

San Gabriel Crisis Center *Fact Sheet*

Description of Service: The San Gabriel Crisis Center is a 24-hour, community-based crisis unit available to individuals experiencing a severe crisis, but are not at risk to harm self or others. Our clients are here on a voluntary basis. The primary objective of the fourteen-bed crisis respite center is to stabilize and resolve a crisis situation before it escalates to the point of requiring hospitalization or involvement in the criminal justice system. The anticipated length of stay for most admissions is one to ten days.

Crisis respite treatment involves 24-hour care that is usually short-term and offered to individuals who are at risk of psychiatric crises due to severe personal distress, a housing challenge or stressors in the family – but are not at a risk of harm to self or others. Eligible individuals have only mildly impaired functioning and must be able to cooperate with staff support. Although defined services address substance abuse problems, intoxication must not be present. Mild medical conditions may be allowed while the individual is taking medications. Self-administration of medications must be within the ability of the individual admitted to this level of care. The crisis respite unit attempts to create a normalized environment.

The services clients may receive include psychiatric assessments and evaluations, medication management, counseling, group skills training, and substance addiction counseling and support. We provide telemedicine services to ensure 24 hour access to a psychiatrist.

Goals: The following are the anticipated outcomes resulting from the services provided at San Gabriel Crisis Center:

- Provide immediate stabilization and resolution of a crisis situation at the most appropriate and least restrictive level of care;
- Provide an effective alternative to hospital emergency room care, thereby reducing costly visits and/or the amount of time a person in crisis spends in an emergency room;
- Reduce unnecessary incarcerations and inpatient psychiatric interventions; and
- Relieve the person in crisis, family members and local law enforcement agencies from unnecessary time waiting in emergency rooms by offering an alternative for persons in crisis to receive services through the appropriate level of care.

Who May Be Admitted: Services are offered to adult patients who do not require a secure environment, are not at risk to harm self or others, and who voluntarily will accept treatment. The respite center will not accept violent individuals or sex offenders. The patients are primarily residents in Williamson County, but the unit serves residents of other counties, if beds are available beds.

Demonstrated Outcomes: Based on the outcome data gathered to support maintaining and expanding the unit, the data describes find:

- A Crisis Respite bed in the community costs less than an inpatient bed day. A State Hospital Bed Day cost is \$451, while a Crisis Respite Bed Day is \$215 per day. In comparison, an Emergency Room visit costs in excess of \$1,700 per visit with an ongoing inpatient hospital bed day cost in excess of \$995 per day.
- The Crisis Respite Unit provides options in the community enabling Law Enforcement and Mobile Crisis Outreach Teams to utilize a local program instead of transporting to the State Hospital in Austin or the eight other locations in Texas. This provides savings in personnel time and travel expenses.

- The Crisis Respite Unit continues to exceed the number of persons served contracted by the Department of State Health Services, and also clearly demonstrates more persons are entering the Mental Health Outpatient Program after receiving crisis services in the community and through our facility.
- The Crisis Respite Unit provides a step-down program for individuals demonstrating reduced symptoms who can be released from a State Hospital to a less intensive level of care. The step-down allows us to open a bed at the State Hospital, a very limited and necessary resource, and continue treatment at the Crisis Respite Unit. This allows the State Hospitals to open capacity and prevent long wait times for an inpatient bed.
- The Crisis Respite Unit provides an option for the County Jail Diversion Program, avoiding unnecessary incarceration for persons demonstrating symptoms of mental illness. This utilization of the appropriate treatment setting saves the County in court and jail costs and provides effective treatment and services for the person with mental illness.
- Individuals treated in the community receive more benefit from their local supports (family, friends, clergy) who may not be available if the person is transferred to a State Hospital.

Funding: During 2008, Bluebonnet Trails Community Services worked in partnership with Williamson County and five local hospitals to apply for a competitive grant through the Texas Department of State Health Services. The Center was awarded the grant to establish a crisis respite center to be located in Williamson County. That year, the five local hospitals supported the effort with the required \$125,000 for the grant. The initial state grant of \$574,447 supported development of a ten-bed unit. The total cost to open the doors for treatment totaled \$1.2 million.

Based upon the successful outcomes of the unit—and to address the growing need for this critical level of care—the number of beds has been increased from ten to fourteen during 2010. During 2010, the state grant award was reduced to \$563,816. This funding is used to support the cost of ongoing operations.

The unit is now funded solely through the grant funding from the Department of State Health Services and reimbursement for services billed by Bluebonnet Trails Community Services through Medicaid and private insurance.

Cost of Services to Clients: At this time, Bluebonnet Trails Community Services has not established a rate for the services and stay on the unit. The Center bills Medicaid and private insurance for any rehabilitation and linkage services provided to persons who have these benefits.

Security: The persons admitted to the unit participate on a voluntary basis. Security cameras are installed to monitor the hallways and at the exterior doors of the unit.

Operator: Bluebonnet Trails Community Services has contracted with The Wood Group to provide the necessary non-licensed staff and to operate the unit. The Wood Group has been providing services to the mental health community of Texas since 1983 and currently provides 30 plus mental health programs through contracts with 17 community MHMR centers in Texas. They operate 22 residential facilities providing crisis residential treatment, crisis respite service and residential treatment to adults in Texas.

Other Key Partners: The collaborative members of the Williamson County Mental Health Task Force partner with Bluebonnet Trails Community Services in continued development of this program.