

# Consumer Council Committee – July 28, 2020

Agenda Items	Time	Facilitator
1. Welcome and Introductions		Kelley Evans
2. Announcements		All
3. New Cloud-based Hotline Software		Teresa Williams
4. Consolidated Local Service Plan (CLSP) and Local Planning Network Development (LPND) Plan		Louise Lynch
5. COVID-19 Update		Louise Lynch
6. Unfinished Business		All
7. Agenda Items for Next Quarter		Kelley Evans
8. Assign Facilitator and Timekeeper		Kelley Evans
9. Adjourn- Next Quarterly Meeting: October 27 <sup>th</sup>		Kelley Evans

# Kelley Evans

## Announcements

# Teresa Williams

## New Cloud-based Hotline Software



# Louise Lynch

Consolidated Local Service Plan (CLSP) and  
Local Planning Network Development (LPND) Plan

# Consolidated Local Services Plan (CLSP) 2020

# About Local Network Development

**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.



# Requirements

- Stakeholder input prior to plan development not required
- Provide rationale for limiting consumer choice or not using all available provider capacity
- Develop standardized profile for consumer choice
- Engage in transition planning and notify consumers of availability of choice annually

# Introduction

- History and Description of Integral Care including budget and clients served
- Strategic Plan 2020-2022
- Board of Trustee changes
- Expanded eligible population

# Mental Health Services and Sites

- Expanded Mobile Crisis Outreach Team (EMCOT)
- Office based Opioid Treatment
- Resource Navigation Center
- Co-occurring psychiatric and substance use disorder (COPSD)
- Terrace at Oak Springs
- Dell Children's and Georgetown Behavioral Health Hospital
- Austin Area Mental Health Consumers (AAMHC)



# Texas Healthcare Transformation and Quality Improvement (1115 Waiver Projects)

The eleven projected ended in 2017. Terms were negotiated for continuation of the Delivery System Reform Incentive Payment (DSRIP). Individual projects evolved into provider based reporting resulting in collection and monitoring of twenty-one agency wide outcomes.

# Community Participation and Planning

- Children's Mental Health Crisis Services Task Force
- Integral Care Community Forums
- Community Health Assessment/Community Health Improvement Plan
- One Voice Public Policy Committee
- 2 Gen Policy Committee

# Community Participation and Planning (Cont.)

- Behavioral Health and Criminal Justice Advisory Committee
- Alcohol, Tobacco and Other Drugs Committee Assessment
- Travis County Youth Substance Abuse Prevention Coalition
- Austin ROSC
- Austin Area Opioid Work Group
- Travis County Substance Use Disorder Planning

# Key Unmet Needs

- Behavioral health needs of individuals with IDD
- Community based services and mental health crisis supports for children and families
- Improvements in local substance use services
- Improving access to services in outlying areas of Travis County
- Diversion of Individuals with behavioral health needs from criminal justice
- Need for expansion of deeply affordable housing



# Jail Diversion

- MCOT is co-located at Central Booking
- Expansion of services to individuals under community supervision

# Other Behavioral Health Strategic Priorities

- Increase timely access to outpatient services through service specialization
- Integrating community based wraparound services for children and families
- Single point of entry of children and families in crisis
- Addressing the behavioral health needs of individuals with complex needs

# Local Priorities and Plans (New)

- Strengthen crisis plans for children and youth
- Determine feasibility of developing a single point for entry for children in crisis and their families

# System Development and Identification of New Priorities

- Intensive Community based crisis response for children and their families
- Marketing 512 472 HELP (4357) as Single Point of Entry
- Sustainability of financing for Herman Center
- Practitioner/Provider Recruitment
- Establishment of Regional Suicide Helpline
- Expansion of Regional Suicide Prevention Line (NSPL)

# Local Provider Network Development Plan (LPND) 2020

# 2020 Local Provider Network Development Plan Overview

- Updates the local service area including population
- Updates the available non-Medicaid capacity for adult, child/youth complete levels of care
- Includes crisis service capacity including contracted capacity for crisis respite, residential and inpatient services
- Updates existing contract list for organizational and individual providers

# Administrative Efficiencies

- Helpline moved to Cloud based system to increase functionality and reporting capability
- Expansion of National Suicide Prevention Line (NSPL) to 62 counties in Texas
- Expand Provider Services through contracts with health plans and negotiation of alternate payment arrangements
- Share in IT support; OSAR Services
- Working to implement best practices within guidelines of the Certified Community Behavioral Health Clinic model

# Provider Availability

- Checked the HHSC LPND website for provider inquiries
- Posted Request for Interest (RFI) on Integral Care Website
- Email communication with network providers, YES waiver providers and HCBS-AMH providers about the RFI
- Published RFI notification in Transparencies
- Responded to inquiries made by interested providers

## Provider Availability (Cont.)

- The Wood Group
- Family Eldercare
- Southwest Key
- CHILL
- Prestige Staffing
- NDANDO House

# Procurement Plans

Service or Combination of Services to be Procured	Capacity to be Procured	Method (RFA or RFP)	Geographic Area(s) in Which Service(s) will be Procured	Posting Start Date	Posting End Date	Contract Start Date
Temporary Nurse Staffing	PRN	RFP	Travis	October 2020	December 2020	January 2021
Locum Tenens	PRN	RFP	Travis	February 2021	March 2021	April 2021
LOC 3 services for adults	100	RFP	Travis	May 2021	July 2021	August 2021

# PNAC Involvement

- Review of PNAC roles and responsibilities and LPND rule
- Review of draft CLSP
- Review, Approval and Recommendations to the Board of Trustees procurements planned in last LPND cycle
- Review and Approval of grants to fund services
- Engagement in community based planning

# Timeline

PNAC approved posting of CLSP and LPND	6-11-2020
Plans posted for Public Input	6-15-2020
PNAC Review and Recommended Approval	8-13-2020
P&O Board Committee Approval	8-18-2020
Approval of Board of Trustees	8-27-2020
CLSP and Network Plan Submitted to HHSC	8-31-2020

# Discussion

# Louise Lynch

## COVID-19 Update



# COVID-19 DSHS Data Dashboard

	As of June 24, 2020	As of July 8, 2020
Counties Reporting Cases	242 of 254	246 of 254
Total Tests	1,836,037	2,532,940
Viral Tests	1,630,258*	2,258,708*
Anti-body Tests	175,384*	212,321*
Cases Reported	125,921	220,564
Active Cases	50,774	104,467
Fatalities	2,249	2,813
Estimated Recoveries	70,898	113,284

[COVID-19 DSHS Data Dashboard Information](#)

\*Viral test and anti-body test numbers lag one day behind

<https://austin.maps.arcgis.com/apps/opsdashboard/index.html#/39e4f8d4acb0433baae6d15a931fa984>

Click to save a picture to your desktop.

# Additional Resources



## Suicide Prevention Wallet Cards

- Information about how you can help
- Resources
  - ▶ 2-1-1
  - ▶ 9-1-1 to request mental health officer
  - ▶ Finding local mental health or behavioral health authority
  - ▶ National Suicide Prevention Lifeline
  - ▶ Veterans Crisis Line
  - ▶ Trevor Project
  - ▶ Crisis Text Line
- Training Opportunities

[Suicide Prevention Wallet Card English](#)  
[Suicide Prevention Wallet Card Spanish](#)



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# Additional Resources

## Crisis Text Line

- Free, available 24/7
- Text TX to 741471 from anywhere in U.S.
- Text with a trained counselor
- Texas-specific data
- Three waves of crisis related to COVID-19 in Texas
  - ▶ Anxiety related to the virus
  - ▶ Crises related to quarantine
  - ▶ Crises related to financial issues and bereavement

[Crisis Text Line COVID-19 Texas Data](#)

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## COVID-19 State Facility Data



	As of June 21, 2020	As of July 6, 2020
Total Population Served	4,624	4,619
Total Number of Facilities	23	23
Total Positive Cases – Patients and Residents	212	314
Current Number of Facilities with at Least One Positive Patient or Resident	8	11
Patients and Residents Recovered	163	170
Patient and Resident Deaths due to COVID-19-Related Complications	Fewer than 10	Fewer than 10

[COVID-19 State Hospital and State Supported Living Center Data](#)

## Crisis Services Operations:

Our **Psychiatric Emergency Services (PES)** is providing all visits by telephone and telehealth. Face-to-face visits will be by appointment only as needed. PES provides urgent mental health care.

- PES is not accepting walk-in visits at this time.
- Please call 512-472-4357 for telephone and telehealth services. Press 1 for English, then 1 to speak to our staff.
- Hours: Monday – Friday, 8am to 10pm; Saturday, Sunday and Holidays, 10am to 8pm

Our **Mobile Crisis Outreach Team (MCOT)** is providing all visits via telephone and telehealth with face-to-face visits by appointment only as needed. MCOT provides mental health crisis care in the community.

- Please call 512-472-4357 for telephone and telehealth services. Press 1 for English, then 1 to speak to our staff.
- Hours: Monday – Friday, 8am to 10pm; Saturday, Sunday and Holidays, 10am to 8pm



## Adult & Children Mental Health Operations:

- As of Wednesday, March 18<sup>th</sup>, most Integral Care services are now being provided by telephone or telehealth. Face-to-face visits are by appointment only as needed.
- As of Wednesday, April 1<sup>st</sup>, any scheduled face-to-face adult mental health and substance use disorder appointments will take place at our E. 2<sup>nd</sup> Clinic located at 1631 E. 2<sup>nd</sup> St, 78702.
- Please call 512-472-4357 for telephone and telehealth services. Press 1 for English, then 4 to speak to our staff.
- Hours: Monday – Friday, 8am to 5pm

For any scheduled face-to-face appointments, all clients (and staff) will be screened before entering an Integral Care healthcare location.



## All IDD Operations:

- All service coordination is being provided by telephone or telehealth, unless a face to face visit is necessary and arranged by appointment. Please call 512-483-5800 before your scheduled visit.
- All testing services will be provided face to face. You will complete a brief health screening before testing. Please call 512-483-5800 before your scheduled visit.
- If you have questions, please call 512-472-HELP (4357).
- If you are experiencing a mental health crisis, call our 24/7 Helpline at 512-472-HELP (4357). Press 1 for English, then 1.



# COVID-19 CORONAVIRUS DISEASE

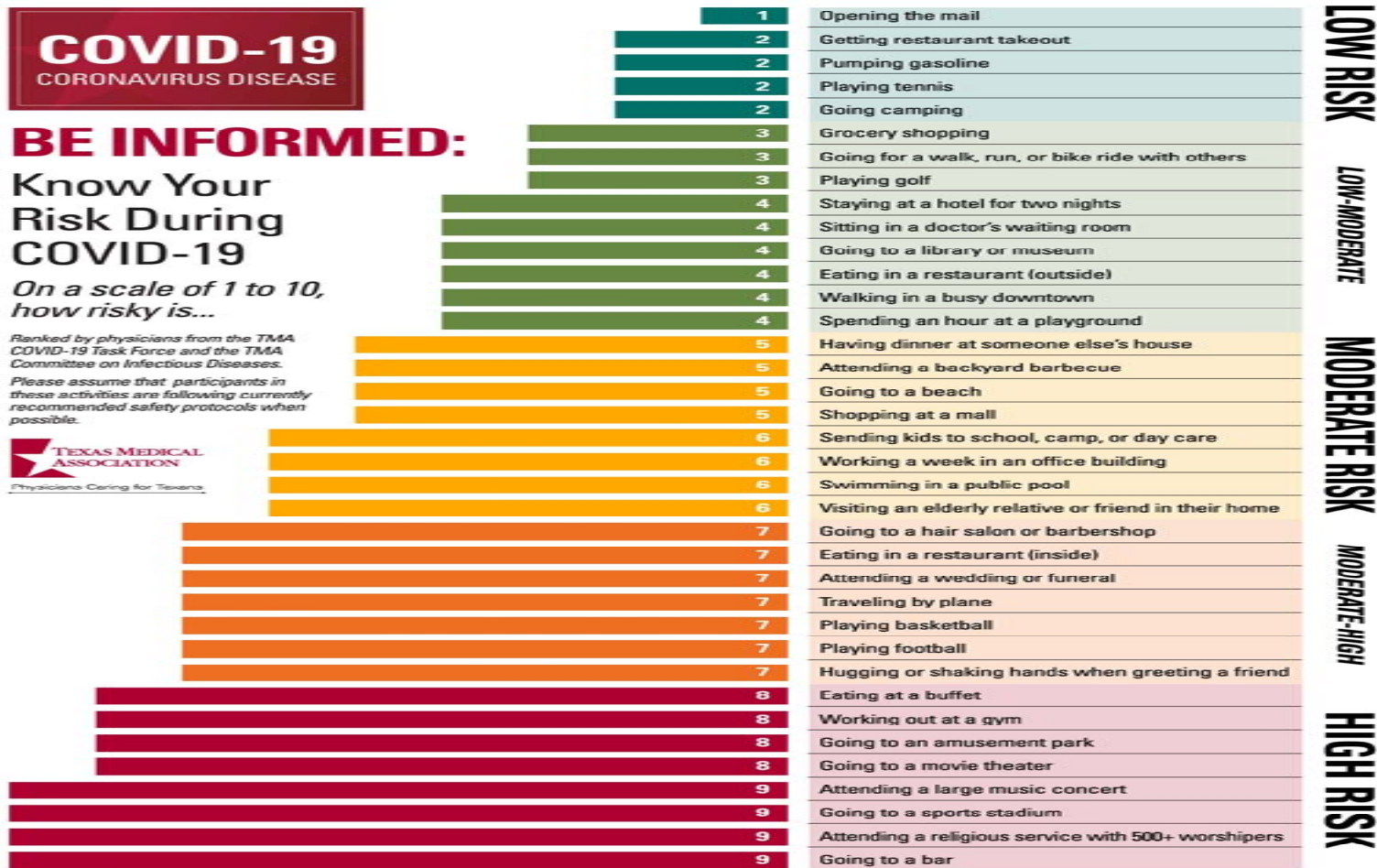
## BE INFORMED:

### Know Your Risk During COVID-19

On a scale of 1 to 10,  
how risky is...

Ranked by physicians from the TMA  
COVID-19 Task Force and the TMA  
Committee on Infectious Diseases.

Please assume that participants in  
these activities are following currently  
recommended safety protocols when  
possible.



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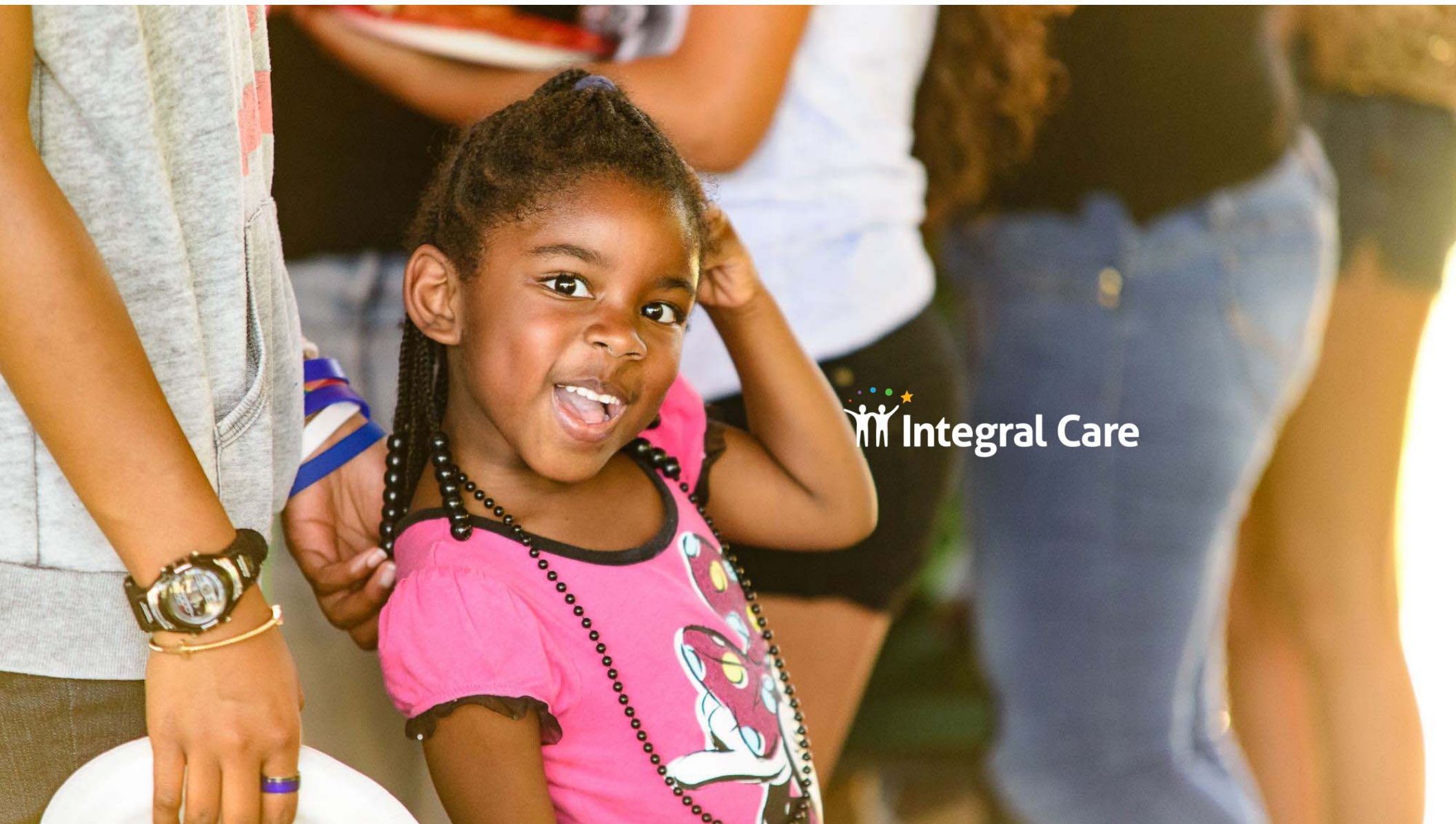
<https://www.texmed.org/TexasMedicineDetail.aspx?id=53977>

# Unfinished Business

# Agenda Items for Next Quarter

# Assign Facilitator and Timekeeper

**Adjourn- Next Quarterly  
Meeting: October 27<sup>th</sup>**



 Integral Care