

Form O

Consolidated Local Service Plan

Local Mental Health Authorities and
Local Behavioral Health Authorities

Fiscal Years 2022-2023

Due Date: September 30, 2022

Submissions should be sent to:

MHContracts@hhsc.state.tx.us and CrisisServices@hhsc.state.tx.us

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Introduction

The Consolidated Local Service Plan (CLSP) encompasses all service planning requirements for local mental health authorities (LMHAs) and local behavioral health authorities (LBHAs). The CLSP has three sections: Local Services and Needs, Psychiatric Emergency Plan, and Plans and Priorities for System Development.

The CLSP asks for information related to community stakeholder involvement in local planning efforts. The Health and Human Services Commission (HHSC) recognizes that community engagement is an ongoing activity and input received throughout the biennium will be reflected in the local plan. LMHAs and LBHAs may use a variety of methods to solicit additional stakeholder input specific to the local plan as needed. In completing the template, please provide concise answers, using bullet points. Only use the acronyms noted in Appendix B and language that the community will understand as this document is posted to LMHAs and LBHAs' websites. When necessary, add additional rows or replicate tables to provide space for a full response.

Integral Care is the LMHA and LIDDA in Travis County and administers an annual budget of more than \$112,953,703 of local, state and federal funding from over 80 distinct funding sources at 46 owned/leased physical facilities during FY2021. Integral Care, legally known as "Austin-Travis County Mental Health and Mental Retardation Center", adopted the assumed name Integral Care in order to reflect evolving attitudes and terminology, and to honor the dignity of people who seek its services in 2017.

In FY2021 Integral Care served more than 24, 921 individuals and families, offering numerous services and programs year-round. Individuals receiving services at Integral Care are often in dire need of treatment and often have a single or combined diagnoses of intellectual/developmental disabilities, persistent mental illnesses and/or substance use disorder. Integral Care's programs are administered through the following

areas: Adult Behavioral Health, Child and Family Services, Intellectual and Developmental Disabilities, Psychiatric Crisis and Jail Diversion. Integral Care was re-accredited by the Joint Commission in April 2021.

Integral Care Strategic Plan FY 2023-2025

The 2023-2025 Strategic Plan provides a road map that sets the priorities for the organization for the next three years and guides the development of the annual agency budget and business plan:

Vision

Healthy Living for Everyone

Mission

Integral Care's mission is to improve the lives of adults and children living with mental illness, substance use disorder and intellectual and/or developmental disabilities in Travis County.

Values

Integral Care will strive to uphold core values related to people, equity, integrity, excellence, collaboration and compassion.

People: Integral Care’s greatest strength is people – our team members, those we support, their families, and the Travis County community. We build strong connections with all of them while promoting an environment of inclusion, equity, and diversity.

Equity: Integral Care is dedicated to eradicating institutional racism, advancing a culture of inclusion, and supporting people of all identities. We establish policies that remove barriers to health equity, access, and quality services. We work proactively to identify and address biases in our environment.

Integrity: Integral Care delivers on our promises and is accountable for our performance. We build trust through ongoing, honest, transparent communication with our clients, team members, stakeholders, collaborators, and funders.

Excellence: Integral Care is committed to providing person-centered, trauma-informed, recovery-oriented, evidence-based, and culturally adaptive care. We ensure our culture, leaders, and team members are continuously improving and innovating.

Collaboration: Integral Care listens first, aligns with other service providers, and supports community movements aiding people living with mental health, substance use, and IDD needs. We coordinate community efforts to facilitate systems of comprehensive care.

Compassion: Integral Care engages the people we support, our community, and our team members with empathy, care, and understanding. We are a source of comfort to every person we encounter.

Health and Human Services Commission

Goals

Integral Care's FY 2023-2025 Strategic Plan has goals:

1. Cultivate Workforce: Support team members' well-being, provide opportunities for growth, and recruit a team that reflects the people we support.
2. Build Equity: Build racial and health equity in the community and an inclusive environment for team members and providers.
3. Deliver Quality Healthcare: Provide responsive, innovative, evidence-based, suicide-safer health care to the individuals we support.
4. Collaborate: Collaborate with governmental, nonprofit, private sector, and community organizations to meet the needs of our community.

Purpose and Functions

Purposes

- A. To assist in fulfilling the purpose of Title 7, Subtitle A, of the Texas Health and Safety Code to ensure a continuum of services to residents of its local service area by:
 - Providing effective administration and coordination of services;
 - Being a vital component in the continuum of services, including serving as a provider when appropriate to ensure client choice, maximizing available funds and best use of public and other money;
 - Striving to develop community-based services, with stakeholder input, that are effective alternatives to institutional care, where appropriate; and

- Assisting in the development of a comprehensive range of accessible services for persons who need supported care, intervention, prevention, education, treatment, or habilitation through coordination between governmental and private entities to optimize resources by:
 - Implementing policies consistent with state standards;
 - Spending available funds appropriated by the state legislature to serve the priority populations;
 - Working with regional co-collaborators such as Central Health, Dell Medical School and other community centers and local authorities, to foster independent and productive living through outcome-driven management, and delivery of a range of healthcare services (including but not limited to integrated care); and
 - Based on available funding, assist in the implementation of the state's policies of providing treatment to persons in their own communities, when appropriate and feasible; making services be the responsibility of local agencies and organizations to the greatest extent possible; and offering services to persons who are most in need by:
 - Providing screening and eligibility determination and continuity of care services for persons entering or leaving Texas Health and Human Services Commission (HHSC) facilities (i.e., state supported living centers and state mental health facilities) and for offenders with mental impairments;
 - Charging reasonable service fees in compliance with regulations and providing services to eligible persons in the priority population regardless of their ability to pay.

Functions of Integral Care as the designated LMHA/LIDDA

B. Integral Care offers a full continuum of services by overseeing and coordinating available funding resources through the following functions:

- Planning that assesses community needs by identifying gaps and areas of health disparities;
- Policy development of administration, services, resource development and allocation;
- Coordination of efforts across state, city and county agencies, private and public organizations, criminal justice entities, Veteran's Administration, other child-serving agencies, local independent school districts, family advocacy organizations, local businesses and communities in order to enhance access, efficiencies and outcomes for people with mental illness, substance use disorder and/or intellectual-developmental disabilities;
- Development of a Local Network Plan to assemble a provider network, taking into consideration public input, ultimate cost-benefit and client care issues, that reflects local needs and priorities and maximizes client choice and access to services provided by qualified providers;
- Exploring, identifying and engaging in regional planning efforts to improve administrative efficiencies and service delivery;
- Working collaboratively with the Texas Council of Community Centers to educate the community, its leaders and lawmakers on the importance, value and general understanding of services and the resulting public benefits to help officials make sound decisions on policies;
- Participation in Community Resource Coordination Group for Children and Adults;
- Cooperation with the Texas Education Agency in individual transition planning for clients receiving special education services;
- Resource development to meet community need;
- Supervision of the provision of behavioral health and intellectual developmental disabilities services

in the Local Service Area;

- Service coordination for assessments, service planning, monitoring, crisis prevention and management;
- Interest and Wait List management;
- Medicaid enrollment for services and programs;
- Conducting and coordinating Permanency Planning, Preadmission Screening and Resident Review (PASRR);
- Crisis and emergency response activities;
- Leading diversity and inclusion, educational and outreach efforts to the community on services, prevention and wellness and/or healthcare; and
- Supporting and participating in the development of research, best practices and community planning to improve behavioral health and intellectual-developmental disabilities services;
- Designing the formation of regional solutions with collaborative entities.

C. Integral Care participates in managed care functions to manage resources and benefits in providing the full continuum of care by participating in:

- Single Point of Entry and Call Center Operations;
- Utilization Management;
- Quality Improvement and Quality Assurance;
- Credentialing;
- Management Information System support;

- Claims adjudication and payment;
- Contract management;
- Provider Network development and management;
- Provider relations; and
- Contracting with governments and entities to provide behavioral health and other services designated by the Board of Trustees.

Integral Care explores and participates in collaborative relationships with other community safety-net providers, such as CommUnityCare. This includes pursuing state and federal grant dollars to integrate behavioral health and intellectual-developmental disabilities services in primary care settings.

Functions of Integral Care as a Provider:

- Providing direct services and benefit management through interlocal cooperation and other agreements with local independent school districts (ISDs), Travis County Healthcare District dba Central Health, the City of Austin and Travis County;
- Serving as a provider of last resort when appropriate to meet the requirement of client choice, maximizing available funds and making the best use of public money;
- Exploring, identifying and engaging in regional planning efforts to improve service delivery and quality;
- Integrating care and other emerging services that reflect best-practices and cost-efficiency;
- Positioning itself to maintain and enhance its role in the behavioral health market; and
- Exploring alternative funding sources and positioning itself to benefit from those opportunities.

The above responsibilities allow for greater accountability in the management of services and development of public policy at the local level.

The current appointed Trustees may be found at: <https://integralcare.org/en/people/>.

History and Description

Integral Care was established in 1966 and began operations in 1967 pursuant to the laws of the State of Texas and the Articles of Organization approved by its original appointing authorities, the City of Austin, Travis County, the Austin Independent School District (AISD) and The University of Texas at Austin. In 1977, The University of Texas at Austin withdrew as a sponsoring agency but committed to continuing support for Integral Care. In 1982, "Restated Articles of Organization" were promulgated. In 2010, Amended and Restated Articles of Organization were promulgated, under which Central Health became an appointing agency and AISD ceased to be an appointing agency but committed to continuing support for Integral Care.

Integral Care provides comprehensive, community-based behavioral health, developmental disabilities and co-occurring disorder services to adults and children who are eligible to receive services as indicated by local, state, federal and other agencies with which Integral Care contracts. Integral Care has been

designated by the state and local agencies as the LMHA and LIDDA for Austin and Travis County. The Texas Department of Mental Health and Mental Retardation (TDMHMR) confirmed Integral Care's status as a local mental health authority prior to TDMHMR's consolidation as the Texas Health and Human Services (TxHHS) Commission. In 1983, the New Milestones Foundation, now known as the Integral Care Foundation, was formed as Integral Care's non-profit fundraising arm. The Integral Care Foundation supports Integral Care's mission by raising funds and expanding awareness for individuals in Travis County who are affected by behavioral health or intellectual-developmental disabilities. The Integral Care Foundation is governed by a Board of Directors that comprises three Integral Care Trustees. The development of affordable housing for and education about people with brain-based disorders has been its primary focus. An annual fall fundraiser known as "Bridging the Gap" has supported various Integral Care programs over the years, including the annual Central Texas African American Family Support Conference held each February during Black History Month.

Integral Care continues to create and negotiate alliances and business structures. In early 2000, Integral Care and a private entity formed a Texas Uniform Unincorporated Nonprofit Association ("TUUNA"), called Tejas Behavioral Health Management Association. A TUUNA is permitted to have both public and private organizations as members. Integral Care is a member of the Tejas Behavioral Health Management Association along with five other community centers to create administrative and business functions and expand provider services. Tejas Behavioral Health Services, Inc. ("Tejas") is a behavioral health organization certified by the Texas Medical Board pursuant to Section 162 of the Medical Practice Act. Tejas was designed to provide behavioral health services for governmental programs including CHIP and STAR members. Tejas built and maintains a delivery system designed to meet the unique needs of this population and strives to continuously provide quality, accessible care through an extensive network system including in-patient, out-patient, partial hospitalization and residential treatment. This successful business initiative has proven beneficial for Integral Care by contributing to safety net services for the indigent population. Integral Care is a member of the TUUNA.

Appointing Agencies

Central Health, the City of Austin, and Travis County provide continuous support by appointing three members each to our Board of Trustees: The Travis County Sheriff also serves on the ten-member Board of Trustees as a statutorily appointed non-voting member.

<https://integralcare.org/en/people/>

The Trustees are a diverse group of individuals reflective of the community that Integral Care serves, with various professional backgrounds and lived experience in the areas of criminal justice, healthcare, management, behavioral health and rehabilitation services. As volunteers, the Trustees invest time at regular monthly meetings, quarterly training sessions, community forums and other functions.

Service Area

Integral Care provides services in Central Texas, Austin and Travis County.

- Travis County population as of July 1, 2021 was 1,305,154 according to the U.S. Census Bureau;
- The City of Austin population as of July 1, 2021 was estimated by the Census Bureau to be 964,177; and
- Other surrounding areas depend on collaborative regional planning efforts and current and future funding sources.

Populations Served

Integral Care uses available resources to provide services directly or through contract to target the needs of persons who are members of the populations described below in Travis County:

- Priority populations with behavioral health issues and/or intellectual/developmental disabilities (including substance use)
- Priority and target populations as defined by state, local, federal and private funders
- Other populations that meet community needs as determined by Integral Care's Board of Trustees
- Single diagnosis substance use disorder, as defined by a funder contracting for services
- HIV Services, as defined by funders contracting for services
- Children with multiple needs who are part of the multi-agency Children's Integrated Funding Initiative
- Other disabled or populations with related conditions determined to need Integral Care services
- Other disabled or populations as part of demonstration projects or other study groups to acquire and/or demonstrate best practices
- Veterans

Who We Serve

Integral Care serves populations with bipolar disorder, major depression, schizophrenia, post-traumatic stress disorder, obsessive compulsive disorder, anxiety disorder, attention deficit/hyperactivity disorder, delusional disorder, bulimia nervosa, anorexia nervosa, or other severely disabling mental disorders which require crisis resolution or ongoing or long term support and treatment. This population data also includes clients with intellectual or developmental disabilities and children with emotional disturbances. Integral Care's clients are largely concentrated along the I-35 corridor and in Del Valle.

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 collaborating agencies.



Travis County
Residents Served



Staff in Austin/Travis
County



Operating
Budget

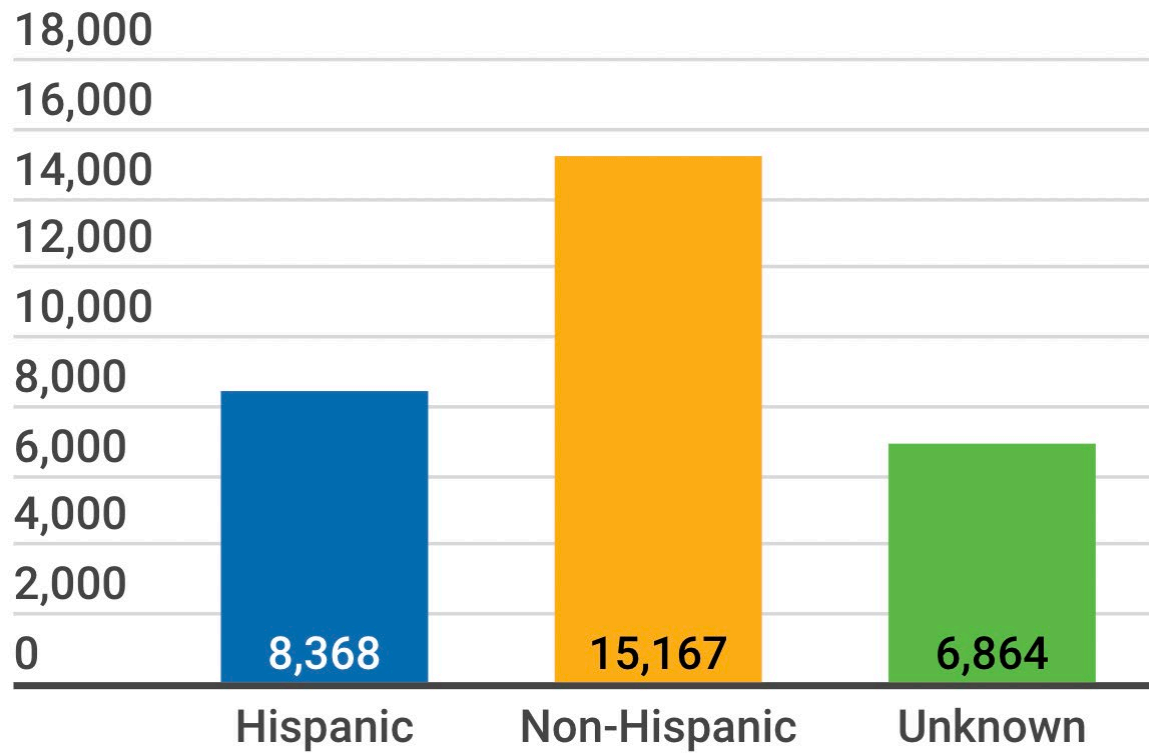


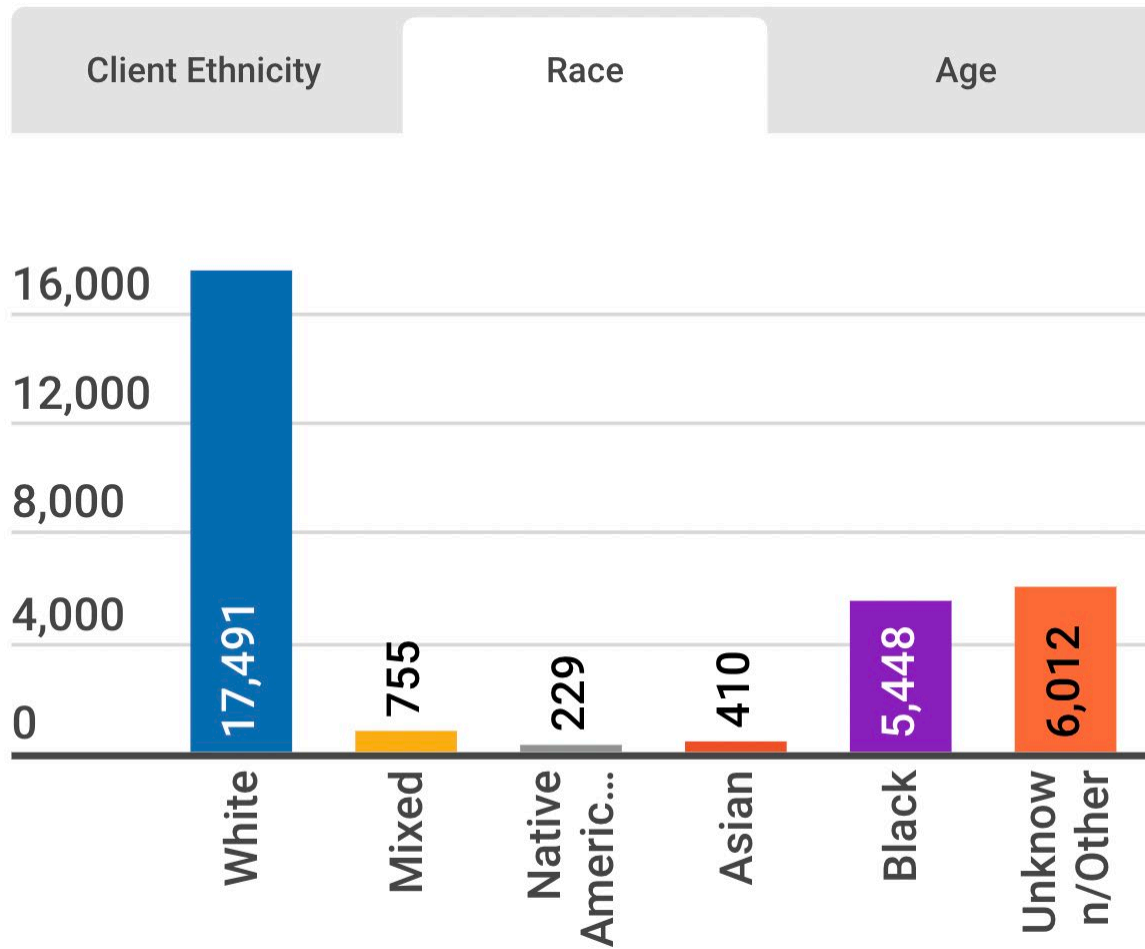
of Proud Service to
Our Community

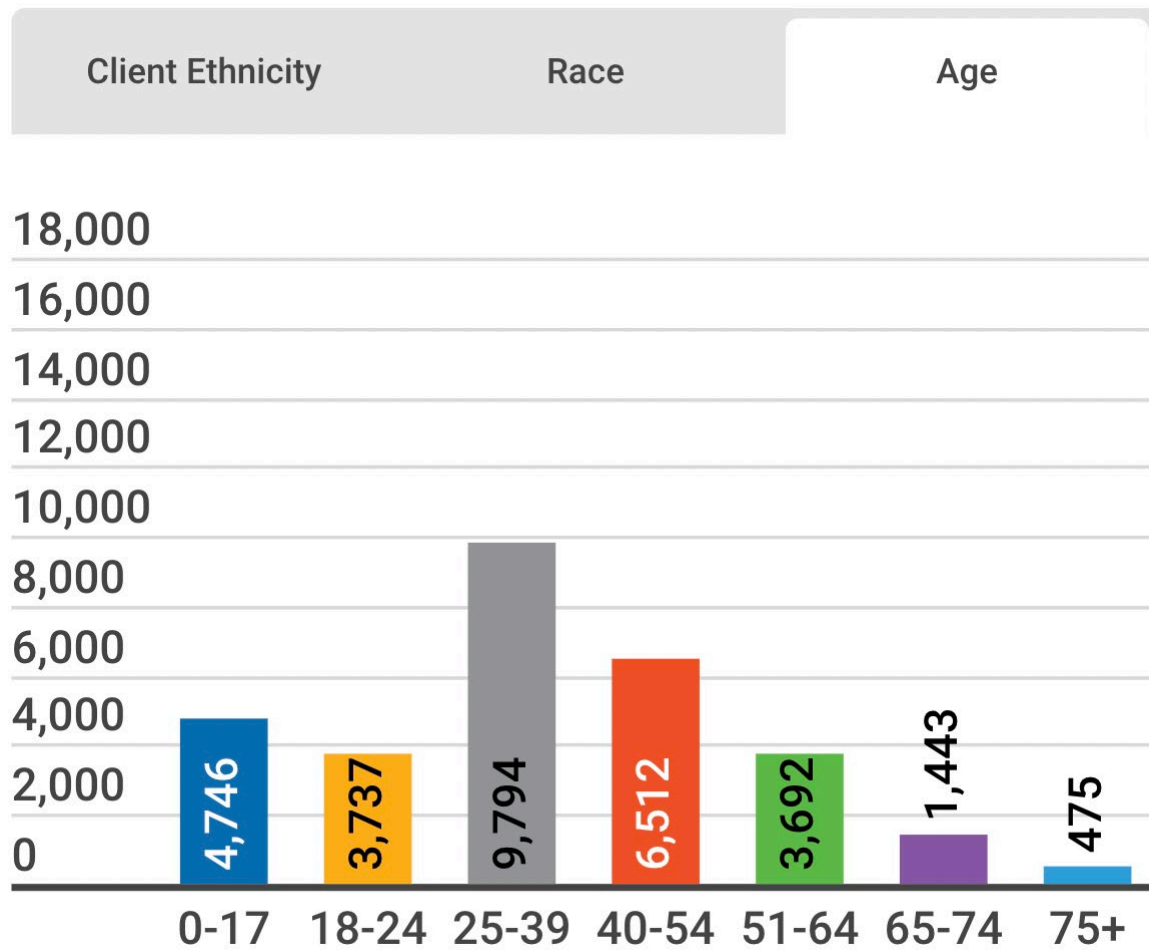
Client Ethnicity

Race

Age









24/7 Helpline Calls FY2021

Intake 49,097	Crisis Calls 77,749	Appointments 86,155
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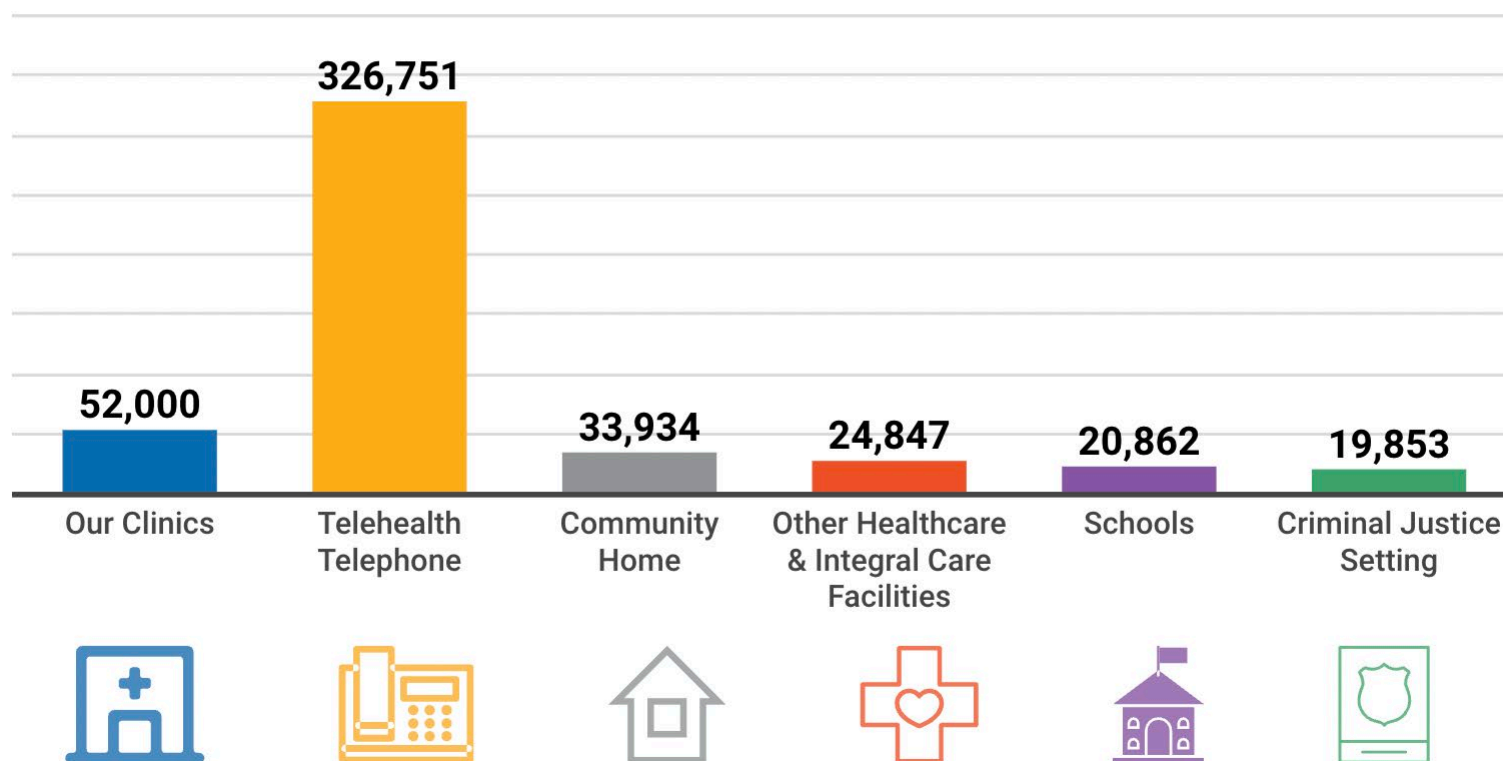
Top Languages Spoken by Clients

English
Spanish
Am. Sign Language
Arabic
Vietnamese
Burmese
Mandarin
Dutch
French
Farsi
Kinyarwanda
Bengali
Bosnian
Korean
Nepali



Caring for People Where They Are FY2021

Whether providing care for mental illness, substance use disorder, or intellectual and developmental disabilities, Integral Care meets people where they are – in our clinics, in their homes, in schools, in the community, and in criminal justice settings as well as other healthcare facilities. This chart shows total services provided by place of service.





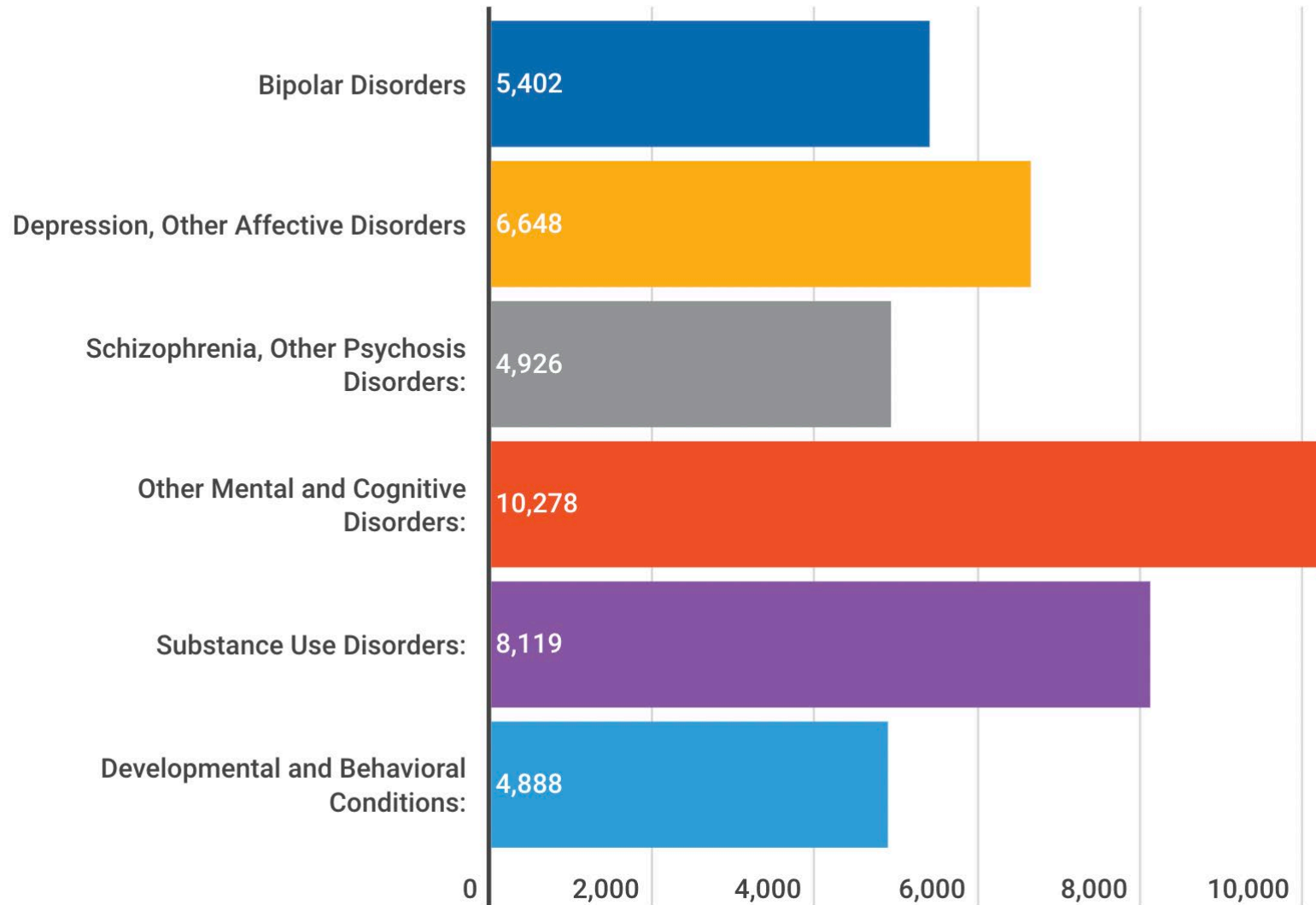
Breakdown of Services - 529,954 Services Provided in FY2021



● Adult ● Crisis ● IDD ● Child & Family ● Substance Use ● Hotline



Diagnoses FY2021



Section I: Local Services and Needs

I.A Mental Health Services and Sites

- *In the table below, list sites operated by the LMHA or LBHA (or a subcontractor organization) providing mental health services regardless of funding. Include clinics and other publicly listed service sites. Do not include addresses of individual practitioners, peers, or individuals that provide respite services in their homes.*
- *Add additional rows as needed.*
- *List the specific mental health services and programs provided at each site, including whether the services are for adults, adolescents, and children (if applicable):*
 - *Screening, assessment, and intake*
 - *Texas Resilience and Recovery (TRR) outpatient services: adults, adolescents, or children*
 - *Extended Observation or Crisis Stabilization Unit*
 - *Crisis Residential and/or Respite*
 - *Contracted inpatient beds*
 - *Services for co-occurring disorders*
 - *Substance abuse prevention, intervention, or treatment*
 - *Integrated healthcare: mental and physical health*
 - *Services for individuals with Intellectual Developmental Disorders (IDD)*
 - *Services for youth*
 - *Services for veterans*
 - *Other (please specify)*

Operator (LMHA/LBHA or Contractor Name)	Street Address, City, and Zip, Phone Number	County	Services & Target Populations Served
Integral Care	2410 E. Riverside Drive Austin, TX 78741 825 E. Rundberg Lane Austin, TX 78753	Travis County	Child/Adolescent Outpatient Services; Texas Resilience and Recovery (TRR) outpatient services: children 3 to 18 years' old Mental Health First Aid (MHFA): is an 8-hour class that teaches people how to help someone who might be developing a mental health problem or experiencing a mental health crisis. Participants learn how to identify, understand and respond to signs of mental illness and drug and alcohol use. There are Adult and Youth classes (for people who work with youth ages 12-18).

Operator (LMHA/LBHA or Contractor Name)	Street Address, City, and Zip, Phone Number	County	Services & Target Populations Served
Integral Care	825 E. Rundberg Lane Austin, TX 78753	Travis	<p>Population - Adults, open to community, do not need to be enrolled in services</p> <p>Child/Adolescent Outpatient Services: Texas Resilience and Recovery (TRR) outpatient services</p> <p>Population - Children 3 to 18 years old</p> <p>Behavioral Health Clinic; Texas Resilience and Recovery (TRR) outpatient services; Supportive Employment Services</p> <p>Population - Adults</p>

Operator (LMHA/LBHA or Contractor Name)	Street Address, City, and Zip, Phone Number	County	Services & Target Populations Served
Integral Care	1717 W. 10th Street Austin, TX 78703	Travis	<p>Texas Correctional Office on Offenders with Medical or Mental Impairments (TCOOMMI): This program provides mental health services to youth ages 10-17 who are on probation, and have mental health needs. A therapist and a probation officer work together to support the youth and family during the probation period. We also connect clients with other local resources if needed. Services are provided at home, school, court or other community locations.</p> <p>Population - Children/Adolescents – ages 10-17 years old</p> <p>Intensive Case Management: Texas Resilience and Recovery (TRR) outpatient services: children (Wraparound Services Model).</p>

Operator (LMHA/LBHA or Contractor Name)	Street Address, City, and Zip, Phone Number	County	Services & Target Populations Served
			<p>Population - Children (and their families)</p> <p>Youth Empowerment Services (YES) Waiver: This program provides community-based mental health services to youth ages 3-18 who live with a serious emotional disturbance. A special type of case management called wraparound is used to build a team of providers for the youth. The team works to keep the youth at home with their families, in school and in their communities. Services include case management, help getting and keeping a job, and specialized therapies, like art and music therapy. The YES Waiver also provides support for parents.</p> <p>Population - Children between the ages of 3-18 years old</p>

Operator (LMHA/LBHA or Contractor Name)	Street Address, City, and Zip, Phone Number	County	Services & Target Populations Served
Integral Care	4800 Manor Road Austin, TX 78723	Travis	<p>Parenting in Recovery: Designed to maintain children in the care of their parents while they begin the journey of recovery from Substance Use Disorder and develop the skills and ability to safely parent their children. Focused on stopping the cycle of abuse and neglect and promoting strong mental health for the next generation. Population - Children (and their families)</p> <p>Safe Landing: Provides supports in the foster care system with focus on Children Without Placement. Population - Children (and their families or foster care placements)</p> <p>Families with Voices: This program supports families at risk of homelessness living in Manor. A team of community partners helps families</p>

Operator (LMHA/LBHA or Contractor Name)	Street Address, City, and Zip, Phone Number	County	Services & Target Populations Served
			<p>overcome challenges, meet their everyday needs and improve their health and well-being. Services include help with food, transportation, housing, job training, one-on-one emotional support for children and families, and connection to other local resources through trusted community collaborators.</p> <p>Population - Children (and their families, including adults)</p>
Integral Care	5015 S I-35 Frontage Rd Ste. 200, Austin, TX 78744	Travis	<p>24/7 Crisis Helpline 512-472-HELP (4357): The Helpline is staffed by mental health professionals 24 hours a day, 7 days a week. Staff provide crisis support as well as access to all Integral Care programs for adults and children, including appointments and billing, and can also connect them to trusted local resources. The Helpline provides interpretation services in 15</p>

Operator (LMHA/LBHA or Contractor Name)	Street Address, City, and Zip, Phone Number	County	Services & Target Populations Served
Integral Care	5015 S-IH 35 frontage road, Suite 200, Austin, TX 78744, (satellite office Austin State Hospital, 4110 Guadalupe St, Blding 633, Austin,Tx 78751)	Travis	<p>languages and has medically trained interpreters.</p> <p>Population - Children/adolescents, adults experiencing crisis</p> <p>Expanded Mobile Crisis Outreach Team: The Expanded Mobile Crisis Outreach Team (EMCOT) is made up of mental health professionals who help adults and children having a mental health crisis. EMCOT receives its referrals from first responders, EMCOT staff co-located at the 911 Call Center and justice systems. Help is available 24 hours a day, 7 days a week anywhere someone needs help – at home, work or school, in clinics, or on the streets. Persons in crisis might be hearing or seeing things that are not real or be in danger of injuring themselves. Services include mental health support for up to 90 days and</p>

Operator (LMHA/LBHA or Contractor Name)	Street Address, City, and Zip, Phone Number	County	Services & Target Populations Served
Integral Care	Combined Transportation, Emergency and Communications Center 5010 Old Manor Road, Austin Tx 78723	Travis	<p>care plans to help keep people safe. Clients are also connected to other Integral Care programs and local resources for ongoing care and recovery support. EMCOT also works with police, EMS and Central Booking. Population - Adults and Child/Adolescent</p> <p>The 911 EMCOT Program brings Expanded Mobile Crisis Outreach Team (EMCOT) services further upstream by co-locating Integral Care staff at the 911 Call Center within the Combined Transportation, Emergency, and Communications Center (CTECC). The Program goal is to ensure individuals in the community receive professional mental health services from the time they call 911 and to divert callers from a law enforcement response when the crisis can be safely managed by a clinician. This program is operational 24/7. The program is funded through the City of Austin and Travis County.</p>

Operator (LMHA/LBHA or Contractor Name)	Street Address, City, and Zip, Phone Number	County	Services & Target Populations Served
Integral Care and Travis County Correctional Complex	3614 Bill Price Rd, Del Valle, TX 78617	Travis	Jail Based Intake and Jail Navigation Services Embeds intake and care navigation services at Travis County Correctional Complex to assess for eligibility and connect to ongoing behavioral health services. Team also focuses on engagement activities for individuals who initially decline assessment or eligibility. Follow-up with individuals to ensure medication continuity, reestablishing benefits, and provision of peer support services.
Integral Care	5015 S-IH 35 frontage road, Suite 200, Austin, Tx 78744	Travis	Mobile Crisis Outreach Team: The Mobile Crisis Outreach Team (MCOT) is made up of mental health professionals who help adults and children having a mental health crisis. This team also provides intensive, specialty short-term wrap around services for children and families to

Operator (LMHA/LBHA or Contractor Name)	Street Address, City, and Zip, Phone Number	County	Services & Target Populations Served
			<p>stabilize the crisis in the community when possible and prevent unnecessary hospitalization. This intensive service is funded through Travis County. Help is available 7 days a week anywhere someone needs help – at home, work or school, in clinics, or on the streets. A person in crisis might be hearing or seeing things that are not real or be in danger of injuring themselves. Services include mental health support for up to 90 days and care plans to help keep people safe. Clients are also connected to other Integral Care programs and local resources for ongoing care and recovery support. MCOT also works with police.</p> <p>Population - Adults and Child/Adolescent</p>

Operator (LMHA/LBHA or Contractor Name)	Street Address, City, and Zip, Phone Number	County	Services & Target Populations Served
Integral Care/Ending Community Homelessness Coalition (ECHO)/Communities for Recovery	3000 Oak Springs Dr. Austin, TX 78702	Travis	<p>Landlord Outreach: Integral Care works with landlords and apartment associations to provide safe and affordable housing to clients, and supports landlords by helping with late rental payments or property issues. In some cases, Integral Care can provide increased amounts for security deposits and payment for damages beyond normal wear and tear. Case managers provide 24/7 assistance to landlords if there is a crisis with a client.</p> <p>Population – Adults</p> <p>Healthy Community Collaborative: To provide access to recovery-oriented services that enable individuals to secure independent housing, secure employment, build or improve existing relationships, and achieve and maintain ongoing recovery from medical, mental health, and substance use disorders.</p>

Operator (LMHA/LBHA or Contractor Name)	Street Address, City, and Zip, Phone Number	County	Services & Target Populations Served
Integral Care; Lone Star Circle of Care	3000 Oak Springs Drive Austin, TX 78702	Travis	Population - Adults (Homeless, exhibiting behavioral health problems) Integrated Care Clinic; Texas Resilience and Recovery (TRR) outpatient services Population - Adults
Integral Care	3000 Oak Springs Drive Austin, TX 78702	Travis	Terrace at Oak Springs: Permanent Supportive Housing apartment complex which houses 50 formerly homeless individuals and provides intensive support services for residents. The apartment community includes 50 fully furnished, single occupancy efficiency apartments. Features include onsite staffing 24 hours a day, onsite laundry facility, outdoor green space, community room

Operator (LMHA/LBHA or Contractor Name)	Street Address, City, and Zip, Phone Number	County	Services & Target Populations Served
			with library, computers, and internal and external security cameras. Population – Adults
Integral Care	1631 E 2nd St Austin, TX 78702	Travis	The Narcotics Treatment Program (NTP) helps adults who are addicted to opiates. NTP is a safe place to recover with medical support. Clients have access to medications that reduce or stop withdrawal symptoms. Other services include one-on-one emotional support, drug use and HIV education, life skills training and Methadone Anonymous support groups. Population - Adults 18 years and older Integrated Care Clinic; Deaf Support Services; Texas Resilience and Recovery (TRR) outpatient services Population - Adults

Operator (LMHA/LBHA or Contractor Name)	Street Address, City, and Zip, Phone Number	County	Services & Target Populations Served
			<p>Chronic Disease Management: Wellness and health improvement program for persons living with serious and persistent mental illness that addresses chronic disease conditions. Population - Adults</p> <p>Client Benefits Office: Helps clients fill out forms to apply for Social Security services, such as Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI). Population – Adults</p>
Integral Care	6222 North Lamar Austin, TX 78752	Travis	Next Step Crisis Respite Program: This program helps adults who are recovering from a mental health crisis who may also need housing. Clients can stay for up to 14 days. Staff help clients return to living in the community. Services include case

Operator (LMHA/LBHA or Contractor Name)	Street Address, City, and Zip, Phone Number	County	Services & Target Populations Served
			<p>management and social and life skills training. Clients are connected to local resources for ongoing care and recovery support.</p> <p>Population - Adults</p> <p>Community Competency Restoration Program (CCRP): This program helps adults in the criminal justice system who are living with mental illness and have been found not competent to stand trial. It provides education so that clients understand their charges and are prepared to go to court. Additionally, it provides access to medical care, medications, social rehabilitative skills training and linkage to support groups. These services may be provided in a residential setting or at the client's home in the community.</p>

Operator (LMHA/LBHA or Contractor Name)	Street Address, City, and Zip, Phone Number	County	Services & Target Populations Served
			Population - Adults
Integral Care	1165 Airport Blvd Austin, TX 78702	Travis	<p>Outpatient Detox (Formerly Ambulatory Detox): This program is for adults who want to stop using substances like alcohol or drugs like opioids. It provides detox services for up to 24 days. Staff help clients recover from drug and alcohol use by providing medicine, one-on-one support, education, support groups and social and life skills training. Clients are connected to other Integral Care programs and local resources for ongoing care and recovery support.</p> <p>Population - Adults</p> <p>Office-Based Opioid Treatment Program: This program helps adults who are addicted to drugs like heroin,</p>

Operator (LMHA/LBHA or Contractor Name)	Street Address, City, and Zip, Phone Number	County	Services & Target Populations Served
			<p>alcohol and prescription pain medicine. It is a safe place to recover with medical support. Clients have access to medicine that reduces or stops withdrawal symptoms. Other services include one-on-one emotional support, life skills training and group counseling.</p> <p>Population - Adults 18 years and older</p> <p>Co-occurring psychiatric and substance use disorders (COPSD): Intensive Outpatient Substance Use and Co-occurring Disorders Treatment. Individuals coping with both disorders who would like to talk with someone who can help them think about the impact their substance use may be having on their lives and recoveries.</p> <p>Population - Adults 18 years and over</p>

Operator (LMHA/LBHA or Contractor Name)	Street Address, City, and Zip, Phone Number	County	Services & Target Populations Served
			<p>Oak Springs Program: This intensive outpatient treatment program helps adults who live with mental illness and use alcohol or drugs. Staff help clients recover from drug and alcohol use by providing substance use treatment, mental health support, medical support, case management, one-on-one emotional support, education and support groups and life skills training. Clients are also connected to other Integral Care programs and local resources for ongoing care and recovery support.</p> <p>Population – Adults</p> <p>Psychiatric Emergency Services: Psychiatric Emergency Services (PES) is a walk-in, urgent care clinic for adults and children having a mental health crisis. A person in crisis might be hearing or seeing things that are</p>

Operator (LMHA/LBHA or Contractor Name)	Street Address, City, and Zip, Phone Number	County	Services & Target Populations Served
			<p>not real, having a hard time dealing with everyday things, or be in danger of injuring themselves. Services include care plans to help keep people safe, mental health support for up to 90 days, medicine and connection to other Integral Care programs and local resources for ongoing care and recovery support. PES is open 7 days a week.</p> <p>Population - Adults/Child & Adolescent</p> <p>The Inn is a 16 bed crisis residential program that provides short term crisis care in a residential setting. Services include help to regain stability, access to medicine, 24/7 nursing services, alcohol and drug use recovery support and mental health support groups. Clients are also connected to other Integral Care programs and local resources for ongoing care and</p>

Operator (LMHA/LBHA or Contractor Name)	Street Address, City, and Zip, Phone Number	County	Services & Target Populations Served
			<p>recovery support. The Inn specializes in helping people with co-occurring mental illness and intellectual/developmental disabilities who are experiencing a mental health crisis.</p> <p>Population - Adults</p> <p>Community AIDS Resources & Education (C.A.R.E.): This program helps adults living with or at risk of getting HIV who also live with a mental illness and/or use alcohol or drugs. C.A.R.E offers mental health support and drug and alcohol treatment. Services include Hepatitis C and HIV testing, support groups, education and harm reduction supplies, such as condoms.</p> <p>Population- Adults</p>

Operator (LMHA/LBHA or Contractor Name)	Street Address, City, and Zip, Phone Number	County	Services & Target Populations Served
			<p>Transition Aged Youth Services: These services help people ages 15-30 who have experienced their first episode of psychosis within the past 2 years and engages in pro-active outreach and identification of youth at risk of psychosis. Staff help clients with relationships, school, work, and life goals. Services include alcohol and drug use recovery skills, family education, suicide prevention, medicine and physical health care. Integral Care brings these services to clients and provides support for up to 3 years. These services provide peer support, family support through a family partner and peer navigation. This program helps coordinate across the system of care for individuals transitioning from child services to adult services who experience psychosis or who are at risk of psychosis.</p>

Operator (LMHA/LBHA or Contractor Name)	Street Address, City, and Zip, Phone Number	County	Services & Target Populations Served
			<p>Population - People ages 15-30 years old</p> <p>Housing First Assertive Community Treatment (ACT) Team: Uses high intensity or ACT team models to serve the chronically homeless and recently housed population.</p> <p>Population - Adults, homeless</p> <p>Classic ACT Team: This program is for adults who live with mental illness, use drugs or alcohol and have been hospitalized multiple times. Clients receive treatment, rehabilitation and support services. Services include 24-hour mental health crisis support, one-on-one emotional support, access to medicine and nursing services.</p>

Operator (LMHA/LBHA or Contractor Name)	Street Address, City, and Zip, Phone Number	County	Services & Target Populations Served
Integral Care	1700 South Lamar Austin, TX 78704	Travis	<p>Population - Adults</p> <p>Travis County ACT Team: This program is for adults who live with mental illness, use drugs or alcohol and have been hospitalized multiple times. Clients receive treatment, rehabilitation and support services. Services include 24-hour mental health crisis support, one-on-one emotional support, access to medicine and nursing services. Funded by Travis County</p> <p>Population - Adults</p> <p>Forensic ACT Team (FACT): FACT team provides community based services to persons with psychiatric disorders who are arrested for minor offenses. Individuals are provided mental health treatment, rehabilitation service coordination, housing, substance use</p>

Operator (LMHA/LBHA or Contractor Name)	Street Address, City, and Zip, Phone Number	County	Services & Target Populations Served
Integral Care and The Wood Group	<p>1165 Airport Blvd Austin, TX 78702</p> <p>6222 N Lamar Blvd Austin, TX 78752</p>	Travis	<p>treatment, vocational, and other general services.</p> <p>Population – Adults</p> <p>The Inn: This program is for adults having a mental health crisis. The Inn is a 16-bed overnight facility where a person can stay for up to 7 days. Services include help to regain stability, access to medicine, 24/7 nursing services, alcohol and drug use recovery support and mental health support groups. Clients are also connected to other Integral Care programs and local resources for ongoing care and recovery support. The Inn also helps people with co-occurring mental illness and intellectual or developmental disabilities who are experiencing a mental health crisis.</p>

Operator (LMHA/LBHA or Contractor Name)	Street Address, City, and Zip, Phone Number	County	Services & Target Populations Served
			Population - Adults
Integral Care	502 E Highland Mall Blvd, Ste 200, Austin, Texas 78752	Travis	<p>ANEW and the Mental Health Bond Program: ANEW provides mental health support for adults on probation or parole. Services include mental health assessment, medicine, living skills training, help finding other local resources, help finding transportation and jobs and help applying for benefits. The Mental Health Bond Program is a collaboration with Travis County Pre-Trial Services. This program helps people who have been booked at the Travis County Jail and released on a mental health bond with pre-trial support and Integral Care case management supporting access to medical care, medicines and social rehabilitative skills training.</p> <p>Population – Adults</p>

Operator (LMHA/LBHA or Contractor Name)	Street Address, City, and Zip, Phone Number	County	Services & Target Populations Served
Integral Care	5225 N. Lamar Blvd. Austin, TX 78751	Travis	<p>IDD Intake/ Enrollment: Intake and enrollment staff test adults and children for intellectual and developmental disabilities. Staff connect eligible persons to support and resources.</p> <p>Population- Children and Adults suspected of having an Intellectual or Developmental Disability</p> <p>General Revenue (GR): These services help adults and children with intellectual and/or developmental disabilities stay in their own home or family's home through respite and service coordination.</p> <p>Population: Adults and Children with an Intellectual Disability or Autism diagnosis.</p>

Operator (LMHA/LBHA or Contractor Name)	Street Address, City, and Zip, Phone Number	County	Services & Target Populations Served
			<p>Community First Choice (CFC): This program helps adults and children with intellectual and/or developmental disabilities learn and maintain daily living activities such as dressing, bathing and eating who are Medicaid eligible. Eligibility is determined through the intake process.</p> <p>Population- Children and Adults with an Intellectual or Developmental Disability</p> <p>Preadmission Screening and Resident Review (PASRR):</p> <p>A federally mandated program that is applied to all individuals seeking admission to a Medicaid-certified nursing facility, regardless of funding source. Integral Care is responsible for assessing individuals for eligibility, and providing habilitation, coordination and specialized services to individuals who</p>

Operator (LMHA/LBHA or Contractor Name)	Street Address, City, and Zip, Phone Number	County	Services & Target Populations Served
			<p>are either at risk of being, or who have been, placed in a nursing facility.</p> <p>Population - Children and adults with IDD or suspected IDD who are at risk of being admitted to or living in a nursing facility</p> <p>HUB Learning Community (HLC): Integral Care serves as the technical assistance hub of the Hub Learning Community, for the central Texas region of 27 counties served by community centers that include Integral Care, Bluebonnet Trails Community MHMR, MHMR Authority of Brazos Valley, Central Counties Center for MHMR Services, and Heart of Texas Region MH & MR Center. We assist LIDDA and non-LIDDA professionals working with individuals with IDD through educational opportunities,</p>

Operator (LMHA/LBHA or Contractor Name)	Street Address, City, and Zip, Phone Number	County	Services & Target Populations Served
			<p>technical assistance, and case consultation.</p> <p>Population - Children and Adults with an Intellectual or Developmental Disability</p> <p>Enhanced Community Coordination (ECC): This program helps adults and children with intellectual and/or developmental disabilities move from state supported living centers and nursing facilities to homes in the community. Services include helping with planning for a move and getting money to buy items needed for the move. The program also helps people who have already moved from state supported living centers and nursing facilities. Integral Care can provide those clients extra support for up to one year.</p>

Operator (LMHA/LBHA or Contractor Name)	Street Address, City, and Zip, Phone Number	County	Services & Target Populations Served
			<p>Population - Children and Adults with an Intellectual or Developmental Disability who are transitioning or diverting from a State Supported Living Center or Nursing Facility</p> <p>Community Living Options Information Process (CLOIP): This program helps adults with intellectual and/or developmental disabilities who live in state supported living centers find housing. Staff give information about community living options and tours of different places to live, such as group homes or host homes.</p> <p>Population - Adults living in SSLC's</p> <p>Tobacco Cessation: This program helps adults living with mental illness who want to quit using tobacco. Services include an online step-by-step quit</p>

Operator (LMHA/LBHA or Contractor Name)	Street Address, City, and Zip, Phone Number	County	Services & Target Populations Served
			<p>guide, a Tobacco Quitline (1-877-YES-QUIT), free Nicotine Replacement Aids, like gum and patches, one-on-one emotional support, education and support groups.</p> <p>Population - Individuals served by Integral Care services.)</p> <p>Crisis Intervention Specialists (CIS) Team: The CIS Team helps people ages 3 and older with IDD who have experienced a crisis or who are at risk of experiencing one. It provides crisis prevention support and services for up to 90 days. The goal is to help people stay safe and in the community.</p> <p>Population - People ages 3 and older</p> <p>Home and Community Based Services (HCS) Service Coordination: This program helps adults and children with</p>

Operator (LMHA/LBHA or Contractor Name)	Street Address, City, and Zip, Phone Number	County	Services & Target Populations Served
			<p>intellectual/developmental disabilities who live with their families, in their own homes, in a host homes/companion care settings, or in homes with no more than four people who also receive services. Services include funding for nursing care, staff to help with daily activities, mental health support, adaptive aids, residential assistance, minor home modifications, help finding and keeping a job, day programs, dental care, and specialized therapies like physical, occupational and speech therapies. Eligibility is determined through the IDD Intake process.</p> <p>Population - Adults and Children</p> <p>IDD Employment Services: This program helps adults with intellectual/developmental disabilities get and keep jobs. Clients enrolled in</p>

Operator (LMHA/LBHA or Contractor Name)	Street Address, City, and Zip, Phone Number	County	Services & Target Populations Served
			<p>the HCS Texas Home Living (TxHmL) program or referred by the Texas Workforce Commission (TWC) may be eligible. Services include job skills training and support after finding a job.</p> <p>Population - Adults</p> <p>Positive Assistive Community Engagement (PACE): This program supports adults and children living with intellectual/developmental disabilities who may be experiencing a crisis. Staff provide hourly in-home relief to help ease client and caregiver stress. Services include helping managing stress, family and caregiver support like coping skills and de-escalation techniques and connection to other Integral Care and local services.</p> <p>Population - Adults and Children</p>

Operator (LMHA/LBHA or Contractor Name)	Street Address, City, and Zip, Phone Number	County	Services & Target Populations Served
			<p>Texas Home Living (TxHmL) Provider: TxHmL helps adults and children IDD live with their families or on their own. Integral Care may provide nursing care, mental health support, specialized therapies like physical, occupational and speech therapies, dental care, help with healthy eating, adaptive aids, opportunities to learn skills outside the home, including job skills training, and help finding and keeping a job.</p> <p>Population - Adults and Children</p> <p>Community-Based Crisis Support (CBCS) Team: This program helps adults who live with IDD and a mental illness, who may also be experiencing a crisis. Staff help clients create plans to help them stay safe and prevent crises. The goal is to keep clients in</p>

Operator (LMHA/LBHA or Contractor Name)	Street Address, City, and Zip, Phone Number	County	Services & Target Populations Served
			<p>the community and out of hospitals or jail. Staff connect clients to mental health and IDD resources and help them work towards long-term health and wellness.</p> <p>Population – Adults and children</p> <p>IDD Crisis Respite: This program provides short term crisis respite support to individuals with confirmed and suspected IDD diagnoses experiencing mental health crisis. Services may be provided in the home, in an Integral Care crisis residential unit, or other community medical or psychiatric setting.</p> <p>Population: Adults and Children</p> <p>IDD Community-based Intake and Enrollment Coordinator: This team supports individuals through an IDD</p>

Operator (LMHA/LBHA or Contractor Name)	Street Address, City, and Zip, Phone Number	County	Services & Target Populations Served
			<p>intake and/or enrollment into the HCS program. The goal of the team is to decrease the time between the request for services and access to those services for individuals with confirmed or suspected IDD experiencing mental health crises.</p> <p>Population: Adults and Children</p> <p>Outpatient Biopsychosocial Approach for IDD Services (OBI): This team provides outpatient mental health services for persons with intellectual and/or developmental disabilities as well as mental health needs. This team provides robust biopsychosocial assessments; collaborative case management; skills training to individuals and caregivers; as well as training and education to community mental health partners.</p>

Operator (LMHA/LBHA or Contractor Name)	Street Address, City, and Zip, Phone Number	County	Services & Target Populations Served
			<p>Population: Adults and Children</p> <p>IDD Respite: This program provides respite services in the home and/or community to allow caregivers to have a break from caring for an individual with IDD diagnosis, and to support the individual with a break, as well. The program's goal is to increase capacity and access to respite and reduce stress and the risk of burnout.</p> <p>Population: Adults and Children</p> <p>IDD Care Coordination program: Care Coordinator position serves youth with co-occurring IDD and MH diagnosis, and their families referred through the Children's Partnership (TCP). TCP serves children/youth with complex mental health challenges and their families, with the goal to improve their</p>

Operator (LMHA/LBHA or Contractor Name)	Street Address, City, and Zip, Phone Number	County	Services & Target Populations Served
			<p>functioning so they can remain in their homes and community. Care Coordinator uses a wraparound approach to support the whole family and care is delivered in a manner consistent with strength-based, family driven, youth guided, and culturally competent values.</p> <p>Population: Youth 5 – 17 years of age</p>
Integral Care	5307 E Riverside Drive Austin, TX 78741	Travis	<p>Safe Haven: This program provides temporary housing for homeless veterans living with mental illness. Clients are referred by the PATH/ACCESS program. There are private and semi-private rooms, three meals a day, laundry facilities and telephones. Clients are also connected to other Integral Care programs and local resources for ongoing care and support.</p> <p>Population - Homeless referred by PATH/ACCESS. Adults referred by</p>

Operator (LMHA/LBHA or Contractor Name)	Street Address, City, and Zip, Phone Number	County	Services & Target Populations Served
			<p>VA; be referred by Downtown Austin Community Court or experience multiple inpatient psychiatric services.</p> <p>PATH/ACCESS Homeless Services: This program helps adults who experience homelessness and also live with a mental illness or substance use disorder get help and find housing. Staff are in the community every day connecting people to Integral Care programs and services and other local resources. Staff also provide support to people experiencing homelessness in community programs like the ARCH, Salvation Army, Caritas, Trinity Center, public libraries, food pantries and soup kitchens.</p> <p>Population – Adults</p>
Integral Care	4019 Manchaca Rd Austin, TX 78704	Travis	Alameda House Program: This program helps adults who live with a mental illness and use drugs such as

Operator (LMHA/LBHA or Contractor Name)	Street Address, City, and Zip, Phone Number	County	Services & Target Populations Served
			<p>opioids and alcohol. Clients can stay for up to 90 days in a safe 15-bed facility and receive support such as rehabilitative skills training, case management, counseling, medications, linkage to ongoing care and medical care. Staff are available 24/7. Clients learn how to take care of their health and live independently.</p> <p>Population - Adults</p> <p>Road to Recovery: This program helps adults with a history of public intoxication arrests by providing up to 180 days of recovery support, including residential support for 90 days, intensive outpatient drug and alcohol treatment, individual and group counseling, education and linkage to recovery supports and case management. Clients are referred by the Downtown Austin Community</p>

Operator (LMHA/LBHA or Contractor Name)	Street Address, City, and Zip, Phone Number	County	Services & Target Populations Served
			<p>Court. Clients also learn skills to help them take care of their health and live on their own. The program offers job assistance and links participants to stable housing.</p> <p>Population - Adults: . May have combined diagnoses of mental illness and alcohol dependence</p>
Integral Care	Downtown and West Campus area	Travis	<p>Homelessness Outreach Street Team (HOST): This program is a collaboration of Integral Care, the Austin Police Department, Austin-Travis County Emergency Medical Services (EMS) and Downtown Austin Community Court. HOST helps adults living on the street get connected to housing, case management, mental health care and alcohol and drug treatment.</p> <p>Population – Adults</p>

Operator (LMHA/LBHA or Contractor Name)	Street Address, City, and Zip, Phone Number	County	Services & Target Populations Served
Integral Care and Lone Star Circle of Care	5201 W. William Cannon Dr. Austin, TX 78745	Travis	<p>Behavioral Health Clinic: Providing mental health care and substance use care for adults who live with mental illness, IDD, and/or use alcohol or drugs. Services include one-on-one and group emotional support, exercise and nutrition support, wellness services, medicines and case management. A contracted provider provides the primary health care at the clinics.</p> <p>Population: Adults; Children</p> <p>Medication Assisted Treatment (MAT): The MAT program provides buprenorphine treatment and wrap-around behavioral health support services to individuals living with an opioid use disorder and a co-occurring mental health condition</p> <p>Population – Adults</p>

Operator (LMHA/LBHA or Contractor Name)	Street Address, City, and Zip, Phone Number	County	Services & Target Populations Served
Integral Care	Manor, Del Valle and Pflugerville Schools	Manor, Del Valle and Pflugerville Schools	School-Based Counseling: This program helps students experiencing emotional challenges or mental illness and provides mental health services in select Manor, Del Valle and Pflugerville Schools. This includes one-on-one emotional support for children and families during and after school hours. Services are available year-round, including during school vacations. Population - Children and their families
Integral Care	Mobile	Travis	Disaster Response Services: This program provides mental health crisis services for adults and children who have experienced a natural or man-made disaster, offering mental health crisis support for disaster victims at the scene of the disaster or at shelters. These services also help people indirectly affected by the disaster, like someone experiencing

Operator (LMHA/LBHA or Contractor Name)	Street Address, City, and Zip, Phone Number	County	Services & Target Populations Served
			<p>anxiety or depression because a loved one was affected by the disaster.</p> <p>Population - Adults and Children</p>
Integral Care and The Wood Group	403 E. 15th Street Austin, TX 78701	Travis	<p>Hospital and Jail Diversion Program:</p> <p>This program provides short-term mental health crisis support for adults in a safe 31-bed facility. This program specializes in helping individuals with co-occurring substance use and mental health disorders. Services include mental health crisis care, with a focus on co-occurring substance use and mental illness, case management, emotional support, medicine and connection to other Integral Care programs and local resources for ongoing support and recovery. People are referred to the program by Integral Care's Mobile Crisis Outreach Team, Psychiatric Emergency Services, and by local hospitals.</p>

Operator (LMHA/LBHA or Contractor Name)	Street Address, City, and Zip, Phone Number	County	Services & Target Populations Served
			Population – Adults
Integral Care	6600 E. Ben White Blvd. Austin, TX 78741	Travis	<p>Judge Guy Herman Center for Mental Health Crisis Care (Herman Center): The Herman Center offers short-term mental health crisis care in a safe overnight facility for people who are in crisis but do not need hospitalization. Staff help clients become stable by providing medical support, emotional support, medicine and connection to other Integral Care programs and local resources for ongoing support and recovery. Referrals to the Herman Center come from law enforcement, emergency departments and Integral Care Crisis Services. The Herman Center serves adults and does not accept walk-ins.</p> <p>Population – Adults</p>

Operator (LMHA/LBHA or Contractor Name)	Street Address, City, and Zip, Phone Number	County	Services & Target Populations Served
Seton Shoal Creek Hospital and Dell Children's Hospital	3501 Mills Avenue Austin, TX 78731 4900 Mueller Blvd Austin, TX 78723	Travis	Inpatient Psychiatric Services and Detox Services Population - Adult (Seton Shoal Creek) and Child/Adolescent (Dell Children's)
Cross Creek Hospital	8402 Cross Park Drive Austin, TX 78754	Travis	Inpatient Psychiatric Services and Detox Services: Children and Adults requiring Psychiatric Intensive Care Unit (PICU) services Population - Adult and Child/Adolescent
Austin Oaks Hospital	1407 W Stassney Lane Austin, TX 78745	Travis	Inpatient Psychiatric Services Population - Adult and Child/Adolescent
Georgetown Behavioral Health Hospital	3101 S Austin Ave, Georgetown, TX 78626	Williamson, serving Travis	Inpatient psychiatric services and intensive outpatient SUD treatment services for the adolescent and adult population.

Operator (LMHA/LBHA or Contractor Name)	Street Address, City, and Zip, Phone Number	County	Services & Target Populations Served
			Population - Adult and Child/Adolescent
Austin Area Mental Health Consumers	3205 S 1st Street Austin, TX 78704	Travis	Promotes empowerment and self- determination, recovery, client-control, and provides education, peer support, advocacy, with emphasis on inclusion and diversity, and collaboration. Population – Adult
Mulva Neurosciences Institute	1501 Red River Street Austin, TX 78712	Travis	Outpatient services using a collaborative care model established under UT Health Austin. The practice team is led by Dell Med faculty physicians and Integral Care professionals. Providers will use the team-based, data-driven models and processes employed by UT Health Austin’s existing musculoskeletal, neurological and women’s health clinics.

Operator (LMHA/LBHA or Contractor Name)	Street Address, City, and Zip, Phone Number	County	Services & Target Populations Served
			Population – Adult
Austin Lakes Hospital (Closure Date: 8/5/2022)	1025 E 32nd St, Austin, TX 78705	Travis	Austin Lakes Hospital has inpatient services for the adult population, with an emphasis on PICU level bed accessibility. Population - Adult

I.B Mental Health Grant Program for Justice Involved Individuals

The Mental Health Grant Program for Justice-Involved Individuals is a grant program authorized by Senate Bill (S.B.) 292, 85th Legislature, Regular Session, 2017, to reduce recidivism rates, arrests, and incarceration among individuals with mental illness, as well as reduce the wait time for individuals on forensic commitments. These grants support community programs by providing behavioral health care services to individuals with a mental illness encountering the criminal justice system and facilitate the local cross-agency coordination of behavioral health, physical health, and jail diversion services for individuals with mental illness involved in the criminal justice system.

In the table below, describe the LMHA or LBHA S.B. 292 projects; indicate N/A if the LMHA or LBHA does not receive funding. Number served per year should reflect reports for the previous fiscal year. Add additional rows, if needed.

Fiscal Year	Project Title (include brief description)	County(s)	Population Served	Number Served per Year
2020	Forensic ACT - an intensive, multi-disciplinary team-based intervention, which serves justice-involved individuals with Assertive Community Treatment and Housing First Permanent Supportive Housing. The project is aimed at reducing recidivism rates for people with serious mental illnesses who cycle through the criminal justice system, and experience frequent contact with law-enforcement, jail, local emergency system, and hospital services.	Travis	Justice-involved individuals who experienced a pattern of over-utilizing emergency and justice services.	Target is 92. Served 96 unduplicated persons during FY21
2020				

I.C Community Mental Health Grant Program - Projects related to Jail Diversion, Justice Involved Individuals, and Mental Health Deputies

The Community Mental Health Grant Program is a grant program authorized by House Bill (H.B.) 13, 85th Legislature, Regular Session, 2017. H.B. 13 directs HHSC to establish a state-funded grant program to support communities providing and coordinating mental health treatment and services with transition or supportive services for persons experiencing mental illness. The Community Mental Health Grant Program is designed to support comprehensive, data-driven mental health systems that promote both wellness and

recovery by funding community-partnership efforts that provide mental health treatment, prevention, early intervention, and/or recovery services, and assist with persons with transitioning between or remaining in mental health treatment, services, and supports.

In the table below, describe the LMHA or LBHA H.B. 13 projects related to jail diversion, justice involved individuals and mental health deputies; indicate N/A if the LMHA or LBHA does not receive funding. Number served per year should reflect reports for the previous fiscal year. Add additional rows if needed.

Fiscal Year	Project Title (include brief description)	County(s)	Population Served	Number Served per Year
2018	School based services in Manor, Pflugerville and Del Valle	• Travis	Youth	• *1245
2020	Safe Landing -wraparound services for children in foster care	• Travis	• Youth in foster care	• *40

*reflect services provided regardless of funding source

I.D Community Participation in Planning Activities

Identify community stakeholders who participated in comprehensive local service planning activities.

Stakeholder Type	Stakeholder Type
<input checked="" type="checkbox"/> Consumers	<input checked="" type="checkbox"/> Family members
<input checked="" type="checkbox"/> Advocates (children and adult)	<input checked="" type="checkbox"/> Concerned citizens/others
<input checked="" type="checkbox"/> Local psychiatric hospital staff	<input checked="" type="checkbox"/> State hospital staff

Stakeholder Type

**List the psychiatric hospitals that participated:*

- Seton Shoal Creek Hospital
- Austin Lakes Hospital
- Austin Oaks Hospital
- Cross Creek Hospital
- Georgetown Behavioral Health Hospital

☒ Mental health service providers

☒ Prevention services providers

☒ County officials

**List the county and the official name and title of participants:*

- State Senator Sarah Eckhart
- State Representative Gina Hinojosa
- Commissioner, Pct.3 Ann Howard
- County Judge Carlos Barrera
- Judge Guy Herman

☒ Federally Qualified Health Center and other primary care providers

Stakeholder Type

**List the hospital and the staff that participated:*

- Austin State Hospital—Daniel Evans and Stacey Thompson, also social work, QM and UM staff
- Austin State Supported Living Center staff – Shannon Mason and Alan Walters

☒ Substance abuse treatment providers

☒ Outreach, Screening, Assessment, and Referral Centers

☒ City officials

**List the city and the official name and title of participants:*

- City Councilmember Ann Kitchen
- City Councilmember Vanessa Fuentes
- ACM Stephanie Hayden
- ACM Rey Arellano

☒ Local health departments

☒ LMHAs/LBHAs

**List the LMHAs/LBHAs and the staff that participated:*

Stakeholder Type

- ☒ Hospital emergency room personnel
- ☒ Faith-based organizations
- ☒ Probation department representatives
- ☒ Court representatives (Judges, District Attorneys, public defenders)
**List the county and the official name and title of participants:*
 - Judge Michael Coffey
 - Probate Judge Guy Herman
 - Assistant County Attorney Katie Salzer
 - Chief of Staff Vicki Ashley
 - MHPD Melissa Shearer
 - Capital Area Private Defender Service Katy Jo Muncie
 - Assistant District Attorney Michelle Hallee
 - Judge Tamara Needles
 - Executive Director Roger Jefferies

Stakeholder Type

- Bluebonnet Trails Community MHMR Center
- Lakes Regional MHMR Center
- MHMR of Tarrant County
- The Harris Center for Mental Health and IDD

- ☒ Emergency responders
- ☒ Community health & human service providers
- ☒ Parole department representatives
- ☒ Law enforcement
**List the county/city and the official name and title of participants:*
 - Sheriff Sally Hernandez
 - Counseling and Education Director Danny Smith (TCSO) (Civilian)
 - Chief Joseph Chacon
 - Sergeant David Carrol (TCSO)
 - Assistant Chief Rich Guajardo
 - Sergeant Mike King
 - APD
Lieutenant Gizette Gaslin
Lieutenant Ken Murphy

Stakeholder Type	Stakeholder Type
<ul style="list-style-type: none"> Former County Executive of HHS Sherri Fleming 	<ul style="list-style-type: none"> Director of Inmate Mental Health Daniel Smith Director Adult Probation Rodolfo (Rudy) Perez, Jr.
<input checked="" type="checkbox"/> Education representatives	<input checked="" type="checkbox"/> Employers/business leaders
<input checked="" type="checkbox"/> Integral Care Planning and Network Advisory Committee	<input checked="" type="checkbox"/> Local consumer peer-led organizations
<input checked="" type="checkbox"/> Peer Specialists	<input checked="" type="checkbox"/> IDD Providers
<input checked="" type="checkbox"/> Foster care/Child placing agencies	<input checked="" type="checkbox"/> Community Resource Coordination Groups
<input checked="" type="checkbox"/> Veterans' organizations	<input checked="" type="checkbox"/> Other: <u>UT Austin, Dell Medical School, Dr. Strakowski</u>

Describe the key methods and activities used to obtain stakeholder input over the past year, including efforts to ensure all relevant stakeholders participate in the planning process.

- As we created our FY23-25 Strategic Plan, Integral Care embraced the opportunity to learn how to better serve Travis County. We asked for feedback from our team members, collaborators and stakeholders, and hosted community focus groups with Integral Care clients as well as the Black/African American, Asian American, LatinE, immigrant and refugee and LGBTQIA+ communities. We analyzed the external opportunities and challenges facing our organization. We examined our internal strengths and weaknesses. We held work sessions with our Board of Trustees to reflect on these critical findings and discuss priorities for our future. This process informed the goals that will lead Integral Care's work over the next three years.
 - SWOT Analysis with Executive Management Team of internal Strengths and Weaknesses and external Threats and Opportunities

- An Employee Survey, based on the SWOT analysis findings, was conducted to gauge employee interests and priorities.
 - Consultants conducted stakeholder interviews with 17 community and systems leaders.
 - Consultants conducted focus group sessions with Integral Care's Planning and Network Advisory Committee and Consumer Council. In addition, they conducted five focus group sessions with community stakeholders with the perspectives of Black/African American community, Latinx community, Asian American community, Refugees/Immigrants, and the LGBTQIA+ community.
 - Findings were shared with Board of Trustees and Executive Management Team at two board retreat sessions.
- Integral Care co-convenes the Psychiatric Services Stakeholder Committee (PSS) with Dell Medical School. This committee is a forum for key mental health stakeholders to come together to strengthen the local mental health crisis system, with a focus on unfunded populations. The role of the PSS is to implement policy changes to support improved system functioning and enhanced continuum of care, leverage funding across all systems to increase capacity within the continuum and take action on recommendations from behavioral health stakeholder groups. Members include leadership from major service providers, client and advocate organizations, local governmental entities, foundations and local elected officials. The members of this committee have policy and funding decision making authority in their entity. In the past year, Integral Care and Dell Medical School have worked collaboratively on high-level strategic planning and direction on three key priorities: Forensic Patients, Crisis System Redesign and Housing.
- Integral Care convenes the Children's Mental Health Planning process in Travis County on an ongoing basis. Kids Living Well, formerly the Child and Youth Mental Health Planning Partnership, provides oversight to these efforts, which are facilitated by Integral Care. In May 2021, community stakeholders released the Travis County Plan for Children's Mental Health and Substance Misuse. The Plan is an update of the 2015 Travis County Plan for Children's Mental Health. Work is ongoing

to implement recommendations in the Plan: Travis County has funded a new intensive MCOT children's wraparound team to support families and children experiencing a mental health crisis. Kids Living Well has hosted monthly learning sessions on Youth Substance Use, the integration of physical health and behavioral health in the primary care setting, and other topics selected by members. 30 to 40 local community stakeholders attend these sessions each month. Collaborating with the Travis County Youth Substance Use Prevention Coalition and Austin Community College to host a day long training on November 10, 2022 for educators, counselors, social workers, mental health and health care professionals, families, and family partners on Neurodiversity and Youth Substance Use: Impacts on Behavior and Learning. Up to 7 free CEUs will be available to participants. Publishing a data dashboard to update data shared in the Plan on an annual basis.

- Through Integral Care's Board/Staff Ad Hoc Committee on Racial Equity, Smith Research and Consultants, LLC was engaged to conduct a racial equity assessment (REA) for Integral Care. A REA is an examination of the ways in which different racial and ethnic groups experience or are affected by an action, decision, or service. This REA 1) evaluated the racial impact of Integral Care's organization structure, facilities, budget, public documents, and policies and 2) obtained meaningful input from racial and ethnic minority groups to identify racial equity gaps and needs within these focal groups. The goal of this assessment is to lay the foundation for engaging clients, the public, and other stakeholders in initial steps toward eliminating health disparities and achieving racial equity within Integral Care. This REA utilized an exploratory sequential mixed methods design to assess racial equity gaps and opportunities at Integral Care. An exploratory sequential design combines the strength of both quantitative and qualitative approaches to address study aims. Phase One of the study consisted of the collection and analysis of qualitative data to design and test a quantitative data collection instrument to further explore racial equity gaps within Integral Care. Between July 2021 and August 2021, 27 virtual interviews were completed with community partners. The purpose of the interviews was to understand community

partner experiences, perceptions of racial inequity, and opportunities for enhancing equity at Integral Care. Between September 2021 and November 2021, seven focus groups were completed virtually with population groups determined by Integral Care. The purpose of the focus groups was to understand patient-level, clinical, and institutional perspectives on care at Integral Care. The focus groups included members of the following populations: LGBTQIA+, Black/African American, deaf or hard of hearing, Spanish-speaking parents, gender-diverse, people experiencing homelessness, and Hispanic/Latinx. The community partner interviews and focus groups informed Phase Two. In Phase Two, surveys were administered to clients, staff, and community partners. All surveys were administered between late January 2022 and March 2022. The purpose of the client survey was to understand client perspectives on care, social needs, and how race has impacted their care. A total of 120 clients completed the survey. All surveys were anonymous. The purpose of the staff survey was to understand Integral Care staff experiences with racism and perspectives on Integral Care racial equity efforts. A total of 363 staff surveys were completed. The purpose of the community partner survey was to understand community partners' perspectives on Integral Care's services and racial equity efforts. The survey was sent to a list of 78 community partners and 21 completed the survey. It is important to note that this assessment was conducted at the height of the COVID-19 pandemic.

- Integral Care is a participant on the Community Health Assessment/Community Health Improvement Plan (CHA/CHIP) process convened by Austin Public Health at the City of Austin. This is a multi-faceted process that creates an opportunity to hear from stakeholders across the community on a broad range of health and human service issues. With the completion of the 2022 Community Health Assessment and upcoming development of the 2023 Community Health Improvement Plan, workgroups are strategizing on ways to implement the four priority areas: Access to and Affordability of Healthcare, Chronic Disease Prevention and Active Living, Sexual Health and Behavioral Health. Integral Care staff is currently on the core coordinating and steering committees and the Stress, Mental Health and Well-Being (priority area 4) workgroup.

- Integral Care participates on a regular basis in multiple planning activities related to addressing the needs of individuals experiencing homelessness. In particular, there were significant planning meetings related to homelessness in downtown Austin focused on a reorganization of services and processes designed to decrease illegal activity and predatory behavior. This included all homeless service providers, the Austin Police Department, the Mayor Pro-Tem, and staff of the City of Austin and Travis County. In addition, Integral Care holds a seat on the membership council of the local Continuum of Care.
- Integral Care participates in the One Voice Public Policy Committee, which raises awareness on proposed policies that impact our clients and advocates for policies to increase access to stable housing and reliable healthcare. The committee provides synthesized information on complex issues by inviting experts on issue areas impacting our community. One Voice is active in providing recommendations on the City budget for social services, and drafting communications as well as providing testimony to elected officials to increase social service investments locally, to benefit the clients we serve. Integral Care staff are currently on the One Voice Member Committee and Public Policy Committee.
- Dell Medical School (DMS) has assumed responsibility for convening a group of stakeholders to plan for the redevelopment of the Austin State Hospital campus. This initiative was launched by Senator Kirk Watson in the fall of 2016 as part of his 10 Goals in 10 Years to develop a state-of-the-art brain health campus on the current property. The redesign of the Austin State Hospital (ASH) offers significant promise for improving how our community responds to people in need of psychiatric care. Funds for planning and design were approved by the Texas State Legislature during the 85th Session. In the 86th session, the Texas Legislature invested \$165 million for the first phase of the hospital construction with the remainder of the funding approved during the 87th session. The target date for the occupancy and operation of the new hospital is the summer of 2023. Currently, DMS, Central Health, Integral Care, HHSC, University of Texas, Texas Hospital

<p>Association, Law Enforcement, and Peer/Family Representatives are participating stakeholders. This work is emphasizing an increase in housing options; rethinking the forensic pathway to better support individuals at the intersection of mental health and the criminal legal system; and establishing collaborations to increase access to evidence-based, person-centered care.</p>
<ul style="list-style-type: none"> • Integral Care participates in an executive leadership role in the Behavioral Health Criminal Justice Advisory Committee (BHCJAC). BHCJAC is a collaborative association of criminal justice, intellectual and developmental disabilities, and behavioral health stakeholders. BHCJAC’s mission is to develop and sustain a planning partnership to support persons with behavioral health needs and to promote justice and public safety. BHCJAC worked with Meadows Mental Health Policy Institute to develop a community dashboard that is comprised of key metrics designated by BHCJAC, including the four national “Stepping Up” initiative metrics to develop a standard operating procedure for feeding data to the dashboard.
<ul style="list-style-type: none"> • Integral Care collaborated with Central Health, Austin Public Health and Travis County Health and Human Services to survey community stakeholders and to complete an Alcohol, Tobacco and Other Drugs Community Assessment. Integral Care is participating in a Substance Use Disorder planning effort recently convened by Travis County which will build on the community assessment to develop a new substance use disorder plan.
<ul style="list-style-type: none"> • Integral Care participates in meetings of the Travis County Youth Substance Abuse Prevention Coalition, OSAR, Austin ROSC, and Austin Area Opioid Work Group.
<p>Integral Care Housing Plan 2022 – 2025</p> <ul style="list-style-type: none"> • In FY21, Integral Care’s Board of Trustees approved a vision that integrates a housing lens across

all services to prevent and end homelessness. This vision directs the organization to help all those we serve achieve housing stability. In FY22, the Integral Care Board of Trustees appointed a Board Ad Hoc Committee on Housing and Homelessness to develop an internal housing plan to better meet the needs of the clients we serve. This was an internal planning effort that included Board members, senior staff and program staff who work in housing and homelessness services. As an outcome of this Plan, the Board of Trustees will receive quarterly updates on the status of Integral Care housing efforts and the needs of Integral Care clients.

Psychiatric Services Stakeholders (PSS) Housing Workgroup

- The PSS Housing Workgroup will be co-chaired by Ashley Trust, M.D., Assistant Professor in the Department of Psychiatry & Behavioral Sciences at Dell Medical School and Tim Mercer, M.D., an endowed Chair in the Department of Population Health at Dell Medical School. The Workgroup will meet monthly from October 2022 through February 2023 when it will present its recommendations to the Psychiatric Services Stakeholders Committee. The task for the Workgroup will be to analyze who may be left behind in current housing initiatives and how our community can fill these gaps with actionable solutions modeled on best practice. Workgroup members include parent advocates, Disability Rights Texas, Central Health, Communities for Recovery, Via Hope, NAMI Central Texas, Austin Public Health, Travis County, Austin State Hospital, Texas Neuro Rehab Center, Capital Area Private Defender Service and several non-profit organizations that provide housing services including Caritas, SAFE Alliance, Integral Care, Family Eldercare, and Austin Area Urban League.

List the key issues and concerns identified by stakeholders, including unmet service needs. Only include items raised by multiple stakeholders and/or had broad support.

- The [Austin/Travis County Alcohol, Tobacco & Other Drugs Needs Assessment](#) (October 2019) surveyed community stakeholders and identified the following areas where community members felt

substance use services were most lacking for people who are uninsured, people who are underinsured, people experiencing homelessness, mothers with children, people with language barriers and people who cannot afford services. Stakeholders participating in the survey reported a need for the following improvements in local substance use services: coordinated data and information gathering, universal SBIRT screening, accommodation of cultural and language differences, increasing the use of peers across the spectrum of care, increasing treatment capacity for women with children, increasing geographic accessibility to Medication-Assisted Treatment (MAT) and addressing stigma tied to evidence-based, best practice MAT treatment.

- The importance of diverting individuals with behavioral health issues (including individuals with intellectual/developmental disabilities) from the criminal justice system into appropriate services. Ongoing discussions at BHCJAC and Psychiatric Services Stakeholders Committee during FY20-22.
- The need to expand the availability of deeply affordable permanent housing to address the needs of individuals experiencing homelessness who also live with mental illness and/or substance use disorder - within multiple forums across FY19- FY 23.

Section II: Psychiatric Emergency Plan

The Psychiatric Emergency Plan is intended to ensure stakeholders with a direct role in psychiatric emergencies have a shared understanding of the roles, responsibilities, and procedures enabling them to coordinate efforts and effectively use available resources. The Psychiatric Emergency Plan entails a collaborative review of existing crisis response activities and development of a coordinated plan for how the community will respond to psychiatric emergencies in a way that is responsive to the needs and priorities of consumers and their families. The planning effort also provides an opportunity to identify and prioritize critical gaps in the community's emergency response system.

The following stakeholder groups are essential participants in developing the Psychiatric Emergency Plan:

- Law enforcement (police/sheriff and jails)
- Hospitals/emergency departments
- Judiciary, including mental health and probate courts
- Prosecutors and public defenders
- Other crisis service providers (to include neighboring LMHAs and LBHAs)
- Users of crisis services and their family members
- Sub-contractors

Most LMHAs and LBHAs are actively engaged with these stakeholders on an ongoing basis, and the plan will reflect and build upon these continuing conversations.

Given the size and diversity of many local service areas, some aspects of the plan may not be uniform across the entire service area. *If applicable, include separate answers for different geographic areas to ensure all parts of the local service area are covered.*

II.A Development of the Plan

Describe the process implemented to collaborate with stakeholders to develop the Psychiatric Emergency Plan, including, but not limited to, the following:

Ensuring all key stakeholders were involved or represented, to include contractors where applicable;

- Integral Care continues to actively collaborate and communicate with local stakeholders for the Psychiatric Emergency Plan. Integral Care works with the Psychiatric Stakeholder Committee (PSC), co-convened by Dell Medical School and Integral Care, to identify and prioritize local need. The PSC acts as an information clearinghouse to ensure community needs are effectively identified and prioritized through key workgroup areas. Members include leaders from City Council and the Mayor of the City of Austin, Travis County Commissioners, Travis County department executives, local hospital and healthcare leaders, law enforcement, advocacy organizations and local judiciary.

Ensuring the entire service area was represented; and

- Integral Care serves in an executive leadership role with BHCJAC to ensure effective collaboration and communication regarding the Psychiatric Emergency Plan. BHCJAC represents justice and law enforcement systems, including the sheriff's department, police department, advocacy groups, judges, attorneys, Mental Health Public Defenders Office, justice planning, Crisis Intervention Team personnel, probation, and substance use providers, advocates, persons with lived experience, recovery supports and healthcare professionals.

- Integral Care participates in a longstanding mental health planning committee convened monthly by Judge Guy Herman. Meetings focus on cross-system information sharing and cross-system problem solving related to psychiatric crisis and the interface among probate court, law enforcement, local psychiatric facilities, Integral Care as the LMHA and hospital emergency departments.

Soliciting input.

- Integral Care is participating in Travis County's Substance Use Planning initiative. The Committee has recommended a collaborative planning structure that has been approved by the Commissioner's Court. Travis County Health and Human Services has convened a broad array of stakeholders to develop a comprehensive substance use plan. Stakeholders include providers, advocates, peers, healthcare professionals, persons with lived experience, Travis County department executives from Justice Planning and Health and Human Services, and City department staff.

II.B Utilization of the Crisis Helpdesk, Role of Mobile Crisis Outreach Teams (MCOT), and the Crisis Response Process

1. How is the Crisis Hotline staffed?

During business hours

- Integral Care's Helpdesk (Crisis Helpline) is available 24/7/365 and is sufficiently staffed to maintain Health and Human Service Commission's (HHSC) answer rate requirement of 30 seconds or less for 95% of callers. The hotline is accredited by the American Association of Suicidality (AAS) and is part of the National Suicide Prevention Line (NSPL). Staffing levels vary depending on hours and utilization. There are currently 42 positions with an additional 6 positions

providing backup support when needed. Weekdays have 22 available shifts (43 call takers, 8 managers).

After business hours

- See II.B. 1 above.

Weekends/holidays

- See II.B. 1 above.

2. Does the LMHA/LBHA have a sub-contractor to provide the Crisis Hotline services? If, yes, please list the contractor:

- no

3. How is the MCOT staffed?

During business hours

- Integral Care fields two MCOT teams. The first MCOT team, funded through DSHS and Travis County, is dispatched via Integral Care's Crisis Helpline. The second MCOT team or EMCOT, is funded through the City of Austin and Travis County. This team targets the first responder system, including police, sheriff, EMS, EMCOT clinical staff located at the 911 Call Center and Travis County jail central booking as key intercept points for direct referral. EMCOT also offers telehealth intervention in collaboration with law enforcement and EMS collaborators as appropriate. Integral Care's 911 Call Center team located at Combined Transportation and Emergency Communications Center (CTECC) is available 24/7 for mental health crisis calls.

- Integral Care's two MCOT teams are staffed 8am – 10pm Monday through Friday and 10am to 8pm Saturday and Sunday with qualified mental health professionals (QMHP), peer professionals, medical providers and Licensed Practitioners of the Healing Arts (LPHA).

After business hours

- Integral Care's EMCOT and MCOT teams are staffed with on call QMHP or LPHA staff 10pm to 8am Monday through Friday. EMCOT 911 Call Center team is on site at the 911 Call Center 24/7.

Weekends/holidays

- EMCOT and MCOT teams work 10am – 8pm weekends and holidays and utilize on call staff 8pm to 10am on weekends and holidays.
- EMCOT 911 Call Center team is on site at the 911 Call Center 24/7.

4. Does the LMHA/LBHA have a sub-contractor to provide MCOT services? If yes, please list the contractor:

- no

5. Provide information on the type of follow up MCOT provides (phone calls, face to face visits, case management, skills training, etc.).

- MCOT and EMCOT provide face-to-face services, and telehealth follow-up visits as appropriate. MCOT and EMCOT also provide linkage and coordination which can include opening to the LOC5 service package, which includes skills training, case management and other allowable services.

- EMCOT 911 Call Center team provides follow up calls and also dispatches EMCOT as appropriate.

6. Do emergency room staff and law enforcement routinely contact the LMHA/LBHA when an individual in crisis is identified? If so, please describe MCOT's role for:

Emergency Rooms:

- Emergency rooms: MCOT responds to emergency room staff upon request. Emergency Departments in Travis County do not frequently request MCOT dispatch, however when they do MCOT does respond. MCOT provides emergency department staff with additional crisis assessment resources, linkage to care and communication with Integral Care's Utilization Management team.

Law Enforcement:

- Law enforcement: EMCOT was developed to be directly accessible to law enforcement and EMS to assist law enforcement and EMS in providing help to individuals experiencing a psychiatric crisis. This MCOT team is co-located in collaboration with APD and TCSO Crisis Intervention Teams, and APD and EMS at strategic locations throughout Travis County. Additionally, EMCOT also provides services at Central Booking and receives referrals from jail counseling staff to facilitate smooth transitions to the community as needed. Additionally, EMCOT is routinely and directly deployed by law enforcement via 911, EMCOT clinicians stationed at the 911 Call Center, and officers in the field (both telehealth and in-person) and TCC/Central Booking.
- EMS: EMCOT co-responds and is dispatched by EMS to provide crisis mental health care in the community and avoid unnecessary use of Emergency Departments. Once EMCOT staff

are on scene, EMS staff typically turn the situation over to EMCOT. EMCOT provides training to EMS personnel.

- Integral Care provides mental health training and EMCOT activation training to law enforcement as part of their training academies. EMCOT is routinely and directly deployed by law enforcement via 911, officers in the field and jail central booking. Once on scene and safety secured, law enforcement typically turns the situation over to EMCOT and leaves the scene so they can be available for other law enforcement calls. EMCOT provides content expertise to law enforcement about mental health and community resources.

7. What is the process for MCOT to respond to screening requests at state hospitals, specifically for walk-ins?

- ASH can request MCOT anytime they determine appropriate via our Crisis Helpline.

8. What steps should emergency rooms and law enforcement take when an inpatient level of care is needed?

During business hours:

- Whether during business hours, after hours, or on weekends/holidays, law enforcement or emergency departments may contact the Integral Care Call Center/Crisis Helpline. Calls may be routed to the Utilization Management (UM) Department that is staffed 24/7/365 to facilitate inpatient (IP) admission screening and triage care arrangements as appropriate. Law enforcement may also elect to transport a client to Psychiatric Emergency Services (PES) during PES urgent care hours (Monday through Friday 8-10 pm or Saturday and Sunday 10-8 pm), or to any the local emergency department for additional crisis screening and assessment. For clients with private insurance, the law enforcement officer may elect to transport the individual directly to one of the local psychiatric hospitals for admission. For

clients without insurance, the emergency department would obtain authorization for IP admission from the UM Department 24/7/365 (including holidays).

After business hours:

- See IIB. 8 above

Weekends/holidays:

- See IIB. 8 above

9. What is the procedure if an individual cannot be stabilized at the site of the crisis and needs further assessment or crisis stabilization in a facility setting?

- MCOT and EMCOT are trained to consider and recommend the least restrictive environment of care. Both teams consider all appropriate least restrictive alternatives while also establishing what additional (if any) medical clearance is needed. If medical clearance is needed, MCOT and EMCOT staff utilize Integral Care's nurse on call, Integral Care's physician on call, EMS or nearest emergency department depending on direction from Integral Care's medical staff and the nature and urgency of the medical issue. Integral Care's MCOT and EMCOT teams also staff cases with Integral Care's UM about appropriateness for facility-based care whether it's through one of Integral Care's 72 crisis respite or crisis residential beds or authorization for inpatient psychiatric hospitalization.

10. Describe the community's process if an individual requires further evaluation and/or medical clearance.

- See IIB 9 above

11. Describe the process if an individual needs admission to a psychiatric hospital.

- Integral Care's MCOT and EMCOT teams staff cases with Integral Care's UM to obtain authorization for inpatient psychiatric hospitalization.

12. Describe the process if an individual needs facility-based crisis stabilization (i.e., other than psychiatric hospitalization and may include crisis respite, crisis residential, extended observation, or crisis stabilization unit).

- Integral Care's PES, MCOT and EMCOT teams staff cases with Integral Care's UM regarding appropriateness for facility-based care and availability of beds through one of Integral Care's 3 crisis residential programs or crisis respite program.

13. Describe the process for crisis assessments requiring MCOT to go into a home or alternate location such as a parking lot, office building, school, under a bridge or other community-based location.

- Integral Care's MCOT team receives referrals through Integral Care's Crisis helpline. EMCOT receives referrals and dispatches directly from first responders, 911 and the TCC/Central Booking. Both teams respond in the community wherever an individual is experiencing a crisis.

14. If an inpatient bed at a psychiatric hospital is not available:

Where does the individual wait for a bed?

- If an inpatient bed is not available and the individual does not meet criteria for Integral Care's Herman Center, crisis residential programs, or crisis respite program they are taken to the nearest emergency department.

15. Who is responsible for providing ongoing crisis intervention services until the crisis is resolved or the individual is placed in a clinically appropriate environment at the LMHA/LBHA?

- Emergency department social work staff provide services and maintain contact with Integral Care's UM Department, and also utilize the Crisis Helpline to request Integral Care staff such as MCOT, ACT and other service teams as needed.

16. Who is responsible for transportation in cases not involving emergency detention?

- The referring entity is typically responsible for the transportation of individuals who are voluntary and not on emergency detention. For example, the emergency department may elect to place the person in a taxicab, contract with local law enforcement for off-duty officers to transport, or contract with local ambulance services to provide transport to the psychiatric hospital for admission. Both EMCOT and MCOT provide transportation as clinically appropriate.

Crisis Stabilization

What alternatives does the local service area have for facility-based crisis stabilization services (excluding inpatient services)? *Indicate N/A if the LMHA or LBHA does not have any facility-based crisis stabilization services. Replicate the table below for each alternative.*

Name of Facility	The Inn
Location (city and county)	1165 Airport Blvd Austin, TX 78702
Phone number	512-472-HELP (4357) and Toll-Free 1-844-398-8252
Type of Facility	Crisis residential
Key admission criteria (type of patient accepted)	Adult, voluntary, Travis County residents
Circumstances under which medical clearance is required before admission	Per Medical Director, Program Psychiatrist/APN/PA or prescriber on call
Service area limitations, if any	Travis County residents
Other relevant admission information for first responders	Access crisis services via Integral Care's Helpline, PES, EMCOT or MCOT
Accepts emergency detentions?	No
Number of Beds	16

Name of Facility	15th St Hospital and Jail Diversion Program
Location (city and county)	403 E 15th St., Austin, TX 78701
Phone number	512-472-HELP (4357) and Toll-Free 1-844-398-8252
Type of Facility	Crisis residential
Key admission criteria (type of patient accepted)	Adult, voluntary, Travis County residents Co-occurring mental illness and substance use disorders
Circumstances under which medical clearance is required before admission	Per Medical Director, Program Psychiatrist/APN/PA or prescriber on call
Service area limitations, if any	Travis County residents
Other relevant admission information for first responders	Access crisis services via Integral Care's Crisis Helpline, PES, EMCOT or MCOT
Accepts emergency detentions?	No
Number of Beds	30

Name of Facility	Next Step Crisis Respite Program
Location (city and county)	6222 N Lamar, Austin, TX 78752
Phone number	512-472-HELP (4357) and Toll-Free 1-844-398-8252
Type of Facility	Crisis respite

Name of Facility	Next Step Crisis Respite Program
Key admission criteria (type of patient accepted)	Adult, voluntary, Travis County residents, specialty care for individuals with co-occurring mental illness and intellectual/developmental disabilities.
Circumstances under which medical clearance is required before admission	Per Medical Director, Program Psychiatrist/APN/PA or prescriber on call
Service area limitations, if any	Travis County residents
Other relevant admission information for first responders	Access crisis services via Integral Care's Helpline, PES or MCOT
Accepts emergency detentions?	No
Number of Beds	31

Name of Facility	The Judge Guy Herman Center for Mental Health Crisis Care
Location (city and county)	6600 E. Ben White Blvd., Austin, TX 78741
Phone number	512-472-HELP (4357) and Toll-Free 1-844-398-8252
Type of Facility	The Herman Center offers short-term mental health crisis care in a safe overnight facility for people who are in crisis but do not need to go to the hospital. Staff help clients become stable by providing medical

	support, emotional support, medicine and connection to other Integral Care programs and local resources for ongoing support and recovery.
Key admission criteria (type of patient accepted)	Adult, voluntary, Travis County residents and adult involuntary (4 beds) on Protective Order of Emergency Detention (POED).
Circumstances under which medical clearance is required before admission	Per Medical Director, Program Psychiatrist or prescriber on call
Service area limitations, if any	Travis County residents
Other relevant admission information for first responders	Referrals to the Herman Center come from emergency departments, law enforcement, Integral Care Crisis Services and Integral Care Utilization Management.
Accepts emergency detentions?	Yes
Number of Beds	12 respite and 4 POED beds

Inpatient Care

What alternatives to the state hospital does the local service area have for psychiatric inpatient care for uninsured or underinsured individuals?

Replicate the table below for each alternative.

Name of Facility	Seton Shoal Creek Hospital
Location (city and county)	Austin, Texas
Phone number	512-324-2000
Key admission criteria	Must meet medical necessity for inpatient admission due to psychiatric needs.
Service area limitations, if any	Travis County residents
Other relevant admission information for first responders	Seton Shoal Creek does not have onsite admission. Admission to Seton Shoal Creek requires facilitation of a doctor-to-doctor consult with Seton or transport of the individual to a local emergency department for evaluation and subsequent transfer to Seton Shoal Creek. Has inpatient and detox services, as well as services for adult and child/ adolescent populations.
Number of Beds	Not specified in contractual arrangement
Is the facility currently under contract with the LMHA/LBHA to purchase beds?	Yes

If under contract, is the facility contracted for rapid crisis stabilization beds (funded under the Psychiatric Emergency Service Center contract or Mental Health Grant for Justice-Involved Individuals), private psychiatric beds, or community mental health hospital beds (include all that apply)?	Psychiatric Emergency Services Center (PESC) and Private Psychiatric Bed (PPB) funds
If under contract, are beds purchased as a guaranteed set or on an as needed basis?	As needed
If under contract, what is the bed day rate paid to the contracted facility?	Case rate of \$5000, plus incentives
If not under contract, does the LMHA/LBHA use facility for single-case agreements for as needed beds?	NA
If not under contract, what is the bed day rate paid to the facility for single-case agreements?	NA
HHSC Funding Allocation	NA

Name of Facility	Dell Children's Hospital (Grace Grego Maxwell Mental Health Unit)
Location (city and county)	Austin, Texas

Phone number	512-324-0029
Key admission criteria	Must meet medical necessity for inpatient admission due to psychiatric needs.
Service area limitations, if any	Travis County residents
Other relevant admission information for first responders	Admission to Grace Grego Maxwell Mental Health Unit requires admission through Dell Children's Hospital. Has inpatient adolescent populations.
Number of Beds	Not specified in contractual arrangement
Is the facility currently under contract with the LMHA/LBHA to purchase beds?	Yes
If under contract, is the facility contracted for rapid crisis stabilization beds (funded under the Psychiatric Emergency Service Center contract or Mental Health Grant for Justice-Involved Individuals), private psychiatric beds, or community mental health hospital beds (include all that apply)?	PESC and PPB
If under contract, are beds purchased as a guaranteed set or on an as needed basis?	As needed

If under contract, what is the bed day rate paid to the contracted facility?	Case rate of \$5000, plus incentives
If not under contract, does the LMHA/LBHA use facility for single-case agreements for as needed beds?	NA
If not under contract, what is the bed day rate paid to the facility for single-case agreements?	NA

Name of Facility	Cross Creek Hospital
Location (city and county)	Austin, Texas
Phone number	877-971-6689
Key admission criteria	Must meet medical necessity for inpatient admission due to psychiatric needs.
Service area limitations, if any	Travis County residents
Other relevant admission information for first responders	Cross Creek Hospital has inpatient and detox services, as well as services for adult and adolescent populations.
Number of Beds	Not specified in contractual arrangement
Is the facility currently under contract with the LMHA/LBHA to purchase beds?	Yes
If under contract, is the facility contracted for rapid crisis stabilization beds (funded	PESC and PPB

under the Psychiatric Emergency Service Center contract or Mental Health Grant for Justice-Involved Individuals), private psychiatric beds, or community mental health hospital beds (include all that apply)?	
If under contract, are beds purchased as a guaranteed set or on an as needed basis?	As needed
If under contract, what is the bed day rate paid to the contracted facility?	Case rate of \$5000, plus incentives
If not under contract, does the LMHA/LBHA use facility for single-case agreements for as needed beds?	NA
If not under contract, what is the bed day rate paid to the facility for single-case agreements?	NA
HHSC Funding Allocation	NA

Name of Facility	Georgetown Behavioral Health Hospital
Location (city and county)	Williamson County, Texas
Phone number	512- 819-1102

Name of Facility	Georgetown Behavioral Health Hospital
Key admission criteria	Must meet medical necessity for inpatient admission due to psychiatric needs.
Service area limitations, if any	Williamson and Travis County residents
Other relevant admission information for first responders	Georgetown Behavioral Health Hospital provides inpatient psychiatric services and intensive outpatient SUD treatment services for the adolescent and adult population.
Number of Beds	Not specified in contractual arrangement
Is the facility currently under contract with the LMHA/LBHA to purchase beds?	Yes
If under contract, is the facility contracted for rapid crisis stabilization beds (funded under the Psychiatric Emergency Service Center contract or Mental Health Grant for Justice-Involved Individuals), private psychiatric beds, or community mental health hospital beds (include all that apply)?	PESC and PPB
If under contract, are beds purchased as a guaranteed set or on an as needed basis?	As needed
If under contract, what is the bed day rate paid to the contracted facility?	Case rate of \$5000, plus incentives

Name of Facility	Georgetown Behavioral Health Hospital
If not under contract, does the LMHA/LBHA use facility for single-case agreements for as needed beds?	NA
If not under contract, what is the bed day rate paid to the facility for single-case agreements?	NA
HHSC Funding Allocation	NA

Name of Facility	Austin Lakes Hospital (Closure Date: 8/5/2022)
Location (city and county)	Austin, Texas
Phone number	512-544-5253
Key admission criteria	Must meet medical necessity for inpatient admission due to psychiatric needs.
Service area limitations, if any	Travis County residents
Other relevant admission information for first responders	Austin Lakes Hospital has inpatient services for the adult population, with an emphasis on PICU level bed accessibility.
Number of Beds	Not specified in contractual arrangement
Is the facility currently under contract with the LMHA/LBHA to purchase beds?	Yes
If under contract, is the facility contracted for rapid crisis stabilization beds (funded under the Psychiatric Emergency Service Center contract or Mental Health Grant for Justice-Involved Individuals), private psychiatric beds, or community mental health hospital beds (include all that apply)?	PESC and PPB
If under contract, are beds purchased as a guaranteed set or on an as needed basis?	As needed

Name of Facility	Austin Lakes Hospital (Closure Date: 8/5/2022)
If under contract, what is the bed day rate paid to the contracted facility?	Case rate of \$5000, plus incentives
If not under contract, does the LMHA/LBHA use facility for single-case agreements for as needed beds?	
If not under contract, what is the bed day rate paid to the facility for single-case agreements?	
HHSC Funding Allocation	NA

Name of Facility	Austin Oaks Hospital
Location (city and county)	Austin, Texas
Phone number	512-440-4800
Key admission criteria	Must meet medical necessity for inpatient admission due to psychiatric needs.
Service area limitations, if any	Travis County residents
Other relevant admission information for first responders	Austin Oaks Hospital has inpatient services for adult and child/adolescent populations.
Number of Beds	Not specified in contractual arrangement

Name of Facility	Austin Oaks Hospital
Is the facility currently under contract with the LMHA/LBHA to purchase beds?	Yes
If under contract, is the facility contracted for rapid crisis stabilization beds (funded under the Psychiatric Emergency Service Center contract or Mental Health Grant for Justice-Involved Individuals), private psychiatric beds, or community mental health hospital beds (include all that apply)?	PESC and PPB
If under contract, are beds purchased as a guaranteed set or on an as needed basis?	As needed
If under contract, what is the bed day rate paid to the contracted facility?	Case rate of \$5000, plus incentives
If not under contract, does the LMHA/LBHA use facility for single-case agreements for as needed beds?	NA
If not under contract, what is the bed day rate paid to the facility for single-case agreements?	NA
HHSC Funding Allocation	NA

II.C Plan for local, short-term management of pre- and post-arrest individuals who are deemed incompetent to stand trial

What local inpatient or outpatient alternatives to the state hospital does the local service area currently have for competency restoration? *If not applicable, enter N/A.*

Identify and briefly describe available alternatives.

- Integral Care provides a 9-bed outpatient competency restoration program for individuals requiring a residential location for restoration of competency. Integral Care also provides restoration of competency programming and treatment for individuals who have a place to reside in the community while participating in programming.
- Effective 10/1/22, Travis County funded an additional 7 outpatient competency restoration slots at the recommendation of local stakeholders. This brings the total of outpatient competency slots to 16.

What barriers or issues limit access or utilization to local inpatient or outpatient alternatives?

- Issues that limit access to outpatient competency restoration primarily relate to appropriateness for restoration of competency services in the community setting.

Does the LMHA or LBHA have a dedicated jail liaison position? If so, what is the role of the jail liaison and at what point is the jail liaison engaged? Identify the name(s)/title(s) of employees who operate as the jail liaison.

- Integral Care has a dedicated jail liaison who attends the felony and misdemeanor mental health court dockets. This employee also assesses clients in jail for possible eligibility for the outpatient competency restoration program.

If the LMHA or LBHA does not have a dedicated jail liaison, identify the title(s) of employees who operate as a liaison between the LMHA or LBHA and the jail.

- N/A

What plans, if any, are being developed over the next two years to maximize access and utilization of local alternatives for competency restoration?

- Integral Care plans to continue to sustain its successful outpatient competency programming. Integral Care also plans to continue to work with the judges, prosecuting attorneys and defense attorneys to identify and address any issues that may impede program utilization and growth.

Does the community have a need for new alternatives for competency restoration? If so, what kind of program would be suitable (i.e., Outpatient Competency Restoration Program inpatient competency restoration, Jail-based Competency Restoration, etc.)?

- Integral Care plans to sustain the currently successful outpatient competency restoration programming. Integral Care is grateful for local community investment in the expansion of outpatient competency capacity.

What is needed for implementation? Include resources and barriers that must be resolved.

- Nothing at this time.

II.D Seamless Integration of emergent psychiatric, substance use, and physical healthcare treatment and the development of Certified Community Behavioral Health Clinics (CCBHCs)

1. What steps have been taken to integrate emergency psychiatric, substance use, and physical healthcare services? Who did the LMHA/LBHA collaborate with in these efforts?

- Integral Care and Lone Star Circle of Care work to deliver integrated services. In 2022, Lone Star Circle of Care opened their first imbedded integrated clinic within Integral Care's Oak Springs Outpatient Mental Health Clinic. Now clients are able to receive primary care, substance use, and mental health services at one location. Integral Care is working with Lone Star Circle of Care to expand these services into other clinic locations, with the next scheduled to open in Spring 2023. In 2022, Integral Care also expanded our access to Medication-Assisted Treatment (MAT) in collaboration with Central Health. Integral Care's MAT team provides a Medical Doctor and a team of MAT behavioral support staff with the goal of reducing overall healthcare costs to patients diagnosed with opioid use disorder by reducing the number of days they use illicit opiates. This contract is an expansion of a previous contract with Central Health. Integral Care has also implemented navigation/care coordination services with health maintenance and managed care organizations for behavioral health needs of their members, including their members with IDD.

2. What are the plans for the next two years to further coordinate and integrate these services?

- Integral Care continues to plan for integrated clinic expansions with Lone Star Circle of Care and additional FQHC's in underserved areas of Travis County. Additionally, Integral Care continues to expand community-based care coordination and care navigation services under the Community Mental Health Center (CMHC) and CCBHC expansion grants.

II.E Communication Plans

1. What steps have been taken to ensure key information from the Psychiatric Emergency Plan is shared with emergency responders and other community stakeholders?

- Integral Care will post the plan on its website in addition to sharing it through program brochures and its on-line newsletter "Transparencies"
- Integral Care provides regularly scheduled training about accessing services to APD cadets, MHOs and CIT, TCSO CIT, TCSO jail counseling staff, Pflugerville PD and ATCEMS staff
- Key information will be shared with local stakeholder groups, such as Psychiatric Stakeholder Committee, PNAC, Substance Use Planning Committees, Travis County Behavioral Health Criminal Justice Advisory Committee (BHCJAC) and Community Stakeholder and Persons with Lived Experience

2. How will the LMHA or LBHA ensure staff (including MCOT, hotline, and staff receiving incoming telephone calls) have the information and training to implement the plan?

- All Integral Care crisis services staff will review the plan in a scheduled monthly meeting
- Program procedures are in place and are shared internally
- Program specific training will continue to be offered at the program staff level

II.F Gaps in the Local Crisis Response System

What are the critical gaps in the local crisis emergency response system? *Consider needs in all parts of the local service area, including those specific to certain counties.*

County	Service System Gaps	Recommendations to Address the Gaps
Travis	<ul style="list-style-type: none">• Integral Care is working to expand services to unincorporated parts of the county. Currently providing services to Independent School Districts (ISDs) other than Austin ISD, but in Travis County. Travel time in crisis situations has been a challenge.	<ul style="list-style-type: none">• Expansion of telehealth services• Expansion of integrated services in primary health and substance use
Travis	<ul style="list-style-type: none">• 24-hour Psychiatric Urgent Care Center that accepts voluntary and involuntary clients, is available for law enforcement drop off, and is staffed to provide immediate crisis assessment and linkage to care.	<ul style="list-style-type: none">• Expansion of existing PES urgent care clinic to 24 hours and developing capacity and infrastructure to accept both voluntary and involuntary clients.

Section III: Plans and Priorities for System Development

III.A Jail Diversion

The Sequential Intercept Model (SIM) informs community-based responses to the involvement of individuals with mental and substance use disorders in the criminal justice system. The model is most effective when used as a community strategic planning tool to assess available resources, determine gaps in services, and plan for community change.

A link to the SIM can be accessed here:

<https://www.prainc.com/wp-content/uploads/2017/08/SIM-Brochure-Redesign0824.pdf>

In the tables below, indicate the strategies used in each intercept to divert individuals from the criminal justice system and indicate the counties in the service area where the strategies are applicable. List current activities and any plans for the next two years. If not applicable, enter N/A.

Intercept 0: Community Services Current Programs and Initiatives:	County(s)	Plans for upcoming two years:
<ul style="list-style-type: none">• City- and County-funded EMCOT field response team.	<ul style="list-style-type: none">• Travis	<ul style="list-style-type: none">• Continue bring EMCOT to full scale to further expand hospital and jail diversion opportunities and decrease unnecessary law enforcement involvement.

<ul style="list-style-type: none"> • Integral Care Crisis Helpline 	<ul style="list-style-type: none"> • Travis 	<ul style="list-style-type: none"> • Continue to expand services as contracted
<ul style="list-style-type: none"> • Certified Community Behavioral Health Clinic (CCBHC) services 	<ul style="list-style-type: none"> • Travis 	<ul style="list-style-type: none"> • Enhance integrative approach to care to meet needs of whole person, expand peer support services
<ul style="list-style-type: none"> • MCOT 	<ul style="list-style-type: none"> • Travis 	<ul style="list-style-type: none"> • MCOT continues to respond to the community from Integral Care's Crisis Helpdesk. Travis County funded the intensive MCOT children's wraparound team to support families and children experiencing a mental health crisis.
<ul style="list-style-type: none"> • Psychiatric Emergency Services (PES) 	<ul style="list-style-type: none"> • Travis 	<ul style="list-style-type: none"> • Offer continued access to in-person and/or telehealth services to meet community need and look for funding opportunities to expand to 24/7 and develop infrastructure and capacity to accept involuntary and voluntary clients

<ul style="list-style-type: none"> • PATH/ACCESS and Homelessness Outreach Street Team (HOST) 	<ul style="list-style-type: none"> • Travis 	<ul style="list-style-type: none"> • Continue the provisions of these services over the next two years
<ul style="list-style-type: none"> • Assisted Outpatient Treatment (AOT) 	<ul style="list-style-type: none"> • Travis 	<ul style="list-style-type: none"> • Continue the implementation of the SAMHSA grant for the duration of the grant period

Intercept 1: Law Enforcement Current Programs and Initiatives:	County(s)	Plans for upcoming two years:
<ul style="list-style-type: none"> • EMCOT is co-located at 911 Call Center, EMS and Central Booking and is available to receive direct transfer of calls from 911 Call Takers when a caller is in mental health crisis. Callers are linked with EMCOT mental health professionals who can quickly triage calls and dispatch EMCOT staff to the community when appropriate. The goal is to ensure individuals in our community receive professional mental health services from the time they call 911 to the time a mental 	<ul style="list-style-type: none"> • Travis 	<ul style="list-style-type: none"> • Continue collaborating with Central Booking staff to focus on diversion at point of booking (this endeavor spans Intercepts 1 and 2) • Continue to provide mental health crisis call identification and management training for 911 call takers and dispatchers within the 911 Call Center • Expand staff capacity at 911 Call Center in order to bring to scale and meet mental health need

<p>health professional arrives to assist and support the individual experiencing a mental health crisis. 911 call takers immediately transfer calls to EMCOT when a caller has requested a mental health officer so that EMCOT can triage and provided expert assistance and de-escalation and EMCOT is also available to be conferenced in to assist with crisis de-escalation when law enforcement is in route. Adding telehealth services to EMCOT's service array is yet another tool that is available for first responders when they need a rapid response/consultation from a mental health professional. EMCOT and EMCOT dispatched by Helpline is co-mobilized with MH Deputies upon request and/or need. EMCOT is dispatched by 911.</p>		<ul style="list-style-type: none"> • SB292 - Reduce recidivism by the frequency of arrests and incarceration of persons with mental illness
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<ul style="list-style-type: none"> • MCOT is dispatched by Helpdesk and co-mobilized with mental health deputies upon request or need • Integral Care trains APD cadets in the Training Academy and Modified Academy, sworn officers in 1850 course and 4001 course (CIT Certification); TCSO sworn deputies in 4001 course; Austin Independent School District Police Department (AISD PD) in 4001 course; Manor Police Department in 4001 course; other law enforcement departments ad hoc; and Central Booking counseling staff and Travis County Corrections Complex staff (corrections officers and counseling staff) and EMS. • Integral Care's EMCOT team has signed MOUs with respect to EMCOT with ATCEMS, APD, 		
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<p>University of Texas Police Department, Lakeway Police Department, Pflugerville Police Department, Lago Vista Police Department, and Westlake Hills Police Department and has formal operational collaborations with TCSO, Capitol Police (DPS), Austin Community College District Police, and Precinct 3 Constables</p> <ul style="list-style-type: none"> • Integral Care trains probation personnel via TCOOMMI-funded ANEW and court personnel via the assigned jail liaison • Integral Care's PES urgent care and The Herman Center services offer a law enforcement-friendly drop off point • Integral Care's PES and MCOT and EMCOT teams offer service linkage and follow up 		
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<p>for individuals for up to 90 days to stabilize the crisis episode and document law enforcement contacts</p> <ul style="list-style-type: none"> • Integral Care's Community Based Crisis Support (CBCS) Team and Crisis Intervention Specialist (CIS) Team coordinate with MCOT, EMCOT and PES to support and assist individuals with co-occurring mental illness and intellectual/developmental disabilities to stabilize the crisis and link to services 		
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Intercept 2: Post Arrest; Initial Detention and Initial Hearings Current Programs and Initiatives:	County(s)	Plans for upcoming two years:
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<ul style="list-style-type: none"> • Mental Health Bond program 	<ul style="list-style-type: none"> • Travis 	<ul style="list-style-type: none"> • Continue to sustain collaboration with Pre-Trial Services
<ul style="list-style-type: none"> • EMCOT 	<ul style="list-style-type: none"> • Travis 	<ul style="list-style-type: none"> • Continue to sustain collaboration with Travis County Sheriff's Office

Intercept 3: Jails/Courts Current Programs and Initiatives:	County(s)	Plans for upcoming two years:
<ul style="list-style-type: none"> • Pre-trial MH Bond Program • A Jail liaison assigned to mental health misdemeanor and felony dockets • Jail liaison provides support as needed at Veterans Court • Integral Care's Oak Springs Intensive Outpatient Substance Use Treatment Program provides program services to individuals sent by Drug Court and coordinates with court as needed 	<ul style="list-style-type: none"> • Travis 	<ul style="list-style-type: none"> • The plan to establish a mental health court in 2016 did not come to fruition. The idea was explored by stakeholders and identified as a long term community goal. Although the mental health court was not established, separate mental health dockets have been implemented.

<ul style="list-style-type: none"> • Integral Care Outpatient Competency Restoration program • Integral Care prescribers sub-contracted at jail provide services • Treatment services such as ACT and FACT work with courts to provide treatment for individuals who have been determined to be not guilty by reason of insanity (NGRI) on an as-needed basis • Integral Care's Crisis Intervention Specialist Team coordinates with the mental health dockets to support and assist individuals with co-occurring mental illness and intellectual/developmental disabilities to stabilize and link to comprehensive services • Integral Care provides a part-time prescriber CBS 		
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<ul style="list-style-type: none"> • Contract with SMART Program to provide psychiatric services to SMART clients 		
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Intercept 4: Reentry Current Programs and Initiatives:	County(s)	Plans for upcoming two years:
<ul style="list-style-type: none"> • Integral Care staff initiate services for individuals identified as experiencing homelessness at the jail to assess needs, plan for continuity of care and provide continuity of care post-release • The jail inreach and intake team provides inreach into the jail to ensure people are connected to care before they leave the jail. This team provides behavioral health intakes and/or linkage to intellectual and developmental disability services by reaching in the 	<ul style="list-style-type: none"> • Travis 	<p>The Travis County Behavioral Health Criminal Justice Advisory Committee (BHJAC) will continue to meet and plan for community needs</p>

<p>jail and connecting directly with individuals before their release. This team includes peer support, case management, medications and help linking to care immediately upon leaving the Travis County Correctional Complex. This new service addresses a long-identified need for Travis County residents.</p> <ul style="list-style-type: none"> • TCOOMMI-funded ANEW staff are assigned to Austin Transitional Center to provide support, case management and linkage to continuity of care • Integral Care staff lead the mental health workgroup of the Austin Travis County Reentry Roundtable (ATCRR) in alignment with ATCRR strategic plan 		
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<ul style="list-style-type: none"> Integral Care facilitates a dedicated phone line at Integral Care's call center for use by jail counseling staff to contact Integral Care re: jail discharges link to continuity of care and Open Access Intakes 		
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Intercept 5: Community Corrections Current Programs and Initiatives:	County(s)	Plans for upcoming two years:
<ul style="list-style-type: none"> Integral Care's TCOOMMI-funded ANEW program provides comprehensive services, including screening and assessment, specialized caseloads and continuity of care services Integral Care's TCOOMMI-funded ANEW program is co-located with Travis County Probation and Parole specialized caseload officers 	<ul style="list-style-type: none"> Travis 	Continue to look for funding and collaboration opportunities to expand Integral Care services to those who are under community supervision

<p>to facilitate communication and case coordination</p> <ul style="list-style-type: none"> • Integral Care's TCOOMMI-funded juvenile programs work closely with juvenile probation to serve juveniles on probation with behavioral health needs • Integral Care's designated ANEW staff meet quarterly with Travis County probation, parole and Austin Transitional Center staff to communicate and resolve system issues, offer cross-training and deepen collaborative relationships • Oak Springs Intensive Outpatient Substance Use Treatment Program contracts with Travis County probation to provide services to clients enrolled in Treatment Alternatives to Incarceration (TAIP) 		
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<ul style="list-style-type: none"> • Integral Care’s FACT team is a multidisciplinary, team-based intervention that provides intensive, community-based treatment to people with severe mental illness and extensive criminal justice involvement 		
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III.B Other Behavioral Health Strategic Priorities

The [Texas Statewide Behavioral Health Strategic Plan](#) identifies other significant gaps and goals in the state’s behavioral health services system. The gaps identified in the plan are:

- Gap 1: Access to appropriate behavioral health services
- Gap 2: Behavioral health needs S public school students
- Gap 3: Coordination across state agencies
- Gap 4: Supports for Service Members, Veterans, and their families
- Gap 5: Continuity of care for people of all ages involved in the Justice System
- Gap 6: Access to timely treatment services
- Gap 7: Implementation of evidence-based practices
- Gap 8: Use of peer services
- Gap 9: Behavioral health services for people with intellectual and developmental disabilities
- Gap 10: Social determinants of health and other barriers to care
- Gap 11: Prevention and early intervention services

- Gap 12: Access to supported housing and employment
- Gap 13: Behavioral health workforce shortage
- Gap 14: Shared and usable data

The goals identified in the plan are:

- Goal 1: Program and Service Coordination - Promote and support behavioral health program and service coordination to ensure continuity of services and access points across state agencies.
- Goal 2: Program and Service Delivery - Ensure optimal program and service delivery to maximize resources to effectively meet the diverse needs of people and communities.
- Goal 3: Prevention and Early Intervention Services - Maximize behavioral health prevention and early intervention services across state agencies.
- Goal 4: Financial Alignment - Ensure that the financial alignment of behavioral health funding best meets the needs across Texas.
- Goal 5: Statewide Data Collaboration – Compare statewide data across state agencies on results and effectiveness.

In the table below briefly describe the status of each area of focus as identified in the plan (key accomplishments, challenges, and current activities), and then summarize objectives and activities planned for the next two years.

Area of Focus	Related Gaps and Goals from Strategic Plan	Current Status	Plans
Improving access to timely outpatient services	<ul style="list-style-type: none"> • Gap 6 • Gap 9 • Gap 10 • Goal 1,2 	<ul style="list-style-type: none"> • Maternal health and postpartum depression • Rapid rehousing • Specialized jail liaison staff to increase service continuity • Collaboration with ECHO to provide housing coordination for individuals experiencing homelessness • Migration of Integral Care's call center to cloud-based system for improved reliability, security and sustainability 	<ul style="list-style-type: none"> • Develop dashboards and data sets for clinicians and managers so they can analyze service mix, social drivers of health indicators and wellness indicators by demographic characteristics • Use datasets to analyze the change in service mix. Increase our use of Power BI and thereby move to a dataset paradigm instead of a reporting paradigm. Expansion of veteran's services and PTSD treatment • Expansion of telehealth services

Area of Focus	Related Gaps and Goals from Strategic Plan	Current Status	Plans
			<ul style="list-style-type: none"> • Expansion of integrated services in primary health and substance use • Expansion of dual disorder treatment capacity • Initiation of MAT services in physical hospital and emergency departments • Pilot the use of technology to improve treatment adherence, evaluate and deploy to scale • Integral Care's Call Center implementation includes speech and other analytics
Improving continuity of care between inpatient care and community	<ul style="list-style-type: none"> • Gap 1 • Goals 1,2,4 	<ul style="list-style-type: none"> • Integral Care has improved continuity of care by re- 	<ul style="list-style-type: none"> • Use population health data to analyze trends and adopt navigator

Area of Focus	Related Gaps and Goals from Strategic Plan	Current Status	Plans
services and reducing hospital readmissions		<p>assigning a continuity of care worker to ASH</p> <ul style="list-style-type: none"> • Navigators focus on discharge planning, appropriate engagement, linkage /coordination, monitoring and making referrals for clients to connect to resources in the community that will assist them to reduce crisis and inpatient recidivism • Hospital Liaison • 7-day Follow-Up protocols 	<p>assessment tool to identify individuals at high risk for readmissions</p> <ul style="list-style-type: none"> • Implement Assisted Outpatient Treatment (AOT) program with Community Collaborators and probate court

Area of Focus	Related Gaps and Goals from Strategic Plan	Current Status	Plans
		<ul style="list-style-type: none"> • PATH, ACT available to hospital 	
Implementing and ensuring fidelity with evidence-based practices	<ul style="list-style-type: none"> • Gap 7 • Gap 10 • Goal 1, 2 	<ul style="list-style-type: none"> • ACT Toolkit • FACT • Housing First • PSH Toolkit • SOAR • Integrated Care • MAT • Naloxone • Ra1se Program • SBIRT • Bipolar Disorder IPU • Collaborative Care IPU • Supported Employment – Individual 	<ul style="list-style-type: none"> • Integrated Dual Diagnosis Treatment (IDDT) implementation for ACT teams and mobile integrated team (M3) • Dual Diagnosis Capability for Mental Health Systems (DDC) toolkit for Outpatient Clinics • Edinburg Postnatal Depression Scale and NEST- S Programming. This is a post-partum depression EBP assessment/ screening tool and self-help program with guided CBT to prevent

Area of Focus	Related Gaps and Goals from Strategic Plan	Current Status	Plans
		<p>Placement and Support</p> <ul style="list-style-type: none"> • Columbia Suicide Rating Scale (adult and children and IDD) • Dr. Barbara Stanley Safety Planning Intervention • Mobile Crisis Outreach Team (best practice model) • Cultural Formulation Interview • Prodromal Questionnaire Brief (PQB) 	<p>and manage depression and anxiety during pregnancy and after birth.</p> <ul style="list-style-type: none"> • Suicide Safe Care Pathway Pilot

Area of Focus	Related Gaps and Goals from Strategic Plan	Current Status	Plans
		<ul style="list-style-type: none"> • Structured Interview of Prodromal Symptoms (SIPS) • Scale of Prodromal Symptoms (SOPS) • Contingency Management • Seeking Safety Curriculum • Motivational Interviewing • Matrix Model • Transtheoretical Model (Stages of Change) • Wraparound fidelity • Nurturing Parenting 	

Area of Focus	Related Gaps and Goals from Strategic Plan	Current Status	Plans
		<ul style="list-style-type: none"> • Aggression Replacement Training (ART) • Barkley Defiant Child/Teen • Preparing Adolescents for Young Adulthood (PAYA) • Skill streaming • SBIRT- Screening, Brief Intervention, and Referral to Treatment • CBT- Cognitive Behavioral Therapy • EMDR- Eye Movement Desensitization and Reprocessing 	

Area of Focus	Related Gaps and Goals from Strategic Plan	Current Status	Plans
Transition to a recovery-oriented system of care, including use of peer support services	<ul style="list-style-type: none"> • Gap 8 • Gap 10 • Gap 13 • Goals 2,3 	<ul style="list-style-type: none"> • Received Trauma-Informed Care (TIC) certificate from the National Council • Development of TIC steering Committee • Expanded Peer Support workforce • Redesigned Client Satisfaction Survey 	<ul style="list-style-type: none"> • Integration of peers into all programs in Adult Behavioral Health Services • Inclusion of peers on agency-wide committees and workgroups • Hired first certified peer specialist as a manager and integrating peers in leadership roles
Addressing the needs of clients with co-occurring substance use disorders	<ul style="list-style-type: none"> • Gaps 1,14 • Gap 10 • Goals 1,2 	<p>Integrated additional SUD training for PES staff and integrating peer support at PES and EMCOT</p> <ul style="list-style-type: none"> • Oak Springs added an evening IOP to increase access and provide more convenient services 	<ul style="list-style-type: none"> • Participate in community-wide planning to create an ongoing planning structure for SUD services in Travis County • SUD services will be streamlined through Integral Care's Call Center in order to create

Area of Focus	Related Gaps and Goals from Strategic Plan	Current Status	Plans
			<p>one access point for all services</p> <ul style="list-style-type: none"> • Expansion of NTP licensure capacity in order to serve more individuals • Expansion of MAT through additional funding opportunities • Expansion of IOP/SOP services • Seek to reduce contractual and administrative barriers to integrated service delivery • Integral Care is working to expand MAT services at additional sites.
Integrating behavioral health and primary care	<ul style="list-style-type: none"> • Gap 1 	<ul style="list-style-type: none"> • Integral Care entered into a 	<ul style="list-style-type: none"> • Continue to make strides in negotiating

Area of Focus	Related Gaps and Goals from Strategic Plan	Current Status	Plans
services and meeting physical healthcare needs of clients	<ul style="list-style-type: none"> Gap 10 Goals 1,2 	<p>behavioral health home agreement to address substantial gaps in racial equity, physical health and behavioral health integration in all lines of business for the CHIP, STAR+PLUS, and STAR populations</p> <ul style="list-style-type: none"> Link individuals with co-occurring conditions to more comprehensive service packages centered on social drivers, primary care and care coordination 	<p>alternative payment arrangements with managed care companies ranging from Level 1 fee-for-service plus incentives arrangements to extensive arrangements such as episodic rates and supplemental payments for care coordination</p> <ul style="list-style-type: none"> Integral Care continues to plan for integrated clinic expansions in underserved areas of Travis County

Area of Focus	Related Gaps and Goals from Strategic Plan	Current Status	Plans
		<ul style="list-style-type: none"> • Provide care coordination • Integrated Care sites 	
Client transportation and access to treatment in remote areas who experience crisis	<ul style="list-style-type: none"> • Gap 10 • Goal 2 	<ul style="list-style-type: none"> • Capitol Metro Transportation Authority • Industry transportation services 	<ul style="list-style-type: none"> • Continue to facilitate publicly and privately available transportation through Capital Metro, Travis County Medical Transportation, cab vouchers, Integral Care vehicles, and ride share options. • Address transportation needs for individuals in rural areas of Travis County who need crisis supports
Addressing the behavioral health needs of clients with	<ul style="list-style-type: none"> • Gap 14 • Gap 9 • Gap 10 • Goals 1,2,4 	<ul style="list-style-type: none"> • Involved in a learning collaborative with four LIDDAs to 	<ul style="list-style-type: none"> • Participate in the learning Collaborative with Texas Council and HHSC and four other

Area of Focus	Related Gaps and Goals from Strategic Plan	Current Status	Plans
intellectual/developmental disabilities		<p>establish best practices for serving individuals with dual diagnosis</p> <ul style="list-style-type: none"> • Coordination of training for law enforcement officers by behavioral health and crisis teams • BHJAC identifies areas of improvement at the intersection of criminal justice, behavioral health, and IDD • IDD and crisis services collaborate with the District Attorney's office to divert individuals with IDD 	<p>LIDDAs and develop a pilot project to examine and implement current best practices by November 2020 to address the needs of individuals with co-occurring behavioral health disorders and IDD</p> <ul style="list-style-type: none"> • The Learning Collaborative will offer the following services: cross-systems biopsychosocial approach; education and training to community mental health partners; collaborative care case management; and skills training for parents and support systems

Area of Focus	Related Gaps and Goals from Strategic Plan	Current Status	Plans
		<ul style="list-style-type: none"> • FY 22 County funded in home and facility-based respite options 	<ul style="list-style-type: none"> • A report will be submitted to HHSC after one year that will include recommendations for statewide implementation
Addressing the behavioral health needs of veterans	<ul style="list-style-type: none"> • Gap 4 • Goals 2,3 	<ul style="list-style-type: none"> • MVPN expansion to the criminal justice system • Safe Haven for homeless veterans • Housing and homeless outreach efforts to vets • Close relationship with VA and Mental Health Intensive Case Management (MHICM) 	<ul style="list-style-type: none"> • Investigate feasibility of establishing VA ACT team • Expanding housing options for Veterans

Area of Focus	Related Gaps and Goals from Strategic Plan	Current Status	Plans
Financial Stewardship	<ul style="list-style-type: none"> • Gaps 1, 2, 9, 10, 13, 14 • Goal 4 	<ul style="list-style-type: none"> • Increasing flexible and value-based funding 	<ul style="list-style-type: none"> • Collaborate with government, nonprofit, private sector and community organizations to expand and sustain services

III.C Local Priorities and Plans

Based on identification of unmet needs, stakeholder input, and internal assessment, identify the top local priorities for the next two years. These might include changes in the array of services, allocation of resources, implementation of new strategies or initiatives, service enhancements, quality improvements, etc.

List at least one but no more than five priorities.

For each priority, briefly describe current activities and achievements and summarize plans for the next two years. If local priorities are addressed in the table above, list the local priority and enter "see above" in the remaining two cells.

Local Priority	Current Status	Plans
<p>Community intensely focused on ending homelessness (by moving as many people as possible off the streets and into appropriate housing)</p>	<ul style="list-style-type: none"> • Expanded focus in Travis County on ending community homelessness. Focus on prevention, short-term homelessness, long-term homelessness, and support services • Of the chronically homeless men, women and children sleeping on Austin's streets, 60% suffer from mental illness, substance use issues and/or physical disabilities • Housing First, being developed in Travis County, is an evidence-based, whole health treatment approach designed to address the needs of individuals experiencing homelessness, who also live with mental illness • The Healthy Community Collaborative (HCC) program 	<ul style="list-style-type: none"> • Participate in the evaluation of the Continuum of Care (COC) administrative structure • Update The Plan to End Community Homelessness • City of Austin currently is developing standards for Board and Care housing • Community Health Care for the Homeless Plan under development • Expansion of clinic-based services at Community First! Village • Development of Recuperative Care program to service individuals experiencing homelessness • Additional positions for SOAR and Supported Employment to assist with gaining income and

Local Priority	Current Status	Plans
	<p>helps adults who have been homeless for a year or more, who live with a mental illness and/or use alcohol or drugs. Services include housing, case management, mental health care and primary health care, help finding a job and help applying for benefits. Integral Care brings services to its clients – at home or in the community</p> <ul style="list-style-type: none"> • HCC also provides mental health care at the Topfer Health Resource Center for people living at Community First! Village. • HOST • SOAR • Rapid Rehousing/ Prevention • Rental assistance dollars and housing stability case 	<p>benefits for continued recovery and well-being</p> <ul style="list-style-type: none"> • Build and collaborate with developers to add additional units of affordable and permanent supportive housing (PSH) housing to Travis County.

Local Priority	Current Status	Plans
	<p>management support provided</p> <ul style="list-style-type: none"> • Formation of the Travis County Supportive Housing Collaborative to build additional units of affordable and PSH housing for Travis County 	
<p>Strengthen crisis system for children and youth in Travis County</p>	<ul style="list-style-type: none"> • Implementation of the Travis County Plan for Children's Mental Health is guided by a steering committee (which meets monthly, with representation from the City of Austin, Travis County, and Integral Care) and four work groups aligned with plan goals • Co-chair Kids Living Well, a Travis County networking group for professionals and others working with children in Travis County 	<ul style="list-style-type: none"> • Travis County Plan for Children's Mental Health Suicide Prevention: Integral Care leads the Austin/Central Texas Suicide Prevention Coalition, which provides community education, advocacy and resources • The Coalition's strategic focus is aligned to support Travis County • HB13 planning for expansion of school based services

Local Priority	Current Status	Plans
	<ul style="list-style-type: none"> • Intensive MCOT children's wraparound team funded by Travis County to help children/youth and their families to stabilize crisis in the community and avoid unnecessary hospitalization 	
Transition to Charity Pool and Directed Payment Program	<ul style="list-style-type: none"> • Change management process to transform organizational performance metrics to meet funding parameters. 	<ul style="list-style-type: none"> • Develop unified resource development strategy with identified priorities for funding
<p>Reduce impact of substance use disorder on health, relationships, employment and income in Travis County</p> <p>Educate and increase the awareness of community members about impact of behavioral health</p>	<ul style="list-style-type: none"> • Participate, and take a leadership role when possible, in Substance Use Disorder planning initiatives in Travis County 	<ul style="list-style-type: none"> • Engage in Travis County Plan for Substance Use Disorders sponsored by former County Judge Eckhart and facilitated by Travis County planners • Track impact of FACT Team funded through SB292

Local Priority	Current Status	Plans
disorders and resources to address them		
Certified Community Behavioral Health Clinic (CCBHC)	<ul style="list-style-type: none"> Adults with serious mental illness, children with serious emotional disturbance, and those with long term and serious substance use disorders, as well as others with mental illness and substance use disorders benefit from enhanced integration and coordination of physical and behavioral health care Integral Care currently has Behavioral Health Care Accreditation from Joint Commission Certification and CCBHC certification of Integral Care integrated health clinics 	<ul style="list-style-type: none"> CCBHC Implementation and recertification and explore financing that adjusts Medicaid payments based on cost to provide services and adding opportunities for incentive payments based on outcome measures
Cultivate Workforce	<ul style="list-style-type: none"> Internal work groups developing staff incentive 	<ul style="list-style-type: none"> Support team members' well-being, provide opportunities for growth, and recruit a team that

Local Priority	Current Status	Plans
	programs for recruitment and retention <ul style="list-style-type: none"> • Launch of Employee Advisory Committee • Collaborative dialogue with United Workers of Integral Care 	reflects the people we support
Build Equity	<ul style="list-style-type: none"> • Currently using service data to analyze racial and health equity impact on BIPOC 	<ul style="list-style-type: none"> • Build racial and health equity in the community and an inclusive environment for team members and providers
Population Health	<ul style="list-style-type: none"> • Involvement with Integrated Care Collaboration (ICC) aka Connexus to establish health information exchange and inclusion of social determinants of health 	<ul style="list-style-type: none"> • Expand the network of collaborators
Divert individuals with IDD from criminal/legal involvement or inpatient services	<ul style="list-style-type: none"> • FY 22 County-funded in-home and facility-based respite options 	<ul style="list-style-type: none"> • Continue planning with law enforcement and IDD stakeholders to address gaps in community-based care

III.D System Development and Identification of New Priorities

Development of the local plans should include a process to identify local priorities and needs and the resources required for implementation. The priorities should reflect the input of key stakeholders involved in development of the Psychiatric Emergency Plan as well as the broader community. This builds on the ongoing communication and collaboration LMHAs and LBHAs have with local stakeholders. The primary purpose is to support local planning, collaboration, and resource development. The information provides a clear picture of needs across the state and support planning at the state level.

In the table below, identify the local service area's priorities for use of any new funding should it become available in the future. Do not include planned services and projects that have an identified source of funding. Consider regional needs and potential use of robust transportation and alternatives to hospital care. Examples of alternatives to hospital care include residential facilities for non-restorable individuals, outpatient commitments, and other individuals needing long-term care, including geriatric patients with mental health needs. Also consider services needed to improve community tenure and avoid hospitalization.

Provide as much detail as practical for long-term planning and:

- *Assign a priority level of 1, 2, or 3 to each item, with 1 being the highest priority;*
- *Identify the general need;*
- *Describe how the resources would be used—what items/components would be funded, including estimated quantity when applicable; and*
- *Estimate the funding needed, listing the key components and costs (for recurring/ongoing costs, such as staffing, state the annual cost.*

Priority	Need	Brief description of how resources would be used	Estimated Cost
1	Example: <i>Detox Beds</i>	<ul style="list-style-type: none"> • <i>Establish a 6-bed detox unit at ABC Hospital.</i> 	•
2	Example: <i>Nursing home care</i>	<ul style="list-style-type: none"> • <i>Fund positions for a part-time psychiatrist and part-time mental health professionals to support staff at ABC Nursing Home in caring for residents with mental illness.</i> • <i>Install telemedicine equipment in ABC Nursing Facility to support long-distance psychiatric consultation.</i> 	•

Priority	Need	Brief description of how resources would be used	Estimated Cost
1	24-hour behavioral health urgent care walk-in service that can serve as a law enforcement drop off point and take voluntary and involuntary	This service would provide a healthcare intervention and create an alternative to arrest. This service would also decrease costly reliance on emergency departments. The model would be similar to Pima County AZ, Crisis Receiving Center (CRC). This center could take both voluntary and involuntary individuals experiencing a behavioral health crisis, accept law enforcement drop-offs and serve as a transfer point for emergency departments.	Will gather more information from Pima County about the cost of the CRC

Priority	Need	Brief description of how resources would be used	Estimated Cost
	adults, provide crisis assessment, access to medical care and link to appropriate supports and care		
2	Continue to collaborate with other organizations to determine the feasibility of developing the Single Point of Entry (SPOE) for families with children in crisis who are not an immediate risk to self or others	<ul style="list-style-type: none"> • Once feasibility of plan is determined, develop SPOE in collaboration with United Way/22 and community stakeholders • Triage – assess risk, de-escalate, screen, safety plan • Connect the caller to the most appropriate level of care with a warm hand off to providers and services within Integral Care and/or in the community • Assess insurance issues, ability to pay and real time service availability in making referrals 	<ul style="list-style-type: none"> • Additional financial analysis is needed <p>(Note: Taken from the Single Point of Entry Task Group Final Report)</p>

Priority	Need	Brief description of how resources would be used	Estimated Cost
		<ul style="list-style-type: none"> Follow-up to confirm family connected with service provider and to provide further referral if needed Create system efficiencies for families and providers by developing ability to share appropriate client data with other systems and providers during a crisis 	
3	Intensive community-based supports for individuals with IDD who have behavioral health needs	<ul style="list-style-type: none"> Support individuals with IDD and their families in their own homes with intensive behavioral and crisis supports 	<ul style="list-style-type: none"> Additional financial analysis is needed
4	Crisis Services	<ul style="list-style-type: none"> The Herman Center opened in August 2017 Integral Care will seek funding opportunities to augment the St. David's Foundation investment in the operational costs of The Herman Center 	<ul style="list-style-type: none"> Program Services: \$5,280,883
5	Practitioner/ Provider Recruitment	<ul style="list-style-type: none"> UT Medical School Clerkship placements for second year Med students within the 15th St 	<ul style="list-style-type: none"> \$600,000 for Year One of initiative

Priority	Need	Brief description of how resources would be used	Estimated Cost
		<p>program, PATH, EMCOT, Housing First ACT team and CARE</p> <ul style="list-style-type: none"> • Residency Program Co-credentialing with UT Dell Medical School increased use of peer recovery support services across the SUD programs • Fellowship in addiction medicine • Provider network expansion for bilingual therapist with expertise in trauma modalities, such as DBT, TF-CBT and EMDR 	
6	Improve community tenure and avoid hospitalization	<ul style="list-style-type: none"> • Pilot or co-develop technology that can be used at point of service 	<ul style="list-style-type: none"> • Consultant hired to assess technology needs
7	Continued expansion of Integral Care's Crisis Helpline services	<ul style="list-style-type: none"> • Integral Care continues to expand AAS certified crisis Helpdesk service, which increases access to both crisis services and on-going care. Integral Care currently answers the Travis County local hotline as well as 988 calls for 76 counties in Texas. The goal is to increase in-state answer rates for 988 calls. 	<ul style="list-style-type: none"> • Additional financial analysis is needed based upon reaching call volume and answer rate.

Appendix A: Definitions

Admission Criteria – Admission into services is determined by the individual’s level of care as determined by the TRR Assessment found [here](#) for adults or [here](#) for children and adolescents. The TRR assessment tool is comprised of several modules used in the behavioral health system to support care planning and level of care decision making. High scores on the TRR Assessment module, such as items of Risk Behavior (Suicide Risk and Danger to Others) or Life Domain Functioning and Behavior Health Needs (Cognition), trigger a score that indicates the need for crisis services.

Crisis Helpdesk – The Crisis Hotline is a 24/7 telephone service that provides information, support, referrals, screening, and intervention. The Helpdesk serves as the first point of contact for mental health crisis in the community, providing confidential telephone triage to determine the immediate level of need and to mobilize emergency services if necessary. The Helpdesk facilitates referrals to 911, MCOT, or other crisis services.

Crisis Residential Units– provide community-based residential crisis treatment to individuals with a moderate to mild risk of harm to self or others, who may have fairly severe functional impairment, and whose symptoms cannot be stabilized in a less intensive setting. Crisis residential facilities are not authorized to accept individuals on involuntary status.

Crisis Respite Units –provide community-based residential crisis treatment for individuals who have low risk of harm to self or others, and who may have some functional impairment. Services may occur over a brief period of time, such as two hours, and generally serve individuals with housing challenges or assist caretakers who need short-term housing or supervision for the persons they care for to avoid mental health crisis. Crisis respite facilities are not authorized to accept individuals on involuntary status.

Crisis Services – Crisis services are brief interventions provided in the community that ameliorate the crisis and prevent utilization of more intensive services such as hospitalization. The desired outcome is resolution of the crisis and avoidance of intensive and restrictive intervention or relapse.

Crisis Stabilization Units (CSU) – are the only licensed facilities on the crisis continuum and may accept individuals on emergency detention or orders of protective custody. CSUs offer the most intensive mental health services on the crisis facility continuum by providing short-term crisis treatment to reduce acute symptoms of mental illness in individuals with a high to moderate risk of harm to self or others.

Extended Observation Units (EOU) – provide up to 48-hours of emergency services to individuals in mental health crisis who may pose a high to moderate risk of harm to self or others. EOUs may accept individuals on emergency detention.

Mobile Crisis Outreach Team (MCOT) – MCOTs are clinically staffed mobile treatment teams that provide 24/7, prompt face-to-face crisis assessment, crisis intervention services, crisis follow-up, and relapse prevention services for individuals in the community.

Psychiatric Emergency Service Center (PESC) – PESCs provide immediate access to assessment, triage, and a continuum of stabilizing treatment for individuals with behavioral health crisis. PESC projects include rapid crisis stabilization beds within a licensed hospital, extended observation units, crisis stabilization units, psychiatric emergency service centers, crisis residential, and crisis respite and are staffed by medical personnel and mental health professionals that provide care 24/7. PESCs may be co-located within a licensed hospital or CSU or be within proximity to a licensed hospital. The array of projects available in a service area is based on the local needs and characteristics of the community and is dependent upon LMHA/LBHA funding.

Rapid Crisis Stabilization and Private Psychiatric Beds – Hospital services staffed with medical and nursing professionals who provide 24/7 professional monitoring, supervision, and assistance in an environment designed to provide safety and security during acute behavioral health crisis. Staff provides

intensive interventions designed to relieve acute symptomatology and restore the individual's ability to function in a less restrictive setting.

Appendix B: Acronyms

CSU	Crisis Stabilization Unit
EOU	Extended Observation Units
HHSC	Health and Human Services Commission
LIDDA	Local IDD Authorities
LMHA	Local Mental Health Authority
LBHA	Local Behavioral Health Authority
MCOT	Mobile Crisis Outreach Team
PESC	Psychiatric Emergency Service Center