

Integral Care: Mental Health Resources for People Experiencing Homelessness

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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.

Certified Community Behavioral Health Clinic (CCBHC)

- In addition to being a Local Mental Health Authority, Integral Care is also a **Certified Community Behavioral Health Clinic (CCBHC)**.
- CCBHC is a model of care designed to ensure access to coordinated comprehensive behavioral health care across the system of care.
- Integral Care was first certified as a CCBHC in 2016. **As of March 2022, all 39 LMHA's in Texas have achieved CCBHC certification.**
- Just as hospitals and healthcare organizations can seek Joint Commission accreditation, all non-profit health centers are eligible to achieve CCBHC certification through meeting certain quality of care criteria.



FY23

Population Overview

29,049

Individuals Served



173,920

Client Hours



82% Face to Face



6% Telemedicine

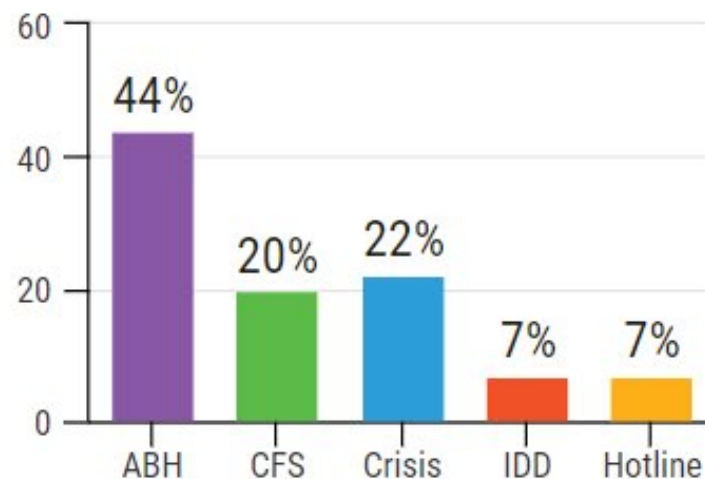


11% Telephone/Call Back



<1% Other

Encounter Types



Client Hours by Division

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

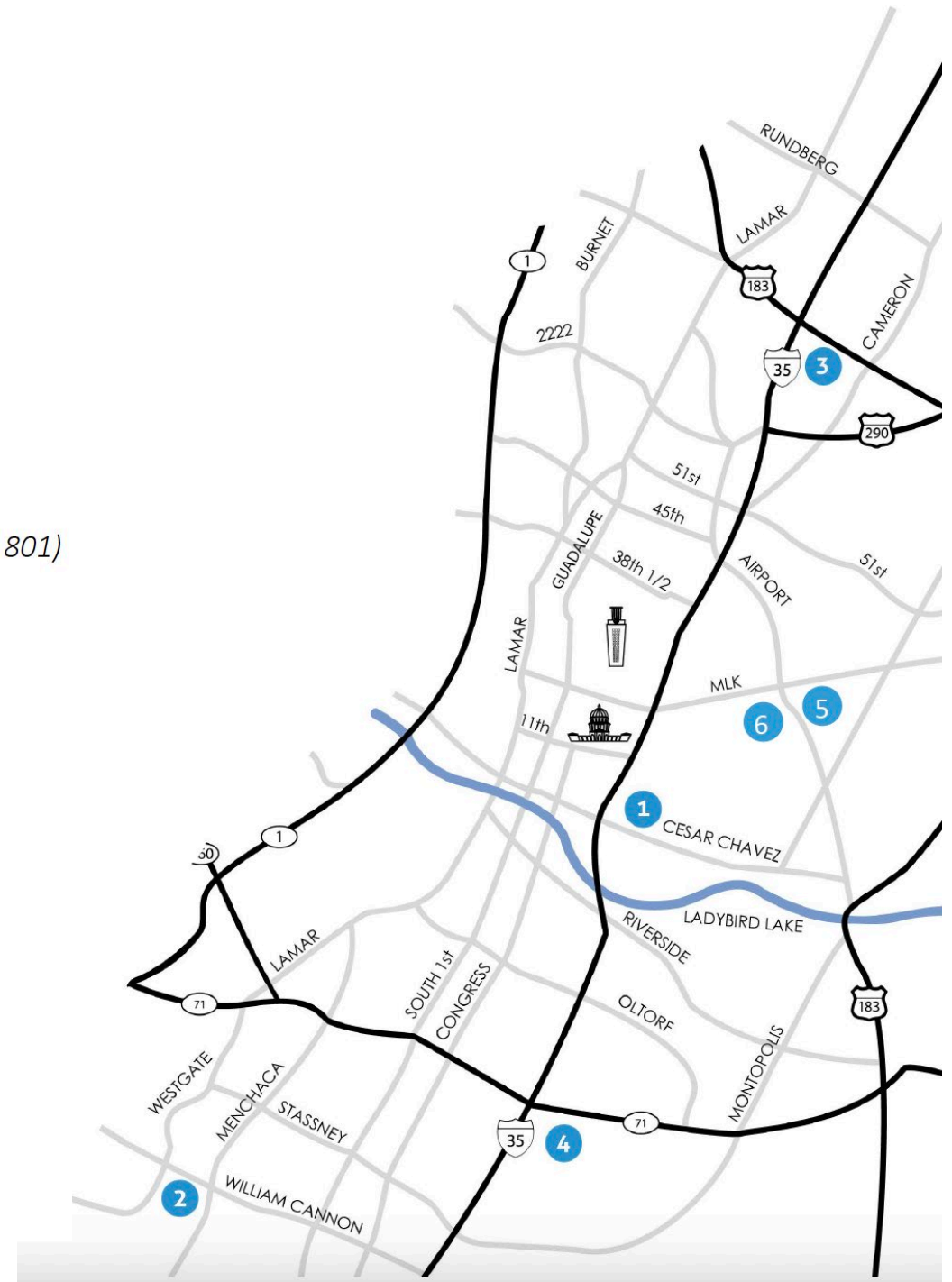
- 5 Hopkins Clinic – East Austin** (Bus: 350, 485 and 2)
1165 Airport Boulevard | Austin, TX 78702

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

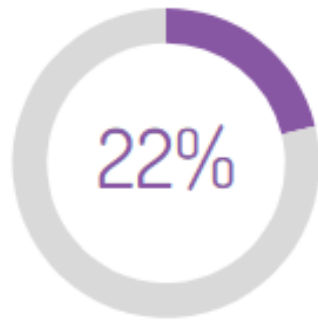
White,
Non-Hispanic



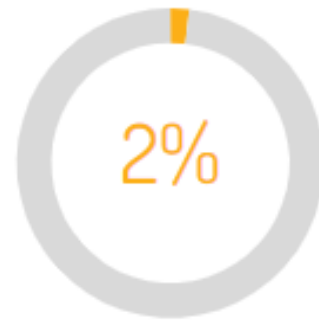
Hispanic or
Latino



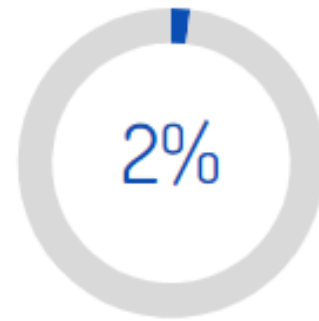
African American,
Non-Hispanic



Asian,
Non-Hispanic



Other,
Non-Hispanic



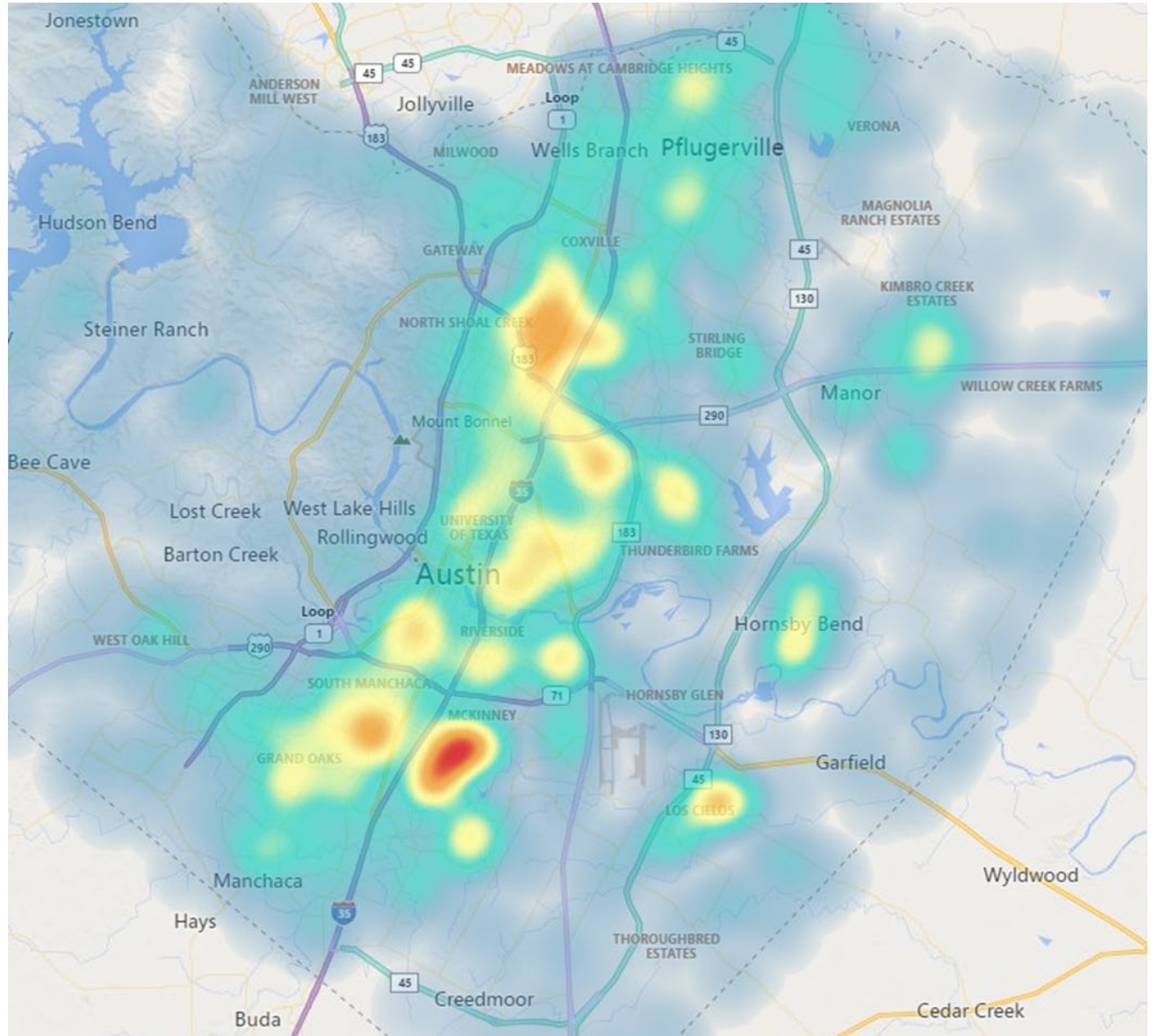
4%
Encounters in a
Language Other Than
English



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.



Integral Care | **System of Care**

We are a healthcare system that helps adults and children living with mental illness, substance use disorder and intellectual or developmental disabilities.





Homeless & Housing Services

Our housing services are a pathway to recovery for people experiencing homelessness and living with mental illness, substance use disorder and intellectual and developmental disabilities.



Our Impact

20+
Years Serving
Homeless
Community

28
Housing &
Homeless
Programs

150
Housing
Staff

\$8 M
Housing &
Homeless
Services Budget

1040+
People
Permanently
Housed

3500+
People experiencing
marginal homeless-
ness in services

2900+
People experiencing
homelessness in
services

PATH Outreach & Engagement

PATH: Projects for Assistance in Transition from Homelessness

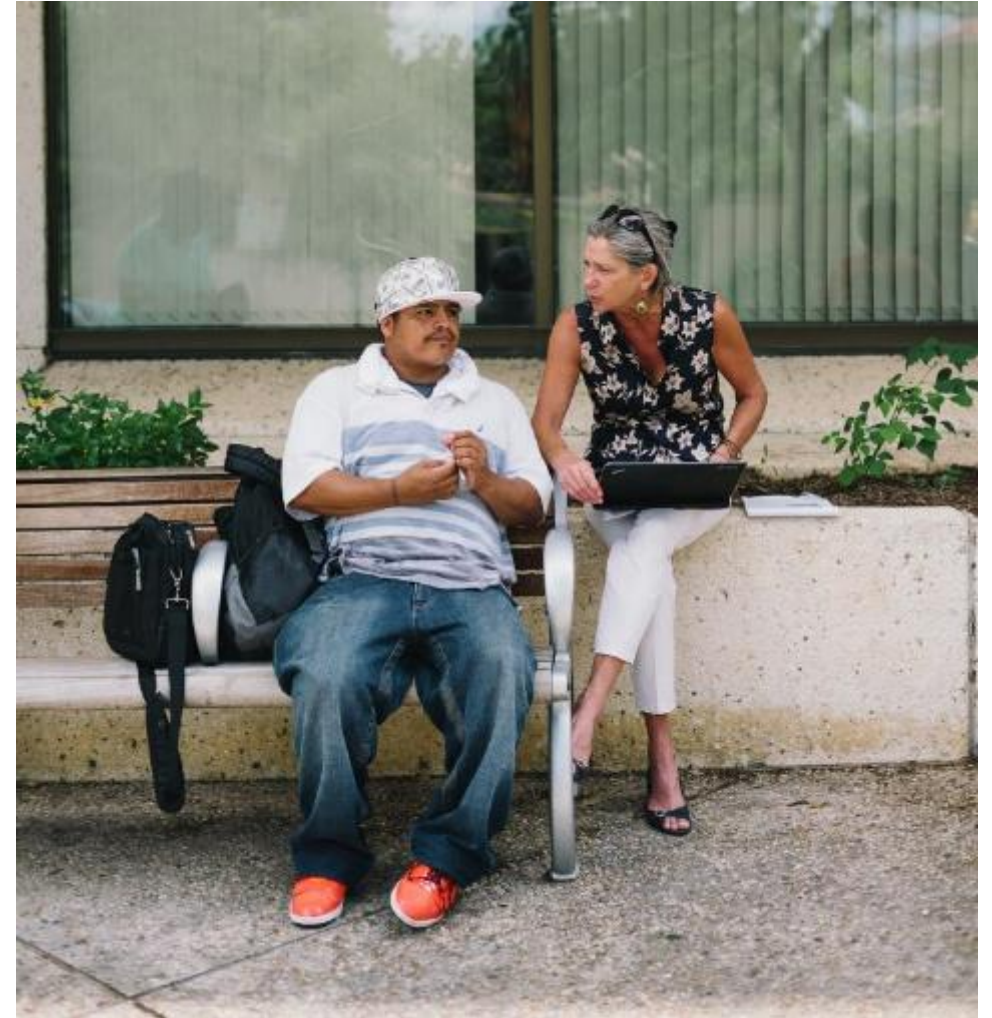
- Supported through federal SAMHSA funds as provided via a State grant, and supplemented by the City of Austin
- Mirrors much of the work of HOST, but for all of Travis County outside the Downtown corridor
- PATH focuses on individuals experiencing homelessness, and who report significant behavioral health or substance use concerns
- 515 Outreach contacts and 220 PATH Enrolled clients in FY23



HOST Outreach and Engagement

HOST: Homeless Outreach Street Team

- HOST focuses on outreach and engagement in the downtown and UT areas
- A collaboration between Integral Care, Austin Police Department, Emergency Medical Services, Downtown Austin Community Court
- Served 1,444 unduplicated clients for a total of 3,829 contacts in FY23
- Documents in HMIS, myAvatar, Apricot



CARE CHW Program Services

Outreach- serves individuals who currently or historically use substances. Most outreach clients are experiencing homelessness.

- Harm reduction education and supplies.
- Referral to and coordination with substance use treatment.
- Works closely with Community Health Paramedics, Sunrise Church, The Other Ones Foundation, and other grassroots organizations.
- Can provide funding for transportation to MAT services, items for employment like work boots, fees for birth certificates/IDs/DLs etc., and other miscellaneous items related to improving health outcomes and reducing communicable disease spread.
- In FY23 had 3,325 contacts, providing 564 referrals for SUD tx; 379 referrals for MH treatment. Provided 288 overdose reversal kits.



M3: Mobile, Medical and Mental Health Team

- Collaboration with Integral Care, Dell Medical School and CommUnity Care
- Program Manager; Nurse; Peer Support Specialist; COPSD Specialist; 3 Case Managers; QMHP Team Lead; Housing Stability Specialist
- Integrated Dual Diagnosis Treatment Model
- Community based integrated care team for individuals who:
 - Have experienced chronic homelessness
 - Have tri-morbid conditions: Severe mental illness, chronic medical issue, substance use disorder
 - Specific focus on individuals who are African American
- CommUnity Care nurse “dual-credentialed” to access both Integral Care and CommUnity Care electronic health records



M3 Outcomes: Emergency Department Visits

Compare equal time length pre-enrollment and post-enrollment

Overall decrease: 341 admissions pre-enrollment decreased to 139 (59%)

- Eight people increased admissions (median 2.4 additional admissions)

- 26 people decreased admissions (median 4, mode 1)

Mental Health admissions decreased 73 to 23 (68%)

- Four people increased admissions (median 1.5)

- 10 people decreased admissions (median 1 – eight people went down to zero)



Oak Springs Clinic Downtown Team

- 5.5 FTE positions funded by DACC
- Receives referrals for intensive community based behavioral health care from DACC and HOST
- Has nursing, prescriber and peer recovery coach services embedded
- Served 70 clients in FY 23
- 89% of participants received a housing support service
- 76% connected to a behavioral health or primary care provider

Housing First ACT Team

Eligibility: Individuals with a serious mental illness who have experienced multiple of lengthy hospitalizations and or crisis episodes and have experienced Chronic Homelessness

Treatment Model: Evidence Based Model that includes approximately 12 Team Members including:

- Prescriber, Registered Nurse, Peer, Qualified Mental Professionals, Housing Stability Specialist and Landlord Outreach Specialist

FY 2022 Outcomes:

- Those served by the City ACT team **experienced 60% decreases across the spectrum of utilization, including hospitalizations, ER visits, and emergency EMS services resulting in \$40,055 per client cost reduction per participant over 12 months.**
- **40% of clients showed improved on Adults Needs and Strengths Assessment following 12 months of enrollment.**
- **77% of clients were housed.**



Community and Service Integration

- Staff onsite at Sunrise Community Church
- Food pantry co-located at 3000 Oak Springs Clinic
- Dedicated respite bed for individuals experiencing homelessness/housing instability
- Housing Stability Specialists embedded in adult behavioral health clinics
- Robust homeless prevention and diversion funding

Questions?