

All Texas Access Report

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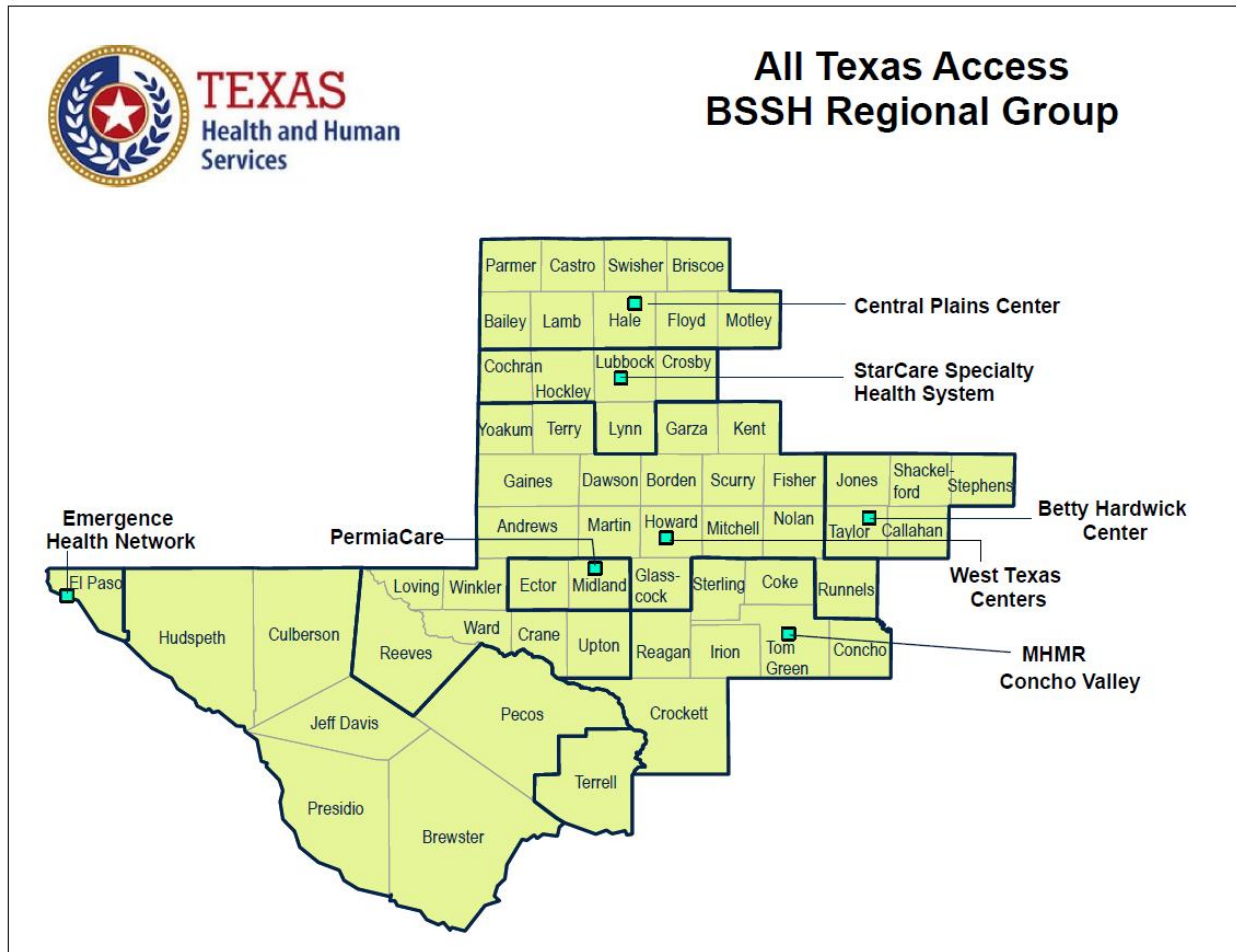
**Texas Health and Human Services
December 2023**



TEXAS
Health and Human
Services

All Texas Access BSSH Regional Group

Figure 30. Map of All Texas Access Big Spring State Hospital (BSSH) Regional Group^{xxvi}



Participating LMHAs

- Betty Hardwick Center
- Central Plains Center
- My Health My Resources Concho Valley
- PermianCare
- StarCare Specialty Health System
- West Texas Center

Emergence Health Network participates in this group as an ex-officio member.

All Texas Access BSSH Regional Group Plan

Jail Diversion and Community Integration

Betty Hardwick: Rural Crisis Response and Diversion – Co-responder and 911 Integration

Betty Hardwick Center chose to add a co-responder team using rural crisis response and diversion funds. Betty Hardwick has increased staff available to respond to crisis and provided mental health crisis training for rural law enforcement. From February 2022 through February 2023, staff completed 372 diversions.

During fiscal year 2023, Betty Hardwick Center, like much of the state, had trouble recruiting and maintaining qualified applicants to be co-located in 911 dispatch. Betty Hardwick chose to share a virtual clinician with the 911 call center and provide a warm handoff to their crisis hotline when appropriate.

StarCare: Rural Crisis Response and Diversion – Co-Responder

StarCare Specialty Health System added a co-responder team for Hockley County. StarCare staff partnered with licensed mental health peace officers at the Hockley County Sheriff's Office and the Levelland Police Department. The co-responder team de-escalates crisis situations and facilitates crisis assessments to divert people from ERs and county jails. The team also provides follow-up services with the goal of engaging people in treatment who might otherwise come into frequent contact with law enforcement. StarCare provided 126 diversions from February 2022 to February 2023. StarCare, like other health professional shortage areas in the state, is facing challenges with hiring and retaining staff.

Central Plains Center: 911 Integration

Central Plains Center planned to assist Hale County 911 dispatchers with answering mental health crisis calls by providing training to 911 dispatchers to assess calls and determine when to transfer mental health crisis calls to the Central Plains crisis hotline for the MCOT response. However after further review, Central Plains Center chose not to implement this voluntary strategy as there was not enough need according to 911 dispatch data.

My Health My Resources Concho Valley: Co-Responder

My Health My Resources Concho Valley (MHMRCV) hired a rapid response case manager in June 2022 to work closely with local Mental Health Deputies to perform crisis assessments for both adults and children experiencing a mental health crisis. As of May 2023, 417 people have been evaluated through this program. The rapid response case manager assists with crises that occur on the weekends and after hours, providing follow-up and connecting people to treatment while supporting recovery for those who might have otherwise come into frequent contact with law enforcement.

MHMRCV MCOT and mental health deputies have partnered to provide outreach to San Angelo Independent School District (ISD). MCOT also provides training for the West Texas Boys Ranch on how to access crisis services after hours.

PermiaCare: Co-Responder and Crisis Receiving Facility

PermiaCare is continuing to develop a co-responder model to divert people experiencing a mental health crisis from incarceration. PermiaCare has developed a program description and budget, met with local police chiefs, and submitted a proposal for two full-time crisis response staff. These staff would serve Midland and Ector counties to improve crisis response times, synchronize crisis response programs, and increase diversions for people experiencing a mental health crisis.

PermiaCare is working with Midland Memorial Hospital, Medical Center Hospital, and the Texas Legislature on the planning and development of the Permian Basin Behavioral Health Center (PBBHC) which is set to open in the Summer of 2025. As a member of the planning committee, PermiaCare is developing a Crisis Care Center that will exist as the front door to the hospital and provide walk-in and jail diversion crisis services to 17 counties in the Permian Basin. PermiaCare will assist with funding for the Crisis Care Center through existing operational funds and will seek increased funding through grants issued by HHSC, SAMHSA, and other relevant state and federal agencies.

West Texas Centers: Crisis Receiving Facility

West Texas Centers continues to work on their crisis receiving facility and is in the planning phase for the Bureau of Justice Assistance (BJA) grant. The BJA fiscal year 2024 grant includes funding for a fully operational diversion facility. Having a central place where law enforcement can drop off people experiencing a mental health crisis will enable people to access care and enable law enforcement to focus

more on public safety. West Texas Centers is working on program design, developing policies and procedures, and facilitating stakeholder meetings. The facility opened in the fall of 2023.

Emergency Response for Suicide Prevention

MHMRCV continued their partnership with West Texas Counseling and Guidance and the local family shelter to focus on people impacted by domestic violence and support people with suicidal crisis upon discharge from psychiatric facilities. As of May 2023, 214 people have been served through this grant. This grant allows MHMRCV to see people while they are hospitalized and identify any gaps or barriers that would prevent them from receiving outpatient services.

This past year, MHMRCV developed suicide screening protocols for all people who present for intake. MHMRCV has a Zero Suicide Intake Coordinator who can serve people needing immediate access to crisis counseling using evidence-based interventions. MHMRCV has provided increased outreach services to agencies within the community to address suicide, suicide prevention, and postvention. The Zero Suicide Intake Coordinator has provided relevant trainings to MHMRCV employees, Goodfellow Air Force Base, National Association for the Advancement of Colored People, Angelo State University students, and the Concho Valley Suicide Coalition. Postvention services were provided to members of a local church after a church member died by suicide.

Timely Access

Competency Restoration

MHMRCV is moving to Jail-Based Competency Restoration (JBCR) instead of Outpatient Competency Restoration (OCR) based on the needs of their community. A case manager was hired for the JBCR program, and the team should be ready to serve people in the jail by the end of fiscal year 2023.

PermiaCare is expanding services in the JBCR program, which served 16 people in fiscal year 2022. In total, PermiaCare has served 1,057 people through jail-based programs in fiscal year 2022 and has been successful in bridging services between the local jails and PermiaCare's outpatient clinics by hiring and placing continuity of care workers in the county jails.

PermiaCare submitted a proposal for the Rural Border Intervention grant offered by HHSC in March 2023. PermiaCare received notification of award and now has new

resources for outreach and treatment for people with behavioral health conditions. The Rural Border Intervention program is a Community Health Worker program that supplies case managers who provide outreach and harm reduction services. Also included in the grant proposal was the development of tele-health substance use treatment services not currently existent but direly needed in the counties of Pecos, Brewster, Culberson, Jeff Davis, Hudspeth and Presidio.

Telehealth Services

Telehealth has increased access to mental health professionals for people in jails and hospitals in rural West Texas. At Betty Hardwick Center, case management services, peer specialist services, counseling and substance use services use telehealth to improve access to care. Central Plains Center provides full telehealth services and are integrated through telehealth at all the local jails and hospitals.

PermiaCare operates clinics with six physicians, five of whom are providing services through tele-medicine. In addition, all PermiaCare's licensed clinicians can provide services both in person and through tele-health. PermiaCare is currently seeking funding to expand telehealth to substance use treatment in rural counties. MHMRCV now offers cognitive behavioral therapy counseling 32 hours per week via telehealth at the children's mental health clinic. West Texas Centers has a robust telehealth system for 23 counties and 18 jails. They also use mobile devices to provide telehealth services.

Local Access to Psychiatric Hospital Beds

MHMRCV had funding for crisis stabilization beds through American Rescue Plan Act (ARPA) which were helpful for the region; however, this funding ended in September 2023.

As noted above, PermiaCare is working with the two local hospital districts to develop the PBBHC. The PBBHC will provide 100-200 community mental health beds for the Permian Basin area. In addition, it will offer a crisis intake unit providing extended observation capacity for approximately 30 people, both children and adults. The PBBHC anticipating opening in summer of 2025.

Starcare received ARPA funding to increase bed capacity for their area and with potential to receive future funding from the Texas Legislature, StarCare could build a larger hospital.

Peer Clubhouses

The Clubhouse Model is an evidence-based, recovery-oriented program for adults living with mental health conditions. The goal of the program is to improve a person's ability to function successfully in the community through involvement in a peer-focused environment. Members are encouraged to participate in the operations of the clubhouse and to participate in activities to promote outside employment, education, meaningful relationships, housing, and an overall improved quality of life.

National Alliance on Mental Illness Abilene operates the Phoenix House. Phoenix House is seeking to be recognized by the national clubhouse organization to receive funding as a clubhouse if there are future grant opportunities.

MHMRCV has been instrumental in establishing the San Angelo Clubhouse. San Angelo Clubhouse is a member of the Texas Clubhouse Coalition. The coalition has a goal to operationalize expansion of the number of clubhouses in Texas to increase access to recovery supports in Texas communities.

StarCare is expanding peer support services through the Outreach and Recovery Center, which is a peer-led drop-in center for anyone seeking services. StarCare provides services to an average of 45 to 60 people per month through the center, providing a supportive environment with available resources and both peer and clinical support groups.

Diversion

Housing and Employment

Betty Hardwick Center provides case management services for their local Housing and Urban Development (HUD) rapid rehousing and permanent supportive housing programs and took over the HUD rapid rehousing and permanent supportive housing programs in the fall of 2023. Betty Hardwick Center plans to assist the Abilene community with obtaining and maintaining housing, which will help connect people to other local resources. Betty Hardwick Center continues to offer supported housing and employment. With the addition of the Coordinated Specialty Care program, Betty Hardwick Center will be adding staff to further assist with employment for people participating in services.

Central Plains Center continues to increase the number of people served in housing through memorandums of understanding with local hotels for temporary housing

issues. MHMRCV plays a role in an initiative called "Navigation Day," which began in October 2022 through the Concho Valley Community Action agency. This initiative convenes local agencies whose goal is to promote housing and to deliver on-the-spot services for people experiencing homelessness. There has been an increase in homelessness in the area, and a willingness on the part of local landlords to participate in voucher programs. In addition, there is significant community engagement with the homeless coalition. Regarding employment, MHMRCV is actively serving people with career planning assessments, on the job skills training, and job interviewing skills. MHMRCV has also engaged more community business willing to participate in the program.

PermiaCare is facing challenges because resurgence of the local economy is driving up housing costs, but residential stability is still at 89 percent. The average employment rate for people participating in PermiaCare services is 92 percent. PermiaCare also implemented a Community Health Worker program in the urban areas of Midland and Odessa that provides harm reduction services to people experiencing homelessness and people using or at a high risk of using substances.

StarCare provides supportive housing and supportive employment services in their service area. The goal is to provide education and assistance to people seeking housing and employment opportunities to increase sustainability. West Texas Centers continues to experience a need for supported housing and is able to provide supported employment services.

Remote Crisis Screening

LMHAs in the All Texas Access BSSH Regional Group continue to provide remote crisis screenings due to the vast size of the region. Remote screenings have enabled people experiencing a mental health crisis in rural areas to get connected to services more quickly.

Transitional Living Facility

Like most of the state, affordable housing is exceedingly difficult to find in the All Texas Access BSSH Region. The group acknowledges that voluntary transitional living facilities may assist state hospitals when trying to discharge people with complex medical needs who are homeless back into the community. Having such a facility could also divert people in crisis from accessing a higher level of care, reduce possible incarcerations, and address relapse prevention.

Diversion Center

Betty Hardwick Center was unable to pursue a diversion center with Taylor County stakeholders due to lack of funding. However, StarCare received \$3,500,000 each from Lubbock County and the City of Lubbock for a total of \$7,000,000 to construct a diversion center where crisis services will be offered to people experiencing mental health distress. Services will be available 24/7 and include psychiatric crisis intervention, first responder drop-off, on-site security, and a 23-hour extended observation unit. StarCare plans to add other services such as on-site medical clearance for psychiatric hospital admission, intensive outpatient services, Medicaid/SSI benefit applications, and identification restoration. The community collaborative will seek grant funding to cover the costs of inflation.

Strengthen Workforce

Texas Certified Community Behavioral Health Clinic Updates

Betty Hardwick Center has implemented care coordination with the primary focus of integrating physical health into each person's care plan. Care coordinators complete screening assessments and connect people with health care services. Betty Hardwick Center plans to add Whole Health Action Management services under the scope of care coordination to continue improving their service array and outcomes for those they serve.

Central Plains Center successfully partnered with Covenant Medical for medical referrals and integration. The implementation of a substance use program at MHMRCV occurred because of Texas Certified Community Behavioral Health Clinics (T-CCBHC) certification. MHMRCV has seen an increase in adults served because of T-CCBHC certification.

PermiaCare operates two integrated care clinics co-located with their psychiatric clinics. PermiaCare has concentrated their tracking effort for physical health conditions to ensure appropriate referrals are made to the integrated clinics. PermiaCare implemented a care coordination delivery model. The care coordinator "closes the gap" to meet client needs in non-medical drivers of health. PermiaCare served over 715 adults through care coordination in fiscal year 2022. The center developed partnerships with over 40 local stakeholders to further these initiatives and provide primary care screenings for almost 3,000 people.

StarCare offers behavioral health and medical health care through their outpatient clinic through the Promoting Integration of Primary and Behavioral HealthCare SAMHSA grant. While this grant is scheduled to end in fiscal year 2024, StarCare will apply for additional grants to sustain this program. West Texas Centers has one mental health clinic located in the local hospital primary care clinic in Howard County. They provide integrated care coordination as well.

Estimates: Number of Inpatient and Outpatient Beds

Each rural-serving LMHA or LBHA in the regional group submitted information about the outpatient and inpatient beds currently available to them and projected changes over the next two years. LMHAs and LBHAs also reported how many beds they need to adequately serve their community. Refer to the [All Texas Access Implementation](#) section of the report for additional explanation of the chart below.

Figure 31. All Texas Access BSSH Regional Group Bed Capacity

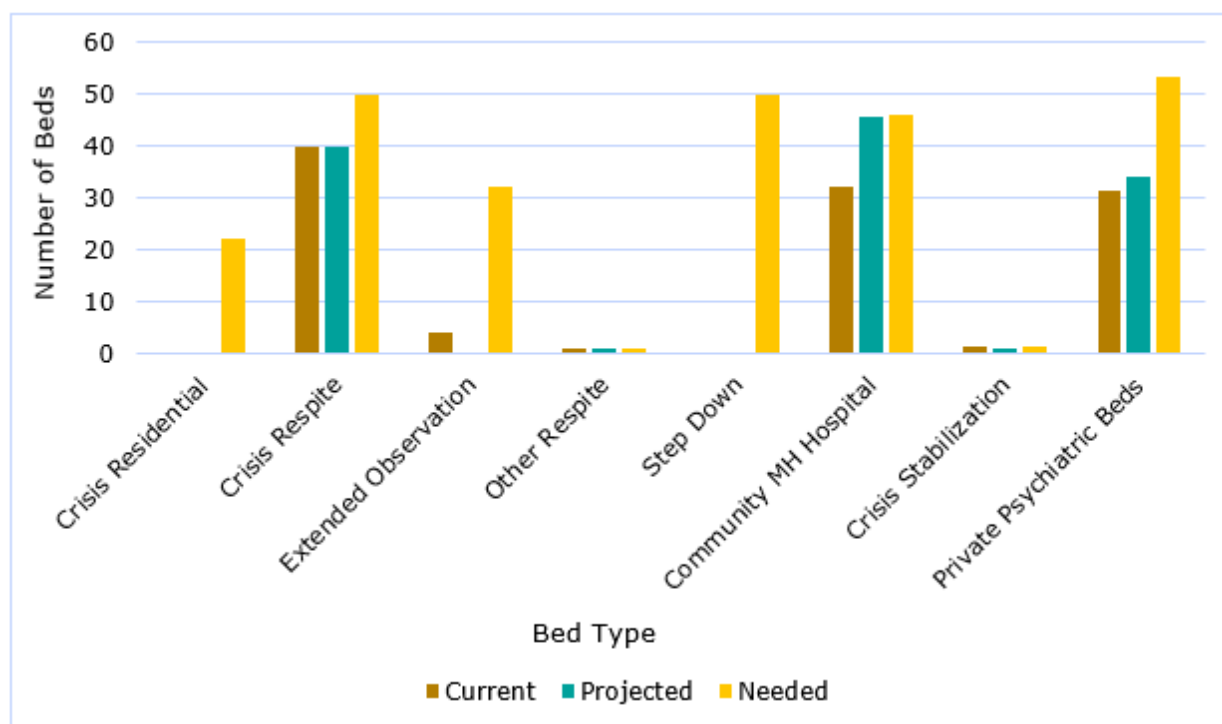


Table 26. All Texas Access BSSH Regional Group Bed Capacity

Type of Bed	Current Number of Beds	Number of Beds Projected in Two Years	Number of Beds Needed in Two Years
Crisis Residential	0	0	22
Crisis Respite	40	40	50
Extended Observation	4	0	32
Other Respite	1	1	1
Step Down	0	0	50
Community MH Hospital	32	45.5	46
Crisis Stabilization	1.3	0.8	1.3
Private Psychiatric Beds	31.25	34.25	53.25