



NAMI Walks
National Alliance on Mental Illness



Integral Care

FY19

ANNUAL

REPORT

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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



INTEGRAL CARE BY THE NUMBERS

900+
Employees

29,000+
Clients served

45+
Locations

LETTER FROM DAVID EVANS

2019 marked Integral Care’s 52nd year working to improve the lives of adults and children living with mental illness, substance use disorder and intellectual and developmental disabilities (IDD). These conditions affect all of us, either directly or indirectly. 1 in 5 people experience mental illness, 1 in 15 have a substance use disorder and 1 in 6 children have one or more developmental disabilities, while 3% of American adults are considered to have IDD. Since 1967, we have served more than 245,000 people in our community.

For another year, Integral Care positively impacted the health of Austin-Travis County as the Local Mental Health and Intellectual and Developmental Disability Authority. Our staff shared their passion, dedication and expertise to build the health and well-being of nearly 30,000 adults, children and families in our community, clinics, and schools. We completed construction on Austin’s very first Housing First apartment community - Terrace at Oak Springs - which offers a place to call home for 50 people experiencing homelessness and an onsite clinic for residents and the surrounding community. We added suicide prevention training in our schools, increased access to drug and alcohol treatment, established a program to support foster families and can now provide immediate mental health crisis care to people in the community via telehealth.

Integral Care experienced a strong year financially, receiving almost \$9,000,000 in grant funding to expand existing programs and launch 8 new programs. As healthcare funding continues to change and evolve, revenue from unique sources, such as grant awards, helps us sustain our services and continue to bring innovative ideas to fruition.

As we closed out the fiscal year, we also wrapped up the 2017-2019 Strategic Plan. That plan led us through changes that bolstered our operational excellence, brought innovative concepts and best practices to the forefront of our services and challenged us to become a stronger leader in the community. As we look ahead, we have a new 3-year Strategic Plan for 2020-22 to hold us to our high standards. The plan charges us with **Creating Value** by ensuring operational excellence and sustainability; **Continuing to Innovate** by embracing effective models of care to ensure equity, access, value and quality; and **Communicating, Collaborating and Connecting** to enhance public trust and address community needs. We look forward to using this new plan to guide our future work and achieve our vision of *Healthy Living for Everyone*.

David Evans
David Evans, CEO

MOMENTS TO REMEMBER

Mobile Crisis Outreach Team chosen as The Austin Chronicle's Critics Pick for Best Mental Health Mobile Heroes.



Surgeon General Jerome Adams toured the Judge Guy Herman Center for Mental Health Crisis Care.



We hosted the Children's Crisis Mental Health Summit, and led the development and launch of the Children's Crisis Mental Health Taskforce Report.



CEO David Evans was recognized with the Visionary Leader Award by the National Council for Behavioral Health.



Our staff helped kick off the Mayor's Challenge to Prevent Veteran Suicide among service members, Veterans and their families.

The 19th annual Central Texas African American Family Support Conference brought the community together to explore health solutions, reduce stigma and increase access to care.



We launched a new telehealth tool for first responders that immediately connects people experiencing a mental health crisis in the community with an Integral Care clinician.



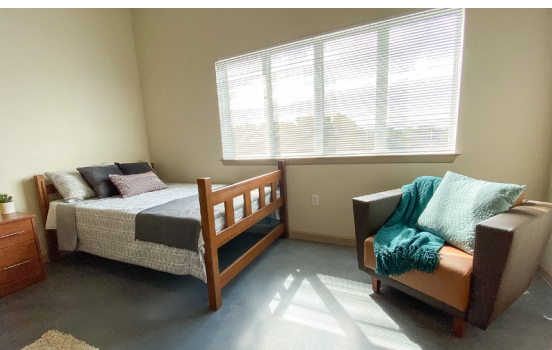
We launched the IDD - Mental Health Criminal Justice Collaborative, with the Travis County District Attorney's Office, Travis County Public Defender's Office and local defense attorneys, diverting 11 people with IDD from jail into more appropriate settings.



Our Road to Recovery program expanded its collaboration with Downtown Austin Community Court to improve health and opportunity for people with mental illness and substance use disorder, who experience chronic homelessness and are involved with our criminal justice system.



Our Medication Assisted Treatment (MAT) program partnered with UT-Austin's Dell Medical School and Dell Seton Medical Center's innovative Buprenorphine Team to improve outcomes for people with opioid use disorder.



EXPANSION OF HOUSING

A home is more than four walls. It is the basic foundation for health and well-being. After many years in the making, Integral Care celebrated the completion of Terrace at Oak Springs (TAOS), a 50-unit permanent supportive housing community that helps people recover from mental illness and substance use disorder, as well as homelessness. TAOS is the first of its kind Housing First apartment community in Central Texas, with an onsite integrated mental and primary health care clinic. Beyond health care, residents receive wraparound support services, such as case management, psychosocial rehabilitation, substance use treatment and employment services.

We believe that housing is a health intervention. When people have a safe place to live, appropriate support services and tools to achieve well-being, recovery begins and they can reach their full potential. In the first quarter of FY20, 50 individuals experiencing chronic homelessness, including 25 veterans, will make Terrace at Oak Springs their new home.

578 Individuals in supportive housing received rehabilitation and recovery services to help them maintain a home.

MENTAL HEALTH FIRST AID REACHES NEW HEIGHTS

Since 2006, Integral Care has taught people how to help someone showing signs of mental illness or substance use disorder or experiencing a mental health crisis. Mental Health First Aid (MHFA) can save a life, just like CPR can save someone who can't breathe. In FY19, we reached our 9,410th trainee. We've reached a wide spectrum of community members through this training including Capitol staffers, business owners, ad agency and coffee shop managers, faith-based organizations, park rangers and Travis County Correctional Complex inmates.

This year, we launched MHFA for Veterans, Military Members and Their Families, focused on the unique experiences and needs of this population. In addition, Integral Care and East Austin College Prep were 1 of 35 teams in the country selected for a teen MHFA pilot, sponsored by Lady Gaga's Born This Way Foundation and the National Council on Behavioral Health. Thanks to the St. David's Foundation, Integral Care offers MHFA free to the community.

2,402 Community members trained in MHFA in FY19

150+ Organizations and Businesses Trained





RNS client outcomes are
overwhelmingly positive*



326 clients served



94% reduction in criminal
justice involvement



86% reduction in EMS calls
or emergency room visits

*when compared to a year
before services

RECOVERY NAVIGATION FILLING A CRITICAL GAP

Navigating a path to treatment and recovery from drug and alcohol use can be a challenge. The willingness to manage or stop substance use is the first step. Getting access to care is next. That's where our new Recovery Navigation Services (RNS) are filling a critical gap in our community. The team quickly connects people with integrated mental health and substance use disorder services at Integral Care or at trusted behavioral healthcare providers – both in and outside of our contracted network. RNS is co-located with Psychiatric Emergency Services, offering extended evening and weekend hours.

RNS is helping high-risk populations navigate a complex issue and system. No matter the level of need – inpatient detox, residential treatment, intensive outpatient – the program is proving that with access to treatment, the right tools and ongoing support, everyone has the potential to live a healthy life and reach their full potential.



DARIUS'S STORY

"I had lost everything using oxycodone. I ended up with the number for Integral Care. I got my first dose of buprenorphine at my first appointment and started seeing a counselor every week. They wouldn't let me leave without helping me that first day. I've come a long way and couldn't have done it without them. I don't know where I'd be right now."

EVERYONE BENEFITS WHEN THE COMMUNITY COLLABORATES

Integral Care's Intellectual and Developmental Disabilities (IDD) division is a community partner of Project SEARCH at Ascension Seton, a collaborative effort including Austin Independent School District, Texas Workforce Commission, and Goodwill. Project SEARCH offers young adults with IDD an opportunity to develop vocational skills through classroom instruction and internships. Many Project Search graduates go on to hold competitively paid positions at Dell Children's Medical Center and Dell Seton Medical Center at The University of Texas.

Our IDD division provides ongoing employment support to 9 Project SEARCH graduates who work in a variety of Ascension Seton departments – from Materials Management to Food Services. Our Employment Specialist delivers job coaching, helps facilitate communication between employee, coworkers and employer and helps ensure that each employee has what they need to achieve personal and professional success. Integral Care is proud to take part in this community collaboration, enabling individuals to share their gifts and talents through meaningful employment.

"Integral Care is our long term support partner with Project SEARCH. Thanks to Integral Care, our interns are supported, not only during their 9-month internship and first 90 days of employment, but after that, as well. Integral Care ensures that they continue to feel supported and are successful."

– Emily Kist, Ascension Seton Project SEARCH Analyst





MEETING CLIENTS WHERE THEY ARE: MOBILE MEDICAL AND MENTAL HEALTH CARE TEAM

People living on the street face many barriers to getting the treatment and care they need. Keeping up with medicine or getting to a clinic appointment can be difficult when you are worried about safety, your next meal or where you will sleep.

In FY19, Integral Care, CommUnityCare and Dell Medical School joined forces to bring an innovative integrated model of health care to this hard to serve population. The multidisciplinary Mobile Medical and Mental Health Care Team (M3) includes a primary care physician,

psychiatric nurse, community-based registered nurse, case managers, drug and alcohol counselor and a peer support specialist with lived experience.

This collaborative team removes the walls of the clinics, bringing health care to campsites and bridge underpasses – anywhere someone needs care. They visit clients 1 to 4 times per week, maintaining contact and building trust to improve health and connect people to social services and ongoing care.

- 45%** of individuals experiencing homelessness live with a mental illness
- 65%** have a co-occurring substance use disorder
- 45%** have a co-morbid chronic medical condition

“The M3 team has probably saved my life. Working with them, I’ve made 99.9% of my appointments. I’ve gotten info on housing and AA groups too.”

– M3 Client

ONSITE CRISIS RESPONSE DIVERTS STUDENTS FROM HOSPITALIZATION

In FY19, Integral Care added a crisis prevention and triage therapist to Del Valle and Manor Independent School Districts through funding from House Bill 13. These specially-trained therapists respond to crisis calls throughout the districts, assessing the severity of the student’s crisis and supporting school staff. The therapists determine whether psychiatric hospitalization is necessary or if the crisis can be resolved by the therapists through safety planning and connection to ongoing counseling. Our crisis therapists resolved 82% of crisis situations, making a trip to the hospital unnecessary and, most importantly, keeping the child connected to their support network in the community. This easy access, onsite service is a best practice model, reducing absenteeism from school and alleviating burden on parents who have limited transportation and financial resources.

In addition to responding to crises, the therapists work to prevent future crises by providing suicide prevention and mental health trainings for teachers, students and parents. These trainings increase awareness, knowledge and reduce stigma around mental health issues.

SPOTLIGHT ON SUICIDE PREVENTION TRAINING IN DEL VALLE

1,273
Students trained

48%
Reduction in crisis calls after students were trained

162
Teachers trained

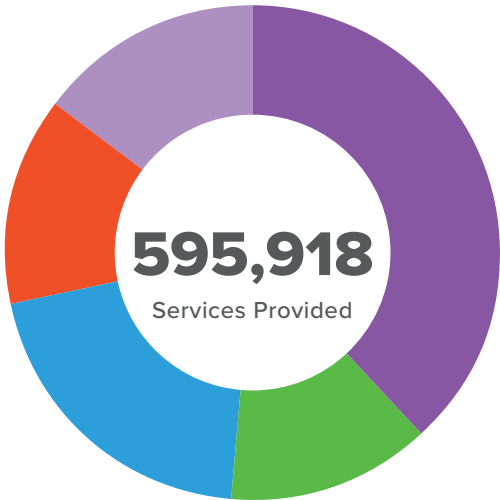
“The Manor Independent School District has greatly benefited from the crisis prevention therapist. These highly qualified clinicians have been instrumental in supporting our students in crisis. They provided mental health trainings for our school personnel on the impact of trauma, responding to a student in crisis and self-care. Students’ lives have been transformed due to the services of Integral Care.”

– Rebecca Lott,
Manor ISD Partnerships and Wellness Director

WHO WE SERVE

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.

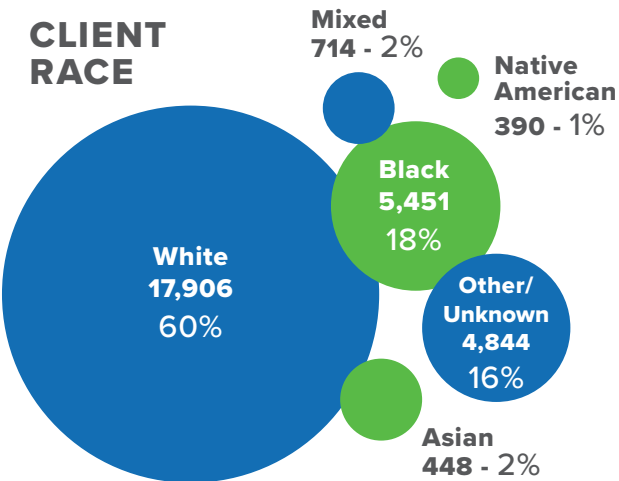
NUMBER OF SERVICES PROVIDED



Adult Behavioral Health	228,109
Child & Family	78,221
Crisis	121,089
Int. & Dev. Disabilities	81,937
Substance Use	86,562

29,733 CLIENTS SERVED IN FY 2019

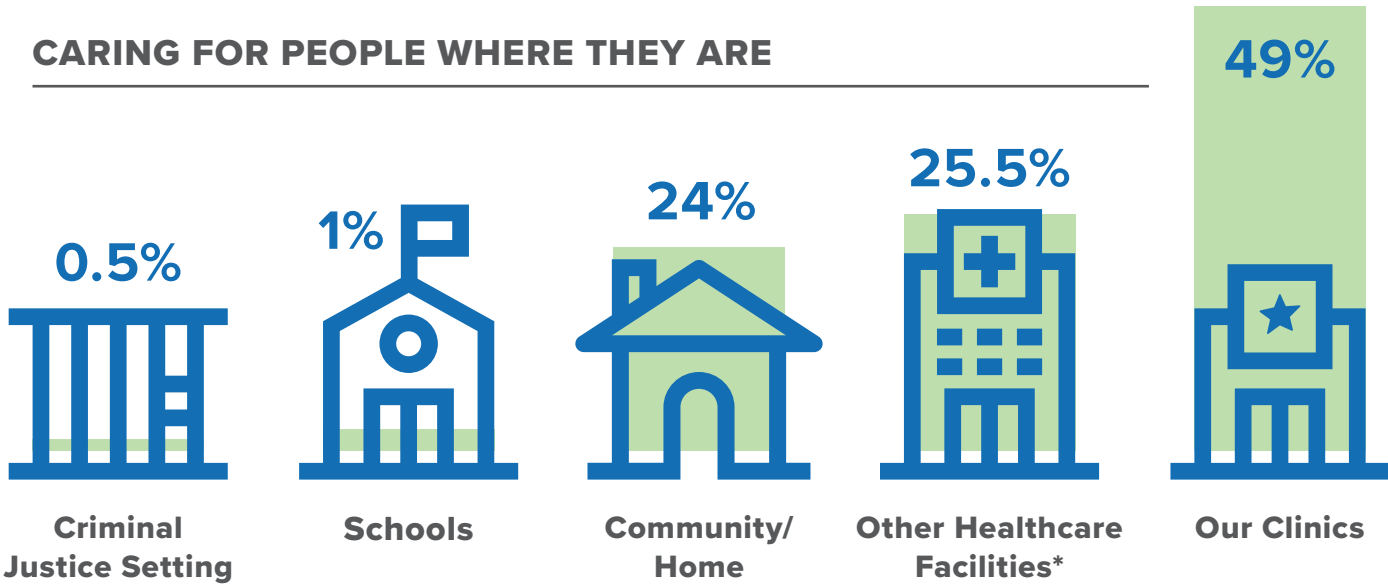
CLIENT RACE



CLIENT ETHNICITY

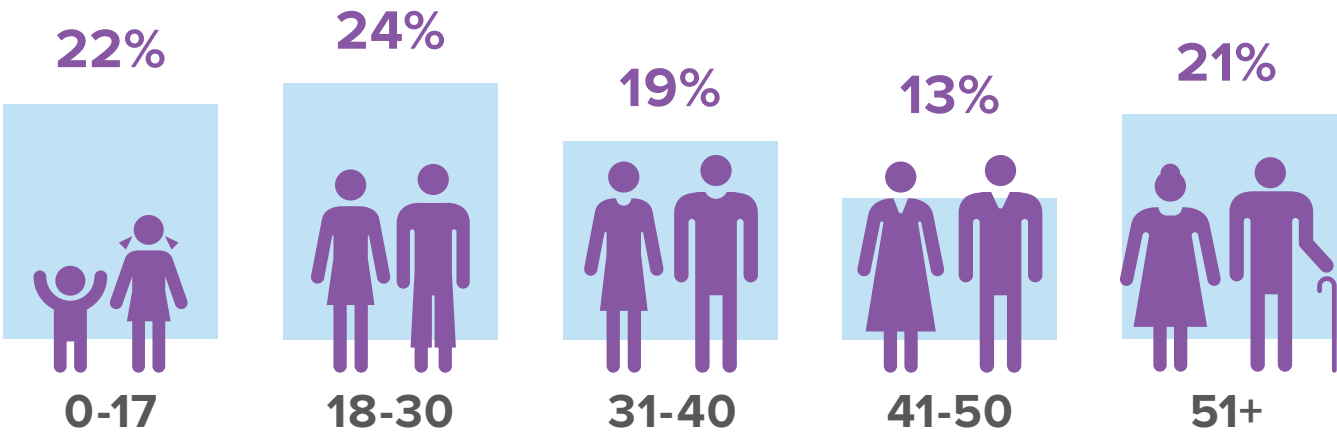


CARING FOR PEOPLE WHERE THEY ARE

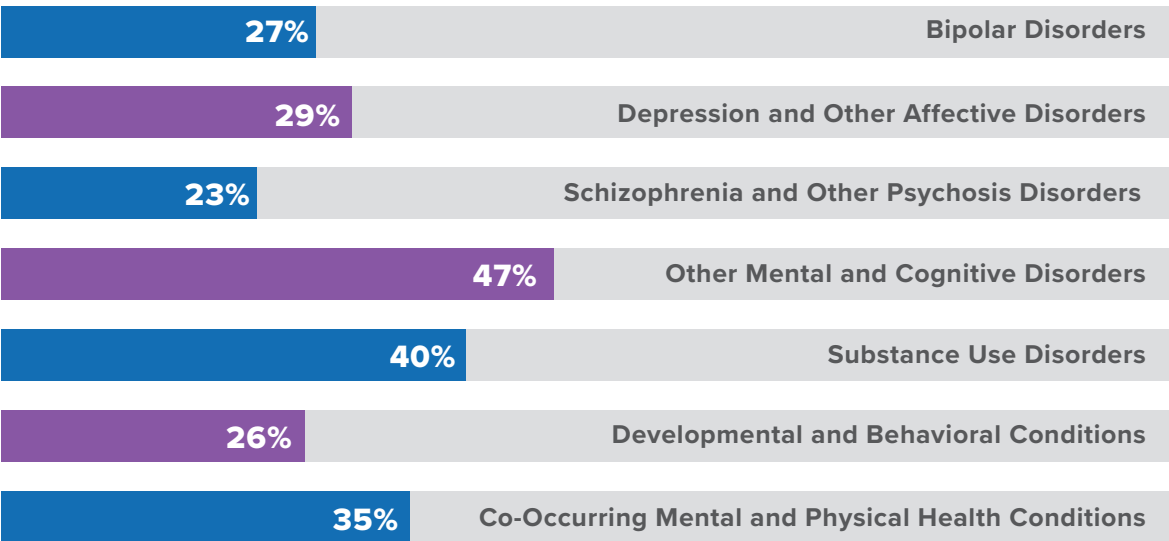


* Includes residential facilities, medical hospitals, psychiatric hospitals, chemical dependency facilities and nursing facilities. Our goal is to provide community-based care. When possible, we go wherever someone needs help.

CLIENT AGE



DIAGNOSES OF PEOPLE SERVED



TOTAL INCOMING 24/7 CRISIS CALLS



INTEGRAL CARE FINANCIAL REPORT

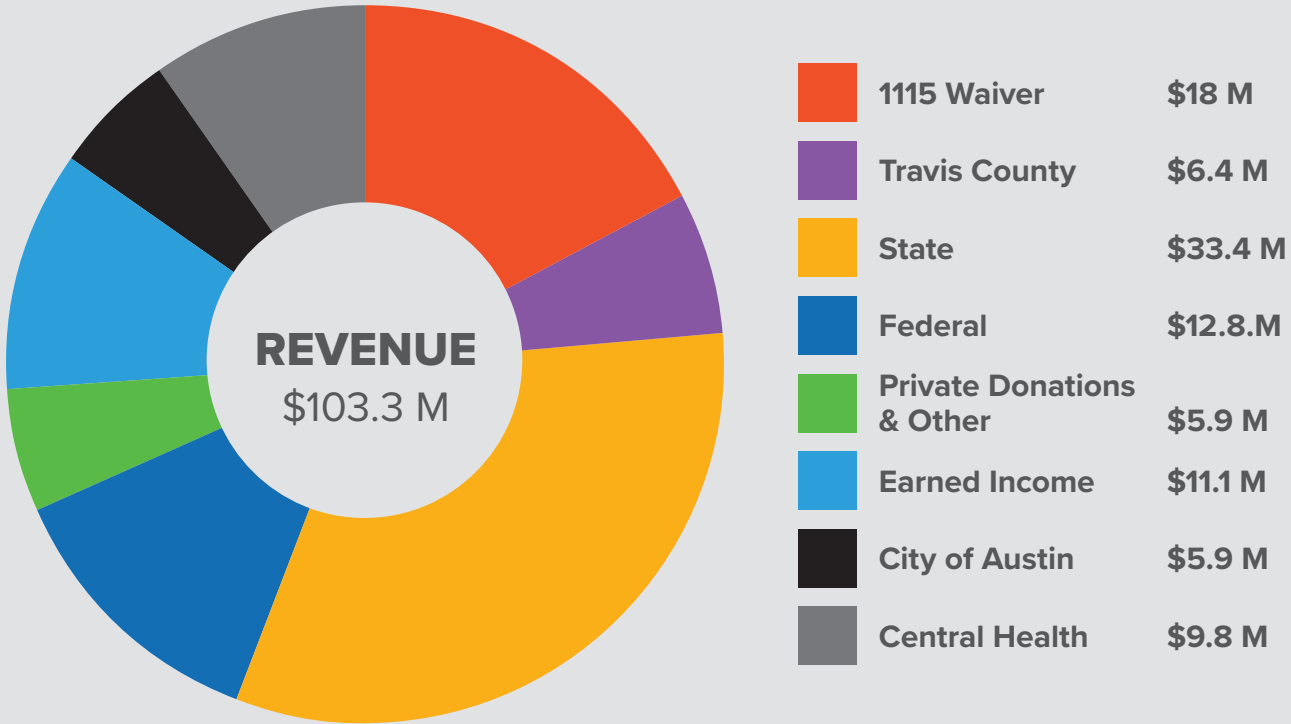
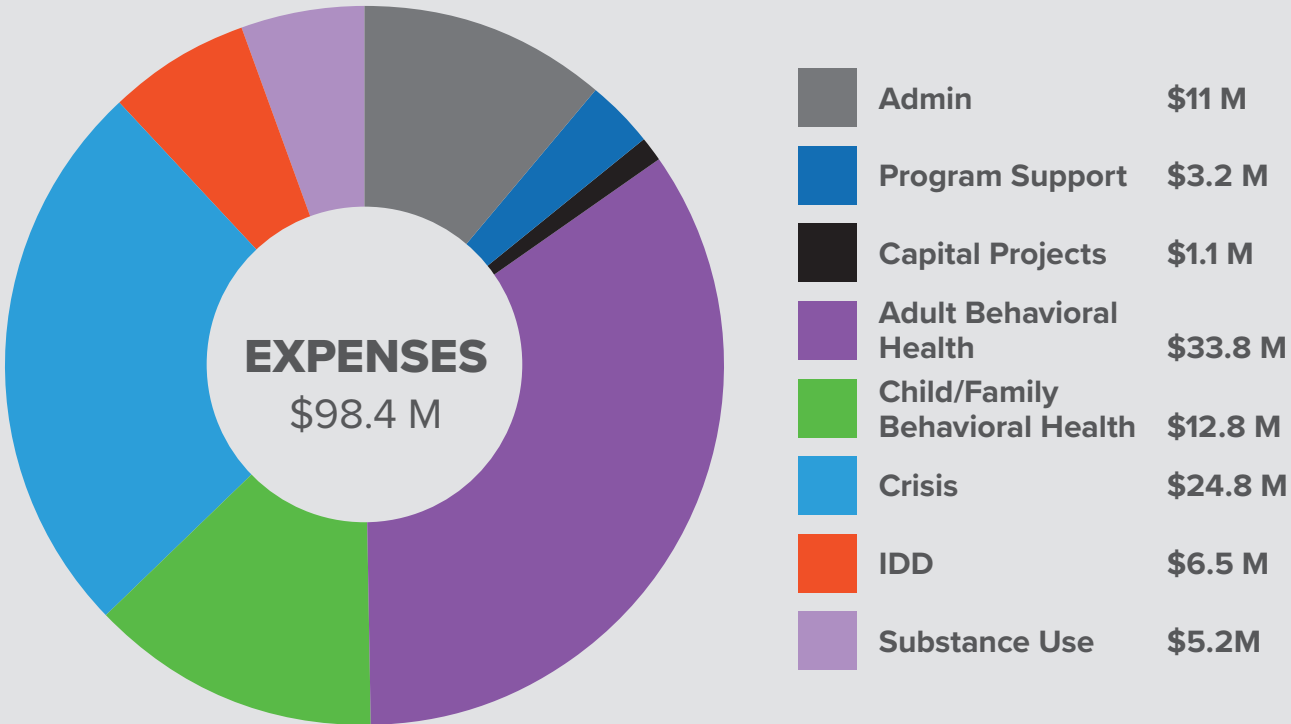
INCOME
LIABILITIES &
NET POSITION

	GOVERNMENTAL ACTIVITIES	BUSINESS ACTIVITIES	TOTAL
Current Assets	44,625,864	883,819	45,509,683
Noncurrent Assets	26,636,457	4,438,265	31,074,722
Total Assets	71,262,321	5,322,084	76,584,405
Current Liabilities	8,791,196	284,650	9,075,846
Noncurrent Liabilities	1,891,190	–	1,891,190
Total Liabilities	10,682,386	284,650	10,967,036
Total Net Position	60,579,935	5,037,434	65,617,369

GOVERNMENTAL ACTIVITIES
BUSINESS-
TYPE ACTIVITIES

	EXPENSES	CHARGES FOR SERVICES	OPERATING GRANTS & CONTRIBUTIONS	GOVERNMENTAL ACTIVITIES	TOTAL
Adult BH	69,140,450	6,270,309	65,284,347	2,414,206	2,414,206
Children BH	14,077,105	3,102,116	11,753,551	778,562	778,562
IDD	7,843,303	2,863,268	4,616,267	(363,768)	(363,768)
Substance Use	6,496,009	3,628,056	2,814,884	(53,069)	(53,069)
ECI	1,580,682	400,374	953,389	(226,919)	(226,919)
Interest & Fees on Debt	43,008	–	–	(43,008)	(43,008)
Total Gov't Activities	99,180,557	16,264,123	85,422,438	2,506,004	2,506,004
Integral Care Foundation	1,094,386	861,888	167,239	–	(65,259)
Total business-type act.	1,094,386	861,888	167,239	–	(65,259)
Total primary gov't	100,274,943	17,126,011	85,589,677	2,506,004	2,440,745

Investment Earnings	415,411	9,932	425,343
Contributions - not program restricted	987,876	–	987,876
Total General Revenues	1,403,287	9,932	1,413,219
Change in Net Position	3,909,291	(55,327)	3,853,964
Net Position, Beginning	56,670,644	5,092,761	61,763,405
Net Position, Ending	60,579,935	5,037,434	65,617,369



INTEGRAL CARE GRANTS AWARDED

Integral Care receives funding from a variety of federal, state, and local funding contracts, as well as fee-for-service and private grants. Support from public and private sources ensures that Integral Care can continue to deliver innovative health care for adults and children living with mental illness, substance use disorder and intellectual and developmental disabilities in Travis County. In FY 2019, Integral Care was awarded over \$16 million in grant funding – including multiyear contracts, one-year awards, and subcontracts with partners in the community – to expand existing programs and launch eight new programs.

GRANTOR	TOTAL AWARD	INITIATIVE
Adobe Employee Community Fund	\$20,000	Summer Groups for Youth in Del Valle, Manor, and Pflugerville ISD for 1 year
Austin Community Foundation	\$40,000	Housing Essentials for Terrace at Oak Springs Residents for 1 year
Austin Public Health	\$2,000,000	Rapid Rehousing for People Experiencing Homelessness for 5 years
Austin Public Health	\$497,000	Services for Individuals Living with HIV for 3 years
Austin Public Health/ Central Health/Community Care	\$2,500	Community Garden at La Paloma for 1 year
Collaborative/AISD	\$1,103,031	Campus-Based Behavioral Health Services for Austin ISD for 1 year
City of Austin	\$130,000	Expansion of Projects for Assistance in the Transition from Homelessness (PATH)
Downtown Austin Community Court	\$261,688	Housing Focused Support Services at Alameda House for 1 year
Episcopal Health Foundation	\$1,500,000	Value-Based Payment Model with Managed Care Organizations for 3 years
Health and Human Services Commission	\$1,900,000	3000 Oak Springs Clinic Operations and Expansion of Housing Supports for 1 year
Health and Human Services Commission/ Healthy Community Collaborative	\$500,000	Salvation Army Collaborative Program for Women and Children for 1 year
Moody Foundation	\$100,000	Housing Essentials for Terrace at Oak Springs Residents and Youth Suicide Prevention in Del Valle ISD for 1 year
Religious Coalition to Assist the Homeless	\$10,000	Wraparound Services for Terrace at Oak Springs Residents for 1 year
St. David’s Foundation	\$1,719,613	Judge Guy Herman Center for Mental Health Crisis Care Operations and Housing Services and Supports for 2 years
Substance Abuse and Mental Health Services Administration	\$4,000,000	Certified Community Behavioral Health Clinic Expansion for 2 years
Substance Abuse and Mental Health Services Administration	\$1,600,000	Community Outreach and Intervention for Youth and Young Adults at Clinical High Risk for Psychosis for 4 years
Substance Abuse and Mental Health Services Administration	\$839,768	Community-Based Integrative Dual Disorders Treatment Intervention for Individuals Experiencing Homelessness Note: Subcontract with Dell Medical School for 5 years
Substance Abuse and Mental Health Services Administration	\$375,000	Mental Health Awareness Training for 3 years
Texas Council for Developmental Disabilities	\$12,500	Guest Speakers and Consumer and Family Member Stipends at Central Texas African American Family Support Conference for 1 year
Wells Fargo Foundation	\$10,000	Housing Essentials for Terrace at Oak Springs Residents for 1 year

INTEGRAL CARE FOUNDATION DONORS

\$5,000 AND ABOVE Gary Daniel Graves, Dougherty, Hearon & Moody H-E-B Husch Blackwell LLP Netsmart Superior HealthPlan Therapy Management Company Joan and Kurt Wade	Charles H. Boone Cardea Services Center for Healthcare Services Denise and Matt Chumlea Sarah Churchill-Llamas Ellee and Matt Cochran Hon. Sheryl and Kevin Cole Leslie Delvesco Matthew Geck Lynne and Steve Gellman Gjerset & Lorenz LLP Rachel Gunner & Morrie Schulman Hon. Guy Herman Rosalind Hunt Clay Johnston Lucy and Joel Katz Jelynn LaBlanc-Burley Ethan Lauer Dina Matthews Hon. Elliott Naishtat Jefferson Nelson John Nguyen Susan Petersen Sherry Prather Sandra Rivera Elizabeth Whited Thomas Wise Kaye and Tom Young	Dorothy Doolittle Sandra East Sharon and Lee Easter Robert Elder Angela Emmett Angie and Tommy Emmett Carol Jean Faget Stephanie Flora Jaeson Fournier Sherrie and Bob Frachtman Keith Galloway Martie Garcia Marcus Gasaway Andi Gillentine Stephen Goldsmith Mike Guerrero Pat Gullatt David G. Halpern Paige Hamersma Marilyn and Bill Hartman Laura Hayden Wanda and Emmitt Hayes Melisa Hayes Jean-Marie Heard Mary Gatlin Hearon Jan and Peter Hempel Nancy Herlin Peter Herlin Russell Herman Ted Hernandez David Hilgers Monique Hodges Rachel Huchton Jen Hulme Linda Huntley Toni Inglis Jester King Brewery Hamilton James Nejeed Kassam Harrison Katz Morgan Katz Merily and Tom Keller Michael Kimmins Ernest Koury Preeth Kp Aileen Krassner Regina Kurtz Brett Laine Susan Lambert Peter Langley Yildiz Lemphers Albert Lin Joanna Linden Lauren Lucchesi Louise Lynch Rebecca Maag Michael Malfettone Michael Marin Octavio Martinez Holly Massingill Cat Mattingly Emma Lea Mayton Beverly McDonald	Melisa McEwen Cathy and Ed McHorse Jaclyn McJunkin Frances McTigrit Usman Mirza Ashlyn Modlin Carol Kim and Paul Moomaw Mark Murov Randy Murphy Smara Nash Justin Newsom David Olivenbaum Martha O’Meara Kelly O’Shieles Elissa Pate Brandon and Alex Patterson Jennifer Perkins Carla Pineyro Sublett John Prather Lynley Prather Nita Rao Ellen Richards Ernest Rivera Roots Behavioral Health Jo Ann Rothfelder David Ruiz Emily Russell Jackie C. Rutherford Melanie Salisbury Jonson Waite Sandberg Vanessa and Al Sarria Natalie Sheridan Catherine Siever Joy and Harvey Simon Jada Smith Sherry L. Smith William Smith Luanne Southern Carol Spicer-Keefe David W. Springer Wynn Stenftenagel Greg Stoll Lauren Stoll Kimberly Storin Albert Taus Margaret Temple Transit Theatre Troupe Michael Tucker Katherine and Mark Voges Mark Watson Suzanne Whatley Angele White Catherine Whited Ken Winston Glenys Wolff Dan Yahiel
\$1,000 - \$4,900 Mary and Rick Aldrich All Year Heating and Cooling Apple Ascension Seton Austin Regional Clinic Clean Cause, Inc Coby Chase Caitlin Corkill Vincenz DeCastro Debra and David Evans Frost Bank Nickie and Eric Froiland Give Realty Steven Ryan Heckman Susan and Scott Hector Hadley Hempel Jacqueline Fox and Frank Hoffman Phil Huang Kirk Watson Governor for a Day Committee Hal Katz Andrew Keller Ellen Lake Karen and Paul Leeke Jill and John McFarland Meadows Mental Health Policy Institute NAMI of Central Texas Popp Hutcheson, PLLC Kathy and Bill Robbins Carol and Rick Roberson John Rosato Melissa Rowan Rev. Susan Hawkins and Alan Sager Sandeep Kumar Singh Stacy and Steve Strakowski Tejas Health Management Barbara Tocker United Heritage Charitable Foundation Office of the President, University of Texas Winstead PC Barbara and David Weden Mary G. and Howard Yancy	Under \$499 ABC Longhorn Moving Cindy and Greg Abell Marilyn Ackerman J.C. Adams Lissa Adams Samantha Adler Michelle Apodaca Tom Ardis Mesha and Anthony Barnes Robert Bass Jennifer Baum Ryan Bennett Michael Bertken Francelle Bettinger Maura Brady Kelly Breeden Trish Young Brown Lesa Brown-Valades Lucy Butter Rev. H.E. Calahan Kathleen Casey Lauren Chumbley Danielle Church Michelle Condron Scott Conn Steve Conn John Connors Jacqueline Cordry Gilbert Davila Marty Dick Ann Dillon Diana Dobson Daniel Dodgen		

INTEGRAL CARE FOUNDATION

Integral Care Foundation (ICF), formerly New Milestones Foundation, raises funds for Integral Care’s programs and services, which provide critical tools that build health and well-being for adults, children and families. The Foundation is also dedicated to expanding awareness and eliminating the stigma surrounding mental illness, substance use disorder and intellectual and developmental disabilities. For almost 40 years, the Foundation has helped Integral Care provide a strong foundation so everyone in our community can reach their full potential. Over the years, ICF has raised over \$1.5 million to support 24/7 mental health crisis care, children’s mental health services, housing and homeless services and much more. Together, Integral Care and the Integral Care Foundation are improving health in Travis County.



2019 Integral Care Foundation Gala



PROGRAM SPOTLIGHT: THE INN

The 2019 Foundation gala donated **\$50,000** of its proceeds to The Inn, a safe overnight facility for adults in a mental health crisis. The money helped train staff and purchase therapeutic items to support adults with an intellectual or developmental disability who are experiencing a mental health crisis.

CLIENT SPOTLIGHT: GENARO’S STORY

“I felt I was in a downward spiral. The Inn was there for me. They helped me regain my health. They asked me if I needed medicines, food. It is a relief to know that there’s a place to go if I’m ever overwhelmed again. A place where I am safe and can get the help I need in the moment. A place where I can go if I’m feeling in danger of ending my life. A place to get back on the right track.”



Genaro shared his story at the 17th annual Bridging the Gap Gala. Genaro is in his early 20s and was born deaf. Following Hurricane Katrina, he bounced around foster homes throughout Texas before leaving the system and coming to Austin. Like so many with traumatic childhood experiences, Genaro has mental health issues. He turned to The Inn for help during a low point, when he had lost his housing. He is one of over 700 people The Inn helps regain stability every year. The Inn provides access to medicine, 24/7 nursing, substance use recovery support and more.

Integral Care helped Genaro apply to Austin Community College where he is pursuing his dream of becoming a welder.



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- Scott Hector, PhD, Past President
- Frank Hoffman, Treasurer
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- Lynley Prather
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(AS OF 8/31/2019)

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IntegralCareFoundation.org

