45

Networked organizations throughout North Carolina providing care and expedited referrals for our patients.

2,500+

Clinicians within our network are currently providing outpatient behavioral health care within our community.

1,200+

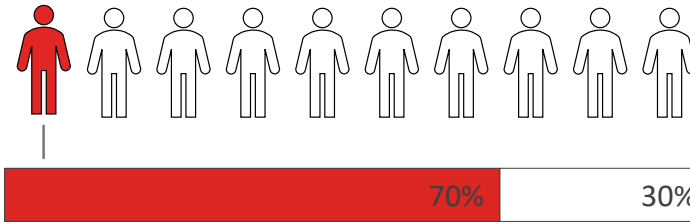
Inpatient beds are available within our network ready to provide services, improve access, and improve timeliness for care.



WakeMed Network Value Proposition

Operating since 2018, the WakeMed Network is an accountable, clinically integrated behavioral health network that provides accelerated access to care for crisis responders, ensures better referrals, and optimizes the communities' assets for the good of its residents.

Our Rationale



10% of the patient population uses 70% of all health care resources – **and half of those patients have a behavioral health disorder.**

Our Solution

A whole-person approach to serving those consumers speeds access, improves health status, and reduces unnecessary use of high-cost services.

16-17%

Reduction in total cost of care* when patients engage in at least one behavioral health appointment post onset/crisis.

88%

Of all patients screened at initial encounter for Social Determinants of Health factors impacting health and care plan.



Average Network provider CQM score of 4.55 out of 5.

WakeMed Network Performance & Outcomes

The WakeMed Behavioral Health Clinically Integrated Network of Care is uniquely positioned to support both payers and providers with industry-leading results.

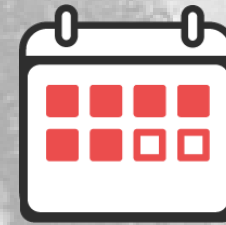


Average Network provider CQM score of 4.55 out of 5.



2 hours

Or less from referral request to acceptance of referral by provider on average.



4 days

Averaging 3.9 days or less from referral to initial mental health outpatient service on average for non-urgent care.



Direct Appts

Many of WakeMed's network providers offer direct appointment access.



4.2%

Referral declination rate for both inpatient and outpatient referrals on average.

76.4%

Decrease in avoidable hospital days due to delays in accessing mental healthcare.

56.1%

Decrease in the average length of stay when hospitalized.

26.8%

Reduction in hospital readmission rates related to mental health issues.

89%

Of all patients screened at initial encounter for Social Determinants of Health factors impacting health and care plan.

WakeMed 

THE CORE ELEMENTS OF

The WakeMed Behavioral Health Clinically Integrated Network of Care



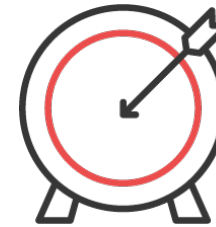
A Data-informed, Accountable, Curated Network of Community Organizations

Combining the services of community behavioral health and social service provider organizations to meet employee's needs



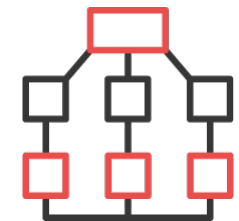
A Consumer-Facing Technology-Driven Referral Platform

Providing patients with a one-stop, single-source referral platform to find qualified and appropriate services within the community



A Focus on Improving the Performance of Community Providers

Improving performance by creating accountability of provider organizations through use of leading quality indicators and standardized performance measures



Collaboration Through Shared Governance

Coordinating efforts through transparent decision-making processes that reflect the shared interest and shared responsibility of all participating provider organizations and funders

A Full Continuum of Behavioral Care

IN PARTNERSHIP WITH PRIMARY CARE



SERVICE	ADULT	CHILD & ADOLESCENT
Assertive Community Treatment (ACT)	■	
Child & Adolescent Day Treatment		■
Clinical Assessments	■	■
Couples Therapy	■	
Dialectical Behavioral Therapy	■	
Domestic Violence Counseling	■	
Family Centered Treatment	■	■
Family Therapy		■
Group Therapy	■	■
In-Home Therapy Services		■
Intensive I-Home/Multisystemic Therapy		■
Intensive Outpatient Services	■	■
Marriage Counseling	■	
Medication Assisted Treatment (MAT)	■	■
Medication Management	■	■
Non-Hospital Detox	■	

SERVICE	ADULT	CHILD & ADOLESCENT
Opioid Treatment Program	■	■
Opioidmed Care	■	
Outpatient Plus	■	
Partial Hospitalization	■	■
Peer Support	■	
Private Duty Nursing	■	■
Psychiatric Evaluations	■	■
Psychoeducation	■	■
Psychological Assessments	■	■
Psychosocial Rehab	■	
Residential Options	■	
School-Based Therapy		■
Substance Abuse Counseling & IOP	■	■
Transitional Care	■	
Trauma Informed Care	■	■

THE REIMBURSEMENT MODEL

Access to the WakeMed BH Network “CareMatch” Referral Platform:

- ✓ Provide on-going training resources to CART Case Managers on how to utilize the WMBHN CareMatch platform.
- ✓ License and Subscription for all identified CART staff requiring access.
- ✓ Access to WMBHN CareMatch platform, to include clinical matching logic algorithm, secure direct messaging feature to allow seamless communication with accepting Provider’s care management staff and complete line-of-sight on all referrals and their real-time status to all WMBHN Network for Advancing Behavioral Health providers (“NABH”).
- ✓ Provide live access to key performance metrics dashboard.
- ✓ Provide technical support and on-going maintenance.

Cost for CareMatch Access \$15,000

THE REIMBURSEMENT MODEL, Continued

Management Services for CART Referrals

- ✓ WMBHN will build a solution around Town of Apex Public Safety to meet the needs of the community.
- ✓ WMBHN management to provide oversight to network referrals, providing communication and support between NABH providers CART clinicians.
- ✓ Organize and lead bi-weekly progress calls with key stakeholders, review of key performance indicators (e.g. referral response time, time from referral to first service appointment, and other agreed upon key performance indicators).
- ✓ Provide monthly outcome reports for review; Quarterly check-ins with Apex leadership.
- ✓ Instituting the WMBHN Quality Program.
- ✓ Provide on-going management for the provider network, reporting and administration.

Cost for Management Services \$35,000

THE REIMBURSEMENT MODEL, Continued

Referral Cost Matrix

Monthly Referral Fee

Based on the number of patient referrals per month

Number of Referrals	Cost Per Month	Cost Per Year
0 - 20	\$625.00	\$7,500
21 – 40	\$833.33	\$10,000
41 – 60	\$1,041.33	\$12,500
61 – 80	\$1,250.00	\$15,000
81 – 100	\$1,458.33	\$17,500
101 – plus	\$1,666.33	\$20,000

Thank You

Thomas W. Klatt
Executive Director, WakeMed Behavioral Health Network

WakeMed Health & Hospitals
3000 New Bern Avenue
Raleigh, NC 27610
P 919-350-5906 C 804-938-2996

tklatt@wakemed.org
www.wakemed.org



Apex Fire Department

Station 1, 3, and Administration Building Updates

February 2024 Council Work Session Recap

- Remodel Fire Station 3 to accommodate the crew and equipment from Fire Station 1, combining the 2 stations.



February 2024 Council Work Session Recap

- Build Fire Administration with educational space downtown on 1/2 of the current station 1 property, maintaining and enhancing the AFD “presence” in downtown.



**public private partnership (PPP)*

At the same work session...

Affordable housing option was presented

Apex Fire station #3

Important Unanswered Questions

- Site access from Hunter St.?
- LIHTC road design guidelines?
- Fire department needs?
- Environmental hazards?
- Potential costs?
- Other unknowns?



A water tower option was presented

Tank Site Evaluation

- Existing Water Availability
- Stormwater Infrastructure Availability
- FAA/FCC Requirements
- Tank Height
- Site Work
- Screening
- Setback/Height Restrictions
- Land Purchase Price
- Anticipated Adjacent Property Concerns



Fast-forward 9 months...where are we now and what has changed?

- Affordable housing is not recommended on this site.
- A water tower is not recommended on this site.
- Creech & Associates, PLLC completes a town-wide space needs study, outlining space needs for all town departments to include fire stations and fire administration.
- At the Feb. 2024 Council Work Session, Council suggests to explore options to address space needs during any upcoming projects.

A hand holds a magnifying glass over a landscape. The magnifying glass focuses on a specific area of the landscape, which appears to be a body of water or a wetland area with some vegetation. The text "Does this change the Vision?" is overlaid on the magnified area in a green, serif font. The background is a blurred landscape with mountains and a body of water under a clear sky.

Does this
change the
Vision?

736 Hunter St, back to an open canvas!



“Enhancing the Vision”

- Addressing the space needs for multiple departments.
- Increasing the marketability of the downtown property with more available square feet.
- Keeping the AFD presence in our downtown!

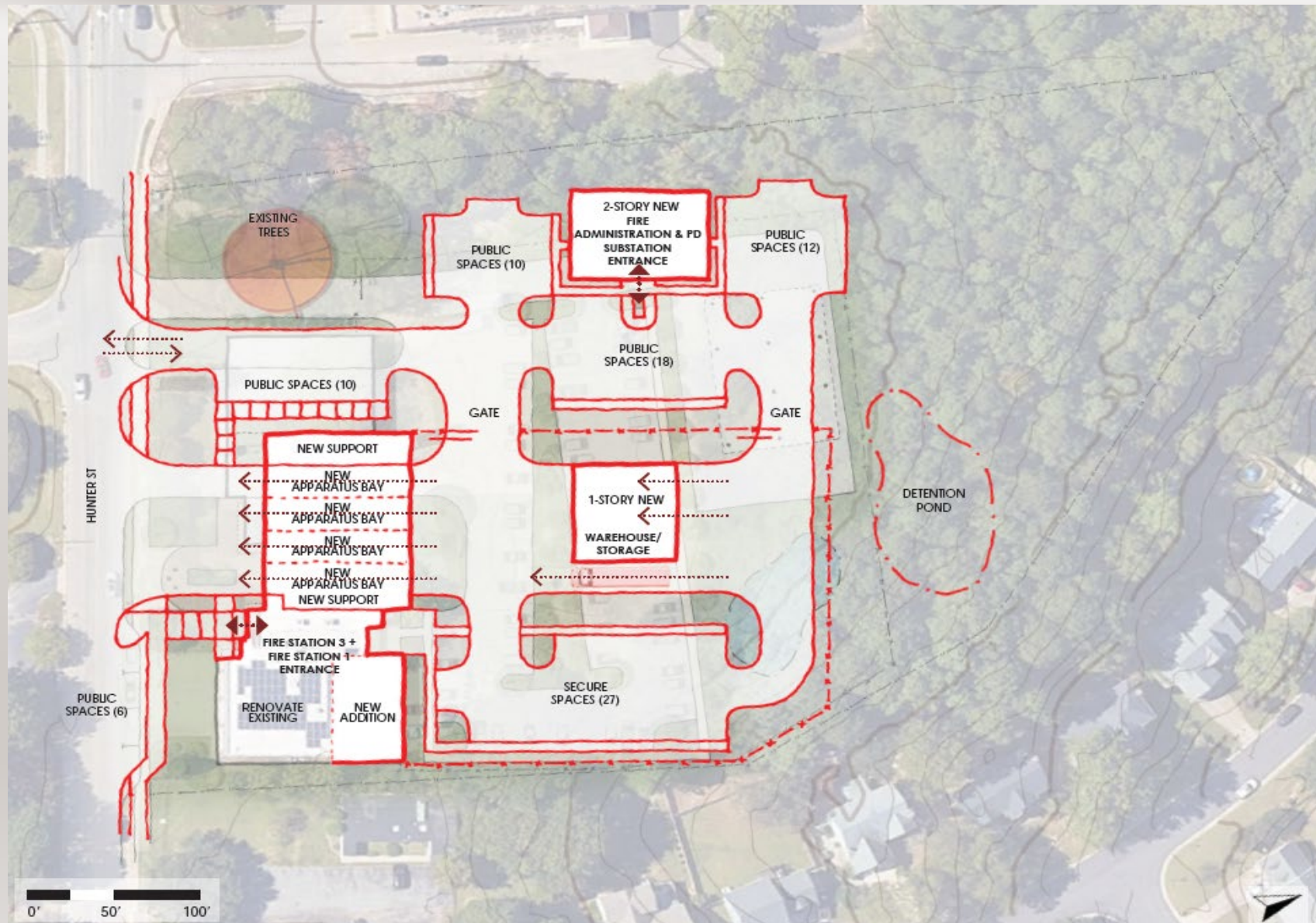
Hunter Street Master Plan

Phase 1 (Station 3 remodel/addition), underway!



Hunter Street Master Plan

Addressing space needs for FD and others!



Public/Private/Partnership (Downtown)



Public/Private/Partnership Discussion

Approved Apex Downtown Master Plan:

- Top Project #6 “Re-envision Fire Station as a civic and mixed use development”.
- Key Goal # 8 “Honor the History of Downtown – Reimagined Fire Station on Salem Street”.

Public/Private/Partnership Discussion

Potential uses for the space:

- AFD Interactive learning center/museum (includes the “Hunter” antique fire truck)
- Retail and restaurants
- Open concept space for community events
- Professional offices
- Maker space/incubator (light manufacturing)
- Rooftop gathering space

Action steps/Timelines

Station 3

- Q4 2024 – selected Davis Kane to design the Station 3 remodel/addition (process started).
- Q3 2025 – Start construction at station 3 (12-14 months).
- Q4 2026 – Station 3 completed, Station 1 closed.

Downtown (PPP)

- Q1 2025 – Feasibility Study of 210 Salem St.
- Q3 2025 – Request for Proposals.
- Q1 2026 – Start design/planning/permits.
- Q1 2027 – Start construction.

Action steps/Timelines

Fire Administration Building

- Q3 2025 – design/planning/permits.
- Q3 2026 – start construction on Hunter St.
- Q1 2027 – Fire Administration building completed.

Thank you, Questions?

