



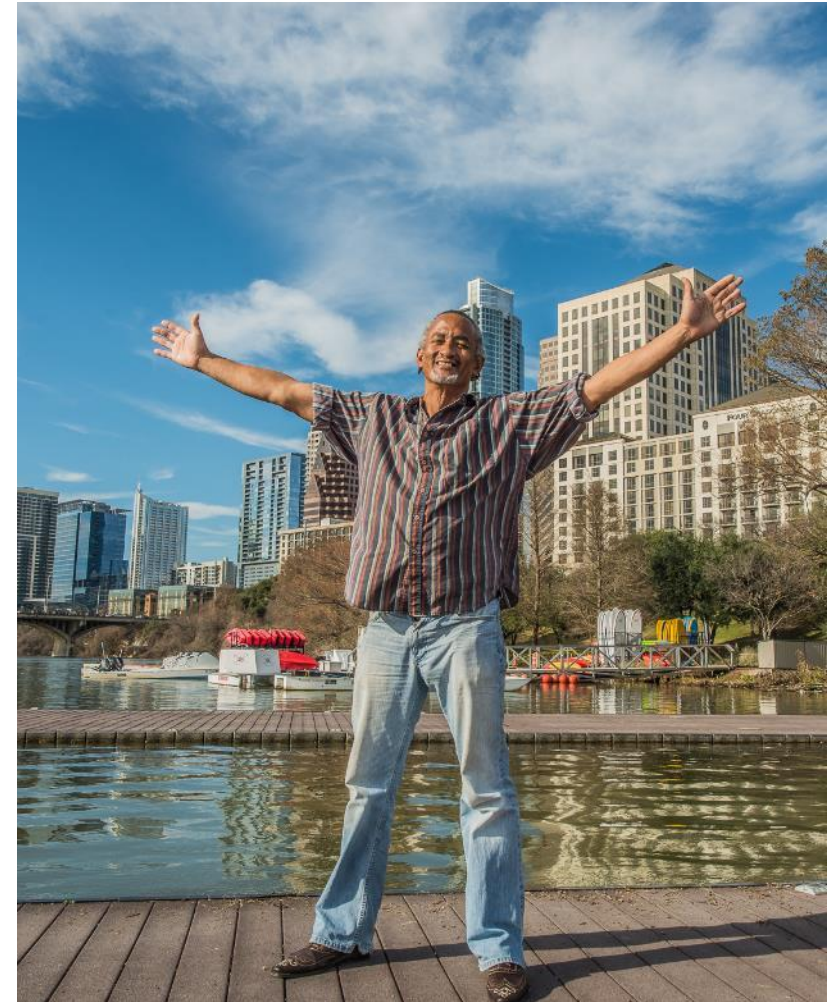
# Update to City of Austin Health and Human Services Committee

David Evans, Integral Care Chief Executive Officer  
Ellen Richards, Integral Care Chief Strategy Officer



# History

- **1963** - Federal
- **1965** - State
- **1967** - Local
- **1 of 39** Community Mental Health Centers in Texas
- Governed by a Board of Trustees appointed by Central Health, City of Austin and **Travis County**
- Authority and Provider Roles



# Overview

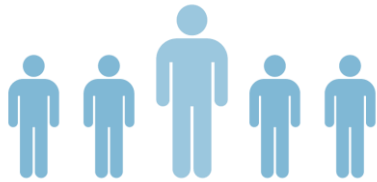
Integral Care supports adults and children living with:

- **mental illness**
- **substance use disorder**
- **intellectual and developmental disabilities**

Integral Care helps people build health and well-being so everyone has the foundation to reach their full potential.



# Who Is Affected



**1 in 5** people will be diagnosed with some type of mental illness in their lifetime.



**Half** of all mental illness begins by **age 14**.



**1 in 6** children have 1 or more developmental disabilities or other developmental delays.

**10%**

Almost **10%** of Travis County residents over the age of 18 have abused alcohol or illicit drugs in the last year.



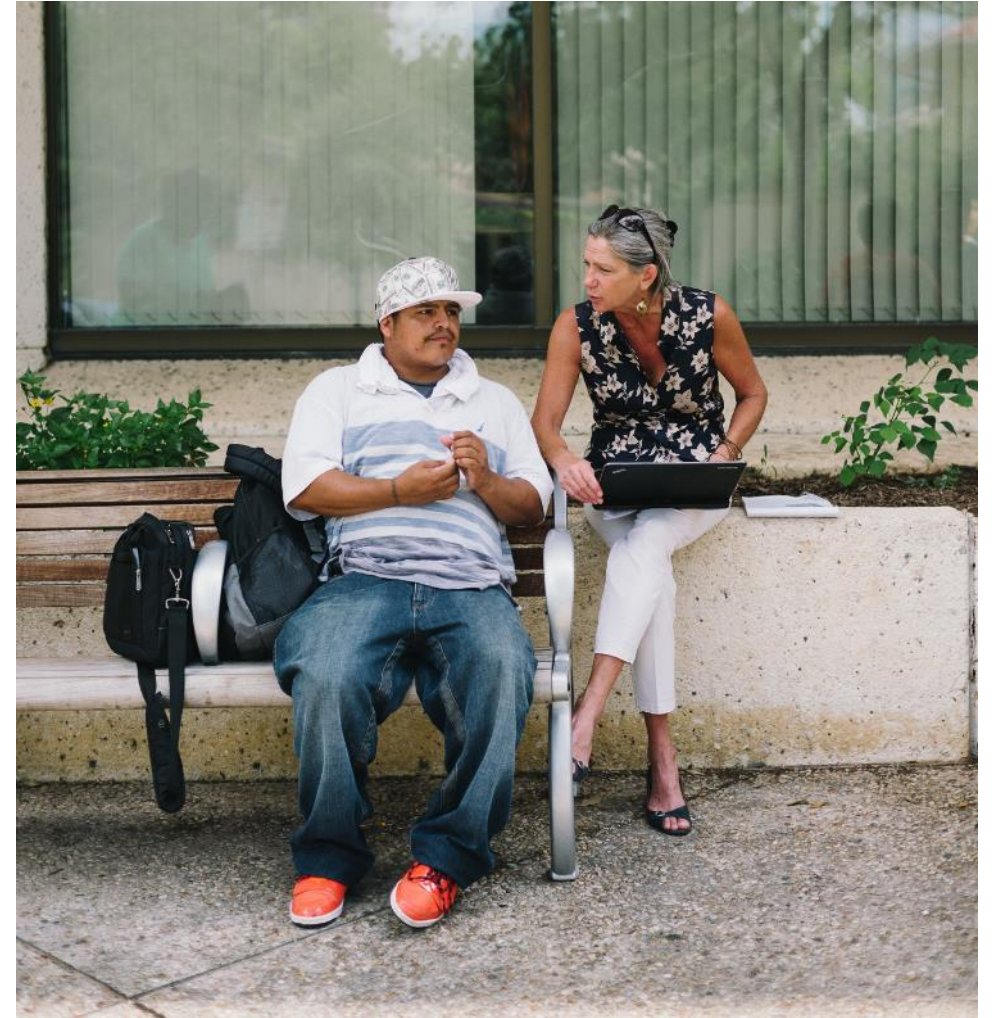
# What We Do - Authority

- Utilization Management
- Quality Management
- Ombudsman
- Network Development, Credentialing & Management
- Local Service Plan and Local Network Development Plan
- Single Point of Entry
- Education/Training
- Resource Development



# What We Do - Provider

- ★ Navigation
- 🚑 24/7 Crisis Response
- 🗣️ Integrated Behavioral Health
- 🏠 Residential Services
- 🏠 Homelessness and Housing
- 🚓 Jail Diversion
- 🚫 Substance Use Treatment
- 🙌 Prevention and Wellness





# Our Care Approach

- Person-Centered
- Trauma-Informed
- Evidence Based
- Culturally Competent
- Integrated Care
- Collaborative



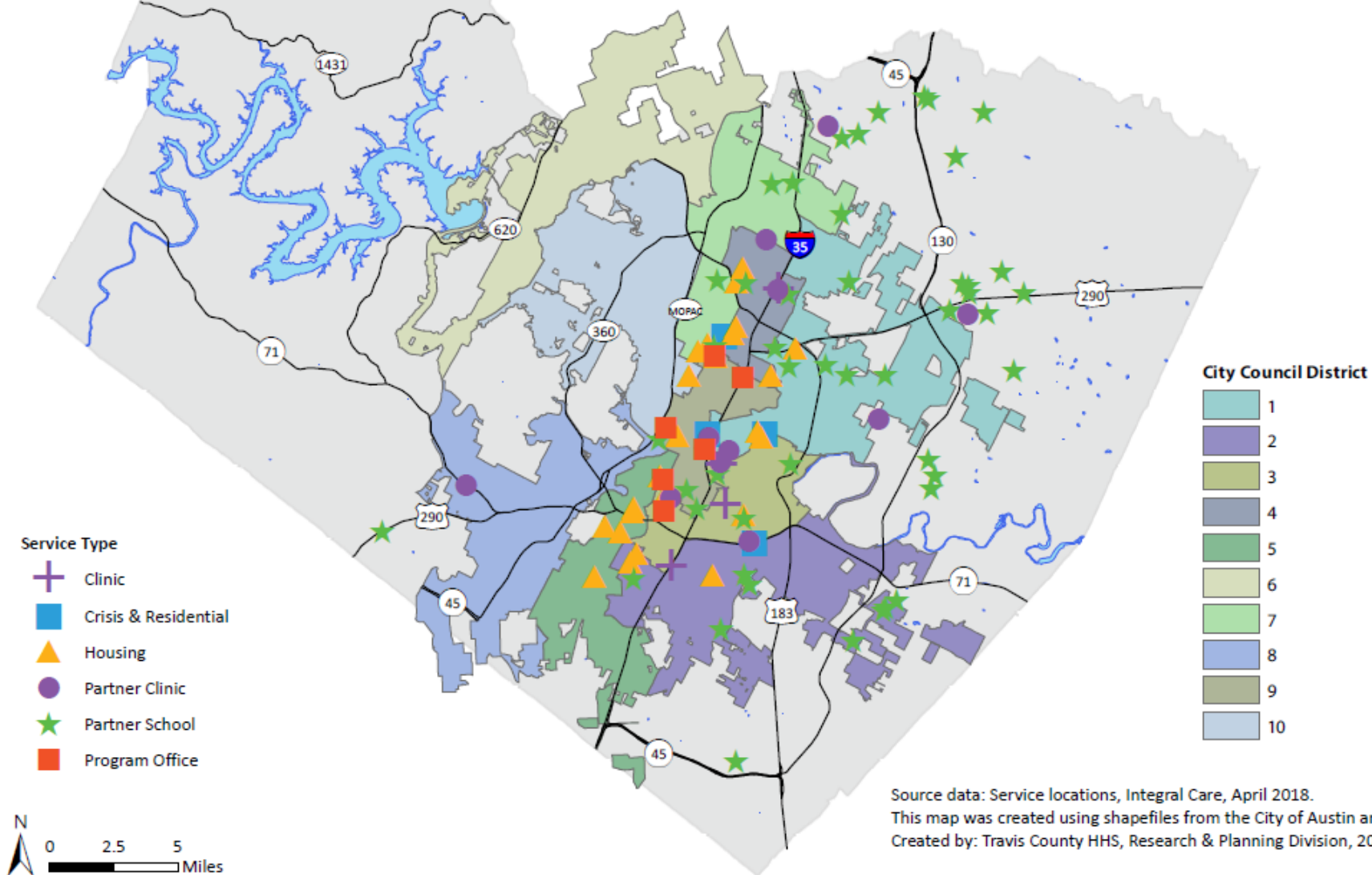


# Where We Provide Services

- Over the phone
- Via telehealth
- On a street corner
- At home
- In clinics and residential facilities
- In jails
- In emergency rooms
- In schools

**We go anywhere  
a person needs  
help**

# Integral Care Service Locations Travis County, 2018



# Our Reach

Integral Care helps provide a strong foundation for well-being.

**25,843**

Travis County  
residents served  
FY17

**30+**

Programs and  
services offered

**557,071**

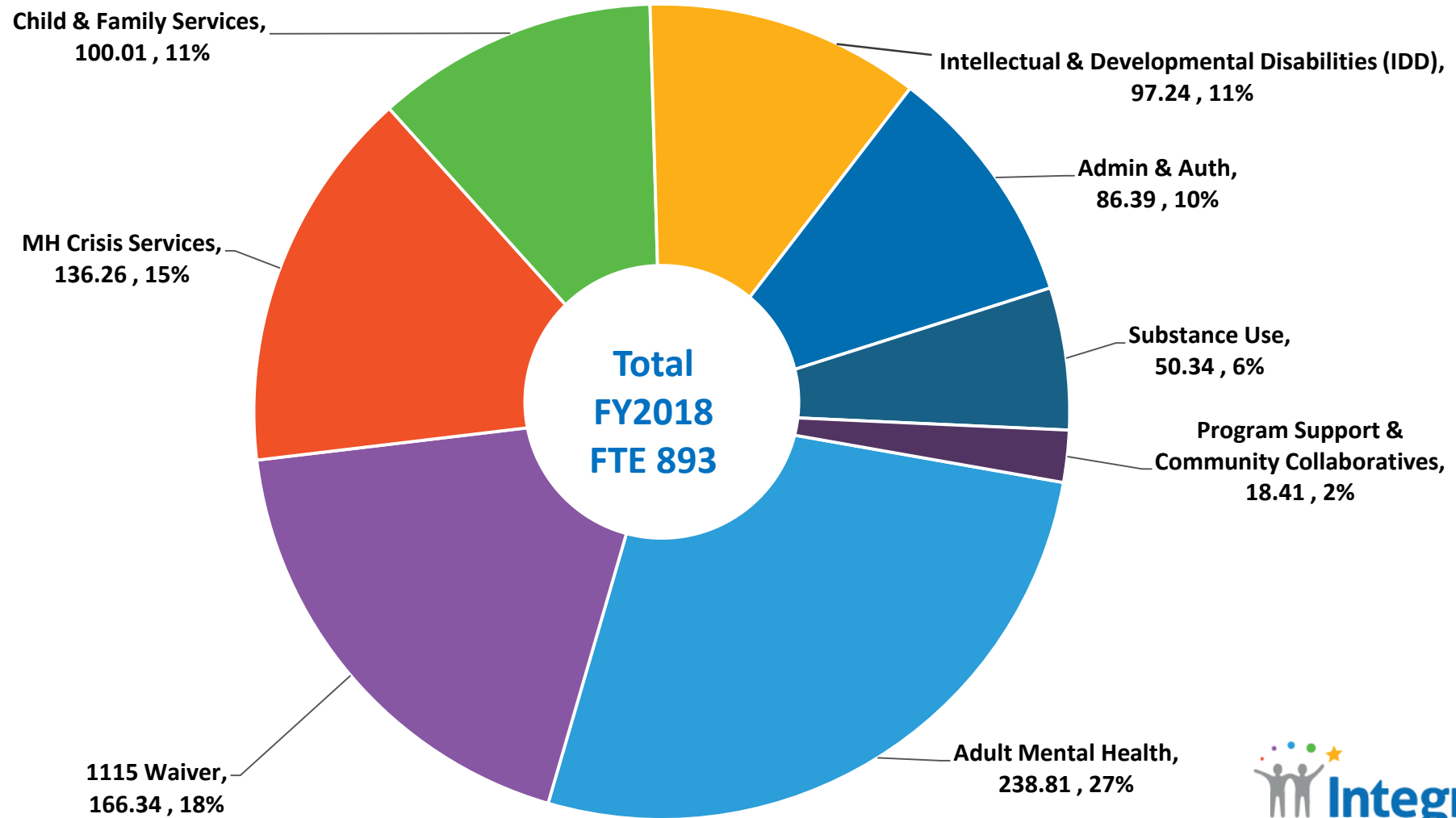
Services  
provided  
In FY17

**45+**

Locations with  
direct services and  
mobile teams

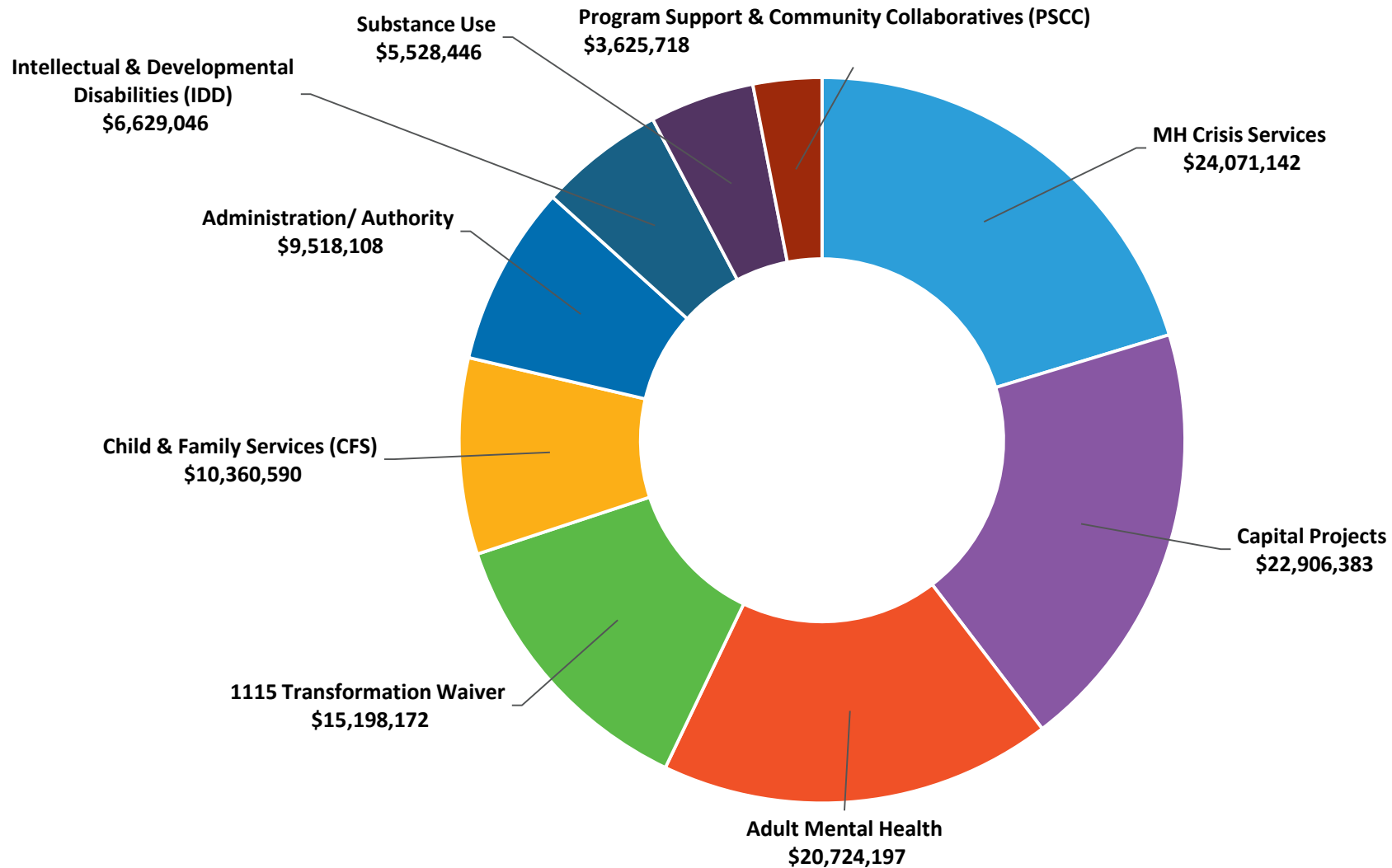


# FY18 Staffing

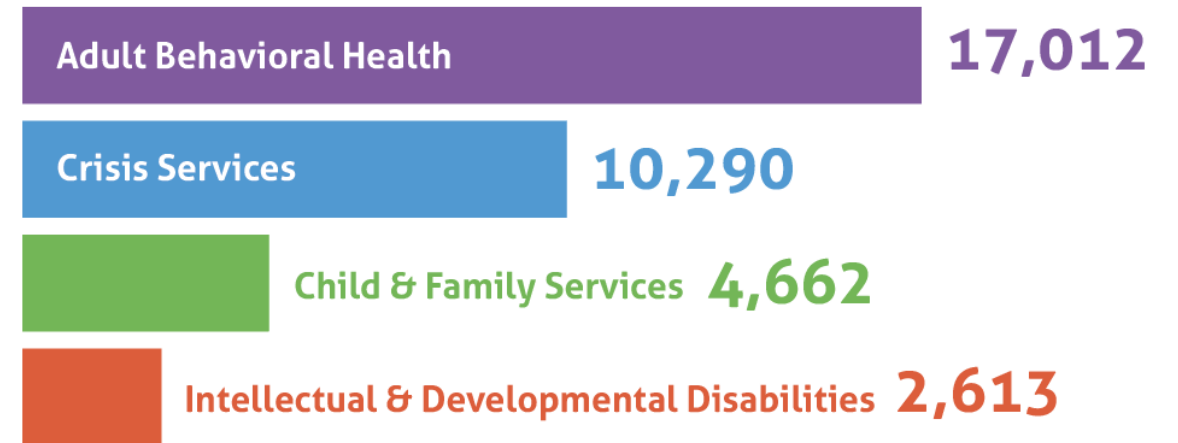
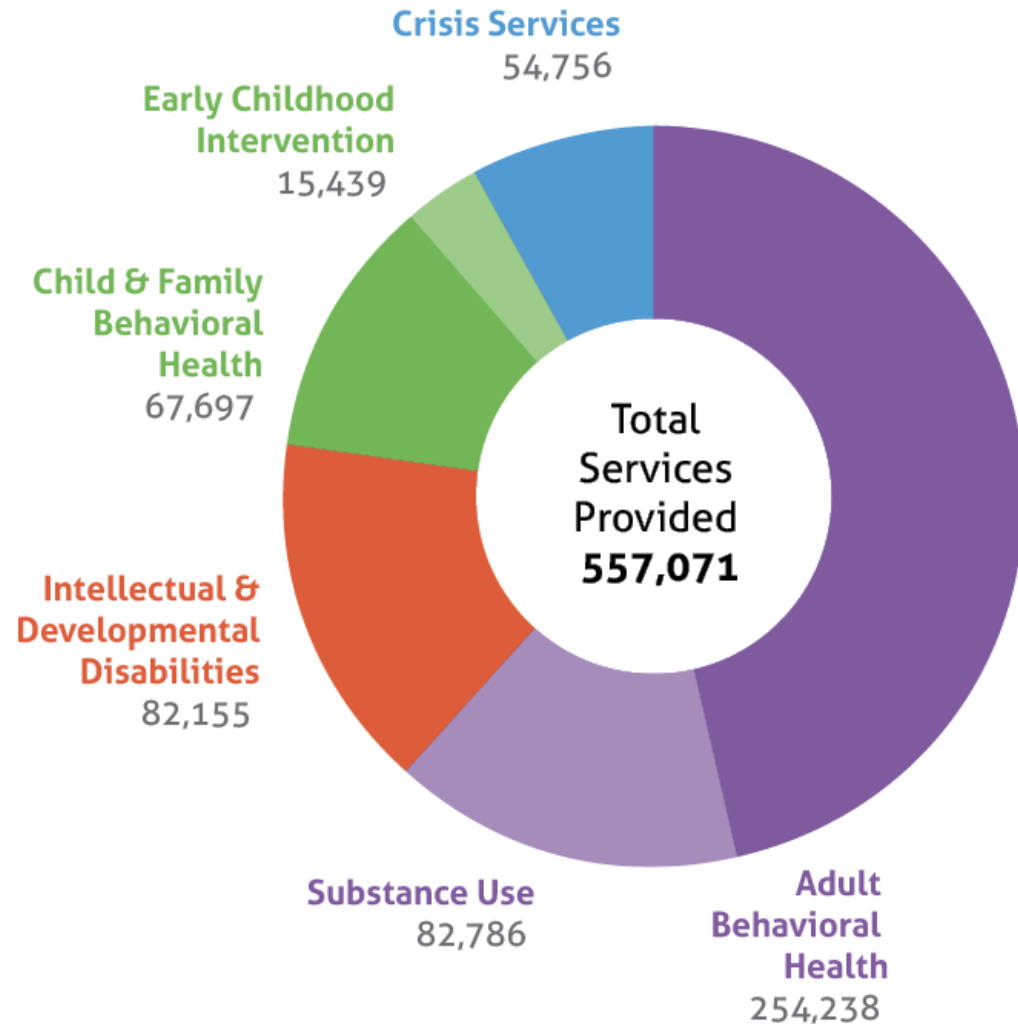




# FY18 Budget by Service - \$118,561,802 Total

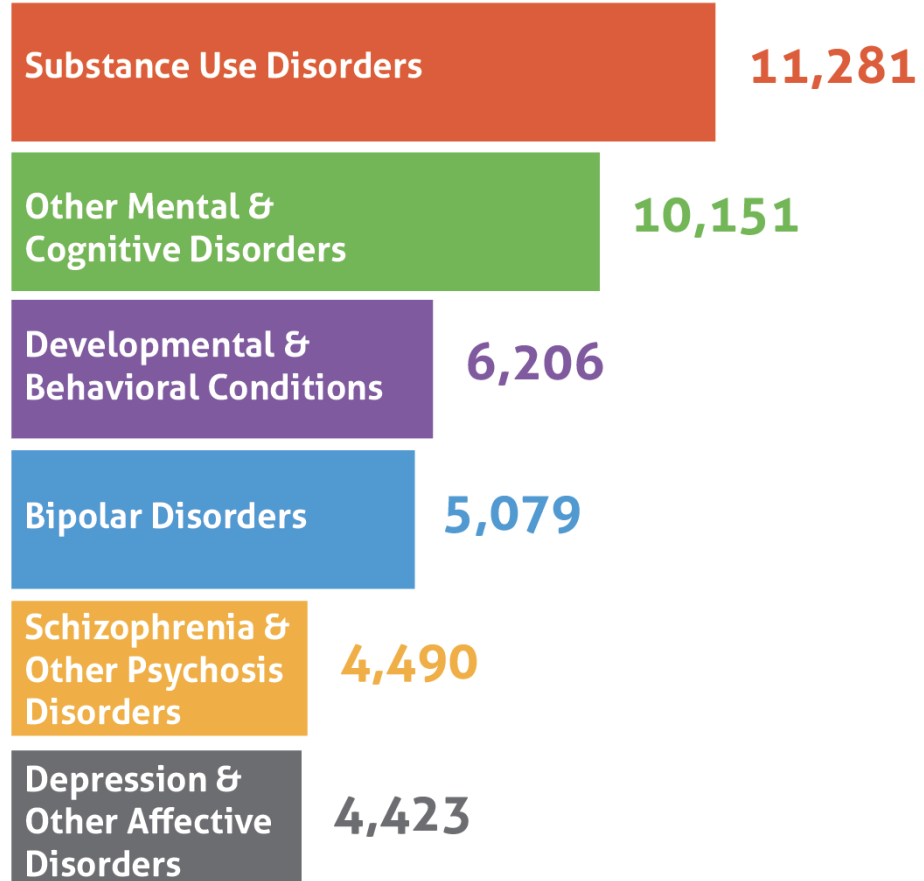


# Who We Serve: FY17



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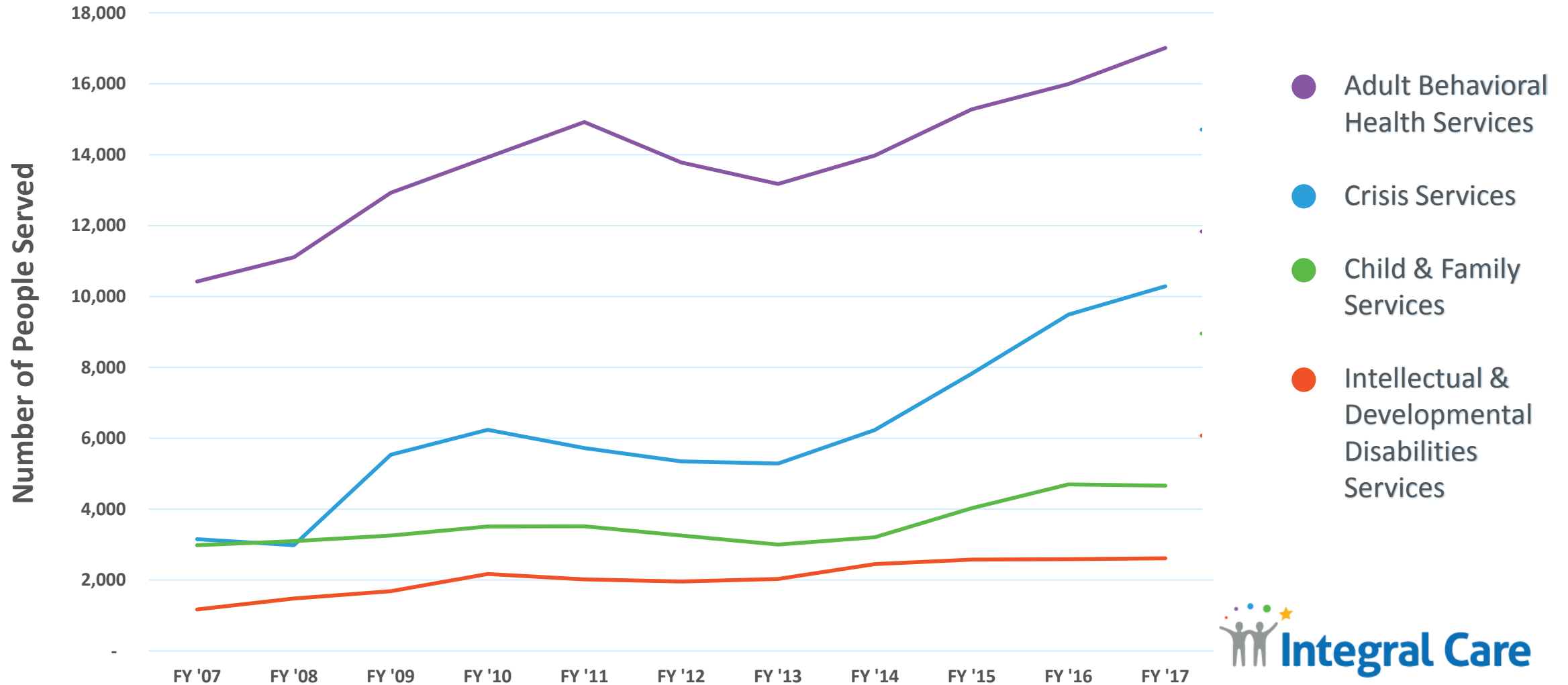
## Diagnoses of People Served



\* Some clients receive care for more than one diagnosis.



# Total Persons Served by Division 2007-2017





# Integral Care and City of Austin Partnership



# City of Austin Investment \$9,314,014

- Interlocal Agreement
  - Every \$1.00 invested by City of Austin ensures ability to draw down dollars from State of Texas
  - Supports Administration and Authority functions and infrastructure for service delivery, community planning and resource development to address gaps and needs
- HIV Services
- Homelessness and Housing
  - Wraparound rehabilitation supports for clients in Permanent Supportive Housing
  - Bond funds to build 50 additional housing units
  - Homelessness Outreach Street Team collaboration
  - Assertive Community Treatment team (1115 Waiver project)
- Substance Use Disorder through Downtown Austin Community Court
- Youth Services (Community Development Block Grant funds)



# Integral Care Innovation

# Expanding Access and Outreach

- Eastern Crescent Planning
  - Proposed expansion in Colony Park near county resource center
  - Proposed expansion at Community First! Village
- Interstate 35 Corridor Construction
  - Collaboration with TxDot, City and County to engage individuals living in and around underpasses along Interstate 35
- School Based Counseling Services
  - Austin, Del Valle, Pflugerville, Manor Independent School Districts – expansion through HB13
- RA1SE – first episode psychosis multi-prong intervention for ages 15-24
  - 82% retention rate in first year
- Outreach to diverse communities including materials in Chinese and Vietnamese and basic website in 15 languages
- Mental Health First Aid training – expanded opportunities with new grant funds



# Housing and Homelessness

- **Homelessness Outreach Street Team (HOST)**
  - Integral Care, Austin Police Dept. & Emergency Medical Services
- **Assertive Community Treatment Team**
  - Housing and Intensive Wrap around supports for individuals using the most services
  - 1 year savings for 109 people = **\$1.08 million**
    - 30% reduction in ER usage = **\$476,000**
    - 55% reduction in CH funded inpatient services = **\$385,000**
- **Housing as a health intervention**
  - Housing First Model
  - 450 in housing
  - 50 additional units under construction

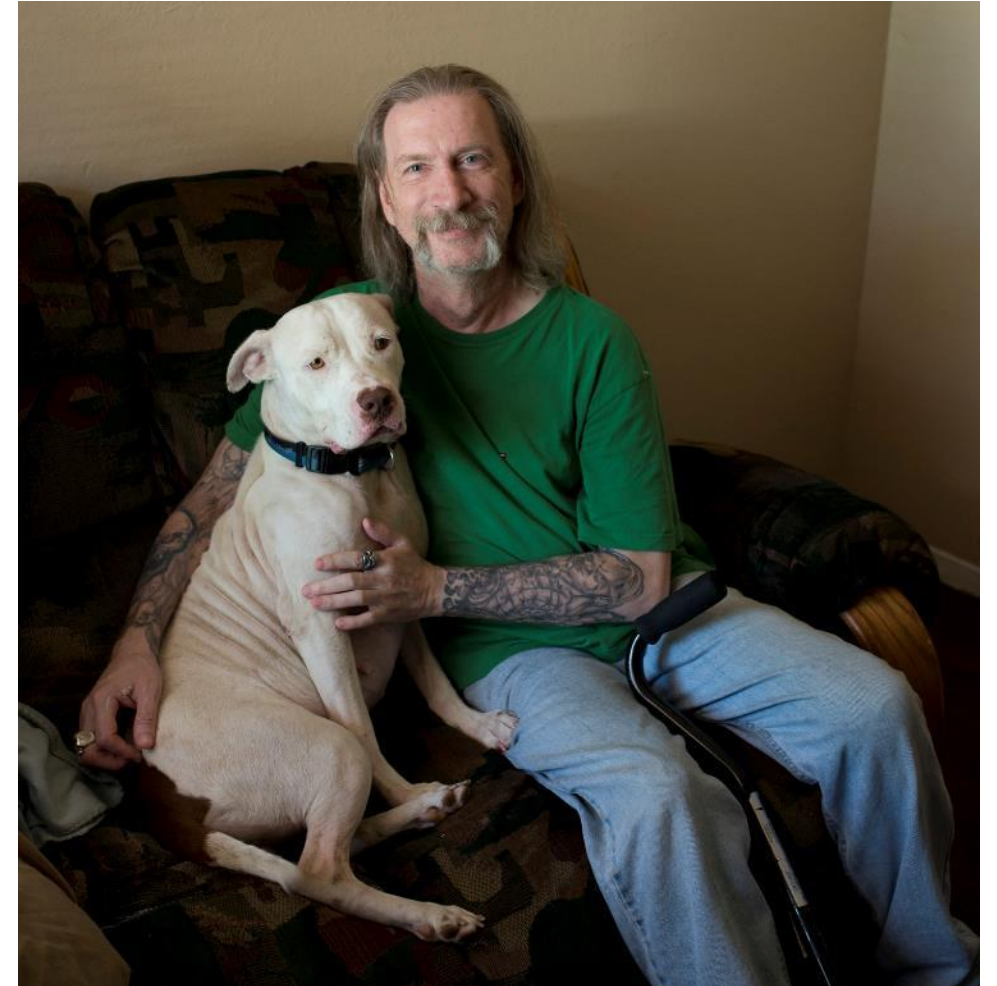


# Strengthening Diversion

- **Forensic Assertive Community Treatment (FACT) – Senate Bill 292**
  - 90 individuals to be served with housing for 60
  - Collaboration with City of Austin, Travis County and Central Health
- **Expanded Mobile Crisis Outreach Team** co-responds with Law Enforcement and Emergency Medical Services
  - 3,244 Dispatches by 911 last year
  - More partnerships with additional police departments and other law enforcement agencies
- **Judge Guy Herman Center for Mental Health Crisis Care**
  - Receives emergency detentions from Austin Police Dept. and other law enforcement

# Tackling Opioids

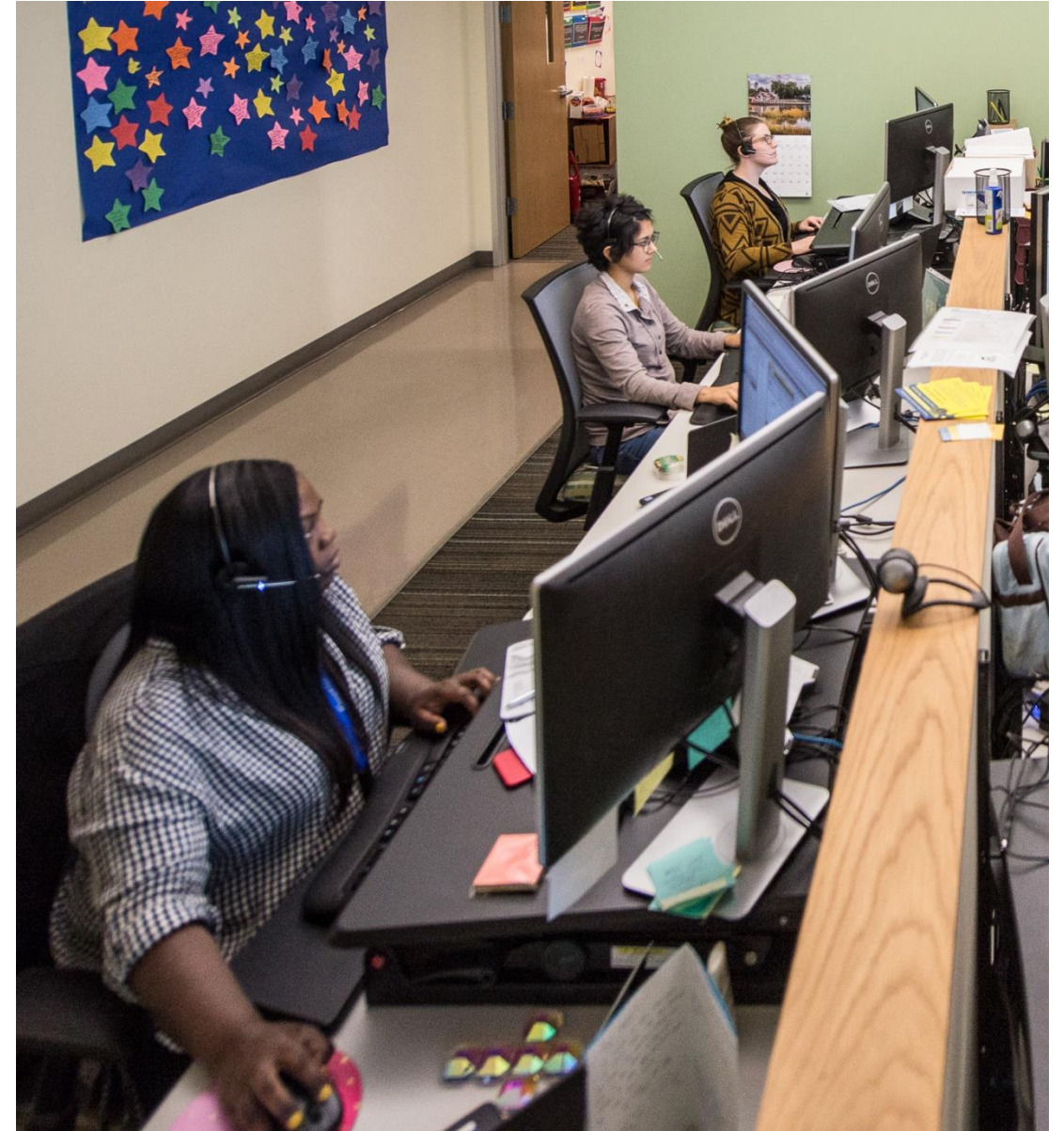
- **Expanded office based opioid treatments for easier access**
  - **Medication Assisted Treatment (MAT)** pilot with CommUnityCare funded through Community Care Collaborative to create access through primary care physicians
  - **Narcotic Treatment Program (NTP)** – methadone and suboxone program serving 345
- **Prescribing Practices changes** to reduce the risk of addiction and accidental death
- **Naloxone**
  - training and kit distribution to reverse overdoses
  - 7 reported reversals in 3 months





# 24/7 Crisis Services

- **Helpline Upgrade to handle more calls**
  - 54,340 crisis calls answered
  - 48,025 follow-up calls
  - Answering all suicide hotline calls for our area beginning January 2018
- **Urgent Care 7 days/week**
  - 7,472 crisis visits
  - New updated location with separate waiting rooms for families with children
- **Mobile Crisis Outreach Teams**
  - 2,085 Dispatches by Helpline
  - Up to 90 days of follow-up post crisis
- **Disaster Response**
  - floods, suicides, bombings, and more





# Collaboration with Dell Medical School & UT Austin

- Clinical Innovation
  - Integrated practice units in Bi-polar Disorder, Musculoskeletal and Women's Health
  - Transition Age Youth
- Research
  - Implementation of evidence based practices in the community
  - Technology
  - Suicide prevention
- Training
  - Medical students, residents and fellows
  - Interdisciplinary training with social work, psychology, nursing, pharmacy



# Integral Care Looking Ahead

What Are the Ongoing Challenges?

What's Next?

# Ongoing Challenges in our Community?

- Homelessness and Housing
- Substance Use Disorder
  - Wait lists for opioid treatment
- Children's Crisis Services
- Transition to 1115 Medicaid Waiver 2.0

# What's Next for Integral Care

- Certified Community Behavioral Health Center (CCBHC)
- Expansion of Dell Medical School partnership including Substance Use Disorder Institute
- Redevelopment of the Austin State Hospital
- Bring 50 additional units of housing with an onsite clinic and rehabilitation services online in 2019



**Thank you for your time and investment.**

Questions or  
Comments?

