



Clovis seeks operator for new crisis triage center serving eastern New Mexico

Proposals are due Nov. 15; center will provide care faster and closer to home

CLOVIS, N.M. (October 25, 2024) – The City of Clovis is seeking proposals to operate a new behavioral health crisis triage center (CTC) that will serve eastern New Mexico communities. Proposals are due Nov. 15 and applications can be accessed at this [link](#).

Clovis is working alongside Curry, Roosevelt, Quay, DeBaca and Union Counties, as well as the City of Portales and the Village of Fort Sumner. According to the request for proposals, a CTC operates 24/7 under a “no wrong door” philosophy, “serving all those who present or are referred, including, but not limited to, individuals experiencing acute psychiatric symptoms, those under the influence of substances, and subjects of emergency detention.”

The plan to build a new center follows a study led by Initium Health, a Denver-based health care consulting firm and creative agency, that found “profound” gaps in local behavioral health care. Initium found that eastern New Mexico residents are traveling as much as 5 hours to receive care – and sometimes can’t get needed care at all. Initium is also supporting Clovis by managing the RFP process.

“The CTC will not only provide lifesaving services the moment it opens, but help create a behavioral health ecosystem that will employ skilled workers, like nurses from Clovis Community College and social workers from Eastern New Mexico University,” said Claire Burroughes, assistant city manager for Clovis.

State and federal funding has been secured to cover startup costs until the operator reaches financial stability through Medicaid and third-party billing. The operator must show that it can provide:

- 24/7 walk-in crisis triage and assessment
- 23-hour crisis stabilization (living room model with recliners)
- short-term residential stabilization (up to 14 days)
- withdrawal management/detoxification (up to Level III.7-D: Medically Monitored Inpatient Detoxification)
- outpatient psychiatry and medication management (targeted toward active duty and veterans)

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