



Ask us about our CARF Accredited Programs and Services!

2022 TIHCA CONFERENCE COMMUNITY MENTAL HEALTH OCTOBER 13, 2022

BTCS Mission Statement:

Continuously shaping and investing in a system of care valued by our communities, designed to improve the health and independence of the persons we serve.

BTCS Vision:

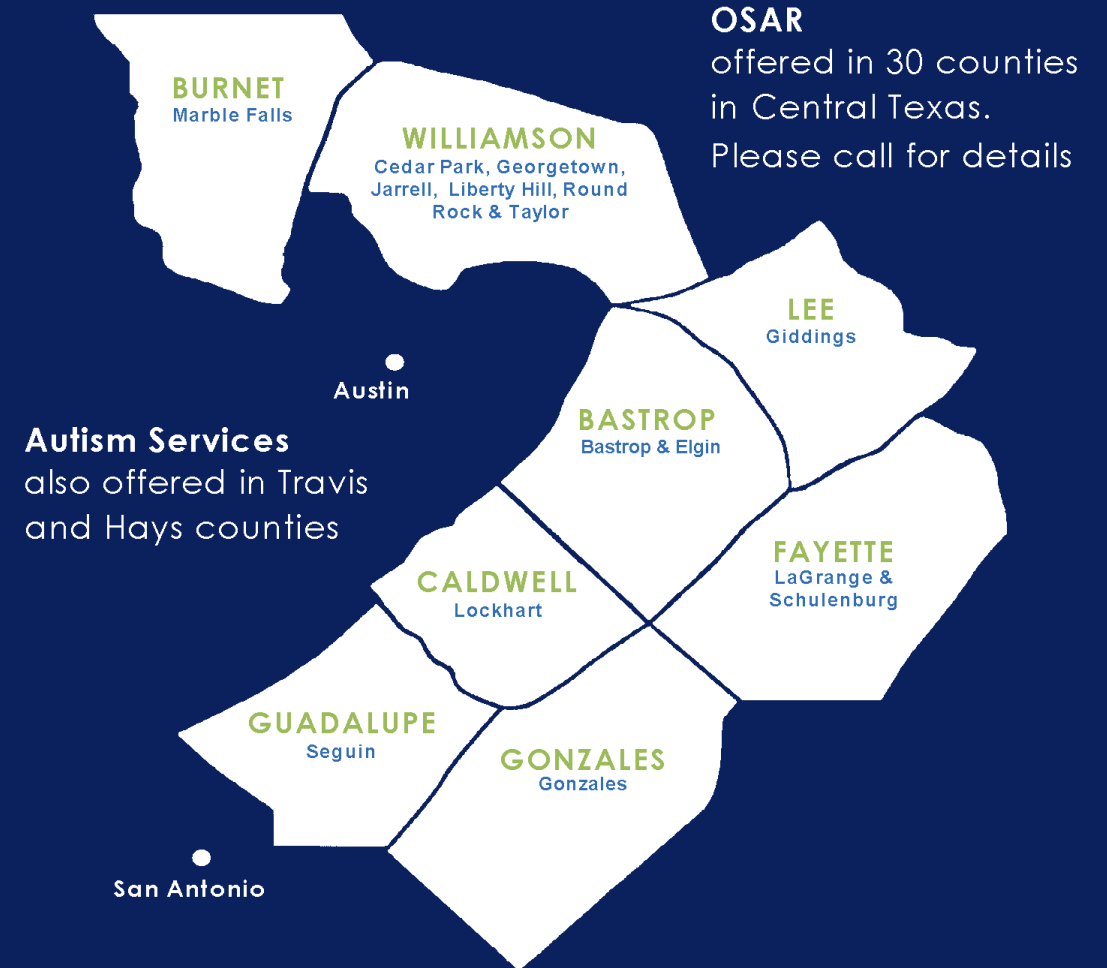
Envisioning Healthy and Fulfilled Lives



OUTPATIENT LOCATIONS

Bastrop	275 Jackson Street, Bastrop 711 West 10th Street, Elgin
Burnet	4606 Innovation Loop, Marble Falls
Caldwell	2060 South Colorado Street, Lockhart
Fayette	750 West Travis Street, La Grange 401 Bucek Street, Schulenburg
Gonzales	228 Saint George Street, Gonzales
Guadalupe	1104 Jefferson Street, Seguin
Lee	849 East Industry Street, Giddings
Williamson	1009 North Georgetown Street, Round Rock 404 Carlos G. Parker Blvd. NW, Taylor 1401 Medical Pkwy, Bldg C #300, Cedar Park 155 Hillcrest Lane, Liberty Hill 301 East Avenue F, Jarrell

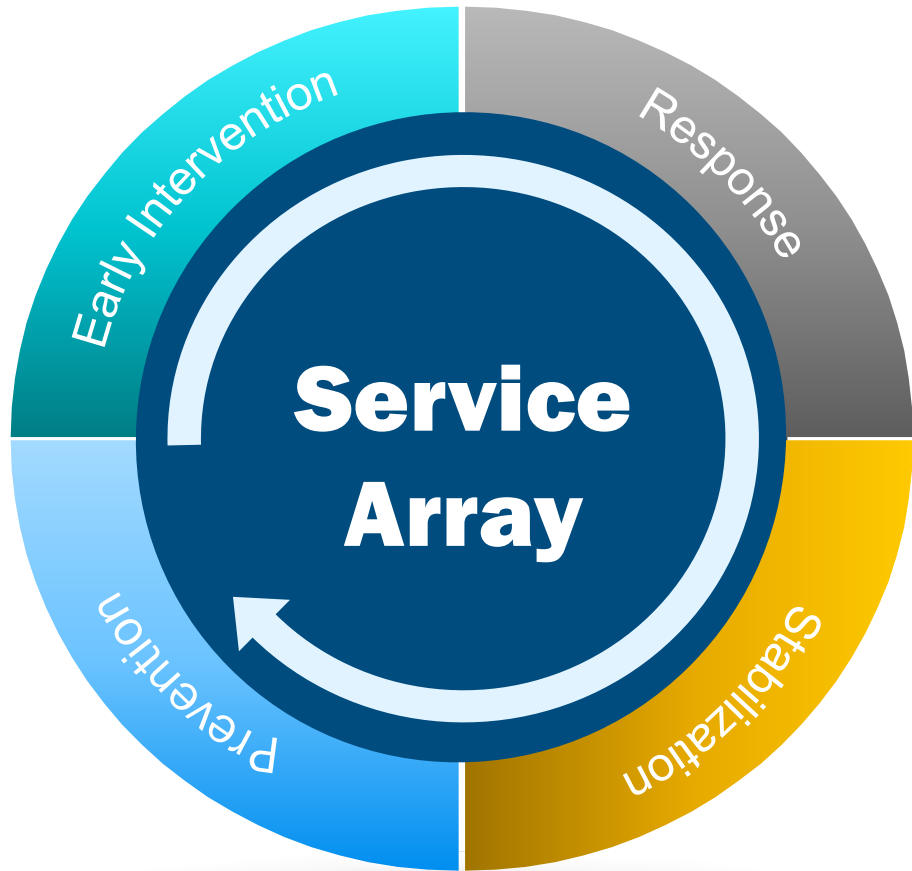
School-based services are offered in Bastrop, Burnet, Elgin, Georgetown, Jarrell, La Grange, Lockhart, Marble Falls, Round Rock, and Seguin Independent School Districts. Please visit www.bbtrails.org for details.





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CONTINUUM OF CARE



BTCS Intake & Appointment Line:
844-309-6385

BTCS 24/7 Crisis Hotline:
800-841-1255

Early Intervention

- Centralized Intake and Appointment Line
- 24/7 Crisis Hotline & Mental Health Deputy Programs
- Autism and Intellectual & Developmental Disability (IDD) Services
- Early Childhood Intervention Services (Ages 0-3)
- Early Onset Psychosis Program (ClearPath)
- Integrated Primary Care, Dental & School-Based Services
- Mental Health First Aid Training – Adult, Teen, Youth & Law Enforcement
- Outpatient Mental Health (MH), Substance Use and COPSD Services

Response

- Assertive Community Treatment for Behavioral Health (BH) & Developmental Needs
- Crisis Assessment and Intervention, including Mobile Response
- Forensic Assertive Community Treatment (FACT)
- Intensive Services for Individuals on Probation or Parole (TCOOMMI)
- Jail Diversion Services for persons with IDD and/or Behavioral Health Needs
- Medication Assisted Treatment (MAT)
- Natural Disaster and Criminal Incident Response Team
- Outreach, Screening, Assessment & Referral for Substance Use Treatment (OSAR)

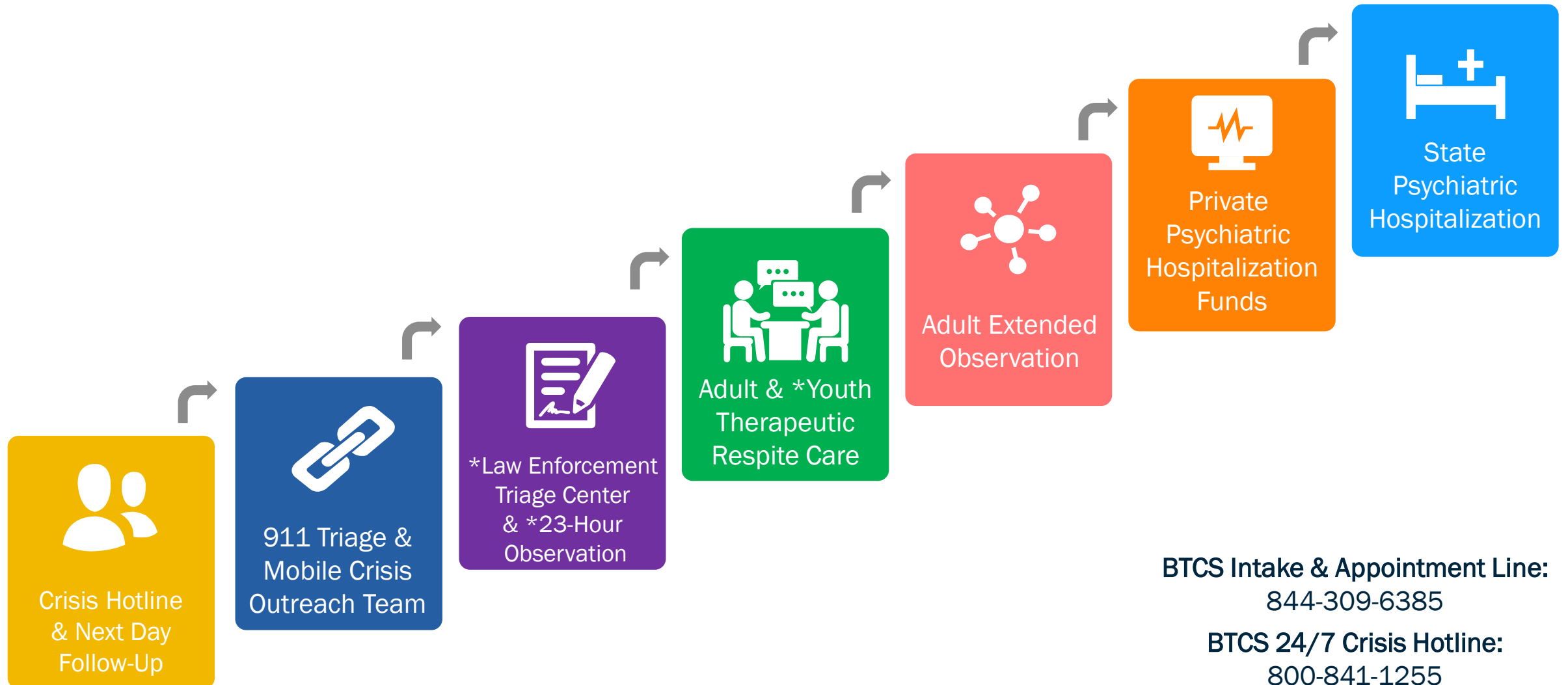
Crisis Stabilization

- Adult & Children's Private Psychiatric Hospital Beds, including Inpatient Detox
- Adult & Children's State Hospital Psychiatric Beds
- Adult Integrated IDD/BH Extended Observation Unit
- Adult Integrated IDD/BH Respite Care
- State Hospital Step-Down Programs, including Transitional Homes
- Outpatient Competency Restoration (OCR)
- 911 Dispatch Project
- **Therapeutic Respite Programs for Youth coming soon!*
- **Law Enforcement Triage Center and 23-Hour Observation Unit coming soon!*

Prevention

- Family Partner and Family Support Groups
- First Responder Peer Support & Critical Incident Debriefing
- Home & Community-Based Case Management & Supported Employment
- Supported Housing Services & Rental Assistance
- Intentional MH Peer Support, Peer Recovery Coaching & Veteran Peer Services
- Youth Empowerment Services (YES) Waiver

Behavioral Health and Crisis Safety Planning Continuum



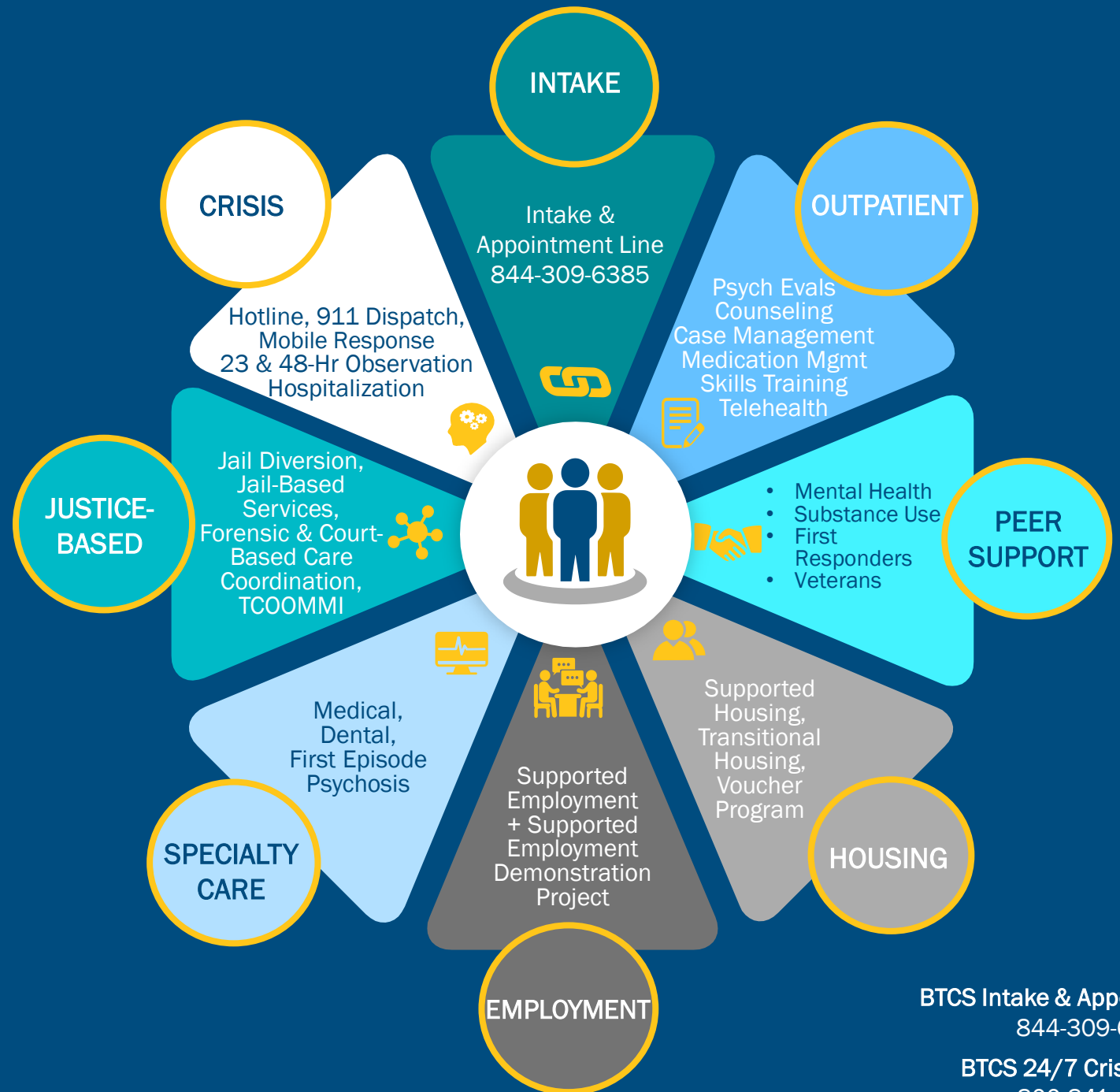
Youth and Family Service Array



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Adult Service Array



BTCS Intake & Appointment Line:
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BTCS 24/7 Crisis Hotline:
800-841-1255

Substance Use Recovery Service Array

PRC



One-on-One
Support &
Groups with a
Peer Recovery
Coach (PRC)

COPSD



Case
Management
for Co-
Occurring
Psychiatric and
Substance Use
Disorders
(COPSD)

OSAR



Outreach,
Screening,
Assessment &
Referral
(OSAR) for
treatment

MCOT LCDC



Licensed
Chemical
Dependency
Counselors
(LCDC) on
Mobile Crisis
Outreach
Teams (MCOT)

MAT



Medication
Assisted
Treatment
(MAT) for
Opioid Use
Disorders

IOP & SOP



Intensive
Outpatient
(IOP) or
Supportive
Outpatient
(SOP)
Treatment

REHAB



Coordination
of Inpatient
Rehabilitation
(Rehab)
through OSAR



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CRISIS SERVICES OVERVIEW

911 Dispatch Program

- **Who (staff):** Program Manager, QMHP's embedded within dispatch at the Williamson County Emergency Services and Communications building.
- **Who (clients):** Community members who call 911 within county limits experiencing a mental health crisis.
- **What:** This program is designed to deescalate behavioral health crisis over the phone, link callers to appropriate referrals, and divert away from LE, Fire, or EMS response to primarily mental health calls. MCOT may be dispatched to assist with in-person crisis assessment.
- **When:** 24/7/365
- **Where:** Williamson County Emergency Operations Center
- **How:** Williamson County 911 call takers are the forefront of this program; they will transfer mental health calls to the QMHP as appropriate. QMHP then completes phone screening and provides appropriate referral, information, and follow up as needed.

Crisis Walk-In Clinic

- **Who (staff):** crisis workers who are usually part of our Mobile Crisis Outreach Team (MCOT)
- **Who (clients):** Williamson County residents, ages 3 and up, who are experiencing a mental health, substance abuse, or IDD-related crisis.
- **What:** Clients will receive a Crisis Assessment by an on-site Crisis Worker to complete a safety plan, referred to EOU, CRU, or inpatient hospitalization.
- **When:** 8a-5p daily on-site, after hours assessments are conducted by on call crisis worker
- **Where:** 711 N College Street Georgetown TX 78626
- **How:** BTCS staff should consult their direct supervisor or the Red Phone to staff the client's crisis situation prior to referring any current client to the Crisis Walk In Clinic during business hours.

Mobile Crisis Outreach Team (MCOT)

- **Who (staff):** Comprised of supervisory staff and field-based Qualified Mental Health Professionals (QMHPs).
- **Who (clients):** Williamson County residents, ages 3 and up, who are experiencing a mental health, substance abuse, or IDD-related crisis.
- **What:** MCOT is dispatched by both the Bluebonnet Trails Crisis Hotline and our 911 dispatch-embedded QMHPs to provide crisis intervention and prevention services, crisis assessment, safety planning, and consultation.
- **When:** 24/7/365 via the Crisis Hotline and our embedded QMHPs
- **Where:** headquartered at 711 N College Street in Georgetown, TX; however, our crisis workers are field-based.
- **How:** The crisis hotline, local law enforcement, EMS, and our embedded QMHPs provide most of the referrals to MCOT. Other referral sources include schools, general medical hospitals, free-standing emergency rooms and clinics, and a variety of other community partners.

Diversion Center

- **Who (staff):** Program Manager, LPHAs, QMHPs, LVNs, RNs, Peer Support, The Wood Group support staff, North America Security Services support staff.
- **Who (clients):** The Diversion Center receives adults experiencing a mental health, substance abuse, or IDD-related crisis as referred and dropped off by law enforcement. Individuals can be voluntary, involuntary, funded or unfunded.
- **What:** Individuals will receive a Crisis Assessment by a crisis worker and stay at the facility for up to 24-48 hours while the crisis stabilizes, or appropriate placement is found. Medication management, nursing, peer support, and crisis intervention will be available as needed.
- **When:** 24/7/365
- **Where:** 107 S Holly Street, Georgetown TX 78626
- **How:** LE will call MCOT Red Phone to facilitate drop off at the Diversion Center.

Crisis Respite Unit (SGCC/CRU)

- **Who (staff):** Registered Nurses, CRU Case Managers, MCOT Team, The Wood Group
- **Who (clients):** Adult clients with or without health insurance experiencing emotional distress, self injurious behaviors, SI or HI without plan or intent, compliant with medications, and needing a safe environment to stabilize.
- **What:** CRU is a 16-bed facility servicing adults in crisis from anywhere in BTCS 8-county catchment area. CRU is a 24/7 program that is able to receive voluntary clients experience a mental health, substance abuse, or IDD-related crisis. CRU is not a long term facility for homelessness.
- **When:** Referrals can be made 24/7. **Where:** 711 N College Street Georgetown TX 78626
- **How:** Referrals can be made by completing the Crisis Respite Referral Form and emailing to SGCCCRU@bbtrails.org for review by clinical team. Respite Referrals are available to Crisis Workers 24/7 by contacting the MCOT on call phone (also known as the “Red Phone”). After hours CRU referrals must be staffed and approved by the Williamson County Crisis Supervisor On-Call. Public will reach this unit via the hotline.

State Hospital Step Down Program

- **Who (staff):** Program Manager, QMHP, Psychiatrist, RN, Peer Support Specialist, Supported Housing Specialist, and Supported Employment Specialist.
- **Who (clients):** Serves 6 individuals in the Long Term Transitional Home who were referred by the state hospital and HHSC. The target population is persons who have been admitted to the state hospital for over a year.
- **What:** Full BTCS LOC4 services are provided.
- **When:** Operates with on-site staff 24/7
- **Where:** 112 Golden Oaks Dr Georgetown TX 78626
- **How:** State Hospitals send referrals to HHSC; if appropriate, the hospital's transition specialist with HHSC will send the referral to the Program Manager.



Thoughts? Questions?





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