



About Us

- Since 1967, Integral Care has supported the health and well-being of adults and children living with mental illness, substance use disorder and intellectual and developmental disabilities.
- Integral Care was the first community center to provide directly or contract for high-quality, community-based behavioral health and intellectual disabilities services in Central Texas.
- Governed by a Board of Trustees appointed by Central Health, City of Austin and Travis County
- Authority and Provider Roles



AMERICAN
ASSOCIATION OF SUICIDOLOGY

ACCREDITED
CRISIS CENTER

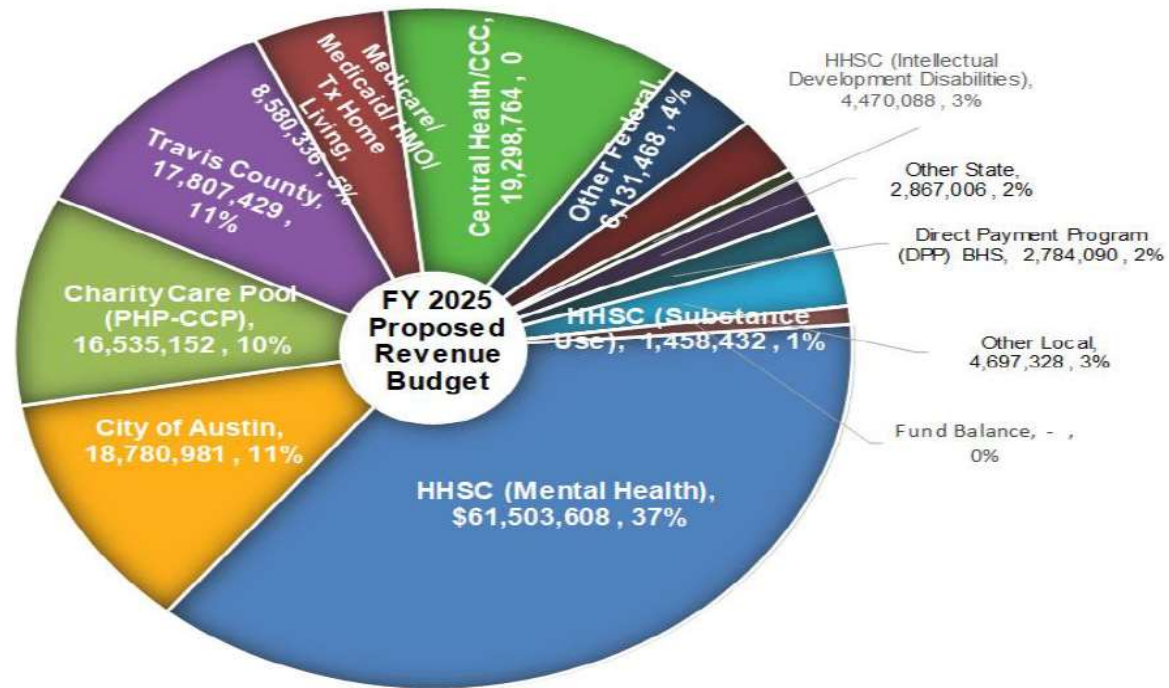


Certified Community Behavioral Health Clinic (CCBHC)

- In addition to being a Local Mental Health Authority, Integral Care is also a **Certified Community Behavioral Health Clinic (CCBHC)**.
- CCBHC is a model of care designed to ensure access to coordinated comprehensive behavioral health care across the system of care.
- Integral Care was first certified as a CCBHC in 2016. **As of March 2022, all 39 LMHA's in Texas have achieved CCBHC certification.**
- Just as hospitals and healthcare organizations can seek Joint Commission accreditation, all non-profit health centers are eligible to achieve CCBHC certification through meeting certain quality of care criteria.



FY25 Projected Revenue



Integral Care's *System of Care*



Overview

Integral Care provides a strong foundation for well-being.

28,799

Travis County
residents served
in FY24

426,043

Services provided
in FY24

1,000+

Staff serving
Travis County

30+

Programs and
services
offered





Integral Care FY24 Diagnoses Snapshot



82%

of individuals served by Integral Care in FY24 had more than one active diagnosis

Average number of diagnoses per adult served

4.5

Top Diagnoses in FY24



DIAGNOSIS PREVALENCE - FY24



had a mental, behavioral, or emotional disorder



had an active substance use disorder



had at least one chronic medical condition



had an intellectual and/or developmental disability

DIAGNOSIS TRENDS - FY24

52%



Over half of all children and adolescents served by Integral Care in FY24 had a trauma related disorder, such as adjustment disorder and/or PTSD.

Comorbidities



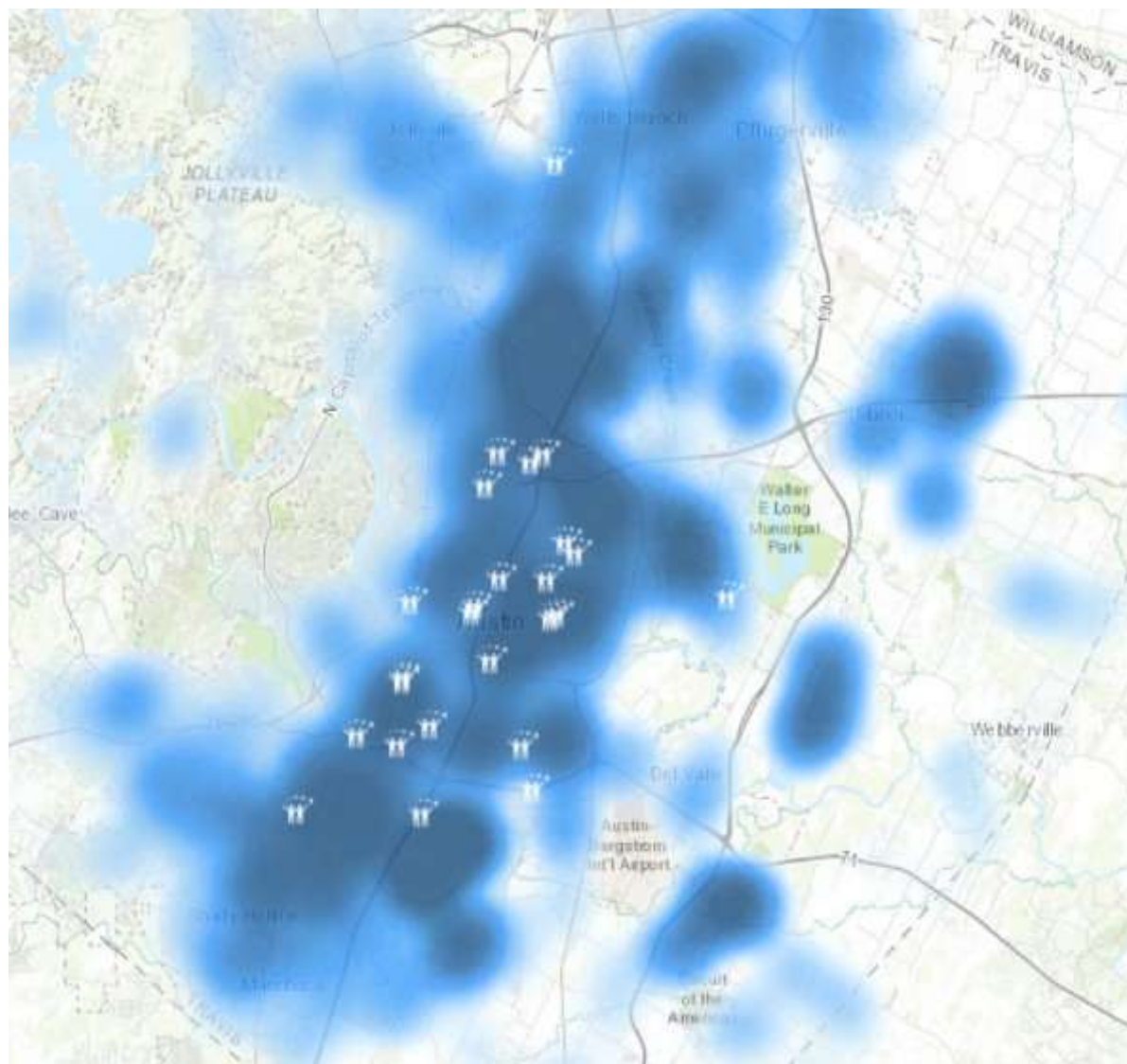
In FY24, 59% of clients with an anxiety disorder had a comorbid depressive disorder, while 1 in 3 had comorbid Post-Traumatic Stress Disorder.



58% of clients with schizophrenia spectrum disorders had a co-occurring substance use diagnosis.

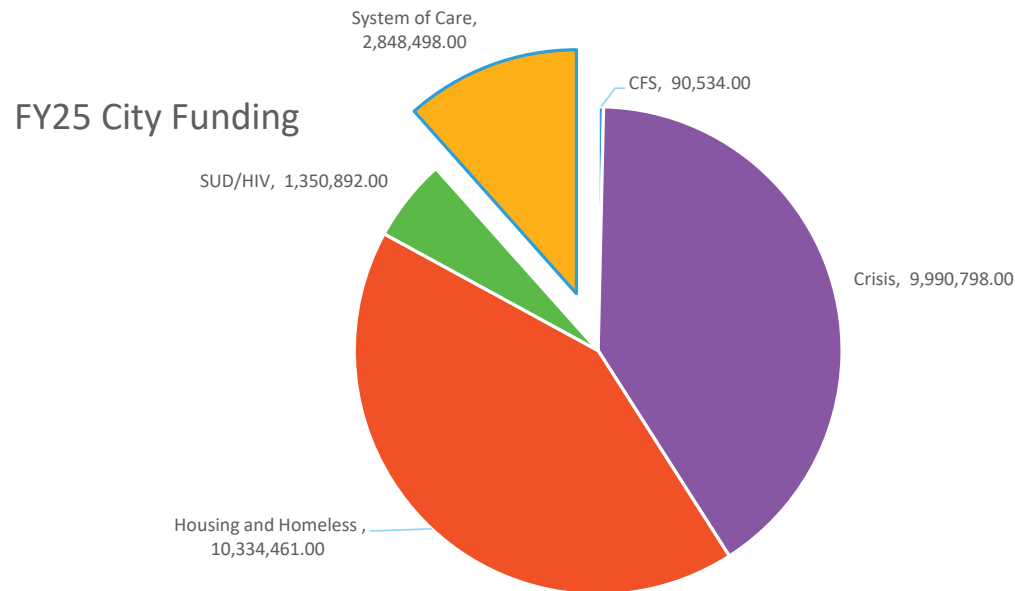
Where Clients Reside – FY24

- Heat mapping of clients served in FY24 reveals most clients continue to reside in neighborhoods up and down the I-35 corridor, with clusters throughout North Austin and South/Southeast Austin areas.
- Integral Care client serving locations are also overlaid on the map to show the proximity of services to areas of high client density.



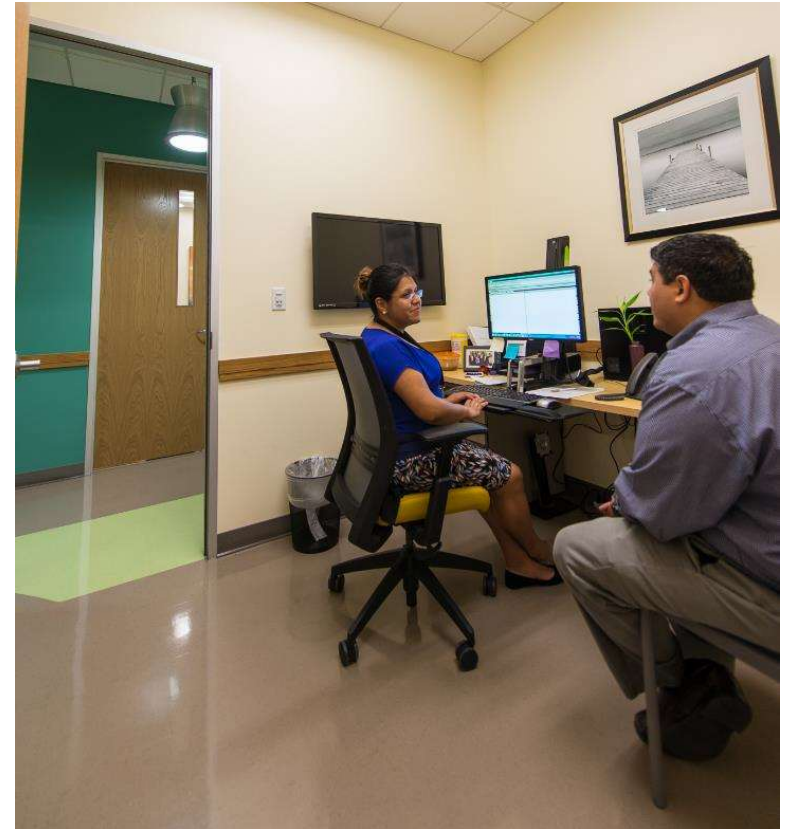
System of Care

System of Care City Investments



Examples of System of Care City Investments:

- City of Austin Interlocal
- Managed Services Organization (MSO) Contract
- Community Development Block Grant (CDBG)



Crisis Services



Integral Care Continuum of Services

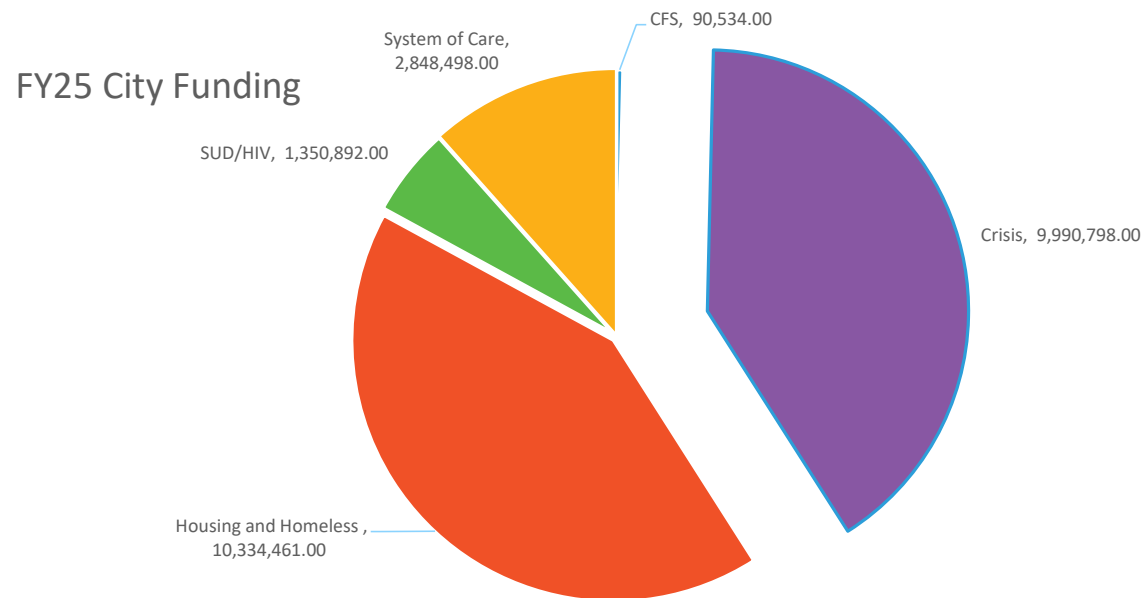


Least Restrictive

Most Restrictive



Crisis Services City Investments



Examples of Crisis Services City Investments:

- Expanded Mobile Crisis Outreach Team (EMCOT)
- Therapeutic Diversion Program (TDP)



Research Study Findings for 911 Call Center

Integral Care's Mental Health Professionals at the 911 Call Center successfully diverted non-criminal behavioral health calls—reducing strain on police, improving public safety outcomes and getting people the right care at the right time.

Program Scope & Results (2019–2025)

- **21,000+ calls** analyzed
- **83–87%** of diverted calls resolved without police
- **316–682 POEDs, 50–110 arrests, 7,200–14,000 officer hours** averted

Improved Outcomes*

Reductions in:

- ↓ **44–62%** Emergency Detentions (POEDs)
- ↓ **37–58%** Arrests
- ↓ **56%** Use of Force (*as-treated analysis*)
- ↓ **26 min** Officer Time on Scene

*statistically significant



Substance Use and HIV Services

Substance Use Services

Integral Care offers a variety of services to help adults and youth who use drugs and alcohol. We provide treatment as well as connection to programs in the community. We work with individuals to create a plan that helps them reach recovery.



Screening to know the type of help needed



Case management and help meeting basic needs



Medicine to manage and stop drug and alcohol use



Education to prevent overdose



Mental and primary health care



Hepatitis and HIV testing and services



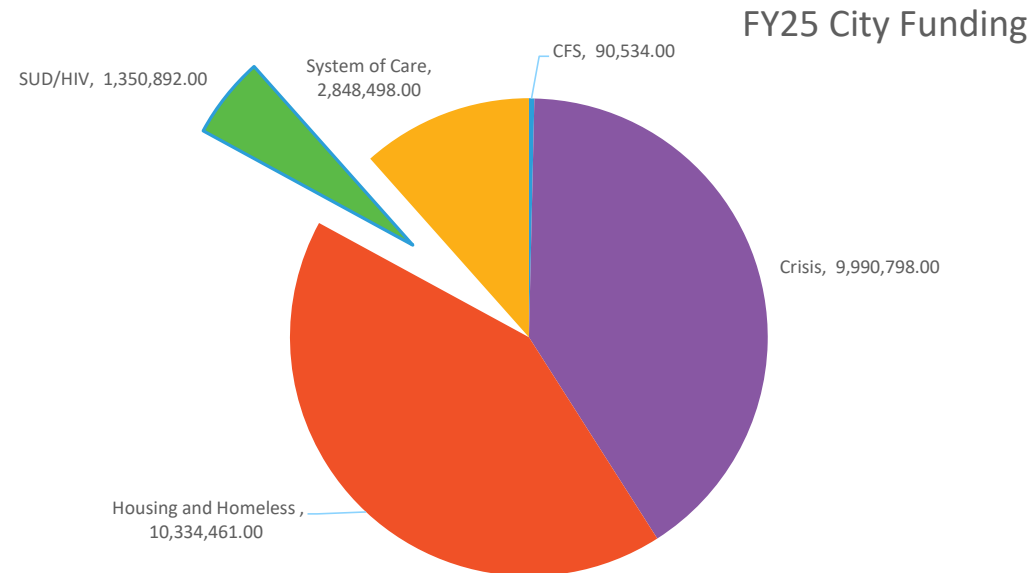
Individual and group counseling



Recovery skills to manage and stop drug and alcohol use



Substance Use and HIV Services City Investments



Examples of SUD and HIV City Investments:

- Road to Recovery
- Project Recovery
- CARE Program

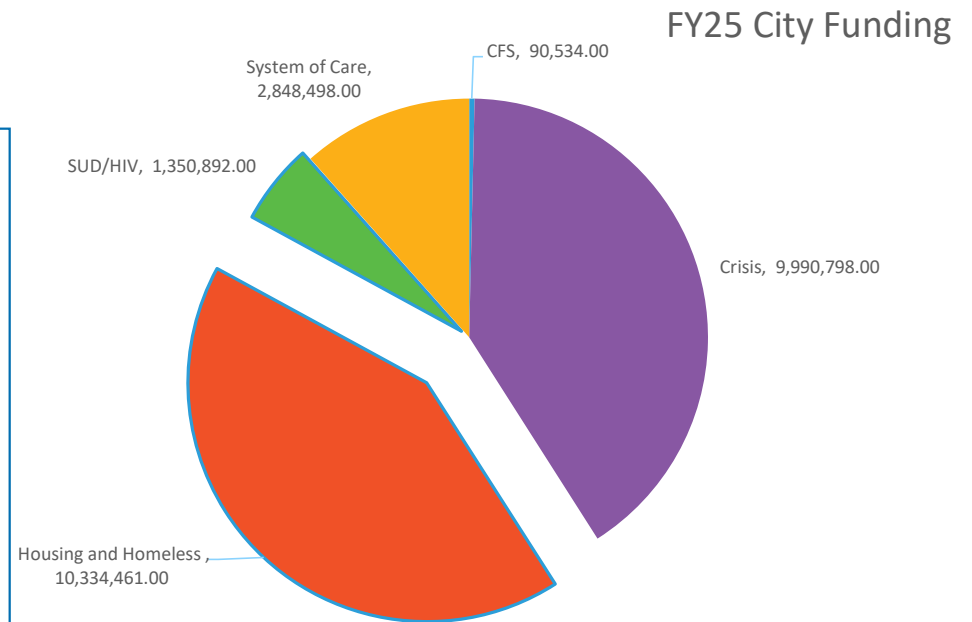


Housing and Homeless Services

Housing and Homeless Services City Investment

Some Examples of Housing and Homeless City Investments

- Homeless Outreach Street Team (HOST)
- City Assertive Community Treatment (ACT)
- Homeless Health and Wellness Team
- Projects for Assistance in Transition from Homelessness (PATH) Expansion
- Tenant Based Permanent Supportive Housing (PSH)
- Rental Housing Development Assistance (RHDA)
- Project Based PSH sites
 - Bungalows at Century Park
 - Terrace at Oak Springs
 - Seabrook Square



Return on Investment Reports

Terrace at Oak Springs

Program Impact (Terrace at Oak Springs, Housed) - 12 Months

| Housed Cohort (N= 67 individuals housed for one year at Terrace at Oak Springs) | | | |
|---|-----------------|---------------|-------------------------------------|
| Encounter Type | Total Reduction | Cost per Unit | Cost Savings in Intervention Period |
| Arrests/Bookings | 22 | \$ 220.00 | \$ 4,840.00 |
| State Hospital Bed Days | 0 | \$ 567.28 | \$ - |
| Private Inpatient Psychiatric bed day | 4 | \$ 2,149.25 | \$ 8,597.00 |
| EMS Encounters | (73) | \$ 941.00 | \$ (68,693.00) |
| ER Visits | 106 | \$ 2,691.19 | \$ 285,266.14 |
| Inpatient Medical Bed Days | 73 | \$ 4,800.00 | \$ 350,400.00 |
| Total Cost Savings | | | \$ 580,410.14 |
| Average Cost Savings per Participant | | | \$ 8,662.84 |

City ACT

Costs Avoided - 12 Months Following First Service

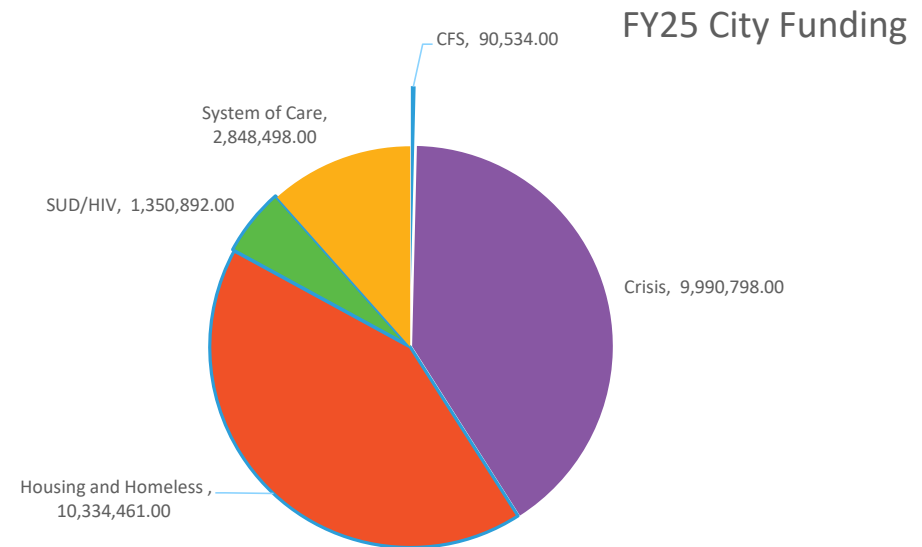
| 12-Month Cohort (N= 65 participants served by the City ACT Team between 3/01/22 and 3/01/23) | | | |
|--|-----------------|---------------|-------------------------------------|
| | Total Reduction | Cost per Unit | Cost Savings in Intervention Period |
| Arrests/Bookings | (10) | \$220.00 | \$ (2,200.00) |
| State Hospital Bed Days | 294 | \$567.28 | \$ 166,780.32 |
| Private Psychiatric Hospital Bed Days | 120 | \$2,149.25 | \$ 257,910.00 |
| EMS Encounters | 94 | \$941.00 | \$ 88,454.00 |
| ER Visits | 127 | \$2,691.19 | \$ 341,781.13 |
| Inpatient Medical Bed Days | 14 | \$4,800.00 | \$ 67,200.00 |
| Total Cost Savings (12 Months) | | | \$ 919,925.45 |
| Average Cost Savings per Person (65 Individuals) | | | \$ 14,152.70 |



Child and Family Services



Child and Family Services City Investment



Examples of CFS City Investments:

- Austin Health Adolescent Project



What funding is at risk?

Homeless Health and Wellness:

- This program provides intensive care coordination to individuals with the highest needs and greatest vulnerability on DACC's waitlist for Intensive Case Management and those identified and referred by the HOST team.
- Contract ends: 12/31/2025
- Funding amount: \$541,714

Therapeutic Diversion Program

- Specialty Shelter for justice-involved individuals.
- Contract ends: 9/30/2025
- Funding amount: \$2,000,000

Expanded Mobile Crisis Outreach Team

- Expanded services include 24/7 availability for in-person crisis assessments and co-response with APD and EMS.
- Contract ends: 9/30/2025
- Funding amount: \$1,460,340