

MHMR CONCHO VALLEY

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CEO Report



OCTOBER 23, 2024

Crisis Diversion Center Update

The Crisis Diversion Center (CDC) is scheduled to open for services on **October 28th**. We are planning to have an open house/ribbon cutting in early December. HHSC, BH Services, Contract Operations, Quality Management, notified us on **October 10th** that they plan to do an onsite pre-operational review of the program **October 31st**.

Steven Garlock, our Program Director, has been working to ensure all is ready for opening. The following is a brief update:

Staffing:

2 of 2 Case Managers have been hired that will facilitate day-to-day intervention with the clients.

1 of 3 Peer Support Specialists have been hired to encourage recovery through lived experience.

An Advanced Psychiatric Nurse Practitioner, Omid Soltani, has been hired to facilitate medication management for clients seen at the CDC. Dr. Health Foreman, our associate medical director, will clinically supervise Omid.

4 of 4 Direct Support Professionals (DSPs) have been hired to facilitate coverage for Crisis Respite and CDC as needed. Crisis Respite now has all shifts fully staffed.

All staff have been training in preparation for our opening on the 28th.

Continued on page 2...



Community Roundtable with Rep. Drew Darby

Plans are underway to hold a Community Roundtable / Listening Session with Representative Drew Darby on November 13th, 11:30-1:30 in the Jack Ray Conference Room. The focus will be on IDD services as well as mental health issues. Local elected officials, law enforcement, and community

partners have been invited to attend. The plan is to provide an introduction to our system of care, have persons served and family share experiences, and allow Representative Darby to speak on his views and hopefully answer questions. An agenda is in development.

PATHWAYS to PROGRESS

Collaborative Conversations on Mental Health & Intellectual Disabilities with State House Representative Drew Darby

WEDNESDAY, NOV. 13 11:30 AM - 1:30 PM

Navigating continuum of service and financial challenges for Intellectual and Developmental (IDD) Care.

MHMR CONCHO VALLEY
Jack Ray Auditorium
1201 Riverwood Ave
San Angelo, TX 76903

Lunch Will Be Provided

RSVP

Questions for Rep. Drew Darby to answer at the event?

Dr. Corrie L. Ty Matlock
cmatlock@mhmr.org

Send them to us!

QUALITY MANAGEMENT

Internal Reviews

Mental Health QM

FY2024 Cognitive Behavior Therapy (CBT) Review

On **09/10/24** QM completed an Adult Mental Health (AMH) CBT Fidelity Review. According to the HHSC Performance Contact Notebook, the QM Department is required to conduct fidelity monitoring for the Evidence Based Practice of CBT. The Young J.E., & Beck, A.T. (August 1980) Cognitive Therapy Scale was used for this review. The sample for this review included several patients who were authorized to receive AMH CBT. The review required three taped CBT sessions over one year to be evaluated based on the CBT review tool scale. The sections of the review tool are: General Therapeutic Skills, Conceptualization, Strategy, Technique, & Overall Rating and Comments. The scoring range included: 0 (poor) to 6 (excellent).

The review results indicated that CBT is being provided at AMH in a way that meets fidelity standards rating good or very good.

FY2025, Quarter 1 Dr. Strong Safety Drill Report

The QM Department conducted Dr. Strong safety drills at 4 MHMRCV campuses on **10/4/24**. In each drill, a fictitious perpetrator was simulating threatening physical behavior toward staff. This simulation required Prevention & Management of Aggressive Behavior (PMAB) responders to intervene using the PMAB “Both Hands On One Wrist” technique to stop the aggression. The drill results per campus are as follows.

AMH Outpatient Clinic – The first PMAB responder was at the scene of the aggressive behavior within 13 seconds of the Dr. Strong announcement on the paging system; 10 re-

sponders arrived on scene; drill results were satisfactory.

Family & Youth Guidance Center - The first PMAB responder was at the scene of the aggressive behavior within 13 seconds of the Dr. Strong announcement on the paging system; 8 responders arrived on scene; drill results were satisfactory.

IDD/Admin – The first PMAB responder was at the scene of the aggressive behavior within 28 seconds of the Dr. Strong announcement on the paging system; 14 responders arrived on scene; drill results were satisfactory.

Dr. Lloyd Downing Campus - New Haven Building - Drill results were unsatisfactory. The internal phone intercom system did not work. This is a significant safety concern. QM is working with the Risk/Safety Officer to remedy this paging issue ASAP.



FY2025 ADA Self-Evaluation and Transition Plan

Melinda McCullough updated the annual ADA Self-Evaluation & Transition Plan that I approved on **10/11/24**. The main updates for the plan this fiscal year included: staff title changes, program/services updates, contracted service provider list additions, & service location changes were made. The FY2025 ADA Self-Evaluation & Transition Plan is posted on the MHMRCV website under Quality & Compliance, <https://mhmrcv.org/quality-compliance/>

CDC cont...

Building:

Office furniture, computers & appliances have been delivered & set up. The institutional grade furniture (receiving chairs and bedroom furniture) is expected to be delivered by November 11th. Temporary bedroom furniture will be utilized until delivery.

Final safety precautions within the building are being reviewed & addressed.

A new security system has been installed inside & outside

of the CDC & Respite for added security.

Other:

Program procedures & processes are being finalized.

Briefings with the San Angelo Police Department (SAPD) began this week to inform about the pathway for drop off/admission. SAPD has been increasingly active participants in meeting & learning about the CDC as an option to defer from jail.

Concho Valley Transit has agreed to dedicate an on-demand route for clients being released from the Tom Green County Jail directly to the CDC.

Meetings with TGC jail administration are occurring to establish processes for qualifying inmates being released to be sent to the CDC.

September 2024 Financials

Financial Highlights

The Center experienced a positive margin of \$5,498 for the first month of Fiscal Year 2025.

Month	Revenue	Expenses	Margin-Actual	Margin-Budget
September	\$1,220,963	\$1,215,465	\$5,498	\$19,158

Division Breakdown	September
Mental Health	\$73,989
IDD	\$(15,707)



Financial Recap

Variances

Most revenue & expenditure variances are related to grants; if we did not incur the revenue, we did not claim the funds.

Revenues

HHSC Allocations – \$112,425 under budget. **1.** Crisis Diversion Center was under budget by \$46,852 as it is not fully operational. The plan is to open on **October 28th**. **2.** The Clubhouse was over budget by \$12,862 as State funding has been received for FY2025. **3.** Inpatient Hospitalization was under budget by \$89,408. Our Mobile Crisis Outreach Team Supervisor stated that due to the Shannon & Rivercrest merger in mid-September we did not receive many bills from either hospital. We anticipate receiving more of the September billing in October. **4.** MH Supported Housing was over budget by \$14,049 as State funding has been received for FY2025 for the HHSC Supported Housing & Rental Assistance Program.

Local & Fees - \$26,738 under budget. **1.** We anticipated that the Jail Continuity of Care program would begin September 1st, however, we have yet to receive a contract & funding. **2.** The new TX Veterans Commission grant for peer support was not fully in place in September. We have since hired for the new position.

Expenses

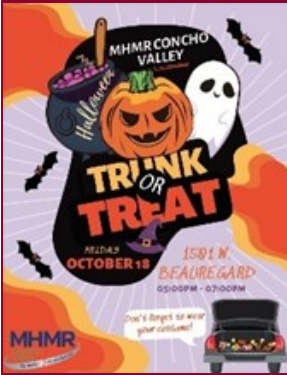
Salary & Benefits – \$35,674 under budget due to the Crisis Diversion Center (CDC) no being fully staffed & the Jail Continuity of Care program not operational & staffed. Additionally, Children's MH had a couple of vacant positions & our health insurance was under budget due to turnover & less employees covered.

Facility Costs - \$26,834 over budget due to required replacement of fire sprinkler heads at the Beauregard building & fire panel replacement at the CDC building.

Contracted Services – \$125,636 under budget due to the CDC not being fully operational with telemed expenses & the lower than anticipated inpatient hospitalization usage due to the Shannon/Rivercrest merger.

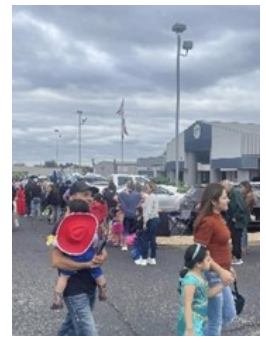
Client Support – \$8,091 over budget due to housing support expenditures for the MH Supported Housing program.

Annual Trunk or Treat



We had over 300 people attend our Annual Trunk or Treat last Friday, **October 18th**. This included 18 trunks that represented our MH Children's services, Mental Health First Aide, IDD Service Coordination, Jail-Based Competency Restoration, & Substance Use Program. The other 13 trunks represented local partners like the San Angelo

YMCA, Shannon Community Outreach, San Angelo Housing Authority, & Empower Behavioral Health.



Toys for Tots Partnership

The Center recently entered into a Memorandum of Understanding with the Marine Corp Toys for Tots program to provide temporary warehouse space for their donated toys. Toys for Tots has been utilizing warehouse space with the San Angelo Fine Arts Museum but was in need of additional space. Working with Richard Rodrigues, our Military Veteran Peer Network Coordinator, an agreement was put in place for Toys for Tots to utilize the 1601 W. Beauregard property (M&R Nursery). In exchange Toys for Tots Marines will be cleaning out the building.

IDD Quality Assurance

FY2024 PASRR, HCS, & IDD QA Corrective Action Plan (CAP) Review, September 2024

IDD Quality Compliance staff completed their monthly General Revenue (GR), Home & Community-Based Services (HCS), TX Home Living (TxHmL), & Pre-Admission Screening Resident Review (PASRR) chart review on **September 30, 2024**. These reviews were accomplished with the aid of a survey audit tool provided by HHSC.

Three records were selected at random in each program each month per our HHSC accepted corrective action plan from the September 2023 audit.

Scores : PASRR – 100%, HCS = 98.31%, TxHmL = 97.65%, GR/CFC = 95.83%

As a reminder our scores in all programs from the September 2023 audit were above 90% allowing IDD Authority Services to “skip” a year with these audits. This will be the last CAP review. IDD Quality Compliance will begin focusing on full chart reviews.



Community Living Assistance & Support Services (CLASS) Compliance Review



HHSC Contract Administration & Provider Monitoring for the CLASS program contacted the Center on **September 23rd** for a formal monitoring review of our CLASS Case Management services. This audit was completed via a desk review on Monday, **October 7, 2024**. HHSC reviewed the following: P&Ps, Staff Qualifications/Training, Enrollment Activities, Individual Plan of Care Renewals/Revisions, Individual Program Plans, Medicaid Eligibility Verified Monthly, Transfers/Denials/Suspensions/Terminations, Abuse/Neglect, & Billing.

CLASS is a Medicaid Waiver program that provides community services to adults & children with Intellectual or developmental disabilities with an onset prior to 22 years of age. People in the CLASS program must live in their own home or in a family home. MHMRCV provides case management services only for this program. Direct service provision is offered by private providers.

The outcome of the review was a score of 100%. Anything over 90% allows reviews to occur every 2 years rather than annually. Gana Brazeal-Huff, Chief of IDD Services, said in a message to her staff, "I give all credit to Cesar Trejo, Laura Holguin, Jo Sanchez, & Carrie Parsons. Cesar does an amazing job with the consumers & their families, completing work by deadlines; he does everything he can to ensure the consumers have what they want & need in regard to services. Laura is Cesar's back-up & ensures things continue uninterrupted when Cesar is out of the office. Carrie has helped a great deal with pulling reports monthly for each individual. The reviewer, said this was the most organized review she has conducted; things were easy to locate. This was all due to Jo. I want to thank each of you for everything you do for the consumers/families & the Center. Your hard work & dedication never goes unnoticed!"

Upcoming Events

The following are upcoming events & holiday closures:

Smash the Stigma Event at the Clubhouse—October 26th

United Way Fundraiser Breakfast & Halloween Staff Costume Contest – October 31st

Legislative Forum - Pathways to Progress on MH & IDD with Representative Drew Darby – November 13th

Bunch of Blessings Staff Thanksgiving Lunch – November 14th

Center Closed for Thanksgiving Holiday – November 24th & 25th

Staff Recognition Dinner, San Angelo Country Club – December 5th

Center Closed for Christmas Holiday – December 24th & 25th

Center Closed on New Year's Day



San Angelo Clubhouse Rise to Recovery Luncheon—October 10th



RISE to Recovery 2024 Event Report

The 5th annual RISE to Recovery Luncheon was the best-attended RISE event to date. Additionally, we had the most engaged group of members and staff helping plan, set up and clean up. Ami Flint stated, "It is so much fun to watch this event grow!"



113

People attended. This is up 15% over last year's event.



\$3640

Raised day of event. This is a 48% increase over donations made day of event last year.



2

Monthly donations made - \$50/month for a year. This was a new option this year.



5

People signed up to be Ambassadors! This new program is a two-year commitment to help fundraise and network for San Angelo Clubhouse.



In addition, several people said they would send donations, with a total pledged amount of \$2,300 to be paid in the next three months (not including monthly donations). This would bring the total raised to \$5,900 for this event. All costs were covered by sponsorships from Market Street and Shannon; there were no expenses for this event.



404 S. Irving St, San Angelo, TX 76903



www.sanangeloclubhouse.org



325-617-7884

89th Session – IDD

The Texas Council has recently created a “One-Pager” on IDD Direct Service Provider Community Attendant Rates to be utilized for legislative education in preparation for the 89th Legislative Session beginning January 14, 2025. A great focus is on the distinct vulnerabilities of people with IDD as well as State Supported Living Centers planned increase to their hourly direct service rate of \$17.71 per hour to \$19.16 per hour.



Protecting the Vulnerable: The Urgent Need for Equitable Support in IDD Services

Background

While an estimated 6 million Texans experience a disability, with many of these being age-related disabilities acquired well into adulthood, an estimated 500,000 Texans fall into the most vulnerable disability group, Texans with intellectual or developmental disabilities. People with intellectual disabilities¹ often struggle to communicate their needs and are unable to recognize dangerous situations, increasing their risk of abuse, neglect, and social isolation. Many rely on paid caregivers and natural supports, but inadequate resources heighten their vulnerability.

88th Legislative Session Decisions

In recognition of these distinct vulnerabilities, the 88th Legislature raised wages for direct support professionals (DSPs) working in Medicaid state-operated IDD residential facilities known as State Supported Living Centers (SSLCs) to \$17.71 per hour with a planned increase to \$19.16 per hour, effective September 2024. DSPs conducting equivalent functions in community group homes or individual residences, however, were swept into a broad category of attendants for aging and physical disability services, where wages were only increased to \$10.60 per hour.

Urgent Need to Raise Wages

As advocates for individuals with intellectual disabilities, we agree that \$10.60 per hour is too low for any workers providing hands-on care for individuals with disabilities, whether they support people with IDD, the elderly, or people with other physical disabilities. We urge decision-makers not to overlook the distinct needs of those with IDD and call on them to invest in raising community IDD DSP wages to a level commensurate with SSLC DSPs, particularly for those making life and death decisions for people in group home settings.

State Budget Considerations

Developed using an HHSC rate calculator, the table below provides a starting place for decision-makers considering the cost implications of adjusting wages for certain populations and Medicaid programs—for three combinations of workers providing direct care in various community settings—commensurate with current SSLC starting wages.

Combinations of IDD Direct Support Professionals (Various Settings) and Community Attendants	Funds Needed Biennially to Increase Rates from \$10.60/hour to \$19.16/hour	
	General Revenue	All Funds
IDD Direct Support Professionals Residential Settings Only (ICF/IID & HCS group homes)	\$257.5M	\$646M
IDD Direct Support Professionals Residential (ICF/IID & HCS groups homes) and Non-Residential ²	\$365M	\$934M
IDD Direct Support Professionals Residential and Non-Residential and Community Attendants	\$3B	\$7.9B

¹ Texas law defines “intellectual disability” as “significantly subaverage general intellectual functioning that is concurrent with deficits in adaptive behavior and originates during the developmental period.” Texas Health and Safety Code, Sec. 591.003(7-a).

² Non-residential refers to a community setting, other than a residential program (group home), in which DSPs work.