

INTEGRATION

ANNUAL REPORT FY18



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WHO WE ARE

Integral Care helps people build health and well-being so everyone has the foundation to reach their full potential. We support adults and children living with mental illness, substance use disorder and intellectual and developmental disabilities in Travis County. Founded in 1967, Integral Care is a governmental agency, led by a Board of Trustees appointed by Central Health, City of Austin and Travis County. We are the Local Mental Health and Intellectual and Developmental Disability Authority for Travis County. Our services include a 24-hour helpline for anyone who needs immediate support, ongoing counseling to improve mental health, drug and alcohol treatment to support recovery, and housing to regain health and independence. Integral Care strengthens our community by supporting our most important asset – our people.

MISSION

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

VISION

Healthy Living for Everyone

LETTER FROM DAVID EVANS

Integral Care, Chief Executive Officer



David Evans, CEO, with Board Chair, Hal Katz

Delivering better health care by focusing on the whole person. Better coordination among healthcare providers. Mental health, substance use disorder, intellectual and developmental disability (IDD) and primary healthcare services under one roof. This is integrated health care.

Effective integrated care involves community systems and partners collaborating at all levels to advance the whole health of our community. In Financial Year 2018 (FY18), Integral Care strove to bring systems together and share our expertise. We worked closer than ever with

community partners to integrate support for mental illness, substance use disorder and IDD into their vital work. Thus, ensuring that people get the health care they need – no matter where they are – in clinics, in jails, in schools.

Our trainings to expand awareness and understanding of mental illness, substance use disorder and IDD extended to 433 different city and county departments, businesses and nonprofits, schools and universities – even legislative staffers.

The City and County recognized the value of having mental health professionals co-respond with law enforcement during a mental health crisis, committing \$1.9 million to continue our Expanded Mobile Crisis Outreach Team.

Our longstanding collaboration with CommUnityCare grew with the new Medication Assisted Therapy (MAT) program, funded by the CommUnityCare Collaborative. MAT uses medication coupled with counseling and other mental health supports to help people with opioid use disorder get on the path to recovery.

In partnership with Integral Care, UT-Austin Dell Medical School opened the Mulva Clinic for

the Neurosciences Bipolar Disorder Center. It is truly exciting to have the Local Mental Health Authority combining expertise with the medical school. Together we can advance research into brain health and achieve better outcomes for individuals.

Also in FY18, partners from across Austin and Travis County established the Children's Mental Health Crisis Services Task Force. Integral Care convened partners to analyze the local system of care for children experiencing a mental health crisis with an eye to improving access.

Mental illness, substance use disorder and/or IDD impact every one of us. They play into the challenges our community faces – from our children's readiness to learn in school to the growing population of people experiencing homelessness. We are proud to use integration as a guiding principle in helping people recover, build health and well-being and reach their full potential.

Dana Ems



900+
employees



45+
locations



27,000+
clients served

THE POWER OF LIVED EXPERIENCE

Integrating people with lived experience – peer support specialists – into client care improves outcomes for people living with mental health and substance use issues. Studies from across the country reveal that peer support improves a person’s relationships with providers and their social support system. Peer support also increases client satisfaction with treatment and reduces rates of relapse and re-hospitalization.

Integral Care peer support specialists connect with clients in a deep and unique way. They model coping skills. They lead support groups. They serve as mentors who give clients the tools they need to advocate for themselves. Trained and certified in evidence-based practices, Integral Care’s peer support specialists help others heal by sharing their real-life experience with mental illness or substance use disorder. That personal experience gives them valuable knowledge of navigating the path to recovery, of medication side effects and more.

In FY18, Integral Care was proud to have 28 peer support specialists on staff, a 20+% increase from last year. They worked in clinics, in our crisis residential center and in the community with both transition age youth experiencing psychosis and people living with or at risk of getting HIV. Living proof that recovery is possible, peer support specialists inspire hope. They are changing behavioral health care delivery for the better.



“Peer support specialists are experts in recovery and resilience. We’ve managed to get our life back on track after suffering a major disruption. We use ourselves as examples, proof that people can and do recover. Talking to someone who’s ‘been there, done that’ is a powerful experience.”

Bill Newcomb
Integral Care
Peer Support Specialist



PEER SUPPORT MAKES A DIFFERENCE



Decreased symptoms
of psychosis



Reduced
hospitalization rates



Decreased substance use
and depression

89% of individuals receiving peer support report improvement in whole health

CARING FOR CHILDREN AND YOUTH



One in five children experiences a mental health issue in any given year. Half of all mental illness is evident by the age of 14. Early diagnosis and intervention minimizes the impact of mental illness across the lifespan. When we intervene in this critical period of brain development, symptoms are more responsive to treatment and we are able to promote recovery and a successful foundation for adulthood.

Integrating mental health services into schools increases access to care and is vital for early intervention and prevention. Our Child and Family Services programs strive to deliver continuity of care for elementary children through college-age youth. In FY18, we provided more programming than ever to serve the whole child. In addition to adding 4 hours per day of psychiatric walk-in care at our children's clinic, we added school-based psychiatric services and therapists in Del Valle, Manor and Pflugerville Independent School Districts (ISDs). We brought on a crisis prevention and triage therapist to conduct crisis assessments and provide mental health training for school personnel in 2 of those districts. We also added psychiatric services at Austin ISD's Gonzalo Garza Independence High School. Working in partnership with school districts, we can help ensure kids are ready to learn in school.



A STUDENT'S PERSPECTIVE

"I'm glad I came to group because I got to connect with others like me and not feel so alone. There are other people like me here." – Summer Program Student



SUMMER PROGRAM

Summer groups for **Del Valle, Manor and Pflugerville ISD students** doubled from the previous year. Students practiced the skills they learned in therapy in real-life settings – like communication skills and anger management. With an opportunity to make friends, they felt less alone. These groups ensured that care was continuous and didn't stop over summer break.

COMMUNITY OUTINGS

Community outings for **transition age youth** clients who have experienced their first episode of psychosis encouraged community involvement and resocialization. A Peer Support Specialist spearheaded activities, including a UT campus visit and KUTX tour.

SPECIALIZED THERAPIES

The first full year of the **Youth Empowerment Services (YES) Waiver** expansion eliminated the wait list for the program's intensive community-based services for children and youth with serious emotional disturbances. Clients received alternative and specialized therapies, like equine and art, in support of positive health outcomes.



WHEN PARTNERS WORK TOGETHER

36% of the Travis County jail population experiences mental illness or co-occurring mental illness and substance use disorder. Many are caught in a cycle of incarceration and recidivism, an issue for communities nationwide. Quality mental health care, substance use disorder treatment and safe places for people with IDD to live and receive support are critical to preventing reengagement with law enforcement, corrections and the courts. Alternative pathways through or diversion from the criminal justice system help individuals get the help they need and reduce the burden on public systems.

Integral Care is a leader in best practices when it comes to the intersection of criminal justice, mental illness, substance use disorder and IDD. In FY18, we created an internal work group called the Lateral Justice Team. Representatives across divisions of the agency mapped every touchpoint with criminal justice-involved individuals to ensure that we are working as effectively as possible – never in silos – and collaborating with criminal justice partners.

We expanded our partnerships, strengthening the way local systems work together to support individuals with mental illness, substance use disorder and IDD.

- The Travis County Behavioral Health Criminal Justice Advisory Committee (with which Integral Care holds a leadership position) focused on a community-wide data sharing agreement, a community dashboard to identify key metrics and a criminal trespass initiative.
- Integral Care formed the IDD Mental Health Criminal Justice Work Group with the Travis County District Attorney's office, Travis County Correctional Complex, public defenders and the judiciary to divert individuals with IDD from jail to less restrictive placements.

- In April 2018, Integral Care, Travis County Sheriff's Office, Downtown Austin Community Court, Austin Police Department and Central Health, with the support of Travis County District Attorney's office, launched a Forensic Assertive Community Treatment (FACT) Team.

By collaborating and integrating systems, community members are experiencing fewer days in institutional settings and more time building a positive connection to our community.

FACT serves individuals who have extensive criminal justice involvement as well as recurring and lengthy inpatient mental health hospitalizations or crisis episodes. Most experience homelessness in our community. Integral Care's mental health professionals take part in a highly coordinated, collaborative effort with the District Attorney's Office, Public Defender's Office and judges that results in fewer and shorter jail and state hospital stays for individuals. FACT follows clients and their cases for the long-term, coordinating treatment and care to meet their highly individualized needs, outside of institutions.

Several individuals who had a plea of not guilty by reason of insanity – who would normally spend years or even a lifetime in a state hospital – have been released to receive mental health care in the community with FACT's wraparound support, including housing subsidies, community-based psychiatry, peer support and substance use services. This is a significant step forward for our community.

To whom it concerns,

I live with bipolar disorder 1 that has led me to experience extreme manic episodes for about 20 years of my life. During these episodes, I would lose touch with reality and my everyday lifestyle. During a mental breakdown, as I was facing criminal wrongdoing, the FACT Team reached out to me and provided assistance that empowered me to break the cycle.

The FACT Team intervening encouraged me to reassess my future and where I was headed. My criminal history is something I live with now, but is not who I am as a person. I have found a medication regimen, treatment team and recovery program that has shown me a worthwhile life, which I am capable of living. By redirecting my approach, managing my symptoms has become second nature.

This is the first period of my life that I feel has been truly stable. My mental health needs are fully managed. I continue to learn and grow each day, but I am now informed on managing my disability. Plus, I have a comprehensive treatment plan that enables me to maintain my stability. Sometimes I am afraid, naturally, but I know that it is natural to fear a road that is new.

Sincerely,

Teresa
Integral Care FACT Client



SUPPORTING COMMUNITY BY PREVENTING CRISES

Integral Care's crisis services provide a local system of support for our community. One of our key initiatives is integrating awareness of mental health and intellectual and developmental disabilities (IDD) into everyday conversations and situations. Training our community to recognize the signs and know how to support a person with mental illness or IDD can help prevent crises.

In FY18, we trained more people than ever before to help prevent crises – by recognizing the signs. Our specialized trainings for professionals and Mental Health First Aid trainings for community members reached people from all walks of life – teachers, Capitol staffers, church pastors, librarians, moms and dads.

- We provided trauma-informed training to Texas Department of Transportation (TxDOT) crews, who engage with people living under overpasses.
- We trained all Austin-Travis County Emergency Medical Services (EMS) 911 dispatchers how to be present for and validate callers in crisis.
- 2,287 community members took Mental Health First Aid to support the health of loved ones, friends and neighbors.

Recognizing the need for education and increased awareness around intellectual and developmental disabilities (IDD), Integral Care's IDD team has been training Travis County Sheriff's Office (TCSO) Crisis Intervention Team officers for years. In FY18, we initiated a push to train all TCSO corrections officers. The highly customized, interactive, 2-hour course focused on detecting IDD, understanding what may trigger someone with IDD in a jail setting and preventing a trigger from escalating into a crisis. The trainings incorporated activities, which put a corrections officer in the shoes of an individual living with IDD.

Increasing awareness and providing the right tools help community members support others. Mental health and IDD trainings increase the chances of individuals receiving the right care and treatment to prevent crises and improve health outcomes. These trainings can save a life.



"Mental Health First Aid is the brain-health equivalent of learning CPR. It offers valuable lessons that will help us respond better to folks experiencing a mental health crisis. I appreciate the thoughtful and compassionate expertise that the Integral Care professionals brought to the training and would encourage other community organizations to take advantage of this opportunity." – Senator Kirk Watson



Integral Care employee, Danilo Stanley, works alongside TxDOT and Austin Police Department.

MEETING PEOPLE WHERE THEY ARE



Sherrie Margiotta, APN, works with a client at Sunrise Community Church.

A home provides shelter, safety and stability. It is the foundation for recovery from homelessness, mental illness and substance use disorder. A home offers the opportunity to reach one's full potential. Integral Care uses housing as a health intervention, helping people regain health, well-being and independence.

In FY18, we expanded outreach efforts, increasing engagement with community members experiencing homelessness. More staff than ever went into the street and campsites to meet people where they are and provide services then and there – whether it was help with paperwork to attain housing or help accessing benefits, health care and substance use disorder treatment. Access to quality health care is crucial to meeting the needs of this population.

This year also brought deeper collaborations with our partners to strengthen healthcare delivery, including one special collaboration between Integral Care, Dell Medical School, CommUnityCare and Sunrise Community Church in South Austin. Sunrise is located near an overpass where a significant number of people experiencing homelessness gather or live. Every Thursday, individuals can meet with mental and primary healthcare providers and receive immediate care (as well as connection to ongoing care) at a free clinic located at the church. Started in June 2018, the Sunrise Homeless Navigation Center's weekly clinic is just one way Integral Care and our partners are bringing integrated care to individuals experiencing homelessness. Another navigation center as well as a community-based mobile integrated care team are coming in FY19.



Many community partners collaborate to bring a free, walk-in, integrated care clinic to Sunrise Community Church in South Austin. Representatives pictured are from Integral Care, CommUnityCare, Ending Community Homelessness Coalition (ECHO), Central Texas Food Bank and UT-Austin Dell Medical School.

DID YOU KNOW?

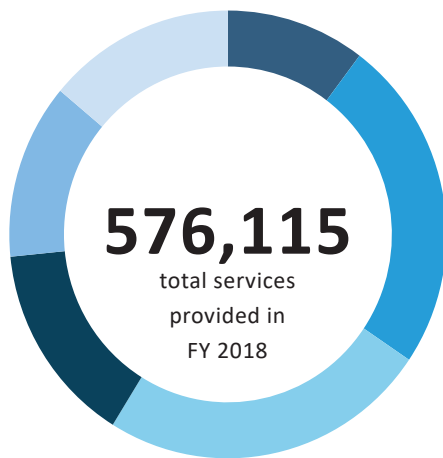
Individuals experiencing chronic homelessness face tremendous barriers to receiving health care, including limited transportation options, lack of insurance and difficulties navigating the healthcare system. The majority have mental health issues, along with complex physical health issues.



WHO WE SERVE

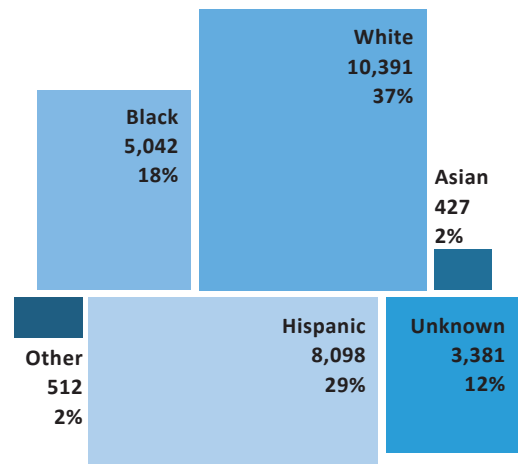
CLIENT DEMOGRAPHICS

NUMBER OF SERVICES PROVIDED



24/7 Crisis Helpline	59,250
Crisis Services	139,273
Adult Behavioral Health	140,394
Substance Use	84,003
Child & Family Services	73,031
Int. & Dev. Disabilities	80,164

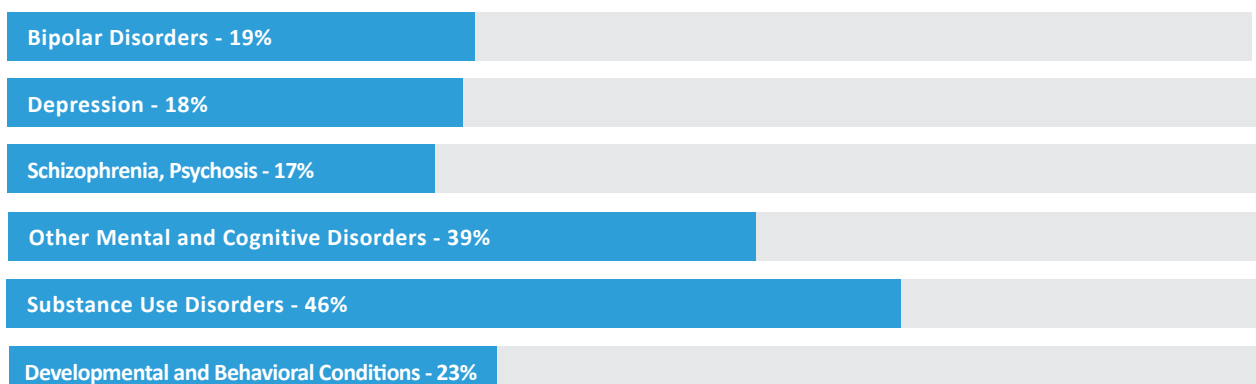
CLIENT ETHNICITY



27,842

We served 27,842 clients in FY 2018 and provided 576,115 services to these individuals.

DIAGNOSES OF PEOPLE SERVED

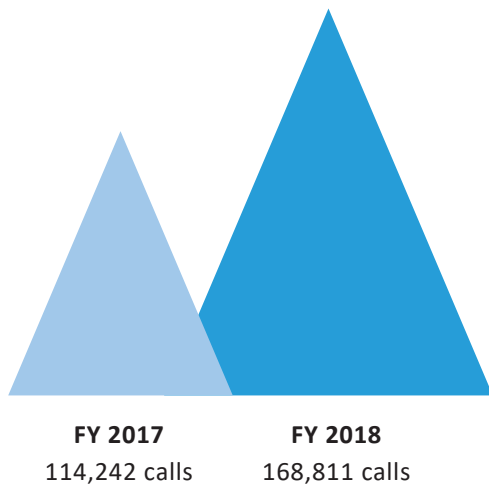


Integral Care is working to improve our data analysis and reporting capabilities. This data only reflects individuals served through Integral Care, not through our subcontracted providers or partner agencies.

837 Days

Integral Care served clients for 305,586 hours in FY 2018, which is equivalent to over 837 days.

TOTAL INCOMING HELPLINE CALLS

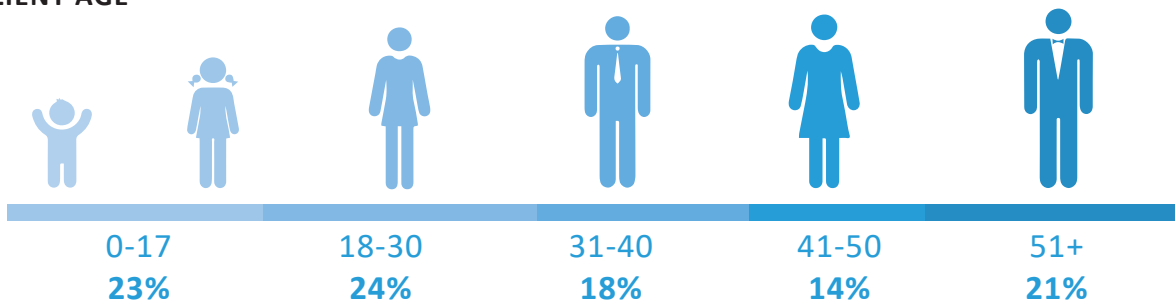


TOP LANGUAGES SPOKEN BY CLIENTS



ENGLISH	FRENCH
SPANISH	GERMAN
CHINESE	FARSI
KOREAN	JAPANESE
VIETNAMESE	HINDI
TAGALOG	GUJARATI
RUSSIAN	URDU
ARABIC	NEPALI

CLIENT AGE



FINANCIAL REPORT

INCOME

LIABILITIES & NET POSITION

	GOVERNMENTAL ACTIVITIES	BUSINESS ACTIVITIES	TOTAL
Current Assets	40,741,185	873,247	41,614,432
Noncurrent Assets	27,450,593	4,495,439	31,946,032
Total Assets	68,191,778	5,368,686	73,560,464
Current Liabilities	7,858,125	275,926	8,134,051
Noncurrent Liabilities	1,938,620	-	1,938,620
Total Liabilities	9,796,745	275,926	10,072,670
Total Net Position	58,395,033	5,092,761	63,487,794

GOVERNMENTAL ACTIVITIES

BUSINESS-TYPE ACTIVITIES

	EXPENSES	CHARGES FOR SERVICES	OPERATING GRANTS & CONTRIBUTIONS	GOVERNMENTAL ACTIVITIES	TOTAL
Adult BH	52,200,408	4,297,570	48,147,153	244,315	244,315
Children BH	9,812,729	2,367,036	7,090,386	(355,307)	(355,307)
IDD	6,902,609	2,590,733	4,256,966	(54,910)	(54,910)
Substance Use	6,773,192	2,782,798	4,248,404	258,010	258,010
ECI	1,467,787	392,418	917,172	(158,197)	(158,197)
1115 Waiver	15,884,332	1,851,015	19,902,785	5,869,468	5,869,468
Long Term Debt	33,526	-	-	(33,526)	(33,526)
Total Gov't Activities	93,074,583	14,281,570	84,562,866	5,769,853	5,769,853
New Milestones	1,077,314	831,217	123,671	-	(122,426)
Housing First, LLC	-	301,524	-	-	301,524
Total business-type act.	1,077,314	1,132,741	123,671	-	179,098
Total primary gov't	94,151,897	15,414,311	84,686,537	5,769,853	5,948,951

Investment Earnings	165,752	21,004	186,756
Contributions - not program restricted	2,975,918	-	2,975,918
Total General Revenues	3,141,670	21,004	3,162,674
Change in Net Position	8,911,523	200,102	9,111,625
Net Position, Beginning	49,483,510	4,892,659	54,376,169
Net Position, Ending	58,395,033	5,092,761	63,487,794

GRANTS AWARDED & REVENUE/EXPENSES

\$5,000,000 Texas Health & Human Services Commission - SB292

Established Forensic ACT Team

\$1,051,332 Texas Health & Human Services Commission - HB13

School-Based Mental Health Services

\$711,557 St. David's Foundation

Mental Health First Aid Renewal

\$400,000 Substance Abuse and Mental Health Services Administration

Outreach and Intervention with Youth/Young Adults at Clinical High Risk for Psychosis

\$105,120 Texas Health & Human Services

Office-Based Opioid Treatment

\$100,000 Episcopal Health Foundation

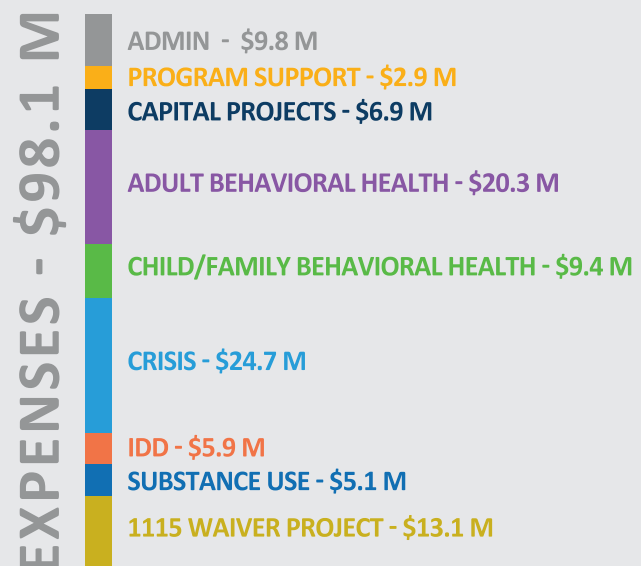
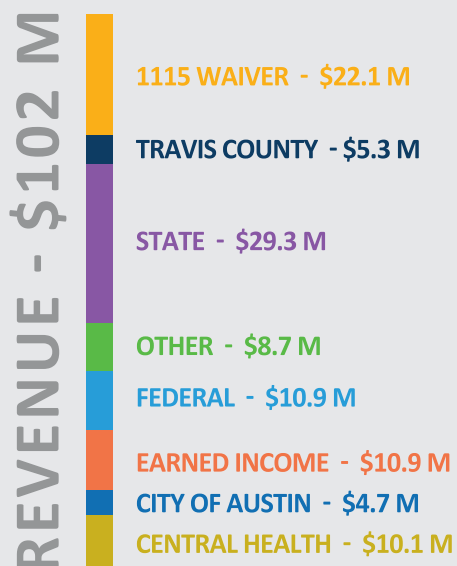
Supported Employment & SOAR Specialists staffing

\$50,000 Austin Community Foundation

Client Assistance to Move into Housing

\$10,765 Texas Council for Developmental Disabilities

Central Texas African American Family Support Conference



NEW MILESTONES FOUNDATION

A Message from the Director



With great pride, I joined the New Milestones Foundation as its director in January 2018. The Foundation's mission – to raise awareness and funds to support the services Integral Care provides – is a mission close to my heart. I believe in bridging the gap between what is and what can be, by enhancing and expanding existing services. For 37 years, New Milestones Foundation's fundraising efforts have aided Integral Care in delivering person-centered health care while helping strengthen programs and services critical to Austin-Travis County. We have helped Integral Care provide the tools that create transformative change in people's lives.

New Milestones strives to create a world where everyone has access to the health care they need to live a healthy life. I look forward to using my 25 plus years of experience in non-profit leadership, fundraising, program development and partnership building to grow this organization.

- Mary Gatlin Hearon, New Milestones Foundation Director



\$108,608

RAISED AT ANNUAL GALA

\$50,000 went to the 24/7 Crisis Helpline,
\$5,000 for a sponsorship for the Central Texas
African American Family Support Conference
and \$3,500 for School-Based Counseling's
summer program.



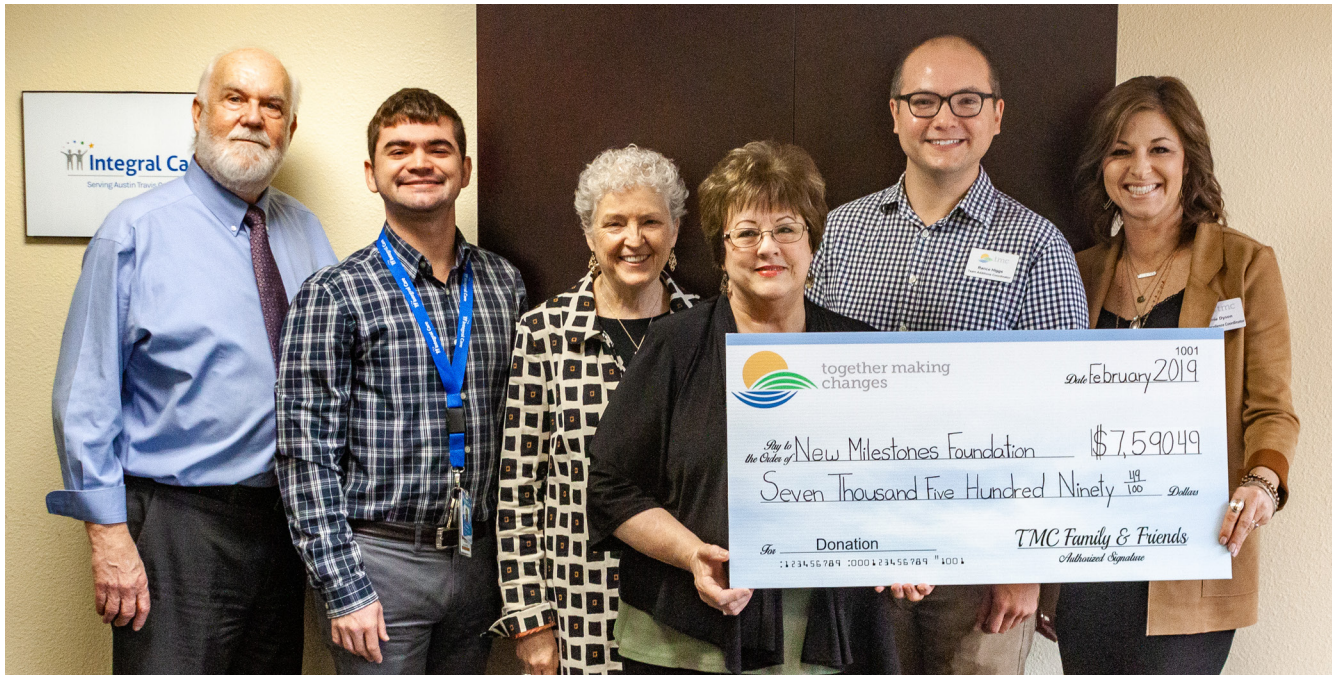
\$50,000

DONATED TO THE HELPLINE

\$50,000 helped make it possible for National
Suicide Prevention Lifeline calls from our area
to be directly routed to the 24/7 Helpline. That
ensured 6,631 people calling the National Lifeline
received correct information about local resources.

"I had a really hard, dark day yesterday. The Helpline talked me through the worst of my panic. They gave me practical advice that I was able to use. I get a real sense of comfort in knowing the Helpline is always available. Sometimes I feel like I can't talk to my friends or family about this. It's a sigh of relief knowing I can call them."

- Helpline Caller



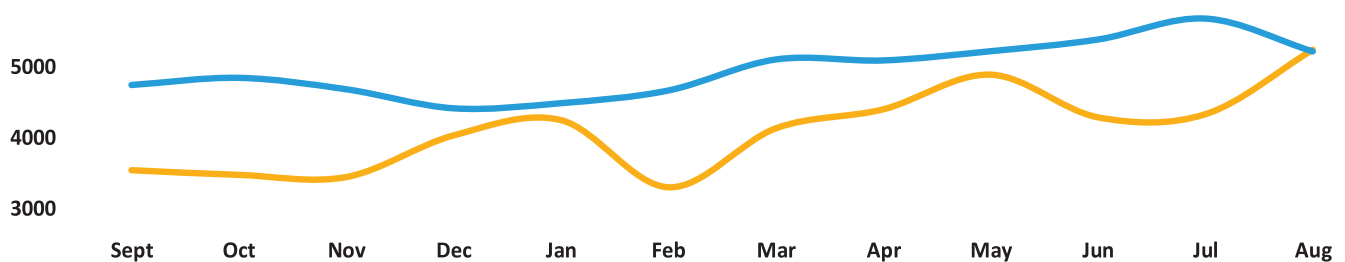
Together Making Changes (Homosassa, Florida) presented a very generous donation to New Milestones Foundation to support Integral Care's suicide prevention services. The donation was made in memory of Evelyn, Jimmy and Will.

22 %

MORE CRISIS CALLS HANDLED BY THE HELPLINE

The 24/7 Helpline handled **60,159** crisis calls this year – a 22% increase from last year.

HELPLINE CALLS | — 2017 — 2018



DONORS

\$5,000 and above

HEB Tournament of Champions
Susan and Scott Hector
Husch Blackwell LLP
Lynley Prather
Kathy and Kent Rider
John Rosato / Southwest Strategies Group
Rev. Susan Hawkins Sager
Joan and Kurt Wade
Winstead PC
Mary G. and Howard Yancy

\$1,000 - \$4,999

Mary and Rick Aldrich
All Year Heating and Cooling
Barbara Ancona and Bernard Groveman
Ascension Seton
Austin Regional Clinic
Celia and Melvin Barrentine
Gary Daniel
Gilbert Davila
Myrna Diaz-Long and Britt Dalton
Debra and David Evans
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Gjerset & Lorenz LLP
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Sabitha Rajan
Kathy and Bill Robbins
Carole and Rick Roberson
Kim Rodriguez
Superior Healthcare
Andrew Sekel
Stacy and Steve Strakowski
Tejas Health Management
Darryl Tocker
Barbara Tocker

Under \$1,000

Cindy and Gregory Abell
Susan and Thomas Ardis
Mesha and Anthony Barnes
Cardea Services
Carrie Barron
Francelle Bettinger
BFR Cirrus Logic
Claudia and Bill Biel
Charlie H. Boone
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Danielle Church
Sarah Churchill Llamas
Ellen and Matt Cochran
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Ann Dillon
Lindsay East
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Kristin Escamilla
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Sherry and Bob Frachtman
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 Julia Zajt

Housing First Oak Springs Donors

Our Housing First Oak Springs capital campaign included hundreds of donors in FY18. We are grateful to all those who recognize that housing is more than four walls.

\$1,000 to \$10,000

Religious Coalition to Assist the Homeless
 Ben F. Vaughan, III
 MFI Foundation
 MariBen Ramsey & Karen Kahan
 Lynn Whitten & Jim Butler
 Gerald & Charlyn Daugherty
 Ted Held
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 Growth Acceleration Partners

Under \$1,000

Anonymous
 Jamie Barshop
 Judith Berkowitz
 Jerrold & Barbara Buttrey
 Randi Shade & Kayla Shell
 Beth Unite
 Katherine Voges
 Rosalie Boldin
 Wilda Campbell
 Sarah Buttrey
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Austin, Texas 78704

PHONE

24/7 Helpline

512-472-HELP (4357)

WEB

IntegralCare.org

NewMilestones.org

Integral Care ★ New Milestones

Working Together to Improve Health in Travis County