



# **The Center For Health Care Services**

**Leon Evans**

**President/Chief Executive Officer**

---

---

**INAUGURAL STEPPING UP INITIATIVE**

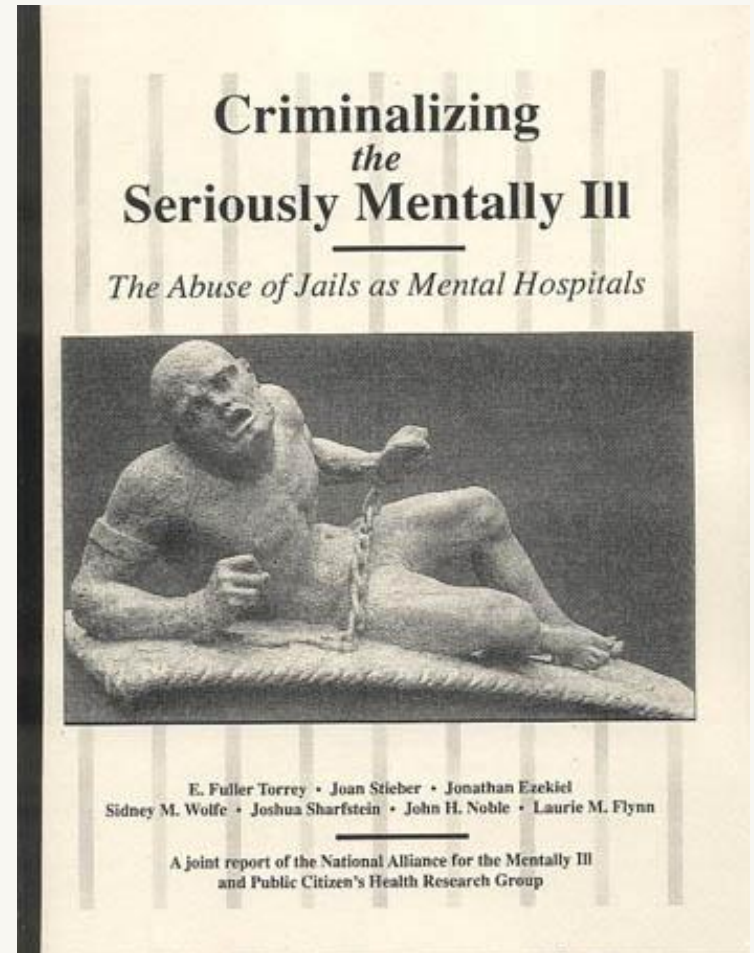
**Raleigh, North Carolina**

**May 9, 2017**



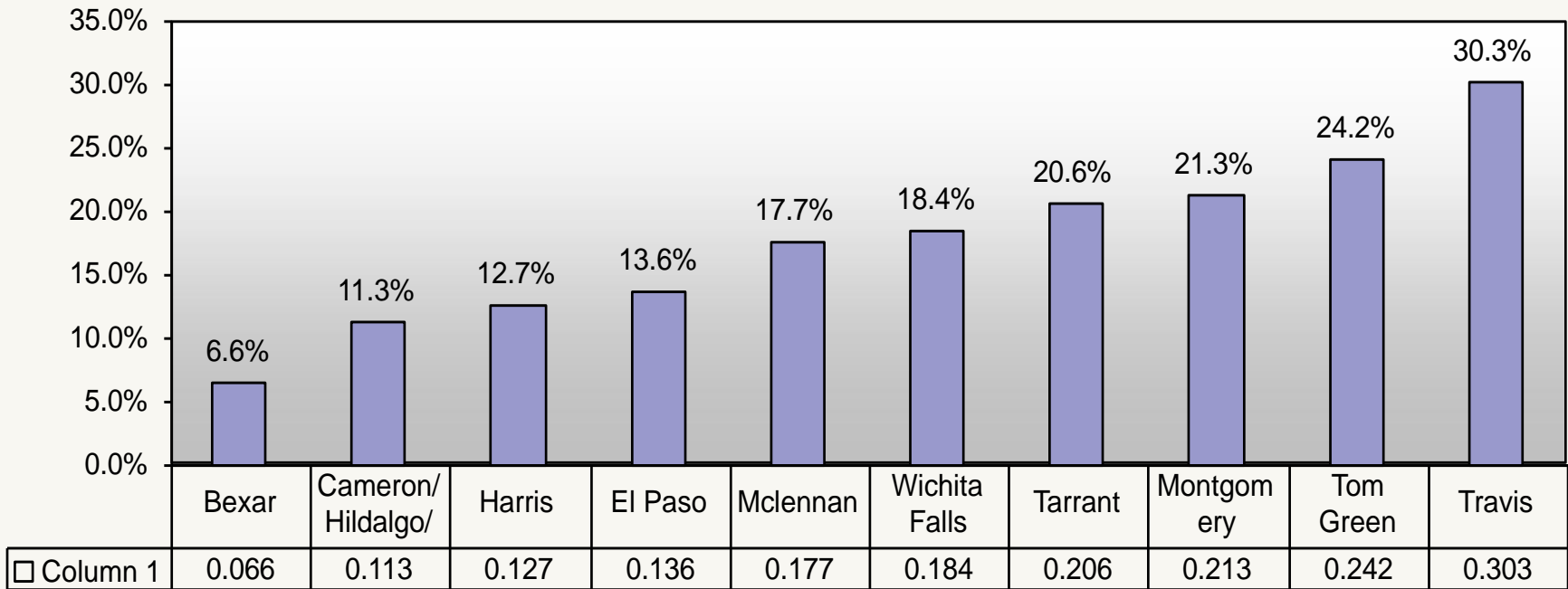
# Community Wide Jail Diversion: The Problem

- Criminalization of Mentally Ill
- Inappropriate Cost to Society
  - 20% + in jail
  - Increased use of emergency rooms
  - Homelessness
- Public Safety Net
  - Consumers at risk
  - Law Enforcement at risk
  - Public at risk





# Top Ten CSCD's with Most Offenders Served and Recidivism Rates 2012



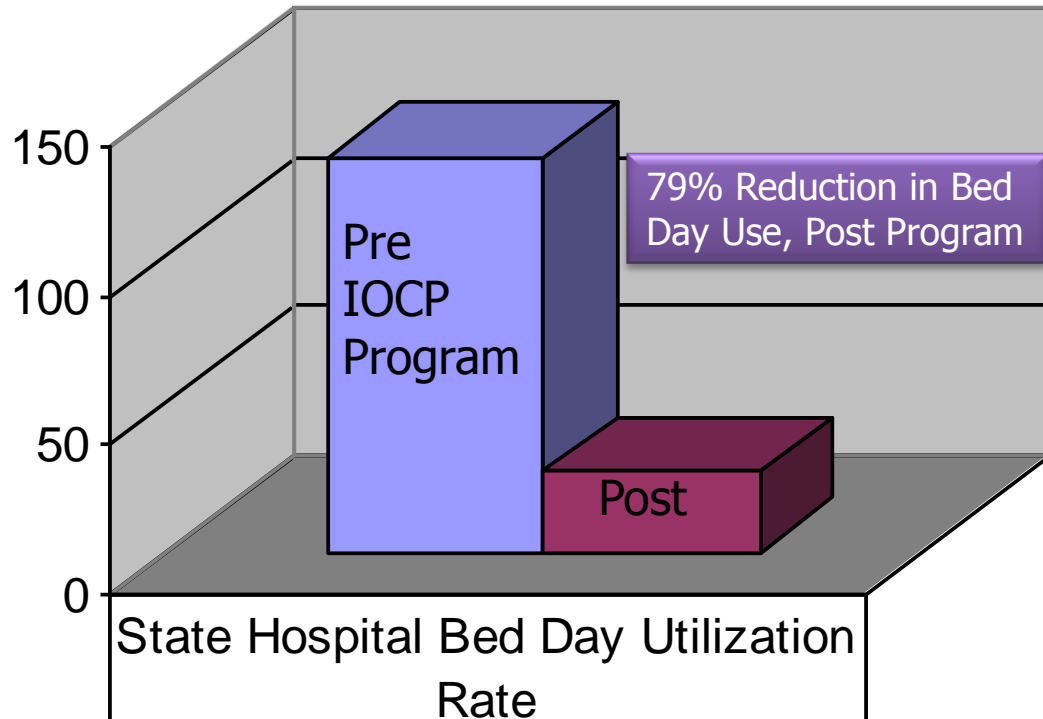
CSCD = Community Supervision Corrections Division



# Involuntary Outpatient Commitment Program

First Year  
Evaluation

# Bed Days  
Used



	State Hospital Bed Day Utilization Rate
■ 1 Yr Prior	132
■ 1 Yr Post	27



# Emergency Room Utilization

(Medical Clearance)

- Emergency Room utilization has dropped 40% since the inception of the Crisis Care Center.

- 40% of (7619 total seen at CCC) 3048

- Persons diverted from the ER (in 2006 first year) X \$1545

- Savings relative to ER Utilization \$4,709,160



Source: University Health System



# INTEGRATION

- Behavioral Health and Physical Health
- Substance Abuse Primary Care Clinic – 693 Patients in 3 months (10/1/2014 – 1/23/15)
- High Utilizer Program - 170 served with 50% reduction in ER and Inpatient Utilization
- CMS Healthcare Integration Project
- Peer Movement





**RESULTS OF EFFORTS TO ADDRESS MENTAL ILLNESS,  
SUBSTANCE ABUSE AND HOMELESSNESS IN SAN ANTONIO  
& BEXAR COUNTY THROUGH DIVERSION FROM CMAG**

---

---

**APRIL 2014 – OCTOBER 2016**

- 622 Individuals Diverted at Book-in
- 90% Successful Court Appearance Rate
- 4% Re-arrest for New Offense

## Sobering Unit

- Designed to offer treatment alternative in lieu of arrest.
- Provides a medically safe environment.
- Patients are monitored by EMT/ Recovery Support Specialists.
- Not treating medical, just sobering, and engaging in relationship.
- Multiple admissions are never viewed as a failure.



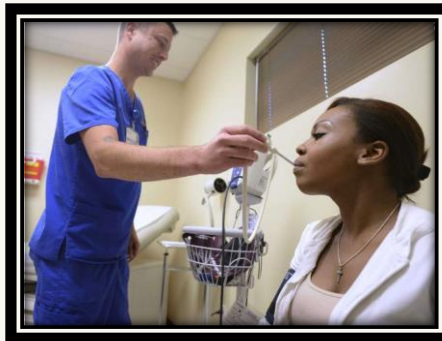
## Detox Unit

- Licensed, accredited 28-bed facility.
- Medical oversight and recovery programs are provided.
- Typical stay is 3-7 days.
- Program helps patients complete a safe withdrawal.
- Staff motivates and empowers patients to develop a healthy lifestyle.



## Injured Detainee Clinic

- Added service to reduce ER waits and get law enforcement back on street
- Blended funding through City and County.
- Open when University Hospital Clinic is closed.
- PA/NP on duty fills dual roles of medical care and physicals for detox after hours.



## Integrated Care Clinic

- Provides ongoing primary care and preventive medications.
- Keep individuals from becoming high utilizers of emergency rooms.
- Added ancillary medical services for Haven for Hope residents.
- Care and Benefits Coordinators are on-site.





# Child and Adolescent Services

- Developed first curriculum for school police and trained for crisis intervention
- Developed a Children's Mobile outreach team
- Licensed as a child placing agency
  - Therapeutic Foster Care (our version)
- Respite Crisis Center
- Children's Campus
- YES Services
- Dual Diagnosis Program





# Community Collaboration



- Bexar County
  - Commissioners Court
  - Judicial Courts
  - Sheriff's Office

- San Antonio Police Department



**Collaboration: It's an unnatural act between...  
...two or more unconsenting adults**



# Braid Blend and Integrated Funding

---

---

- **Jail Diversion Planning and Oversight Committee - Judge Polly Jackson Spencer**
- **SAMHSA Jail Diversion Grant**
- **Changing the Law - Senate/House Bills Madla/Uresti, HB 2292 Mandated Jail Diversion**
- **Police Chief Ortiz Funding - Drug Bust Money**
- **University Health System Partnership - Care Link & New Generation Medications Program**
- **Texas Crisis Redesign - \$82 million State-wide**
- **Bill Greehey/Bexar County - Transformation Center**
- **Texas Correctional Office on Offenders with Mental and Medical Impairments (TCOOMMI)**
  - **Genesis Outpatient Services - Probation and Parole**
  - **Mentally Impaired Offenders Program-Probation**
  - **Substance Abuse Treatment Facilities (SATF I and II)**
- **Medicaid Eligibility and Care Link Workers**
- **Third Party Billing**





# COST AVOIDANCE

## RESULTS OF EFFORTS TO ADDRESS MENTAL ILLNESS, SUBSTANCE ABUSE AND HOMELESSNESS IN SAN ANTONIO & BEXAR COUNTY

Cost Category	City of San Antonio	Bexar County	Direct Cost Avoidance
Public Inebriates Diverted from Detention Facility	\$435,435	\$1,983,574	\$2,419,009
	\$925,015	\$2,818,755*	\$3,743,770
	\$1,322,685	\$4,372,128	\$5,694,813
	\$1,422,954*	\$4,709,776*	\$6,132,730
	\$1,469,530*	\$4,863,936*	\$6,333,466
	\$1,849,862	\$5,261,768.	<b>\$7,111,630.</b>
	A.	B.	
Injured Prisoner Diverted from UHS ER	\$528,000	\$1,267,200	\$1,795,200
	\$435,000	\$1,044,000	\$1,479,000
	\$421,000	\$1,010,400	\$1,431,400
	\$478,000	\$1,147,200	\$1,625,200
	\$543,500	\$1,304,400	\$1,847,900
	\$601,000.	\$1,442,400.	<b>\$2,043,400.</b>
	C.	D.	

Cost Category	City of San Antonio	Bexar County	Direct Cost Avoidance
Mentally Ill Diverted from UHS ER Cost	\$322,500	\$774,000	\$1,096,500
	\$283,500	\$676,000	\$959,500
	\$276,500	\$663,600	\$940,100
	\$389,500	\$934,800	\$1,324,300
	\$465,500	\$1,117,200	\$1,582,700
	\$616,500.	\$1,479,600.	<b>\$2,096,100.</b>
	E.	F.	
Mentally Ill Diverted from Magistration Facility	\$208,159	\$371,350	\$579,509
	\$179,833	\$322,300	\$502,133
	\$126,893	\$191,125	\$310,018
	\$125,531*	\$309,125*	\$434,656
	\$174,096*	\$350,875*	\$524,971
	\$248,111.	\$471,200.	<b>\$719,311.</b>
	G.	H.	
			<b>\$11,970,441.</b> Year 6 total savings for Restoration Center Services



# Data and Dashboards

- Multiple Data Systems
- State Data Systems
- HRSA Data Warehouse
- Internal Data Warehouse
- Access to CRJ system
- Lean Processes
  - Focus Boards
  - Huddle Boards
  - Gemba Walks
  - Board Members Dashboard



**Show me the data!  
Show me the  
Outcomes!  
Show me the  
Empirical  
IMPROVEMENTS!!!**

# QUESTIONS?

Leon Evans  
President/Chief Executive Officer  
The Center for Health Care Services  
[l\\_evans@chcsbc.org](mailto:l_evans@chcsbc.org)  
Direct Line: 210-261-1005