



Bexar County Mental Health Consortium Briefing

PRESENTED BY

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Quick Facts about CHCS

- CHCS is one of 39 Local Mental Health Authorities in Texas, providing services to those with serious mental illness, intellectual or developmental disabilities and substance use disorders
- CHCS is the third largest LMHA, by population, in Texas
- Sponsoring agencies are Bexar County and University Health System (Bexar County Hospital District)
- Board of Trustees is comprised of 5 appointees from Bexar County and 4 appointees from University Health System
- FY 2020 budget = \$115.4 M with 1154 authorized positions
 - In the process of determining budget for FY 2021
 - Anticipating CHCS Board approval in August, 2020



Bexar County Crisis Continuum



Law Enforcement Navigation: Navigates medically stable emergency detention patients who are in police custody to the most appropriate psychiatric facility.

Psychiatric Emergency Services (PES): Provides a safe environment for adult mental health patients presenting to acute care emergency departments and require timely mental health evaluations. Designed to decompress the overcrowding of mental health patients in emergency departments. CHCS clinicians are embedded in MEDCOM and at the PES facilities.

Program for Intensive Care Coordination (PICC): A multidisciplinary team, including SAPD-MHU, SAFD-EMS-MIH and CHCS, to reduce emergency detentions and the subsequent use of emergency and inpatient services by providing ongoing engagement.

Chronic Crisis Stabilization Initiative (CCSI): Provides quick and goal-oriented responses to threats, high risk cases, high profile cases, and first responders. CCSI consists of 2 licensed Master's level mental health professionals and 1 credentialed case manager working alongside SAPD Fusion Mental Health (FMH) Officers. FMH Officers work to ensure the safety of individuals and the community by responding to referrals made by primarily SAPD patrol officers and city officials.



CHCS Process Improvements

- Same Day/Next Day Enrollment
- Centralized Scheduling
- Just In Time Scheduling for Prescribers
 - Instead of scheduling months in advance, consumers will be scheduled within 3 - 7 business days for their next appointment
- Hospital Liaisons embedded at MedCom and PES facilities
- Caseload and Productivity Standards
- Customer Service Training for CHCS employees
- Consumer Satisfaction Surveys for CHCS consumers
- CHCS Leadership Academy



CHCS Protocols in the time of COVID-19

- Outpatient Services
 - Merged functions of two ABH clinics
 - Instituted mandatory temperature screenings for all employees, consumers and vendors/contractors
 - Initiated Work from Home protocols for all eligible employees
 - Received waiver from HHSC to deliver services remotely (through Oct 23, 2020)
 - Developed telehealth/telemedicine/telephonic service platform for outpatient services which was widely embraced by our patient population
 - No show rates decreased by 10%
 - Approximately 75% of our services are now delivered by telehealth/telemedicine or telephonic services
 - Field based services transitioned to virtual, except for some complex care cases



Other COVID Protocols

- Integrated Treatment Program at H4H Campus currently at 50% of population to achieve social distancing measures; treatment program remains unchanged
- Neonatal Abstinence Syndrome (NAS) currently at 50% of population to achieve social distancing measures; treatment program remains unchanged
- Medication-Assisted Treatment (MAT) at 601 N. Frio dispensing take-home medications for 6, 13 and 27 days for eligible consumers to reduce foot traffic in clinic



On the Horizon....

- Anticipating level funding for FY 2021-2022 from HHSC
- Anticipating static targets for adult and children's behavioral health services from HHSC
- 1115 Waiver funding will be reduced by 4.5%
 - Texas Council and other partners are developing strategies to continue waiver through 2022
- CCBHC certification was awarded in March, 2020
 - Received \$2M SAMHSA grant for continuation



Legislative Recommendations - 87thR

▶ Requesting flexibility in providing care beyond the COVID pandemic

- Continue to provide authorization for providers to submit claims for full reimbursement for telephone/telehealth
- Allow LMHAs to fully utilize technology in the delivery of treatment services going forward
- Require MCOs to pay full rates for telephone and telehealth services at the same rate as in-person visits
- Fund Medicaid patients who are in crisis facilities and inpatient bed stays, as we expect an increase in the number of people who utilize crisis services as the pandemic eases
- Extend rates for an 18 to 24-month time period, not just through the end of the COVID pandemic and/or the end of the Governor's Executive Orders
- Hold LMHAs harmless for performance targets if they cannot physically accommodate as many face-to-face consumers due to local social distancing requirements and/or by Executive Order



Crisis Counseling Program

- ▶ Developed by FEMA/SAMHSA and administered by DBHS (HHSC)
- ▶ Similar to counseling program that was deployed after Hurricane Harvey
- ▶ Provides on-the-spot telephonic counseling or in-person appointments for all San Antonio/Bexar County residents
- ▶ No insurance is required and no diagnosis is made
- ▶ Counselors provide emotional support, assistance with developing recovery plans and linkage to other community resources
- ▶ Crisis Counseling Program will run through the end of 2020
- ▶ Phone number 210-540-7401 M-F 8:30 am to 5:30 pm
- ▶ Email for an appointment at crisiscounseling@chcsbc.org
- ▶ State of Texas COVID Hotline (833)986-1919



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Mental Health First Aid Training

- ▶ Mental Health First Aid (MHFA) teaches individuals how to identify, understand and respond to signs of mental illnesses and substance use disorders
 - ▶ Introduces participants to risk factors and warning signs of mental health concerns
 - ▶ Builds understanding of their impact
 - ▶ Provides an overview of common treatments
- ▶ Through role-playing and simulations, MHFA demonstrates how to assess a mental health crisis, select interventions, provide initial help and connect people to professional, peer and social supports
- ▶ CHCS Foundation will begin providing virtual training in August, 2020



Questions and Answers

OPEN DISCUSSION PERIOD

