



## **PLANNING & OPERATIONS COMMITTEE MEETING**

*To improve the lives of people affected by behavioral health and developmental and/or intellectual challenges.*

**DATE:** Thursday, August 23, 2018  
**TIME:** 5:30 PM  
**PLACE:** 1430 Collier Street – Board Room, Austin, Texas 78704

### **AGENDA**

- I. Citizens' Comments** (Presentations are limited to 3 minutes)
- II. Approval of Minutes from July 19, 2018 Planning & Operations Meeting** (pgs. 2-3)
- III. Recommendation to Approve, if Awarded, Crisis Respite and Crisis Residential Services Contract to the Wood Group (Goal 2)** (Lynch, pgs. 5-11)
- IV. Recommendation to Approve, if Awarded, HOST Expansion (Goal 2)** (Laguna, pgs. 11-13)
- V. Recommendation to Approve, if Awarded, Financial Stability for Recently Housed Individuals - Application to the Religious Coalition to Assist Homelessness – (Goal 2)** (Laguna, pgs. 14-16)
- VI. Recommendation to Approve, if Awarded, Pay for Success ACT Application (Goal 2)** (Baker, pgs. 17-20)
- VII. Discussion Item: Chief Operations Officer Report – (Goal 2&3)** (Handley, pg. 21)
  - Clinical Service Delivery
  - Program Support
- VIII. New Business**
  - Identify Consent/Non-Consent Agenda Items
- IX. Citizens' Comments**

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Note: The full packet is available on Integral Care's webpage at: <http://integralcare.org/agendas-minutes/> (Under the heading "Planning & Operations Committee") P&O Committee packets will not be available to staff/public at the meeting. Only Agendas will be available.



## PLANNING & OPERATIONS COMMITTEE MINUTES

**DATE:** Thursday, July 19, 2018  
**TIME:** 5:30 PM  
**PLACE:** 1430 Collier Street – Board Room  
Austin, TX 78704

**MEMBERS PRESENT:** Dr. Guadalupe Zamora, Sarah Churchill Llamas

**MEMBERS ABSENT:** Luanne Southern, Dr. David Springer, Emmit Hayes

**OTHER BOARD MEMBERS PRESENT:** None

### **Integral Care staff were present**

The Chair, Dr. Guadalupe Zamora, called the meeting to order at 5:41 p.m.

### **CITIZENS' COMMENTS**

None.

### **APPROVAL OF MINUTES**

The minutes of the June 21, 2018 meeting stand approved as submitted.

**RECOMMENDATION TO APPROVE, IF AWARDED, INFANT & EARLY CHILDHOOD MENTAL HEALTH GRANT PROGRAM (GOAL 2)** Melody Palmer-Arizola gave an overview of the grant which will provide \$500k/yr. for 5 years with a \$50k match. The grant will serve 125 kids the first year and 200 kids years 2 -5. Discussion ensued. Sarah Churchill Llamas called for a motion to recommend to the Board the approval of proposed recommendation. Dr. Guadalupe Zamora second. All in favor. Motion carried. *This item will be added to the consent agenda.*

**RECOMMENDATION TO APPROVE, IF AWARDED, HEALTH & HUMAN SERVICES – ADMINISTRATION FOR COMMUNITY LIVING INNOVATIONS IN NUTRITION PROGRAMS AND SERVICES (GOAL 2)** Teresa Williams gave an overview of the grant which will provide \$500k for 2 years. It will begin on September 30, 2018 and will target adults 60+ with serious mental illness and chronic health conditions. Discussion ensued. Sarah Churchill Llamas called for a motion to recommend to the Board the approval of proposed recommendation. Dr. Guadalupe Zamora second. All in favor. Motion carried. *This item will be added to the consent agenda.*

### **DISCUSSION ITEM: CHIEF OPERATIONS OFFICER (COO) REPORT**

Dawn Handley provided the Committee with a brief verbal report regarding clinical service delivery and program support. Discussion ensued.

### **INFORMATION ITEM: P&O DASHBOARD**

Dr. James Baker gave extensive overview of Dashboard data focusing on the data for Planning and Operations. Discussion ensued.

**INFORMATION ITEM: DOWNTOWN AUSTIN COMMUNITY COURT (DACC) CONTRACT FOR RESIDENTIAL BEDS (GOAL 2)** Sheryl Stiffler provided the Committee with background information on DACC. They will be investing in purchasing beds for the remainder of FY18 and interested in continuing in FY19. Discussion ensued.

**DISCUSSION ITEM: READINESS IN WORKING WITH CHILDREN WHO EXPERIENCE PARENTAL SEPARATION DUE TO IMMIGRATION STATUS**

Hugh Simmons discussed the immigration and separation issues going on at the border. In researching, no children in Travis County impacted.

**NEW BUSINESS**

The items listed below were decided for Consent/Non-Consent Agenda:

Consent:

*Recommendation to Approve, if Awarded, Infant & Early Childhood Mental Health Grant Program (Goal 2)*

*Recommendation to Approve, if Awarded, Health & Human Services – Administration for Community Living Innovations in Nutrition Programs and Services (Goal 2)*

Non-Consent:

None

**CITIZENS' COMMENTS**

None.

**ADJOURNED**

The meeting adjourned at 6:17 p.m.

\_\_\_\_\_  
Guadalupe Zamora

\_\_\_\_\_  
Kendra Green, Recording Secretary

\_\_\_\_\_  
Date



## Board of Trustees

Planning and Operations Committee

August 23, 2018



## I. Citizens' Comments



II. Approval of Minutes from  
July 19, 2018  
Planning & Operations Meeting



III. Recommendation to Approve, if  
Awarded, Crisis Respite and Crisis  
Residential Services Contract to the  
Wood Group  
(Goal 2)

Louise F. Lynch, MSSW, LMSW-AP, CHC  
Provider Network Authority Officer



## Background

- A Request for Proposal for Residential Services was released on June 18, 2018.
- This proposal included both crisis respite and crisis residential services.
- Procurement of these services is part of Integral Care's Local Provider Network Plan (LPND)
- The Planning and Network Advisory Committee (PNAC) recommended approval to the Board on August 9, 2018



## Requirements for LPND

- House Bill 2439 (2007): Calls for a system of service in which consumers have choice from multiple providers
- Requires all Local Mental Health Authorities (LMHAs) to assemble a network of service providers by:
  - Providing management and oversight
  - Ensuring mental health services are provided in their local area
  - Serve as a provider of last resort, and
  - Consider public input, cost-benefit and consumer issues



## Crisis Respite Services (Next Steps)

### PROJECTED WORKLOAD:

The Services will be provided within Integral Care's facility. A maximum occupancy of 31 crisis residential beds will be provided under this RFP. The Clients utilizing these beds reside in Travis County and are eligible to receive Services from or through the Local Authority.



## Crisis Respite Services (Next Steps)

### PROJECTED WORKLOAD (cont.):

The Successful Proposer(s) will provide short term (up to 14 consecutive days per stay) crisis respite services to individuals referred. A Successful Proposer must provide Services that include twenty-four (24) hour on-site supervision and structured activities.



## Hopkins Crisis Residential Services

### PROJECTED WORKLOAD:

The Services will be provided within Integral Care's facility. A maximum occupancy of 16 crisis residential beds will be provided under this RFP. The Clients utilizing these beds reside in Travis County and are eligible to receive Services from or through the Local Authority.



## Hopkins Crisis Residential Services

### PROJECTED WORKLOAD (cont.):

The Successful Proposer(s) will provide short term (up to 7 consecutive days per stay) crisis residential services to individuals referred. A Successful Proposer must provide Services that include twenty-four (24) hour on-site supervision and structured activities.





## RFP Review Committee Members

- Sheryl Stiffler, Practice Administrator
- Aina Oyibo, Director of Nursing
- Patricia Bouressa, PNAC Chair
- Deborah Beresky, PNAC Member
- Mark R. Watson, CPA, CIA, Director of Accounting
- Louise F. Lynch, Provider Network and Authority Officer



## RFP Review Committee

- The committee met to evaluate the sole proposal submitted by The Wood Group on August 6, 2018.
- The committee requested additional information concerning staff training and competencies, financial statements, satisfaction data, safety policies and procedures.
- After considering the supplemental information, the committee voted to accept the proposal submitted by The Wood Group.



## Award Information for Hopkins

Division:	Crisis Services
Total Funds per year:	\$301,582.44, with potential to earn an additional 2.5%
Contract Start:	September 1, 2018
Renewal Possible:	up to 4 one year terms
Location:	1165 Airport Blvd.
Existing Staff:	No impact



## Award Information for Next Steps

Division:	Crisis Services Health
Total Funds per year:	\$865,126.00
Contract Start:	September 1, 2018
Renewal Possible:	up to 4 one year terms
Location:	6222 North Lamar Blvd.
Existing Staff:	No impact



# Questions/Comments?



## IV. Recommendation to Approve, if Awarded, HOST Expansion (Goal 2)

Chris Laguna, Ph.D.  
Practice Administrator – Housing & Homeless Services



## Background

- Homeless Outreach Street Team = partnership with Integral Care, APD, EMS, DACC
- Focus on Downtown and West Campus areas
- Current contract with DACC to fund existing HOST members for Integral Care
- Identified need for additional resources



## Award details

- \$195,000 over three years (\$65,000/yr)
- Start date 9/1/2018
- Funding will provide a peer specialist for HOST and flexible client assistance
- Will be an amendment to current DACC contract



## Planning and Network Advisory Committee (PNAC) Review

On August 9, 2018, the PNAC recommended approval, if awarded, the HOST Expansion to the Board of Trustees.



**Questions/Comments?**



## V. Recommendation to Approve, if Awarded, Financial Stability for Recently Housed Individuals - Application to the Religious Coalition to Assist Homelessness – (Goal 2)

Chris Laguna, Ph.D.  
Practice Administrator – Housing & Homeless Services



## Grant Submission

- The mandate of the Religious Coalition to Assist the Homeless, per an Austin City Council ordinance passed in February 1996, is to fund agencies that provide beds to people who are homeless.
- Funding limited to Austin service providers who will use the funds to shelter people who are homeless and/or assist and support people who are homeless in securing and remaining in permanent housing.
- Due date – August 10, 2018
- Renewal and expanded request



## Details of proposed project

- Provide funding for two staff within Supported Housing Teams that focus on income and financial stability
  - SOAR Specialist
  - Supported Employment Specialist
- Existing positions currently funded by Episcopal Health Foundation – looking for additional sources to sustain
- Allows for individuals recently housed to gain income, access to benefits (i.e. Medicaid), and improve their overall quality of life



## Planning and Network Advisory Committee (PNAC) Review

On August 9, 2018, the PNAC recommended approval, if awarded, the Application to the Religious Coalition to Assist Homelessness to the Board of Trustees.



## Award details

- Grant period of Jan. 1 – Dec. 31, 2019
- Ask of \$100,000



**Questions/Comments?**





## VI. Recommendation to Approve, if Awarded, Pay for Success ACT Application (Goal 2)

Elizabeth Baker  
Practice Manager ACT & Specialty Services



## Pay For Success ACT

RFQ Issued	July 20, 2018
RFQ Question and Answer Session	August 2, 2018
Applications Due	August 22, 2018
Finalist Phone Interviews	August 29-31, 2018
Responses to Applicants	September 7, 2017
Launch Target	Jan-Mar 2019

- ★ Goal– Provide intensive community based treatment services for individuals with complex needs and high utilization of emergency/crisis services.



## Target Population

- 100 Chronically Homeless Individuals who are frequent users of public services
- Identified through a list comprised of utilization of jail, emergency rooms, psychiatric facilities, etc.
- This project will provide specialized services for women experiencing homelessness.



## What is ACT?

- Interdisciplinary Team
  - Community Based Services
  - High Collaborative Team
  - Evidenced Based – High Fidelity

Program Manager	Peer Support Specialist
Team lead	SOAR Specialist
Advanced Practice Nurse	LPHA Counselor
Registered Nurse	Forensic Specialist
Substance Use Counselor	Housing Specialist
Care Coordinators x 4	On call 24/7/365

- Teams Specialize based on clients presenting needs:
  - Classic ACT – Psychiatric Hospital Readmission
  - Forensic ACT – Criminal Justice Utilization
  - Housing First ACT – Chronic homelessness & complex medical needs
  - Pay for Success ACT – Chronic homelessness (specialization in women’s needs)

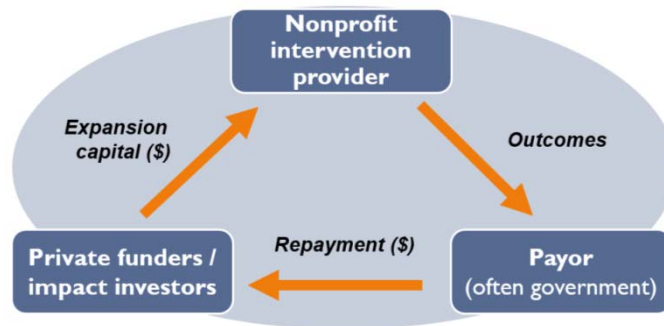


## Impacts of Housing First ACT

	Emergency Room (\$1,400 per visit)	EMS 911 (\$876 per transport)	Number Inpatient Psychiatric Admissions (Average \$5000 per admission rate)	Internal Crisis Services (Bed day costs vary per facility)	Total
12 Months Pre Enrollment	891	482	113	244	
12 Months Post Enrollment	645	282	42	115	
Percent Variance	28%	%	%	53%	
24 Months Post Enrollment	117	55	21	20	
Percent Variance (from pre enrollment)	87%	89%	81%	92%	
Fiscal Impact over 2 years	\$1,083,600	\$374,052	\$1,407,513	\$628,020	\$3,493,185



## Unique and Innovative Payment Structure



## Planning and Network Advisory Committee (PNAC) Review

On August 9, 2018, the PNAC recommended approval, if awarded, the Pay for Success ACT to the Board of Trustees.



**Questions/Comments?**



## VII. Discussion Item: Chief Operations Officer Report (Goal 2 & 3)

Dawn Handley  
Chief Operations Officer



**Questions/Comments?**



## VIII. New Business



## IX. Citizens' Comments



