



PLANNING & OPERATIONS COMMITTEE MEETING

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

DATE: Thursday, December 6, 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 October 18, 2018 Planning & Operations Meeting** (pgs. 2-3)
- III. Recommendation to Approve, if Awarded, Grant from Impact Austin (Goal 2)**
(Winston, pgs. 5-7)
- IV. Recommendation to Approve, if Awarded, Grant from Express Scripts Foundation (Goal 2)**
(Abzug, pgs. 8-10)
- V. Recommendation to Approve, if Awarded, Grant from Macquarie Group Foundation (Goal 2)**
(Cardona-Beiler, pgs. 11-13)
- VI. Recommendation to Approve, if Awarded, Funding from Central Health and Austin Independent School District (AISD) for School Based Services (Goal 2)** (Spencer, pgs. 14-20)
- VII. Information Item: Authority Services Report: HHSC Performance Measures FY 2018 (Goal 2)**
(Moscal, pgs. 20-27)
- VIII. Discussion Item: Chief Operations Officer Report – (Goals 1-3)** (Handley, pgs. 27-28)
 - Clinical Service Delivery
 - Program Support
 - Notice of Awards
- IX. New Business**
 - Identify Consent/Non-Consent Agenda Items
- X. 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, October 18, 2018
TIME: 5:30 PM
PLACE: 1430 Collier Street – Board Room
Austin, TX 78704

MEMBERS PRESENT: Dr. Guadalupe Zamora, Emmit Hayes and Sarah Churchill Llamas

MEMBERS ABSENT: Luanne Southern, Dr. David Springer

OTHER BOARD MEMBERS PRESENT: None

Integral Care staff were present

The Chair, Dr. Guadalupe Zamora, called the meeting to order at 5:30 p.m.

CITIZENS' COMMENTS

None.

APPROVAL OF MINUTES

The minutes of the September 20, 2018 meeting stand approved as submitted.

RECOMMENDATION TO APPROVE LISTING 1900 CORONA DRIVE AND 8606 COLONIAL DRIVE FOR SALE (GOAL 3) David Weden provided the Committee with background information on the two properties. Both have been vacant for the past year. Discussion ensued. Emmit Hayes 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 HOUSING FIRST OAK SPRINGS FACILITY NAMING (GOAL 3) Ellen Richards provided the Committee with background information on Housing First Oak Springs. The proposed name is Terrace at Oak Springs. Approval from Capital One is pending. Discussion ensued. Emmit Hayes called for a motion to recommend to the Board the approval of proposed recommendation. Dr. Zamora second. All in favor. Motion carried. *This item will be added to the consent agenda.*

INFORMATION ITEM: AUTHORITY SERVICES FOCUS – CONSUMER SATISFACTION AND CONCERNS (GOAL 2) Phyllis Wolf updated the Committee on her role as the agency Ombudsman and Melody Moscal updated the Committee on the Consumer Satisfaction Surveys. Discussion ensued.

INFORMATION ITEM: ADULT BEHAVIORAL HEALTH SYSTEMS ACCESS (GOAL 2) Robert Dominguez & Dr. Craig Franke provided the Committee with information related to Clinic optimization efforts and strategies for achieving same day access. Discussion ensued.

INFORMATION ITEM: FY 18 PLANNING & OPERATIONS BOARD DASHBOARD (GOAL 3) Lesa Dr. James Baker gave extensive overview of Dashboard data focusing on the data for Planning and Operations. Discussion ensued.

DISCUSSION ITEM: CHIEF OPERATIONS OFFICER (COO) REPORT Dawn Handley provided the Committee with a brief verbal report regarding clinical service delivery and program support. Kim Macakiage also provided the Committee with and update on current measures. Discussion ensued.

NEW BUSINESS

Louise Lynch proposed a combined November/December Planning & Operations Committee Meeting. The date will be December 6, 2018. Committee agreed.

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

Consent:

Recommendation to Approve Listing 1900 Corona Drive and 8606 Colonial Drive for Sale (Goal 3)

Recommendation to Approve Housing First Oak Springs Facility Naming (Goal 3)

Non-Consent:

None

CITIZENS' COMMENTS

None.

ADJOURNED

The meeting adjourned at 6:30 p.m.

Guadalupe Zamora

Kendra Green, Recording Secretary

Date



Board of Trustees

Planning and Operations Committee

December 6, 2018



I. Citizens' Comments



II. Approval of Minutes from
October 18, 2018
Planning & Operations Meeting



III. Recommendation to Approve if Awarded,
Grant from Impact Austin
(Goal 2)

Ken Winston
Director of Practice Management – IDD Services



Health and Well Being, Community, Education, Catalyst (Capacity Building) - RFP



Impact Austin RFP

PROJECT SCOPE:

- Impact Austin Category: Health and Well-Being
- Expand current Community-Based Support program to support individuals with IDD in order to prevent the cycle of incarcerations and unnecessary psychiatric hospitalizations
- Serve approximately 25-30 individuals incarcerated at Travis County Correctional Complex
- Employ Trauma Informed Care and Person Centered Thinking practices in the jail diversion process
- Partner with law enforcement to develop “discharge plans” for a safe and seamless community reintegration



Award Information

- Fundor: Impact Austin
- Division: IDD
- Total Funds \$ 100,000
- Match Requirement: None
- Initial Contract: Two years
- Renewal Possible: No
- Location: Travis County
- Existing Staff: add one QMHP FTE



Questions/Comments?



IV. Recommendation to Approve if Awarded, Grant from Express Scripts Foundation (Goal 2)

Tracy Abzug, LCSW
Practice Manager – The Judge Guy Herman Center for
Mental Health Crisis Care



**Increase access to emergency psychiatric
care by decreasing medical barriers for
residential admission**



Proposed project

- Focus on Herman Center and expand to crisis services division.
- Increase nursing staff knowledge base through training and education specific to treating co-morbid medical and psychiatric disorders
- Increase direct admissions to HC and bypass costly Emergency Department



Proposed project

- Overall goal of increasing access to individuals in psychiatric crisis who may otherwise meet medical exclusionary criteria and improve health outcomes
- Increase medical and non-medical staff understanding of health and wellness and incorporate into individualized treatment plans



Award Information

- Fundor: Express Scripts
- Division: Crisis
- Total Funds \$ 124,000
- Match Requirement: None
- Initial Contract: 12 months
- Renewal Possible: None
- Location: Herman Center
- Existing Staff: Add one FTE RN



Questions/Comments?



V. Recommendation to Approve if
Awarded, Grant from Macquarie Group
Foundation
(Goal 2)

Darilynn Cardona-Beiler
Adult Behavioral Health Systems Director



**Upstream Innovation: Ending Youth
Homelessness through Community
Behavioral Health**



Ending Youth Homelessness through Community Behavioral Health

Project Scope

- **BOLD Initiative - End Youth Homelessness by 2020!**
- Institute a community-wide response system in partnerships with foster care, juvenile justice, and schools to identify and intervene with youth at risk of housing instability and in need of behavioral health and supportive services
- Life Works Partnership



Target and Services

- 300 youth transitioning out of Foster Care and Juvenile Justice systems or recently housed under the age of 25
- Services:
 - permanent housing interventions (rapid re-housing)
 - homelessness prevention services including early intervention and family reunification strategies
 - community-based counseling and psychiatry services
 - peer support for mental health and/or substance abuse recovery
 - workforce development services



Award Information

- Fundor: Macquarie Group Foundation Award
- Division: ABH
- Total funds: \$6,649,663.15 (over 5 years)
- Match Requirement: 0
- Initial Contract: Summer, 2019
- Renewal Possible: Yes, up to 5 years
- Location: Travis County
- Staff: 9 new staff in partnership with Life Works



Questions/Comments?



VI. Recommendation to Approve if
Awarded, Funding from Central Health
and Austin Independent School District
(AISD) for School Based Services
(Goal 2)

Hugh Simmons, Director of Practice Management
Stacy Spencer, Program Manager



Austin ISD School Based Services

Background Information



Integral Care started providing services on 16 AISD campuses with Seton 1115 funding

Seton provided 90-day notification of the termination of their contract due to changes in the 1115 Waiver metrics

AISD issued RFP for School Mental Health Clinics and Nursing.



Background Information (cont.)



AISD School Board approved an award to Seton that did not include MH, gave AISD staff direction to seek other funding

Integral Care and AISD sought new funding. Integral Care provided gap funding

Full funding from multiple sources identified for 2018/19 academic year



Program Impact

- Integral Care provides full time on-campus behavioral health services on 16 campuses in Austin ISD
- 2017-2018 school year: 551 unduplicated students served, 7298 encounters



Some 2017/18 Outcomes - Attendance

Attendance – High School		
	Treatment Group Attendance Percentage	Normative Performance Group Attendance Percentage
1 st 6 week period	95.99%	91.77%
2 nd 6 week period	90.94%	89.40%
3 rd 6 week period	89.75%	89.96%
4 th 6 week period	88.38%	85.13%
5 th 6 week period	88.89%	85.36%
6 th 6 week period	87.59%	86.94%

Treatment Group students exceeded Normative Performance Group students in all but one six-week period and exceeded Normative Performance Group attendance rates for the year.



STARR Scores

STARR Scores – High School		
	Percentage of Treatment Group Students Meeting Grade Standards	Percentage of Normative Performance Group Students Meeting Grade Standards
Algebra 1	80.77%	82.61%
Biology	71.43%	72.97%
English I	37.39%	25.81%
English II	62.50%	40.68%
US History	89.74%	81.63%

Treatment Group students exceeded Normative Performance Group students in three out of five academic areas and performed competitively in the remaining two.

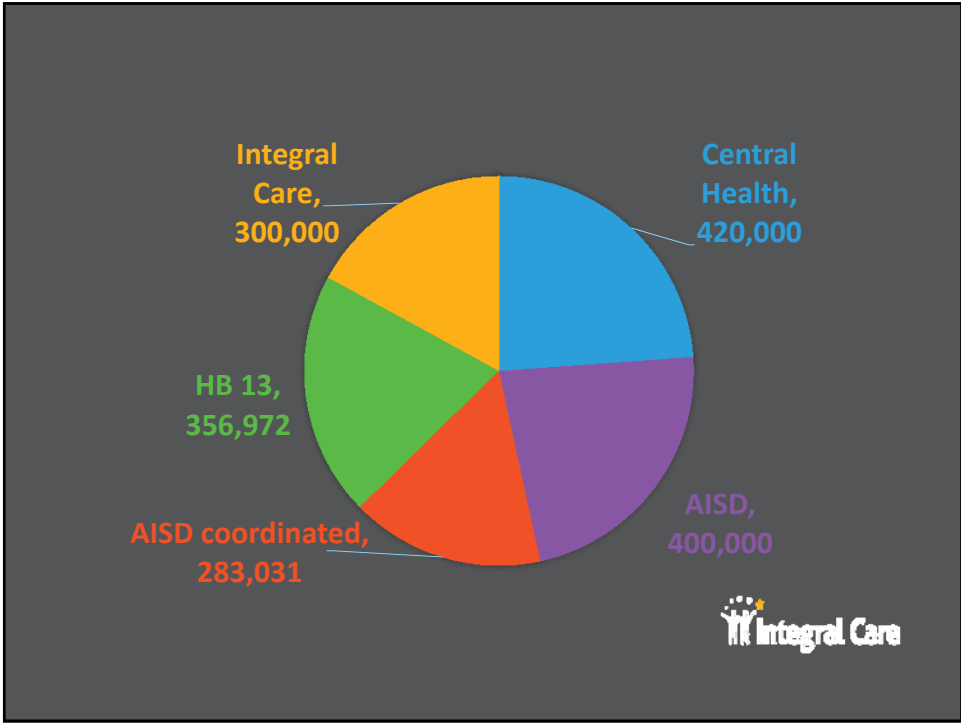


Substance-Related Referrals

Substance Related Referrals (Disciplinary Action) – High School		
	Percentage of Treatment Group Students Receiving Substance Referrals	Percentage of Normative Performance Group Students Receiving Substance Referrals
1 st 6 week period	0.65%	0.00%
2 nd 6 week period	0.00%	0.66%
3 rd 6 week period	1.31%	1.32%
4 th 6 week period	0.65%	2.65%
5 th 6 week period	1.31%	2.65%
6 th 6 week period	1.31%	0.00%

Treatment Group students saw lower referral rates than Normative Performance Group students for four out of six six-week periods. The Treatment Group experienced fewer referrals for the year as a whole.





Award Information

- Fundor: Central Health
- Division: Child and Family Services
- Total Funds per year: \$ 420,000
- Match Requirement: none
- Initial Contract: September 2018- one year
- Renewal Possible: No
- Location: AISD campuses
- Existing Staff: no impact



Award Information

- Fundor: AISD
- Division: Child and Family Services
- Total Funds per year \$ 683,031
- Match Requirement: none
- Initial Contract: September 2018- one year
- Renewal Possible: No
- Location: AISD campuses
- Existing Staff: no impact



Sustainability

- Funding is currently secured for one year
- AISD has issued an RFP and is now reviewing proposals to hire a consultant to guide AISD in accessing sustainable funding for on-campus MH programming.
- AISD has informed Integral Care that the current 16 campuses Integral Care serves are a priority for this funding.
- AISD estimates this consultant being in place by January.



Questions/Comments?

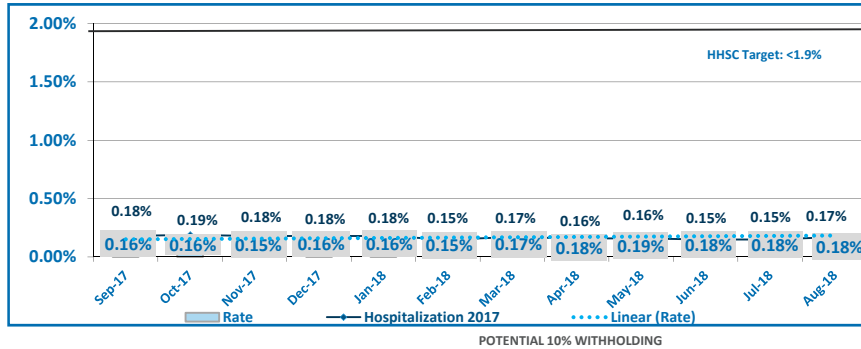


VII. Information Item:
Authority Services Report: HHSC
Performance Measures for FY 2018
(Goal 2)

Melody Moscal, ASQ Certified Quality Manager/
Organizational Excellence, Quality Management Program
Manager



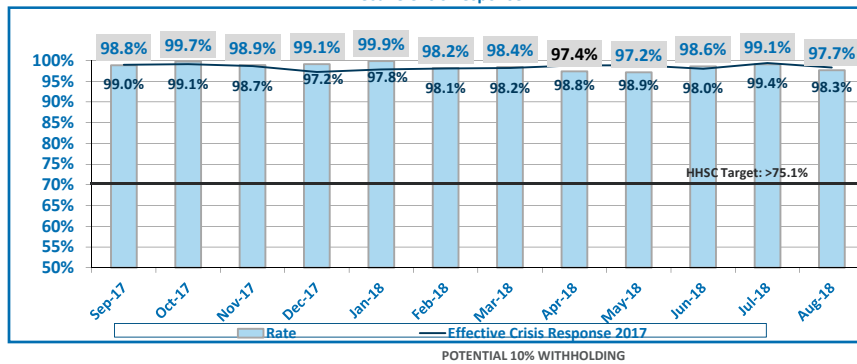
HHSC Performance Measures
Fiscal Year 2018
Hospitalization



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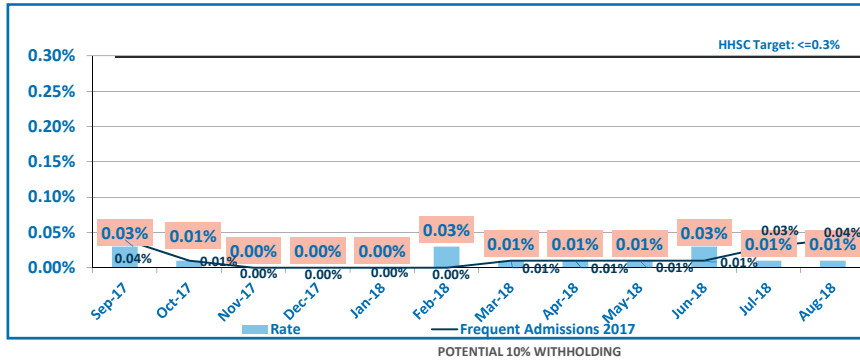
HHSC Performance Measures
Fiscal Year 2018
Effective Crisis Response



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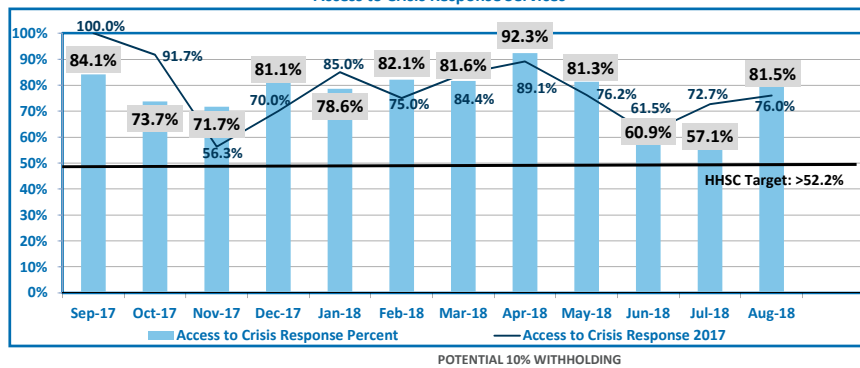
HHSC Performance Measures
Fiscal Year 2018
Frequent Admissions



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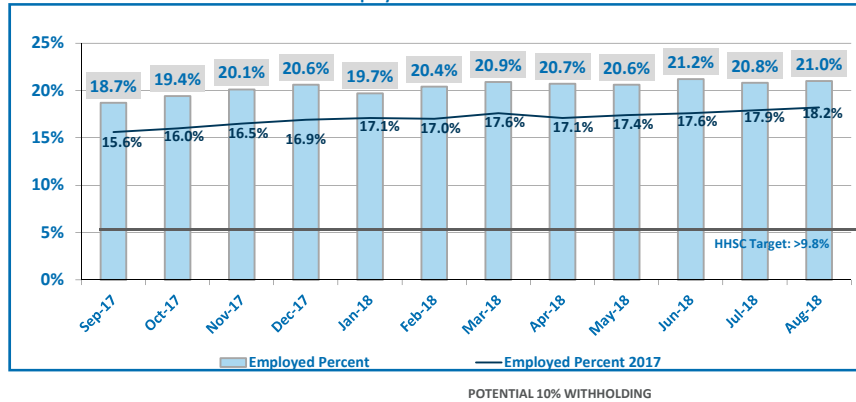
HHSC Performance Measures
Fiscal Year 2018
Access to Crisis Response Services



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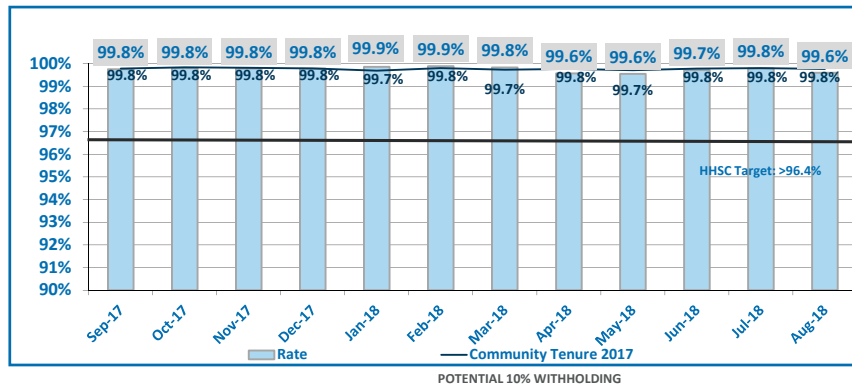
HHSC Performance Measures
Fiscal Year 2018
Employment



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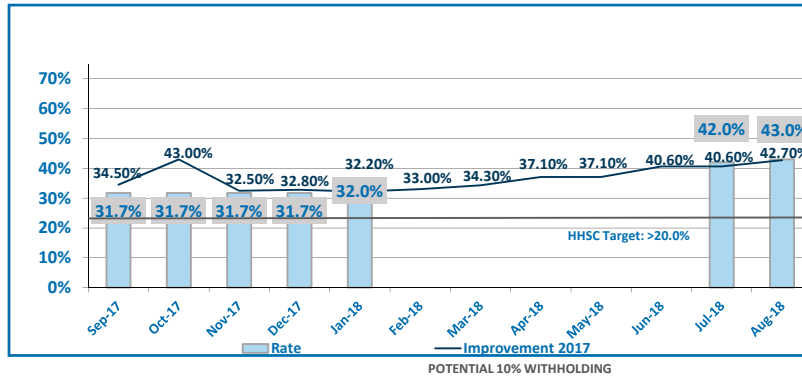
HHSC Performance Measures
Fiscal Year 2018
Community Tenure (AMH)



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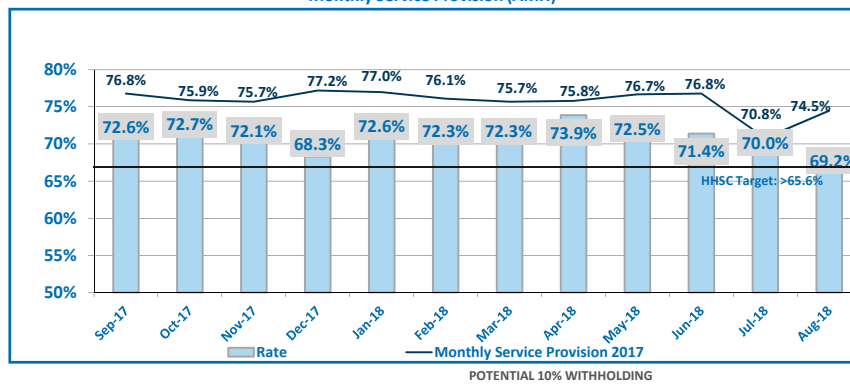
HHSC Performance Measures
Fiscal Year 2018



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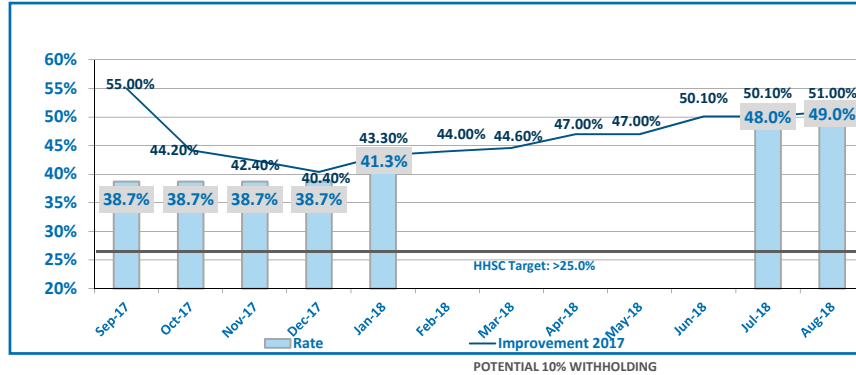
HHSC Performance Measures
Fiscal Year 2018
Monthly Service Provision (AMH)



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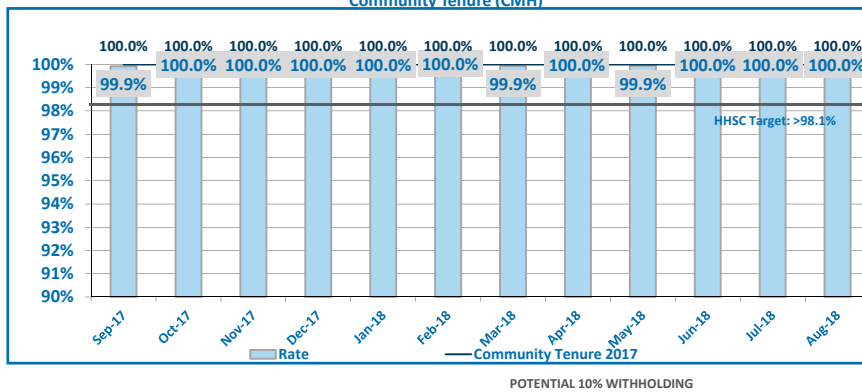
HHSC Performance Measures
Fiscal Year 2018
Improvement (CMH)



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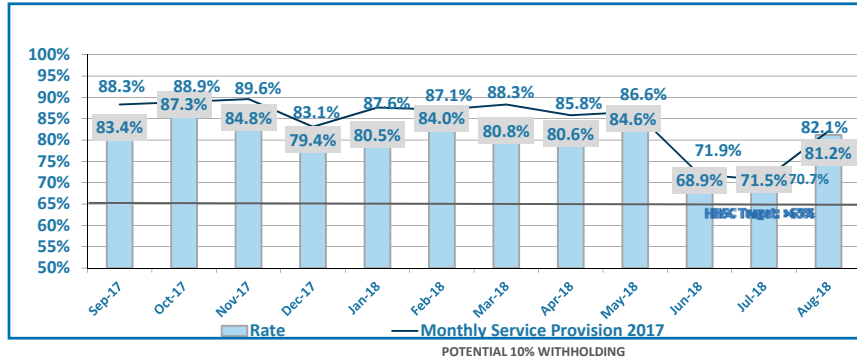
HHSC Performance Measures
Fiscal Year 2018
Community Tenure (CMH)



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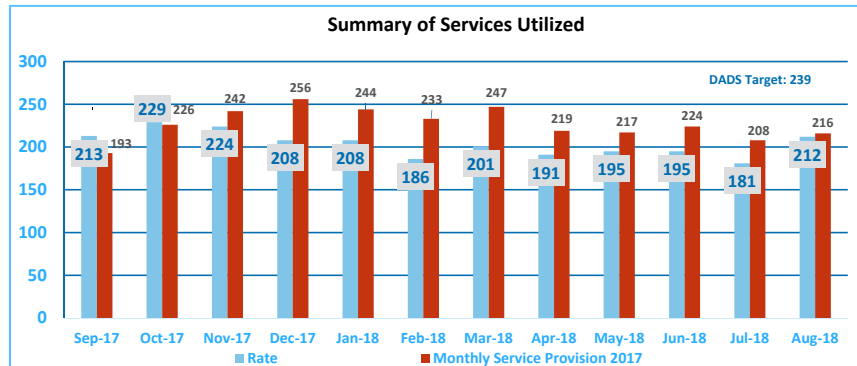
HHSC Performance Measures
Fiscal Year 2018
Monthly Service Provision (CMH)



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DADS SUMMARY OF SERVICES UTILIZED



AVERAGE DID NOT MEET TARGET REQUIREMENT
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Questions/Comments?



VIII. Discussion Item:
Chief Operations Officer Report
(Goals 1-3)

Dawn Handley
Chief Operations Officer



Questions/Comments?



IX. New Business



X. Citizens' Comments

