

Integral Care Children's Services Overview

Dawn Handley, Chief Operations Officer

Marisa Malik, Director of Crisis Services

Marlene Buchanan, Director of Systems of Care

01/22/2024



Since 1967, Integral Care has supported the health and well-being of adults and children living with mental illness, substance use disorder and intellectual and developmental disabilities.

Integral Care was the first community center to provide directly or contract for high-quality, community-based behavioral health and intellectual disabilities services in Central Texas.



3 YEARS



AMERICAN
ASSOCIATION OF SUICIDOLOGY

ACCREDITED
CRISIS CENTER



FY24 Funding from Sponsoring Agencies



CENTRAL
HEALTH

- **Total** = \$15,622,400
- **Contracts** = 3
- **Areas of Focus**
 - Medication Assisted Treatment (\$400K)
 - Bed Days – In-Patient and Crisis Respite (\$8.1M)
 - Sendero Health Insurance (\$122.4K)
 - Behavioral Health Services (\$7M)

**Central Health's Inpatient/Crisis Respite contract provides the required match of \$855K for HHSC's Inpatient/Crisis Respite funds of \$3.420M.*



- **Total** = \$14,342,894
- **Contracts** = 22
- **Areas of Focus**
 - Homeless Outreach
 - Crisis Response
 - Adult Behavioral Health
 - Substance Abuse Managed Care Organizations (SAMSO)
 - Burnet Rd & Seabrook Square Renovations
 - Downtown Austin Community Court

**Not all renewed contracts have been received. There may be some contract amount adjustments.*

City of Austin Interlocal funds of \$1.999M provides a portion of the required match for HHSC MH & IDD Main Performance contracts total \$27,211,125 and match for HHSC Path contract total of \$572K and HUD contract of \$491K.

The City's \$1.999M match provides a total of State & Federal Contracts of \$28,724,438 to the local community.



- **Total** = \$13,006,731
- **Contracts** = 13
- **Areas of Focus**
 - Adult Behavioral Health
 - Child & Family Services
 - IDD
 - Crisis Services
 - Substance Abuse Managed Care Organizations (SAMSO)
 - Criminal Legal System
 - Juvenile Justice

**Not all renewed contracts have been received. There may be some contract amount adjustments.*

Travis County Interlocal funds of \$1.601M, which \$1.476M provides a portion of HHSC MH & IDD Main Performance contracts total of \$27,211,125 for local community funds.

Psychiatric Emergency Services

(Mon – Fri, 8am to 8pm; Sat/Sun, 10am to 3pm; Holidays, 10am to 8pm)

A walk-in clinic for adults and children having a mental health crisis

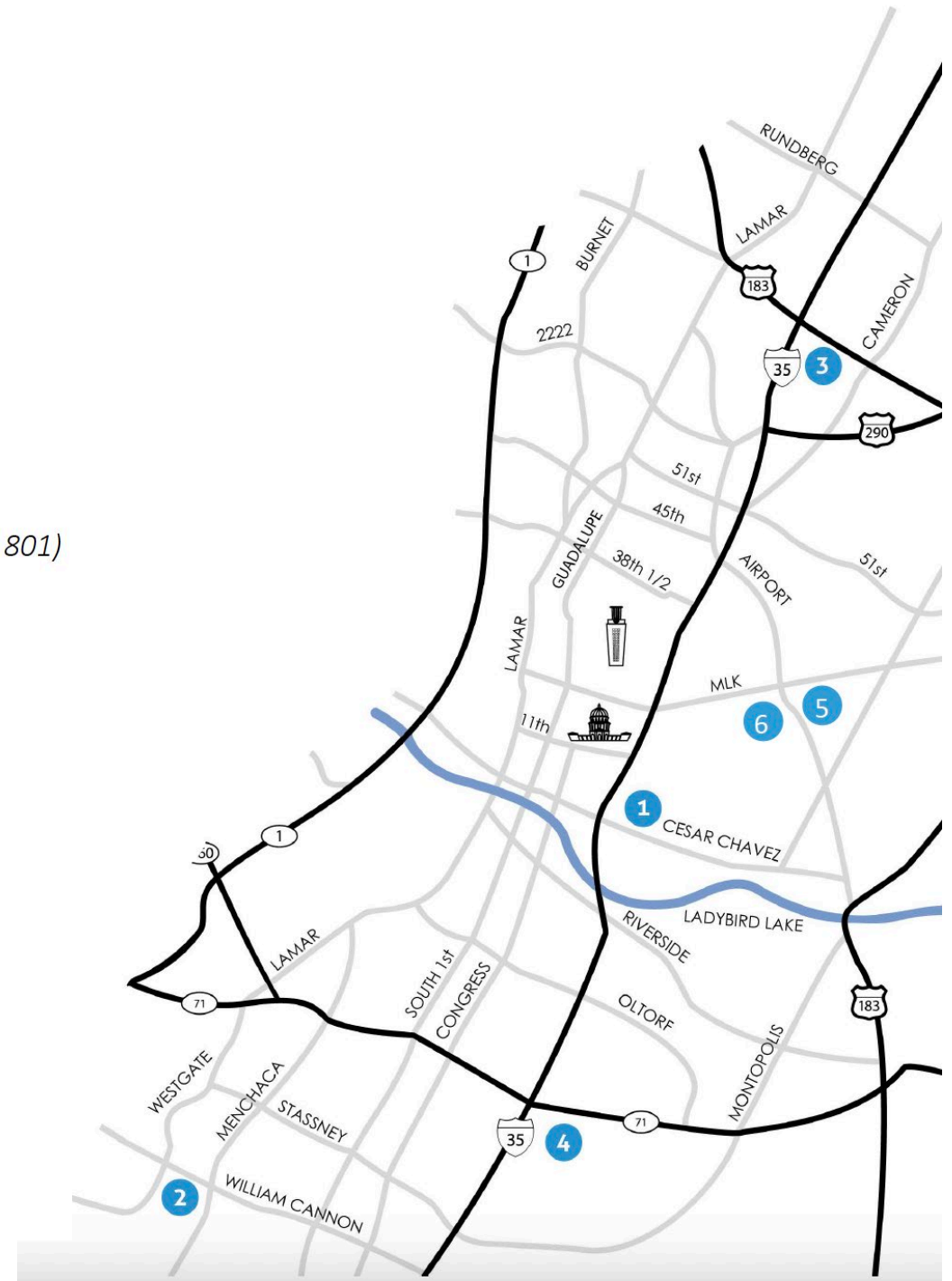
- 5 Hopkins Clinic – East Austin** (Bus: 350, 485 and 2)
1165 Airport Boulevard | Austin, TX 78702

Adult Integrated Care Clinics (Monday – Friday 8am to 5pm)

- 1 East 2nd Street Clinic – Central Austin** (Bus: 350, 485 and 2)
1631 East 2nd Street, Building D | Austin, Texas 78702
- 2 Stonegate Clinic – South Austin** (Bus: 3, 7, 10, 171, 201, 315, 318, 333, 801)
2501 W. William Cannon Dr. | Austin, TX 78745
- 3 St. John Clinic – North Austin** (Bus: 300 and 337)
6937 N. IH-35 | Austin, TX 78752
- 6 Oak Springs Clinic – East Austin** (Bus: 350 and 2)
3000 Oak Springs Drive | Austin, TX 78702

Child & Family Clinics (Monday – Friday 8am to 5pm)

- 3 St. John Clinic – North Austin** (Bus: 300 and 337)
6937 N. IH-35 | Austin, TX 78752
- 4 Dove Springs Clinic – South Austin** (Bus: 7)
5015 S. IH-35, Suite 200 | Austin, TX 78744



FY23

Population Overview

29,049

Individuals Served



173,920

Client Hours



82% Face to Face



6% Telemedicine

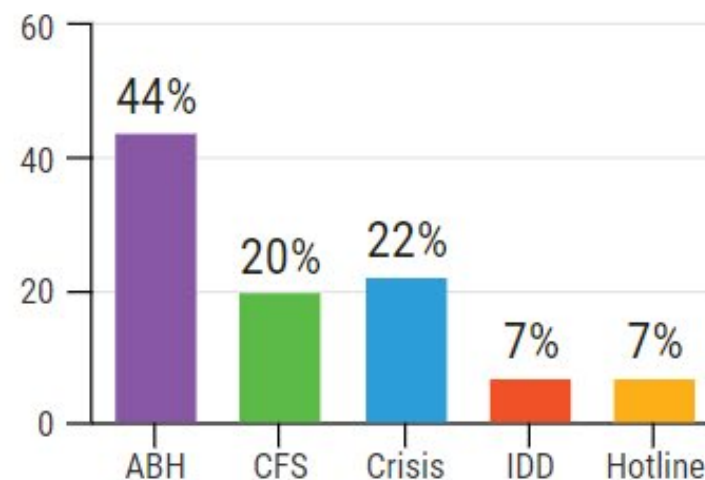


11% Telephone/Call Back



<1% Other

Encounter Types



Client Hours by Division

FY23

Population Overview

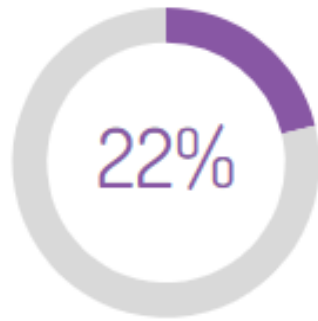
White,
Non-Hispanic



Hispanic or
Latino



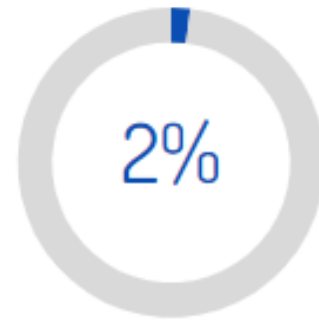
African American,
Non-Hispanic



Asian,
Non-Hispanic



Other,
Non-Hispanic



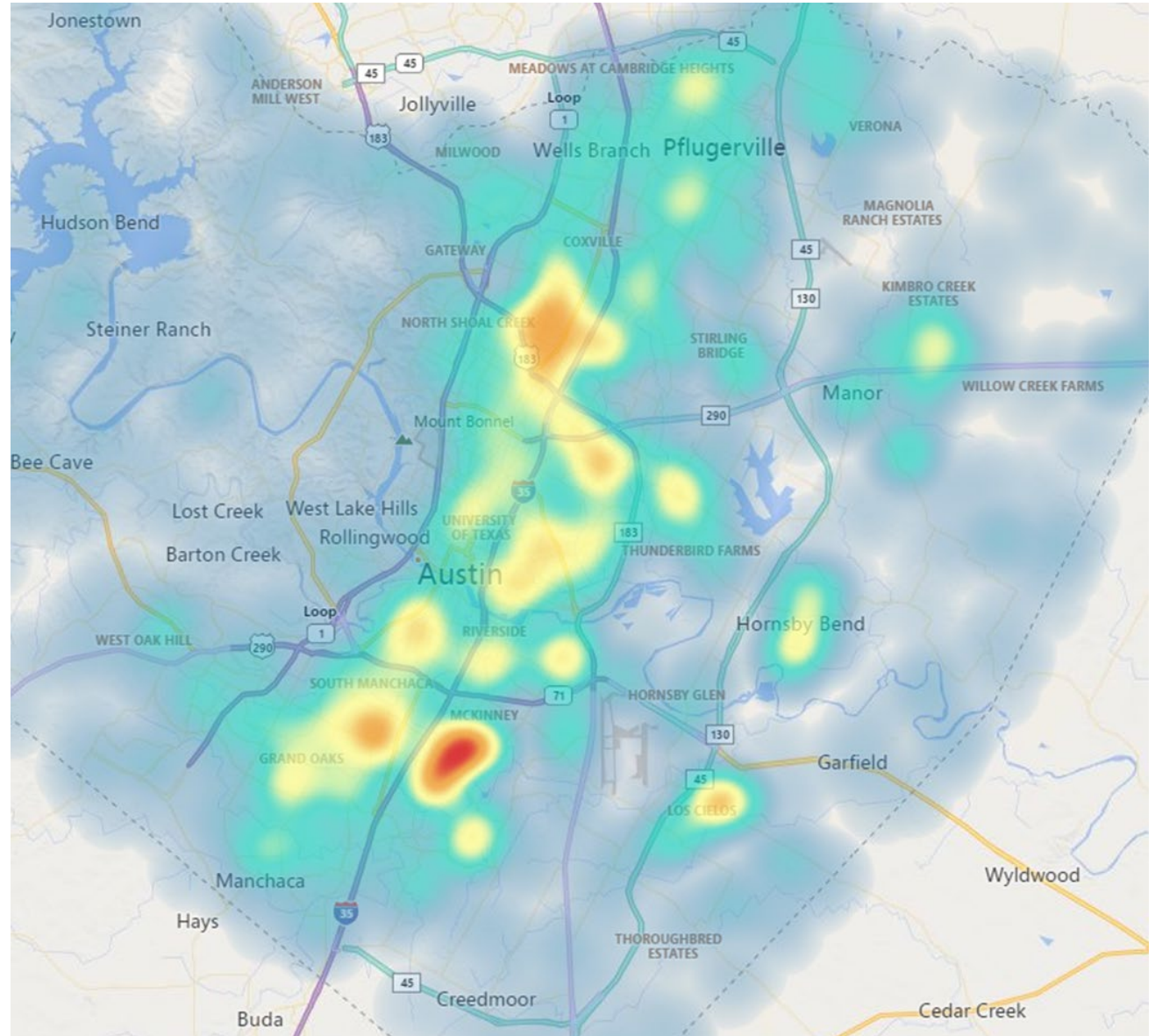
4%
Encounters in a
Language Other Than
English



1,215
Psychiatric Inpatient
Follow-Up Visits

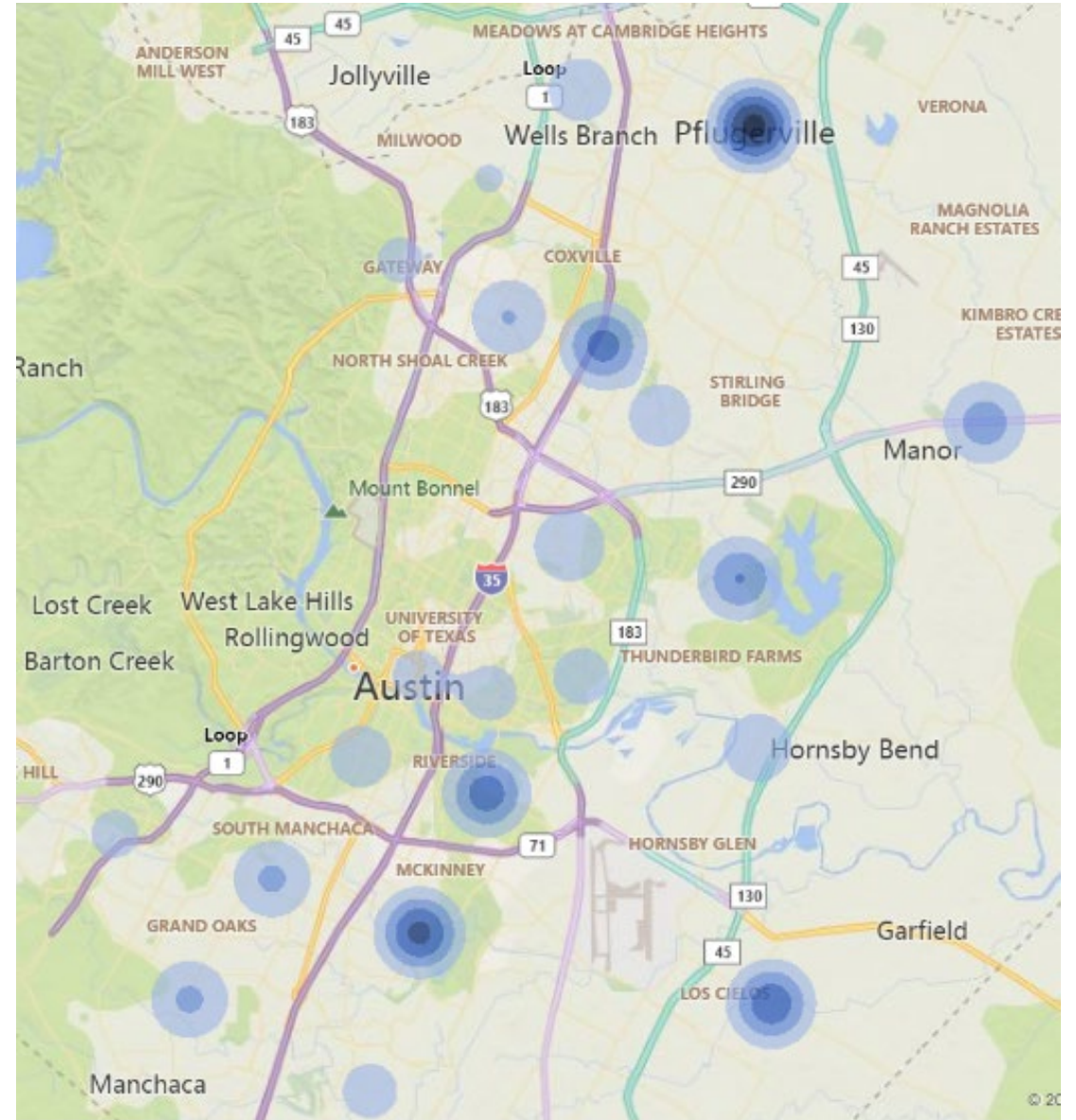
Where Clients Reside – FY23

- In Fiscal Year 2023, Integral Care served over **29,000** unique individuals, and over **24,000** Travis County residents.
- Geo-mapping of the **24,365** Travis County clients served in FY23 reveals most clients reside along the I-35 corridor, with increasing density around the North Austin and Southeast Austin areas.



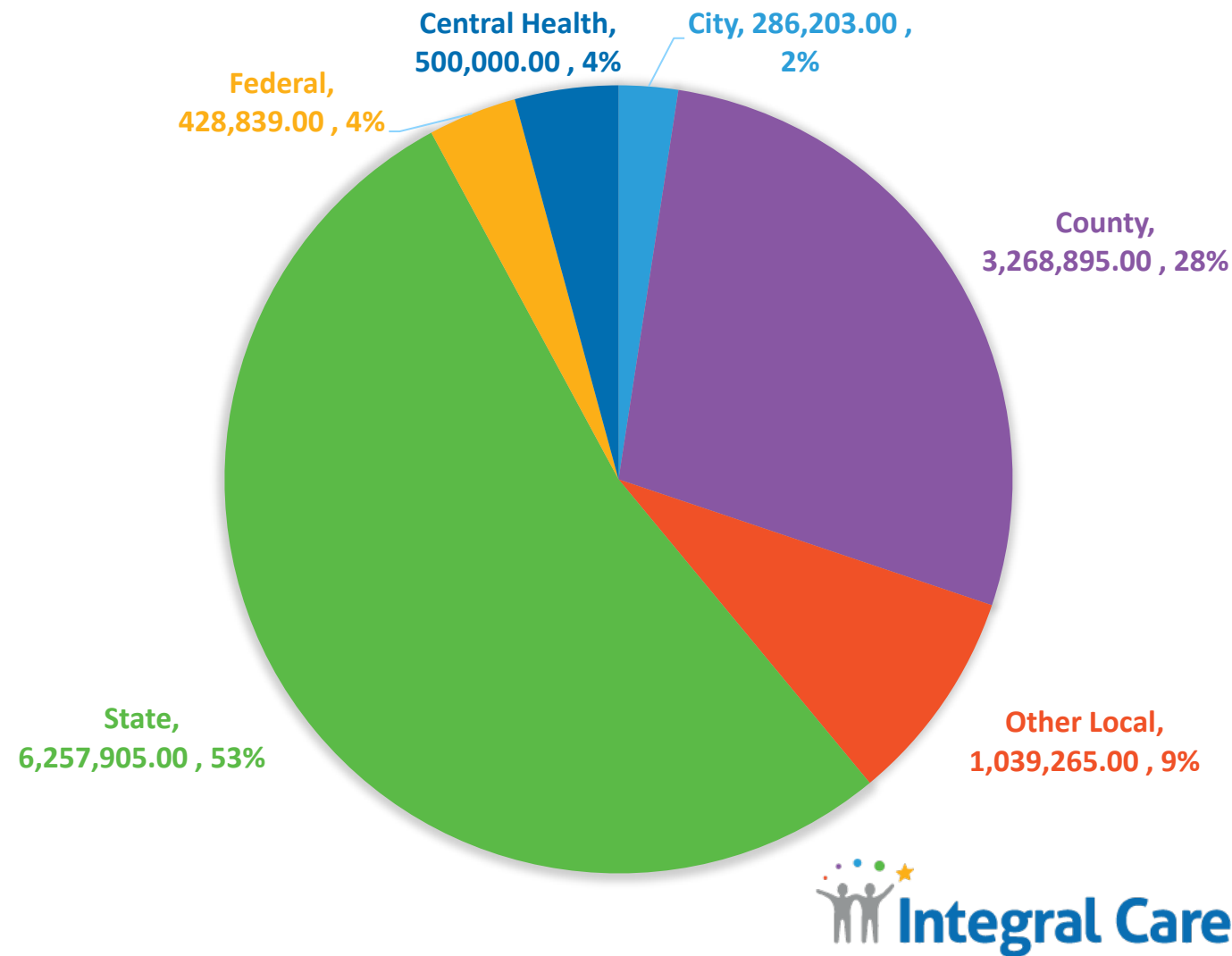
Child and Family Services

- In Fiscal Year 2023, Integral Care served **4,530** children and their families, providing over **61,000** services.
- Geo-mapping of the Travis County clients served in FY23 reveals most clients reside along the I-35 corridor, with increasing density around the North Austin and Southeast Austin areas.



FY24 Child and Family Services Budget

- Integral Care 's Child and Family Services Budget for FY24 is \$ 11,781,107.00



Child and Family Services Overview

- CFS Outpatient Services
- CFS Specialty Services
 - Justice Initiatives
 - YES Waiver/Intensive Services
- School Based Services
 - Dell Valle ISD
 - Manor ISD
 - Pflugerville ISD
- Crisis Services
- Provider Authority Function
- Community Collaborations





School Based Services

- In 2014, Integral Care began school-based services in 3 districts with 12 therapists.
- Today, Integral Care has 33 staff in 35 schools across three school districts (Manor, Pflugerville, Dell Valle) and in 2 charter schools.
- School Based Services are funded through a combination of contracts with the districts and state funding.
- Services include counseling and case management, summer programming, crisis response services, psychiatric services, family based wraparound services, postvention, peer support and suicide prevention.



Child and Family Services

Outpatient Services

- Integral Care has two outpatient CFS clinics conveniently located in North and South-Central Austin. Services include individual and family counseling, case management, and psychiatric services.

Specialty Services

- Integral Care offers community-based services for children and families in need of more intensive services.
- Integral Care collaborates with juvenile probation and the juvenile detention center to provide services to justice involved youth.



Crisis Services

Integral Care offers mental health crisis support 24 hours a day, 7 days a week – on the phone and in the community. Our crisis services help people recover from a mental health crisis and rebuild their well-being.



A helpline for anyone who needs immediate emotional support



Tools and resources to prevent suicide



Teams that go anywhere someone needs help



Mental Health Urgent Care

Crisis Services

Mobile Crisis Outreach Teams (MCOT)

- Integral Care has three mobile crisis outreach teams that provide community-based support for children and families experiencing a crisis.
- Services include crisis screening and assessment, medication evaluation, case management, family-based wrap around services and peer support.
- Services provided for up to 90 days

Psychiatric Emergency Services (PES)

- Integral Care has a walk-in urgent care clinic for children, adolescents, and families experiencing a behavioral health crisis.
- Services include crisis screening and assessment, medication evaluation, and brief, intensive interventions focused on resolving a crisis and preventing admission to a more intensive level of care.



Crisis and Justice Initiatives

Integral Care's RA1SE program helps people ages 15-30 who have experienced their first episode of psychosis within the past 2 years.

- Services include alcohol and drug use recovery skills, family education, suicide prevention, medicine and mental and primary health care. We bring our services to our clients
- Community based services that help clients with relationships, school, work and life goals.



Training & Support



129 Mental Health First Aid Trainings: Youth & Adult



13 Tobacco Cessation Trainings



231 First Responders Trained in Mental Health



225 Post-Vent Suicide/Disaster Support



1500 Suicide Prevention Trainings Completed

Questions?