



Bluebonnet  Trails  
Community Services



2020



We are on Twitter and Facebook!

# Impact Report

Achieving *healthy & fulfilled* Lives!



1(800) 841-1255 Crisis  
1(844) 309-6385 Appointments  
1(512) 255-1720 Administration



1009 N. Georgetown St.  
Round Rock, TX 78664



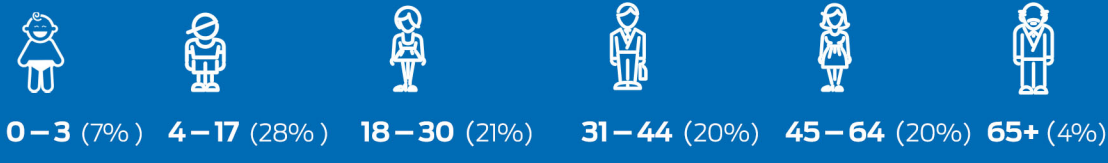
[www.bbtrails.org](http://www.bbtrails.org)

**Mission:** Enhancing personal growth through a valued system of care designed to improve the health and independence of the persons we serve.



**31,755**  
Central Texans Served in 2020

### Stratification of Babies, Children and Adults Served



**347,050**  
Service Encounters

*Welcome!*

Dear Friends,

On behalf of the Board of Trustees and entire Bluebonnet Trails Community Services Team, we are proud to present our Annual Report for Fiscal Year 2020. Each year presents opportunities and challenges – and Fiscal Year 2020 certainly was not an exception. During the extraordinary year, Bluebonnet Trails Community Services responded to community needs during the coronavirus pandemic. On March 13, 2020, the Center’s operational and communication plans were deployed fortifying 24-hour crisis care, retaining vital outpatient locations with skilled skeleton crews, and transitioning our Team to remote work assignments. On March 15, 2020, when Governor Abbott issued the statewide emergency order to isolate to contain the spread of COVID-19, this Team’s implementation plan was underway. Our implementation plan contains a phased plan, continually updated by leadership, for our return to normal operations when the environment safely permits us to do so. Our annual report reflects the successful outcome of the intentional planning and concerted efforts of this Team.

Our culture is one that embraces respectful and welcoming care, innovation, collaboration and measurable performance of a committed and talented Team. The services and programs highlighted within our Annual Report are achievements informed through proactive conversations with the persons we serve, community partners and community stakeholders interested in developing healthcare in Central Texas. Each year, in response to the knowledge gained through these conversations and efforts, our Board of Trustees assesses and aligns the direction of Bluebonnet Trails Community Services. That direction resulted in articulation of our annual goal for 2020: **Advancing as a System of Excellence**. In support of the goal, the leadership team defined metrics guiding and monitoring our progress.

This annual report underscores our ability to sustain and grow our vital system of care during an exceptional year. As the state and nation respond to the coronavirus and social unrest, we commit our efforts in service to Central Texans. As ever, we thank you for your continued interest, engagement, debate and support allowing us to advance as a system of excellence toward achieving our vision for *healthy and fulfilled lives*.

**Hartley Sappington**  
Chair, Board of Trustees

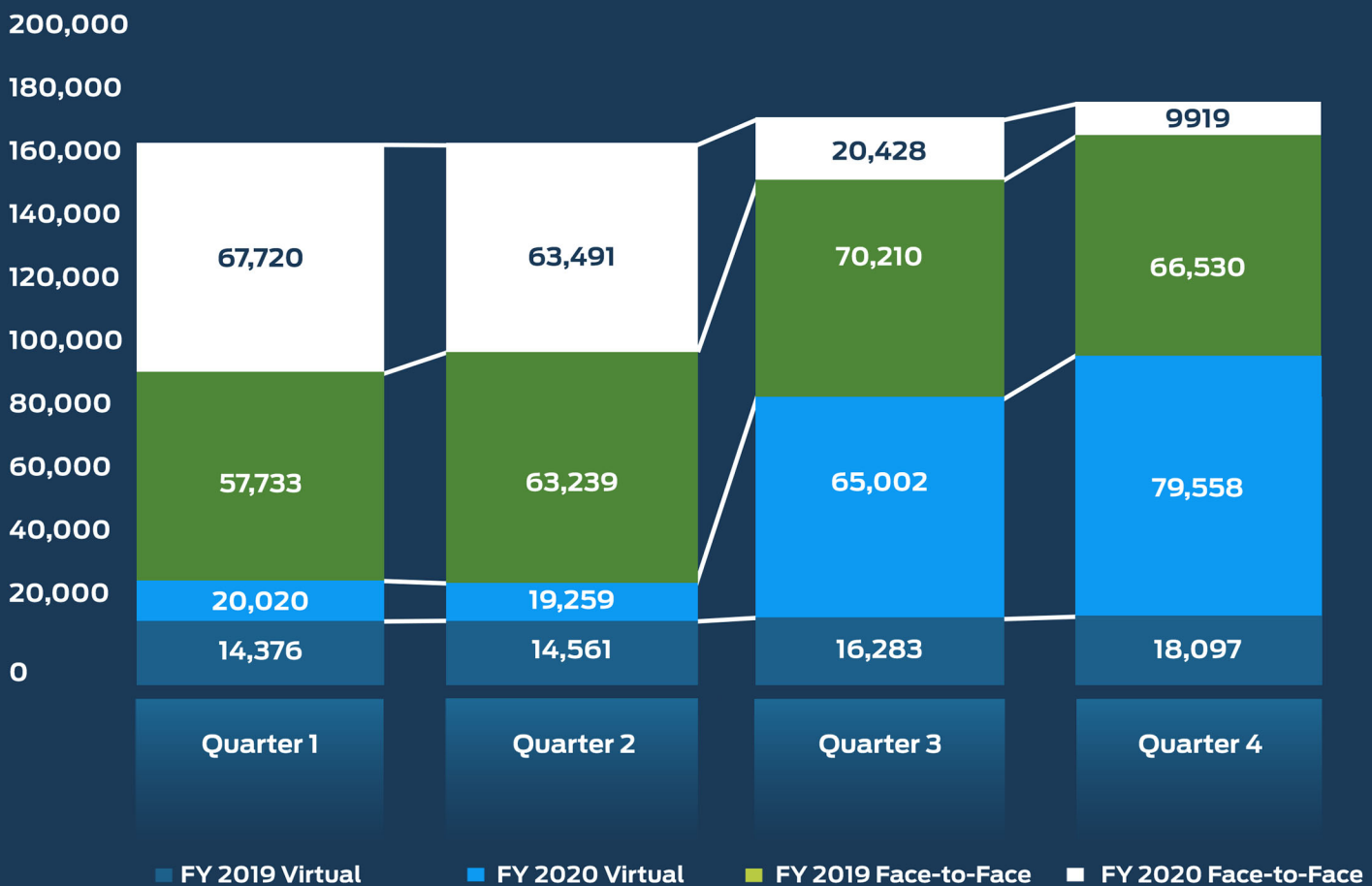
**Andrea Richardson**  
Executive Director



During March 2020, the dedicated staff of Bluebonnet Trails Community Services quickly responded to the COVID-19 pandemic, ensuring continuity of care for the individuals we serve. Throughout the long months of the pandemic, we demonstrated our commitment to healthy and fulfilled lives by increasing access to care through virtual services, expanding access to private psychiatric beds, and deploying outreach alongside the Health and Human Services Commission through a FEMA Crisis Counseling Program.

In response to the COVID-19 pandemic, we ensured continuity of care with virtual services.

## Virtual Services: 2019 Versus 2020



Through the **Texans Recovering Together Crisis Counseling Program (CCP)** funded by the Federal Emergency Management Agency (FEMA), we provided brief counseling for individuals recovering from the trauma of COVID-19.



## Education & Empowerment

Along with individual and group counseling options, our CCP Team offered public skills-based mental health trainings, empowering individuals and supporting the recovery of our communities.

# 29,441

## Hours of Crisis Services Provided in 2020

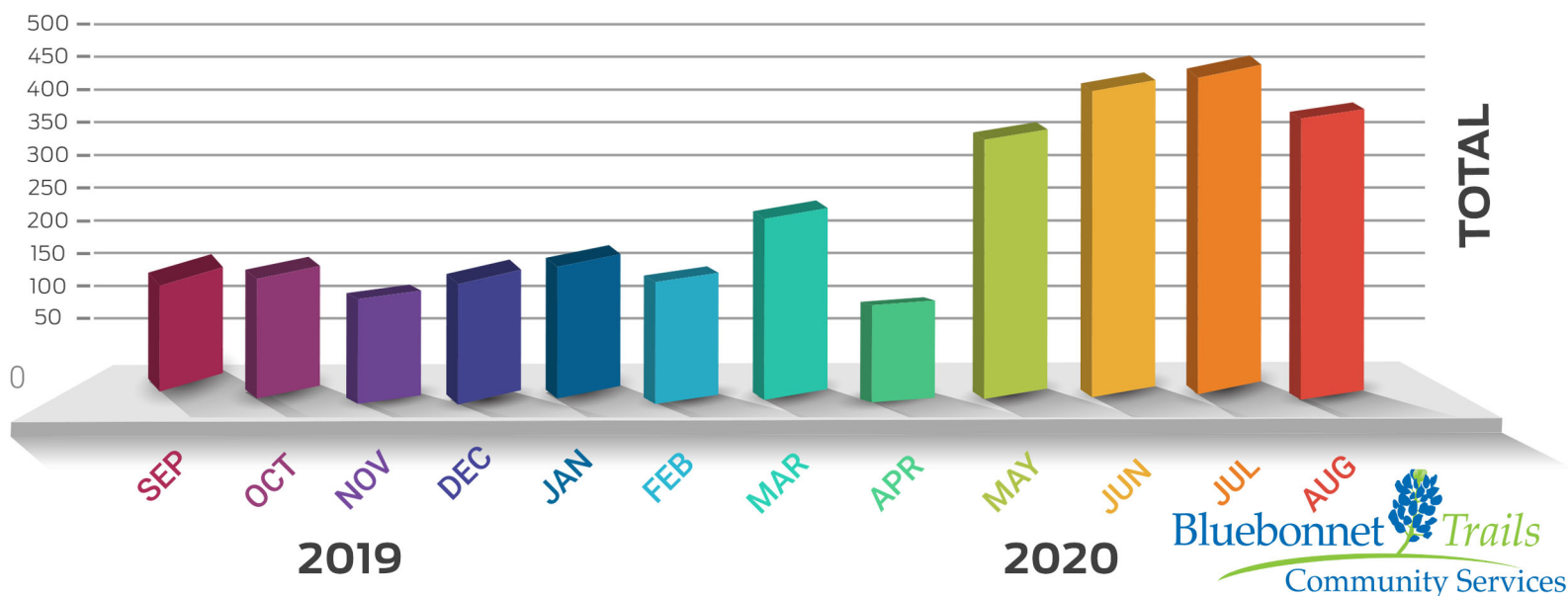
# Crisis Services



## Did You Know?

During 2020, there was an observable correlation between COVID-19 and the utilization of private psychiatric beds (PPB). The need for PPBs rose significantly from May through August, quickly surpassing the average bed per day rate allotted in our state contract. Thankfully, we secured additional funds from Williamson County to support the growing PPB needs of our community.

## Total Bed Days Purchased Per Month in FY20



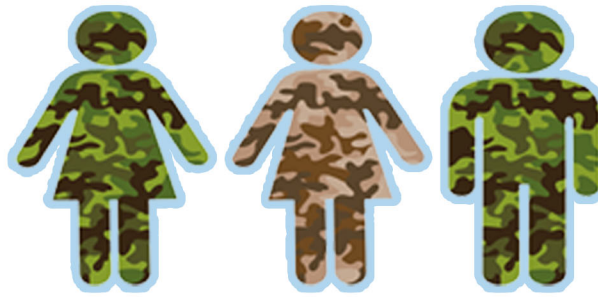
# Integrated Care

# 1,494

**Individuals Served**  
through integrated healthcare with  
Community Health Centers  
of South Central Texas



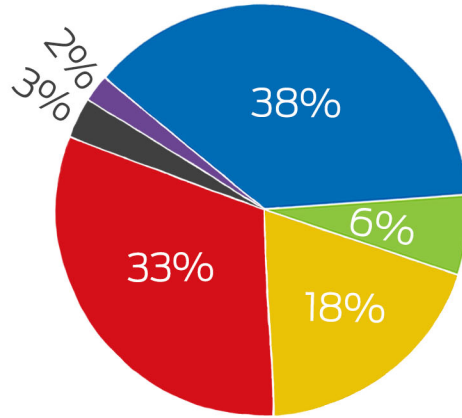
Our commitment to providing integrated healthcare in rural communities led to an exciting new partnership with the **Texas A&M College of Nursing**, as detailed on page 6. We expect significant growth in our integrated healthcare services during 2021.



# 269

## Veterans Served

## Early Childhood Intervention Program



- Specialized Skills Training
- Physical Therapy
- Occupational Therapy
- Speech Therapy
- Counseling
- Nutrition

**Children in our ECI program experienced an increased rate of growth in three key areas, as reported by families.**

1. 70.1% improved social-emotional skills, such as getting along with peers
2. 80.3% improved knowledge and skills, such as literacy and problem-solving
3. 76.8% improved using appropriate actions to fulfill their needs, such as feeding and dressing

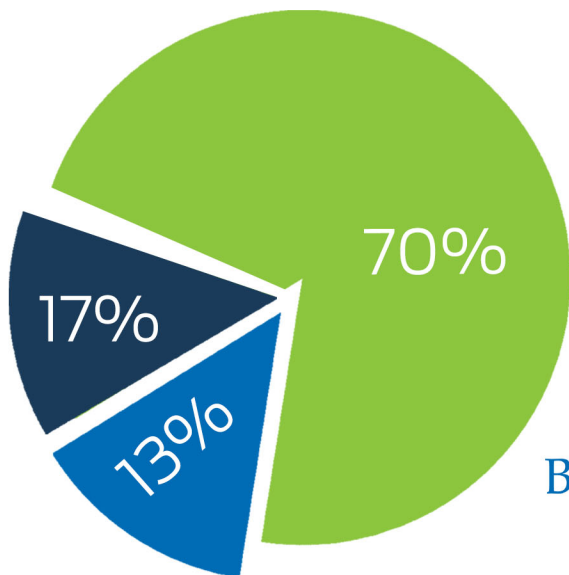
## FY 2020 Financial Status:

Investing our resources in *healthy and fulfilled lives.*

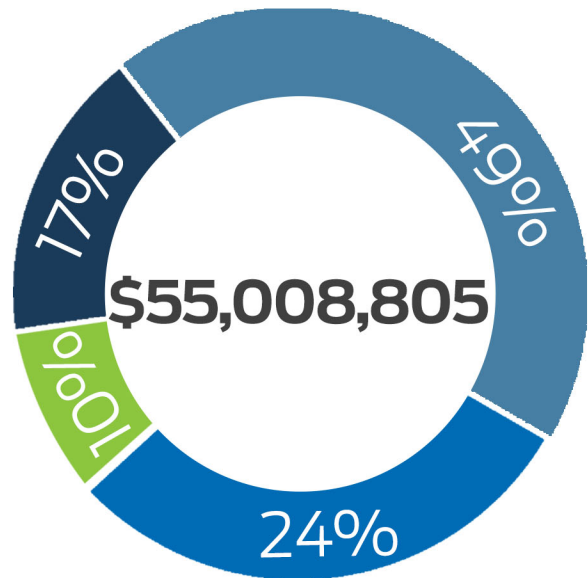
### Expenditures Fiscal Year 2020

**\$57,567,427** Invested in healthy and fulfilled lives for individuals in services and employees

- Salaries and Benefits
- Other Operating Expenses
- Contracted Professional and Consulting Fees



### Revenues Fiscal Year 2020



- Federal Revenue
- Local Revenue
- Medicaid 1115 Transformation Waiver
- State Revenue



*Exciting New Partnerships Achieving Healthy and Fulfilled Lives!*

**Outpatient Competency Restoration Program:** Through a contract with the Health and Human Services Commission, this program will serve individuals in Burnet, Bastrop and Guadalupe Counties who have been found by the courts to be incompetent to stand trial. The state investment funds a team of qualified mental health professionals and a licensed clinician will provide mental health and substance use treatment services at no cost to the individuals.

**Expansion of Integrated Health Care:** Through a Health Resources and Services Administration (HRSA) grant, Bluebonnet Trails Community Services has partnered with the Texas A&M College of Nursing (TAM-CON) to provide primary care services via televideo from the San Gabriel Crisis Center in Georgetown, along with integrated behavioral health and primary care services to residents of Taylor and Giddings – and soon to come to the completed clinics in La Grange and on the Jarrell Independent School District campus.

**House Bill (HB) 13 Community Partnerships:** Through the legislated funding of HB13, the LifePark Center continues to advocate for healthy lifestyles and health promoting neighborhoods in East Williamson County. By collaborating with a working group of pastors, city officials, law enforcement, housing organizations, ISD staff, mental health organizations and others, the LifePark Center is working to achieve housing stability in East Williamson County.

**Transitional Living Pilot:** Through a contract with the Health and Human Services Commission, this program will transition individuals from state hospitals across Texas to a community-based setting best meeting the mental health needs of the individuals. To support these transitions, Bluebonnet Trails Community Services has partnered with The Wood Group to operate a 6-bed supervised group living environment in Georgetown, Texas.

## Our Valued Board Members



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Board Chair



Robert Heinrich,  
**Fayette County**  
Board Vice Chair



Barbara Bogart,  
**Bastrop County**  
Board Secretary



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**Lee County**  
Board Member



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Ex-Officio Member



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