

COOPERATIVE ENDEAVOR AGREEMENT BY AND BETWEEN
ST. TAMMANY PARISH GOVERNMENT AND
THE VOLUNTEERS OF AMERICA OF
GREATER NEW ORLEANS, INC.
(Crisis Response Program)

This Cooperative Endeavor Agreement (“Agreement”) is made and entered into on the dates set forth herein below pursuant to the 1974 Louisiana Constitution Article VII Section 14(C) wherein governmental entities are empowered to enter into Cooperative Endeavor Agreements and further by St. Tammany Parish Home Rule Charter sections 1-04, 3-01 and 3-09 by and among the following parties:

ST. TAMMANY PARISH GOVERNMENT, a political subdivision of the State of Louisiana, whose mailing address is P.O. Box 628, Covington, Louisiana 70434, herein appearing by and through Patricia P. Brister, Parish President, duly authorized (hereinafter referred to as “Parish”); and

VOLUNTEERS OF AMERICA OF GREATER NEW ORLEANS, INC., a Louisiana non-profit corporation whose northshore office mailing address is 823 Carroll Street, Suite B, Mandeville, LA 70448, herein represented by its President/CEO, James M. Leblanc (hereinafter referred to as (“VOA”)).

WHEREAS, the Parish has experienced a steady and alarming spike in suicides. To reduce the incidents of suicide and ensure better safety for all, VOA seeks to develop an effective working partnership between the first responders and the mental health system; and

WHEREAS, if first responders believe the person attempting suicide could potentially be harmful to himself or herself or others, they generally will transfer the person to a local emergency room for evaluation and disposition; and

WHEREAS, the VOA has been "touching lives, building community" since the 1890s and works in innovative ways to help people with mental illnesses and emotional disturbances function as well as possible and enjoy a high quality of life. VOA, recognizing the increase of mental health issues in St. Tammany Parish, seeks to provide a Crisis Response Program to optimize the collaboration between first responders and the mental health system to improve the care of persons in crisis. VOA Case Managers will be available to assess and intervene in reports of mental crises coming through the 911 system or other referral sources, as detailed herein; and

WHEREAS, in the event law enforcement and/or other first responders respond to a behavioral health crisis call and desire follow up assistance of a mental health

professional, said first responder(s) will provide background information concerning said call to trained VOA answering center (Stericycle) staff for further processing by one or more licensed VOA Case Management personnel. Thereafter, said Case Management personnel will provide phone-based crisis counseling as indicated by the referral source by the conclusion of the next business day in order to determine the mental health status of the individual and make a recommendation for further case management services for such individual, if any, as may be required under the circumstances. In cases where the call center is contacted during normal business hours the information will be forwarded to VOA the same day for processing as soon as possible. This would allow for an intervention, counseling and family consultation for the individual in order to decrease the risk of suicide or repeat suicide attempts and reduce the influx of persons with mental illness in the emergency room; and

WHEREAS, in an event where an individual is taken to the emergency room, after normal business hours, ER Staff may, if requested will provide background information concerning said person to trained VOA answering center (Stericycle) staff for further processing by one or more licensed VOA Case Management personnel. This will help connect the individual with community resources the next business day in an attempt to divert individuals from psychiatric hospitalization. In cases where the call center is contacted during normal business hours the information will be forwarded to VOA the same day for processing as soon as possible. As necessary, the Case Management personnel will make several post-hospital stay telephone calls and visits in order to determine the individual's mental state and the need for further treatment. The Case Management personnel will also conduct a mental health assessment of the individual, determine whether the individual will need counseling, therapy or institutionalization, assist in coordinating the individual's care and facilitate referral to appropriate outpatient resources. This particular service will address the lack of coordination of mental health care services that have caused numerous mental health patients to fall through the cracks in the current system; and

WHEREAS, St. Tammany Parish has enacted a Public Health Tax. Funding several initiatives under suicide prevention falls squarely with the Public Health Tax Proposition. In order to address the lack of mental health resources for suicide risk in the Parish, the St. Tammany Parish Public Health Tax will be used to fund the VOA Crisis Response Program as made the subject of this Agreement. The Crisis Response Program will provide a stronger collaboration of skilled mental health professionals and first responders working together to better serve our community. Therefore, the Parish seeks to provide funding to VOA for providing assertive intervention services to reduce the number of suicides and suicide attempts; and

NOW, THEREFORE, in consideration of the mutual benefits and covenants contained in this Agreement, the Parties agree and bind their respective offices as follows:

1. **PUBLIC PURPOSE.** The parties to this Agreement acknowledge and agree that the public purpose of this Agreement is for the reduction in suicides and

suicide attempts and other behavioral health crises in St. Tammany Parish, which will benefit the health, safety and welfare of residents of St. Tammany Parish. The parties have determined that (a) the expenditure of public funds pursuant to this Agreement is for a public purpose that comports with a governmental purpose that Parish may pursue; (b) the expenditure, taken as a whole, is not gratuitous; and (c) Parish has a reasonable expectation of receiving at least equivalent value in exchange for the expenditure.

2. OBLIGATIONS OF VOA

2.1 VOA agrees to implement the Crisis Response Program discussed herein. VOA agrees to act as the director of the above-referenced program. The administration and supervision of said program will be provided by employees of VOA. The "Project Director" will be a licensed mental health professional (LPC or LCSW). Administrative and clinical oversight will be provided by a Licensed Clinical Social Worker. VOA Case Managers and staff (also hereinafter "Case Management Personnel") will provide support and administrative services for individuals and their families. For each crisis call, a VOA Case Manager will follow up with families to ensure referrals are expedited and links to any necessary services are confirmed.

2.2 Crisis Response calls received from hospital personnel, law enforcement personnel and other first responders and/or referral sources noted in **Section 2.3** of this Agreement will be handled by trained VOA answering center (Stericycle) staff, who will obtain detailed contact and behavior health crisis information from said referral source(s) and forward said contact and incident information to a licensed VOA Case Management Personnel for further processing during normal business hours.

2.3 A Crisis Response call will be triggered whenever the 911 system, St. Tammany Parish Government, St. Tammany Parish Coroner's Office, mental health professionals with St Tammany Parish School System, FPHSA Lurline BH clinic, hospital personnel or other referral source (also referenced collectively herein as the "referral source(s)") call the VOA answering center (Stericycle) staff to report a mental health crisis. Thereafter, one or more VOA Case Management Personnel will provide necessary intervention, information counseling, support and referrals to individuals and families needing assistance to facilitate recovery. Individuals and families will be assessed to determine service needs, such as crisis counseling, case management and referral, and education and support.

2.4 All VOA Case Managers will be licensed mental health professionals who shall be available during normal business hours to assess and intervene in reports of mental health crises coming in through one or more referral source(s). VOA Case Managers will arrange, coordinate, monitor, evaluate and advocate for a package of multiple services to meet the specific individual

and the individual family's needs, including referrals to appropriate outpatient mental health programs.

2.5 Program Implementation:

- 2.5.1** VOA contracts with Stericycle, an answering service with staff trained to operate VOA's 24/7 CRP Crisis Line number. When law enforcement receives a 911 call and/or recognizes a behavioral health crisis, if needed they will call the Crisis Line number. Upon receipt of such a call, VOA answering center (Stericycle) staff will obtain detailed contact and behavior health crisis information from all necessary sources and forward said contact and incident information to a licensed VOA Case Manager for further processing.
- 2.5.2** Upon receipt of a behavioral health crisis call, and if and as necessary, VOA, in its discretion, may dispatch a Case Manager to the scene of said call to provide assistance and guidance to an individual and family, and/or a subject referral source(s).
- 2.5.3** VOA Case Management Personnel shall call all referred individuals by the conclusion of the business day following the day on which the behavioral health crisis call was received by the VOA answering center (Stericycle), or the following business day, to provide necessary initial Case Management services. Such services shall include all necessary assistance and support services, as well as any appropriate referrals.
- 2.5.4** For any qualifying individuals that desire to participate in follow-up services, VOA Case Management Personnel will implement follow-up case management services as described in **Section 2.5.5** of this Agreement, and will remain in contact with family and related personnel and provide support services as may be necessary.
- 2.5.5** Follow-up/after care will be provided to interested individuals experiencing behavioral health crises who are residents of St. Tammany Parish and are not covered by any insurance plan for the services provided in this Agreement. VOA Case Management Personnel will conduct a risk assessment, develop an appropriate plan of care, and help develop a family stabilization plan – if indicated. Case Management Personnel will provide mental health supports to help sustain individuals in crisis during the search for appropriate and available resources and will include information, counseling, case management, education, support and service linkage. These follow-up services will provide the support necessary for individuals to cope with or work through their current crisis rather than return to the hospital.

- 2.5.6** The VOA Case Management Personnel will work with families when possible to develop a family stabilization plan that will outline recovery and steps necessary to achieve goals. A family stabilization plan should provide assistance for no longer than two (2) months or an average not to exceed ten (10) hours per funding year, and will be broken down into achievable and manageable goals. VOA will notify the Parish's program manager via email of any client who individually will exceed ten (10) hours of case management with a justification for the services prior to billing for those hours. VOA shall retain a record of the message and a read receipt.
- 2.5.7** The plan will be strengths-based, modified and updated as goals are achieved and will continually guide families toward self-sufficiency.
- 2.5.8** Ongoing monitoring of progress will determine length of case management services.
- 2.5.9** Individuals needing mental health treatment may be referred to a federally qualified health center or other appropriate mental health provider in St. Tammany Parish.
- 2.6** Documentation to be maintained by VOA is to include, but, not be limited to:
- 2.6.1** A "Client Reporting Form" with a list of client confidential identification numbers who received services for that month and a "Monthly Deliverable Report" (see attached Exhibits "A" and "B"). VOA will keep a master list of clients and maintain same for internal tracking of demographics and trends.
- 2.6.2** A written assessment, which will be used to assist VOA Case Managers in determining needs, resources available, and stability of family.
- 2.6.3** A family stabilization plan for families needing long term guidance.
- 2.7** Outcomes for each client to be used to track the program effectiveness, specifically reduction in near-term repeat episodes, suicide attempts and completions. Deliverables to be reported include: number of crisis calls received; number of insured; number of clients VOA has billed for; number of uninsured clients; number of clients approved by Medicaid or other insurance; source of calls (911 or other); response to call by VOA Case Manager: on site, meet at ER, handle on phone, other; what services were provided (e.g. assessment, meet with family, meet with client, consult with physician in ER, meet with social worker in ER, etc.); follow-up info: discharge disposition; how many clients are referred to case management from crisis calls; has the

person been seen before and quantify how many times they have been seen by VOA Case Management Personnel.

2.8 Satisfactory performance under this Agreement shall be measured by:

2.8.1 Individuals in need of mental health care will be offered initial crisis management and/or case management services within one (1) business day of first notification to VOA staff if the client is appropriate for the Crisis Response Program and VOA has been involved by the ER, law enforcement personnel and/or other first responder(s) being documented in each client's file.

2.8.2 Early intervention and follow up will reduce the necessity for additional emergency services.

2.8.3 VOA will facilitate family involvement as indicated.

2.8.4 Case Management/Crisis counseling may eliminate the need for more intensive mental health treatment.

2.9 All individuals rendering services under this Agreement shall have the training and education appropriate for the services they provide and be licensed accordingly. Copies of each individual's current licenses/credentials will be provided to Parish's Department of Health and Human Services upon request.

2.10 Beneficiary/Statistical Data for Reporting. VOA shall provide reporting on a monthly basis as support documentation for payment. VOA shall provide information monthly, using the forms attached hereto as Exhibits "A" and "B".

2.11 Funding Disclosure. VOA shall report any other funding sources applicable to the obligations of this Agreement to Parish as soon as such funding is secured.

2.12 VOA agrees to indemnify and hold harmless the Parish, its officers, directors, employees, agents, contractors, vendors and all others, of and from any and all claims that may be made or asserted by anyone which arise out of or are in any way related to either party's performance herein, whether such claims are made by way of indemnity, contribution, subrogation or otherwise.

2.13 While in the performance of services or carrying out obligations herein, the VOA shall be acting in the capacity of an independent contractor and not

as an employee of the Parish. The Parish shall not be obliged to any person, firm or corporation for any obligations of the VOA arising from the performance of its services under this Agreement. The VOA shall not be authorized to represent the Parish with respect to services being performed, dealings with other agencies, and administration of specifically related contracts, unless done so in writing by the Parish.

2.14 VOA shall carry in full force and effect at all times during the Term (as defined below) of this Agreement insurance coverages in sufficient limits and levels necessary to protect it, its agents, directors, officers, employees, volunteers, its contractors and/or subcontractors, as well as St. Tammany Parish Government, its elected and appointed officials, directors, officers, agents, servants, attorneys, employees, volunteers, together with their agents, representatives, assigns, insurers and reinsurers, and all other interested third parties, from any and all claims for bodily injury, death or property damage as well as from claims under the workers' compensation acts.

2.14.1.1 The insurance coverages shall be underwritten by insurance companies with an A.M. Best rating of no less than A-, Category VII and shall be authorized to do business in the State of Louisiana, and should include, but may not be limited to: Commercial General Liability, Professional Liability, Medical Malpractice Liability, Business Automobile Liability, Environmental/ Pollution Liability (when applicable), Workers' Compensation/ Employers Liability, and an Excess or Umbrella Policy that follows form for all liability coverages. St. Tammany Parish Government reserves the right to review and approve all insurance coverages.

2.14.1.2 VOA shall have St. Tammany Parish Government named as an additional insured on the liability insurance policies and the policies shall be endorsed to provide a waiver of subrogation in favor of St. Tammany Parish Government. The insurances affected by this agreement shall be written on a primary and non-contributory basis. All insurance policies shall provide that insurance shall not be canceled without thirty (30) days prior notice of cancellation given to the Parish, in writing. VOA shall present evidence of said insurance coverages to the Parish on or before the commencement of this Agreement, and thereafter annually on or before each policy expiration.

2.15 **Auditing.** It is hereby agreed that the legislative auditor of the State of Louisiana and/or the Office of the Governor, Division of Administration auditors and/or St. Tammany Parish auditors shall have the option of auditing all accounts of VOA that are related to this Agreement.

2.15.1 LSA R.S. 24:513(A)(1)(b)(iv) defines a quasi-public agency or body as “[a]ny not-for-profit that receives or expends any local or state assistance in any fiscal year. Assistance shall include grants, loans, transfers of property, awards, and direct appropriations of state or local funds . . .”

2.15.2 In accordance with LSA R.S. 24:513(H)(2)(a), VOA “shall designate an individual who shall be responsible for filing annual financial reports with the legislative auditor and shall notify the legislative auditor of the name and address of the person so designated.”

2.15.3 Pursuant to LSA R.S. 24:513(J)(1)(c), *et seq.*, the financial statements of VOA shall be audited as follows:

Amount received in revenues and other sources in any one fiscal year	Audit requirements
\$75,000 or less	Not required to have an audit but must file a certification with the legislative auditor indicating it received \$75,000 or less in funds for the fiscal year.
More than \$75,000 but less than \$200,000	Shall obtain an annual compilation of its financial statements, with or without footnotes, in accordance with the Louisiana Governmental Audit Guide. At its discretion, the legislative auditor may require an audit of the books and accounts.
\$200,000 or more but less than \$500,000	Shall obtain an annual review of its financial statements to be accompanied by an attestation report in accordance with the Louisiana Governmental Audit Guide. At its discretion, the legislative auditor may require an audit of books and accounts.
\$500,000 or more	Shall obtain an annual audit.

Non-Federal entities that expend seven-hundred and fifty-thousand (\$750,000) Dollars or more during a year in Federal awards shall have a single or program-specific audit conducted for that year in accordance with the Single Audit Act Amendments of 1996 (31 USC 7504-7507 and 2 CFR Part 200, Subpart F). Non-Federal entities that expend less than

\$750,000 for a fiscal year in Federal awards are exempt from federal audit requirements for that year, but records must be available for review or appropriate officials of the Federal agency, State and General Accounting Office.

3. OBLIGATIONS OF PARISH

3.1 Parish agrees to contribute funds in the maximum amount of one hundred twenty five thousand and no/100 (\$125,000.00) Dollars payable upon approved invoices and units of service submitted monthly in furtherance of the above-referenced initiatives. VOA's invoices shall include a certification that VOA has received no other compensation for the services invoiced for payment. Final invoices for obligations performed during the Term (as defined below) shall be submitted to Parish no later than thirty (30) days following expiration of the Term. Any unused funds remaining shall be retained and/or reallocated by Parish and shall not be disbursed to VOA.

3.2 Payments. Costs and fees eligible for funding under this Agreement are limited to those directly attributable to crisis response services, counseling and case management as described above. VOA will be paid \$87.50/individual for each initial crisis call and intervention services as defined in **Section 2.5.3**. Moreover, VOA will receive \$65.00/hour for follow-up case management services as defined in **Sections 2.5.4 and 2.5.5**. The number of hours of mental health consultation and case management services shall be billed in increments of one-tenth (1/10th) of an hour. Such Services may include, but not be limited to, direct and collateral contacts and assistance with finances, legal issues, housing, nutrition, clothing, employment and medical needs. No more than 10% of time should be spent on client documentation. Follow-up care may be for a period of up to two (2) months or an average of ten (10) hours per funding year. Every step of care shall be properly tracked and recorded to support an accurate claim. Monthly invoices shall have supporting documentation attached evidencing services performed, and, along with supporting measure/deliverable reports, shall be submitted to Parish's Department of Health and Human Services by the 15th day of each calendar month and approved by Parish before payment will be made. Payments will be made only from approved documentation, in Parish's reasonable discretion.

3.3 Payment Schedule; Limitations. No Parish payments for any calendar month shall exceed one-twelfth (1/12) of the funds obligated by Parish for a calendar year. However, in the event that VOA does not obtain contribution for a full one-twelfth (1/12) of funds payable in any calendar month, such amount can be applied forward to a future calendar month. Further, upon receipt of additional documentation and/or justification deemed acceptable to

Parish's Department of Health and Human Services, in their sole discretion, Parish may increase the payment for a calendar month by a sum not to exceed ten thousand and no/100 (\$10,000.00) dollars in addition to the one-twelfth (1/12) allowed. VOA will invoice St. Tammany Parish on a monthly basis for services provided and must maintain documentation for each service provided. St. Tammany Parish will audit 10% of all of the claims received every six (6) months with an onsite review of the documentation.

3.4 Process and Outcome Evaluations. Process evaluation will focus on program implementation and operations. Outcome operation will evaluate the program activities and program processes to measure program results. Evaluation will be conducted by Parish twice during the Term (as defined below).

4. TERMINATION AND BINDING NATURE

4.1 The term of this Agreement shall begin on January 1, 2017 and end on December 31, 2017 (the "Term"). No Term renewal or extension shall be provided without the express written consent of both Parish and VOA, in each party's sole discretion.

4.2 Time is of the essence and the performance of the terms and conditions hereof shall be held in strict accordance with the times and dates specified herein.

4.3 Should any party seek to terminate this Agreement for any reason prior to the expiration of the Term, the party seeking to terminate shall provide written notice of its intent to terminate thirty (30) days prior to the date of termination.

4.4 Any alteration, variation, modification, or waiver of provisions of this Agreement shall be valid only when it has been reduced to writing and approved of and executed by all parties prior to the alteration, variation, modification, or waiver of any provision of this Agreement.

4.5 The continuation of this Agreement is contingent upon the appropriation of funds by Parish to fulfill the requirements of the Agreement. If the Parish fails to appropriate sufficient monies to provide for the continuation of this Agreement, or if such appropriation is reduced by the veto of the Parish President by any means provided in the appropriations ordinance to prevent the total appropriation for the year from exceeding revenues for that year, or for any other lawful purpose, and the effect of such reduction is to provide insufficient monies for the continuation of the Agreement, the Agreement shall terminate on the date of the beginning of the first fiscal year for which funds are not appropriated.

5. CONTRACTUAL VALIDITY AND MISCELLANEOUS PROVISIONS

- 5.1** In the event that any one or more provisions of this Agreement is for any reason held to be illegal or invalid, the Parties shall attempt in good faith to amend the defective provision in order to carry out the original intent of this Agreement.
- 5.2** If any term or clause herein is deemed unenforceable or invalid for any reason whatsoever, that portion shall be severable and the remainder shall remain in full force and effect.
- 5.3** Any suit filed by a party to this Agreement to resolve a dispute or controversy regarding the matters which are the subject of this Agreement shall be filed in the 22nd Judicial District Court for the Parish of St. Tammany which shall have exclusive venue and jurisdiction for any such action. Further, any dispute arising from this Agreement shall be governed by the laws of the State of Louisiana.
- 5.4** Any failure to take any action pursuant to this Agreement or to exercise any right granted herein does not serve as a waiver to any other obligation contained herein.
- 5.5** The parties agree and acknowledge that the obligations and covenants made herein give rise to contractual rights of each party and the right to demand specific performance and any claim to damages suffered hereunder.
- 5.6** No party herein shall assign any interest in this Agreement (whether by assignment or novation). This Agreement may be amended only by mutual written consent of the parties.
- 5.7** Each representative herein warrants that they have the requisite authority and permission to enter, sign and bind his office.
- 5.8** Each party shall comply with all applicable federal, state and local laws and regulations, including, but not limited to, the Louisiana Code of Government Ethics (LSA R.S. § 42:1101, et seq.) and the quasi-public agency audit and reporting requirements by the Louisiana Legislative Auditor (LSA R.S. § 24:513A(1)(b)(iv)) in carrying out the provisions of this Agreement.
- 5.9** The parties recognize that circumstances may necessitate staffing changes, which may be implemented at the discretion of the VOA as long as the services described in this Agreement are not adversely affected.
- 5.10** This Agreement may be executed in counterparts, each of which shall be deemed an original and all of which together shall constitute one and the same instrument.

6. ENTIRE AGREEMENT

This Agreement constitutes the entire understanding and reflects the entirety of the undertakings between the parties with respect to the subject matter hereof superseding all negotiations, prior discussions and preliminary agreements. There is no representation of warranty of any kind made in connection with the transactions contemplated hereby that is not expressly contained in this Agreement.

7. NO PERSONAL LIABILITY OF INDIVIDUAL REPRESENTATIVE

No covenant or agreement contained in this Agreement shall be deemed to be the covenant or agreement of any official, trustee, officer, agent or employee of any corporate party of his individual capacity, and neither of the officers of any party nor any official executing this Agreement shall be personally liable with respect to this Agreement or be subject to any personal liability or accountability under this Agreement by reason of the execution and delivery of this Agreement.

8. NOTICES

Any notice required or permitted to be given under or in connection with this Agreement shall be in writing and shall be either hand-delivered or mailed, postage pre-paid by First Class Mail, registered or certified, return receipt requested, or delivered by private, commercial carrier, express mail, such as Federal Express, or sent by, telecopier or other similar form of electronic transmission confirmed by written confirmation mailed (postage pre-paid by First Class Mail, registered or certified, return receipt requested or private, commercial carrier, express mail such as Federal Express) at substantially the same time as such rapid transmission. All communications shall be transmitted to the address or number set forth below or such other addresses or numbers to be named hereafter designated by a party in written notice to the other party compliant with this section.

If to the Volunteers of America:

President/CEO James M. Leblanc
823 Carroll St. Suite B
Mandeville, LA 70448

If to the Parish:

President Patricia P. Brister
St. Tammany Parish Government
P.O. Box 628
Covington, LA 70433

IN WITNESS WHEREOF, the Parties have caused this Agreement to be duly executed in multiple originals by the hereunder signed officers, each in the presence of the undersigned two (2) competent witnesses in St. Tammany Parish, State of Louisiana, as of the dates set forth, below after diligent reading of the whole, in various counterparts.

(Signature page follows.)

THUS DONE AND SIGNED on the 4th day of January, 2017 in the presence of the undersigned witnesses.

WITNESSES:

Anne Preston

Erica Longant

ST. TAMMANY PARISH
GOVERNMENT

BY: Patricia P. Brister
PATRICIA P. BRISTER
PARISH PRESIDENT

THUS DONE AND SIGNED on the 23 day of December, 2016 in the presence of the undersigned witnesses.

WITNESSES:

Lisa Wagner

Pamela McFelt

VOLUNTEERS OF AMERICA OF
GREATER NEW ORLEANS, INC.

BY: James M. LeBlanc
JAMES M. LEBLANC
VOLUNTEERS OF AMERICA

Exhibit "B"
"Monthly Deliverable Report"



Monthly Deliverables Client Reporting Form

The Volunteers of America
2015 - Suicide Prevention - Crisis Response Program

Report Month of: _____
(MM/YY)

Total STP Clients Served: _____

Monthly Totals:

Gender	
Male	1
Female	1
Unknown	0
Total	2

Race/Ethnicity:	
African American	1
Asian	1
Caucasian	1
Hispanic	1
Other	1
Unknown	1
Total	6

Age	
Under 18:	
19-25	1
26-35	1
36-45	1
46-55	1
56-62	1
Over 62	1
Unknown	1
Total	7

Client Resident of:	
1	Homeless
_____	7D420 - Abita Springs
_____	7D431 - Bush
_____	7D433 - Covington
_____	7D434 - Covington
_____	7D435 - Covington
_____	7D436-Fluker
_____	7D437 - Folsom
_____	7D445 - Lacombe
_____	7D447 - Madisonville
_____	7D448 - Mandeville
_____	7D452 - Pearl River
_____	7D458 - Slidell
_____	7D459 - Slidell
_____	7D460 - Slidell
_____	7D461 - Slidell
_____	7D463 - Sun
_____	7D464 - Talisheek
_____	7D469 - Slidell
_____	7D470 - Mandeville
_____	7D471 - Mandeville
1	Total

Service:	
Crisis Call	1
Case Management	_____
Total	1

VOA Clients Billed:	
Unknown	1
Insured	_____
Uninsured	_____
Medicaid	_____
Total	1

Service Requested By:	
911 System	1
Stp Government	_____
Lurline BH Clinic	_____
STP Corner's Office	_____
STP School Board MHP	_____
Hospital Personnel	_____
Total	1

VOA Response:	
On Site	1
Meet at ER	1
Telephone	_____
Other	_____
Total	2

Discharge Disposition:	
Home	1
Psychiatric Facility	_____
Other (Please list below)	_____
Total	1

1/22/2015