ADULT MENTAL HEALTH

Philosophy

At Burke Mental Health we believe in the recovery philosophy that stresses wellness education and empowerment as being keys to understanding and managing mental health recovery. Treatment services are designed to enhance the individual's strengths and natural support systems, while targeting their health concerns with quality mental health care and services that promote self-confidence and greater independence in daily life.

Goals/Objectives:

The purpose of services at Burke Mental Health is to identify mental health disorders, assess immediate and long-range mental health needs, and provide appropriate treatment services. The goal of care is to deliver the appropriate intensity and array of treatment services that result in stabilizing symptoms. Treatment includes addressing issues affecting quality of life and tenure in the community.

Components: Burke Mental Health provides the following scope of treatment and services:

Crisis Intervention
Psychiatric Services
Medication Management
Counseling
Care Coordination
Case Management
Psychosocial Rehabilitation
Skills Training and Development
Supported Housing
Supported Employment
Co-Occurring Psychiatric and Substance Use Disorder Program (COPSD)
Assertive Community Treatment
Peer Support Services

Admission Criteria:

Those seeking services must initially meet the Admission Criteria of Target/Priority Population as determined by Texas Department of State Health Services. Additionally, Burke Mental Health will evaluate individuals with other mental health needs to determine if they meet eligibility.

Discharge/Transition Criteria:

An individual may be discharged from Burke services altogether or ready to transition from an individual service. Individuals are assigned a level of treatment intensity and progress

toward discharge. If the consumer's psychiatric condition has improved and/or stabilized over a period of time such that services are no longer warranted, the consumer will be recommended for discharge from services or transition to a lower level of care. If there is a need for follow-up care by a community physician, the Treatment Team would facilitate the transition.

Individual receiving services who reach 18 years of age who continue to need mental health services will be transitioned to adult mental health services.

Population(s) Served:

An individual age 18 or older who has a diagnosis of severe and persistent mental illness with the application of significant functional impairment and the highest need for intervention, which is operationalized as the uniform assessment; or

An individual age 18 or older who was served in children's mental health services and meets the children's mental health Priority Population definition prior to turning 18 is considered eligible for one year.

Frequency of Services:

In determining services to be provided to the adult mental health Priority Population, including type and frequency, the choice of and admission to medically necessary services is determined jointly by the individual seeking service and their case worker. Criteria used to make these determinations are the Level of Care Recommended (*i.e.,* LOC-R) of the individual as derived from the Uniform Assessment (UA).

Payers and Funding Sources:

State Contracts
Medicaid Managed Care Contracts
State and Federal Grants
Commercial Insurance

Fees:

Fees for services are calculated based on individuals' income, extraordinary expenses, and number of family members. Fees are calculated using the Monthly Ability-to-Pay fee schedule published by Texas Health and Human Services. A fee contract is established with each individual outlining the maximum monthly charges allowed for services.

If the amount of applicable co-payments, co-insurance and deductibles for covered services exceeds the individuals calculated Monthly Ability to Pay, the Center will consider the co-payments, co-insurance and deductibles full payment.

If the amount of applicable co-payments, co-insurance and deductibles does not exceed the individuals' Monthly Ability to pay and the individual receives non-covered services, the co-payments, co-insurance and deductibles will be added, and individual will only be charged up to their total Monthly Ability to Pay.

For Medicaid recipients, the Center will consider the Medicaid reimbursement for covered services, payment in full.

Individuals may not be denied services based on an inability to pay.

Referral Sources:

Primary Care Physicians
Inpatient Hospitals
Law Enforcement
Probation/Parole
CPS

Medication Services:

The center prescribes medications to individuals for self-administration at home. Administration of medication by Burke staff may occur when necessary for long-acting antipsychotic injections, and in limited situations of psychiatric or medical emergency. The use of non-prescription medications in outpatient services is not permitted.

Geographic Areas Served:

Eleven East Texas counties over 10,000 square-mile radius including: Angelina, Houston, Nacogdoches, Newton, Polk, Sabine, San Augustine, San Jacinto, Shelby, Trinity, and Tyler

Communication Technologies Utilized:

Synchronous audio-only and audiovisual technologies

Burke Mental Health - Angelina

Address: 1522 West Frank Street
Lufkin, TX 75904

Counties Served: Angelina, Houston, Trinity, Newton and Sabine

Main Telephone #: (936) 639-2384

Service Director: Monique Wicker, LPC

Clinical Coordinator: Miranda Robinson, LMSW

Satellite Clinics: Newton, Crockett, San Augustine

Hours of Operation:
Angelina - Monday through Friday 8am to 5pm
Newton- Monday through Wednesday 8am to 5pm
Crockett - Monday through Thursday 8am to 5pm; Friday 8am to 12pm
San Augustine - Thursday 9am to 4pm

Burke Mental Health - Nacogdoches

Address: 3824 N. University Drive
Nacogdoches, TX 75965

Counties: Nacogdoches, Shelby, San Augustine

Telephone: (936) 558-6200

Service Director: Megan Cole, LCSW

Clinical Coordinator: Crystal Odoms, LCSW

Satellite Clinics: San Augustine

Hours of Operation:
Nacogdoches - Monday through Friday 8am to 5pm
San Augustine - Wednesday 9am to 4pm

Burke Mental Health – Polk

Address: 1100 Ogletree
Livingston TX, 77351
Counties Served: Polk, Tyler, San Jacinto

Main Telephone #: (936) 327-3786

Service Director: David A. Martinez, Jr., M.A., LPC

Clinical Coordinator: Brittany White, LMSW

Satellite Clinic: Woodville

Hours of Operation:

Livingston - Monday through Friday 8am to 5pm

Woodville - Wednesday 9am to 3pm

CHILDRENS MENTAL HEALTH

Philosophy:

We believe in the recovery philosophy that stresses wellness education and empowerment as being keys to understanding and managing recovery. We also believe in the importance of self-determination. The planning and delivery of services are directed by the active involvement of both the child and the family. All treatment is designed to enhance the personal dignity of both the child and the family. Services are provided in a safe, non-threatening environment that is sensitive to the effects of past trauma.

Goals/Objective:

Our objective is to maintain a community-based system of care. This is achieved through interagency collaboration that makes full use of available resources. The goal of care is to deliver the appropriate service that will result in effective recovery.

Components:

The following services are offered:

- Crisis Intervention
- Case Management
- Psychiatric Services
- Medication Management
- Counseling
- Skills Training (clinic based, school based and/or in the home)
- Behavioral Health Education
- Juvenile Justice Services
- Wraparound Services
- Family Partner Services

Admission Criteria:

The child must be three (3) years of age through seventeen (17) years of age. Children under the age of 16 must also have a family or guardian who voluntarily agrees to the proposed services and be willing to cooperate with the mutually determined Plan of Care.

Discharge/Transition Criteria:

Discharge or transition from services will be considered when the child has achieved maximum benefit from his/her treatment. A discharge or transition can also occur if other appropriate treatment services are available that can continue to or better meet the needs of the consumer and the family.

Individual receiving services who reach 18 years of age who continue to need mental health services will be transitioned to adult mental health services.

Population(s) Served:

Children ages three through 17 years of age with serious emotional disturbance (excluding a single diagnosis of substance abuse, intellectual or developmental disability, or autism spectrum disorder), who have a serious functional impairment, or who:
(1) Are at risk of disruption of a preferred living or children care environment due to psychiatric symptoms; or
(2) Are enrolled in special education because of a serious emotional disturbance.

Frequency of Services:

In determining services and support to be provided to the child and family (including type and frequency), the choice of and admission to medically necessary services and supports are determined jointly by the child and/or family/LAR and the case worker. Criteria used to make these determinations are from the recommended LOC (LOC-R) of the individual, as derived from the Uniform Assessment, the needs of the individual, TRR UM Guidelines, and the availability of resources.

Payers and Funding Sources:

State Contracts
Medicaid Managed Care Contracts
State and Federal Grants
Commercial Insurance

Fees:

Fees for services are calculated based on an individual's income, extraordinary expenses, and number of family members. Fees are calculated using the Monthly Ability-to-Pay fee schedule published by Texas Health and Human Services. A fee contract is established with each individual outlining calculated fees for services.

Individuals may not be denied services based on an inability to pay.

Referral Sources:

Local School Districts
Primary Care Physicians
Inpatient Hospitals
Law Enforcement
Probation/Parole
CPS

Medication Services:

The center prescribes medications to individuals for self-administration at home. Administration of medication by staff may occur when necessary for long-acting antipsychotic injections (only by approval of the Medical Director), and in the use of emergency Narcan. The use of non-prescription medications in outpatient services is not permitted.

Geographic Areas Served:

Eleven East Texas counties over 10,000 square-mile radius including: Angelina, Houston, Nacogdoches, Newton, Polk, Sabine, San Augustine, San Jacinto, Shelby, Trinity, and Tyler

Communication Technologies Utilized:

Synchronous audio-only and audiovisual technologies

Child Trauma

The Child Trauma Grant Program is designed to provide additional support to youth affected by trauma. This program works jointly with typical outpatient services to provide trauma focused support to the child, such as Trauma Focused-CBT and Seeking Safety Skills Curriculum.

Juvenile Justice Services

Juvenile Justice Services are designed to replace the funded program from the Texas Correctional Office on Offenders with Medical or Mental Impairments (TCOOMMI). This program works jointly with Juvenile Probation Departments in Angelina, Nacogdoches, Polk, Tyler, San Jacinto, and Trinity counties to deliver intensive services. They are served by Burke Intervention Specialists who provide needed mental health services.

Juvenile Justice Services Admission Criteria:

The child/adolescent must meet Burke criteria as target population to include:

- have a serious emotional or behavioral disorder;
- are at risk of disruption of a preferred living or childcare environment due to psychiatric symptoms; or
- are enrolled in a school system's special education program because of serious emotional disturbance.

Juvenile Justice Services Discharge Criteria:

This occurs when the consumer/offender leaves probation, as determined by the local judicial system. The discharge process for this caseload is the same as for other Burke consumers. If the individual becomes ineligible for juvenile justice services, but has continued need for mental health services, the Intervention Specialist will complete the transfer to another caseload in the clinic.

Burke Mental Health - Angelina

Address: 1522 West Frank St
Lufkin, TX 75904

Counties: Angelina, Houston, Trinity, Newton, Sabine

Telephone: (936) 639-2384

Service Director: Monique Wicker, LPC

Clinical Coordinator: Sydney Jobe, LMSW

Hours of Operation:
Angelina - Monday/Wednesday/Friday 8am to 5pm; Tuesday/Thursday 7:30am to 7pm
Newton - Monday through Wednesday 8am to 5pm
Crockett - Monday through Thursday 8am to 5pm; Friday 8am to 12pm
San Augustine - Thursday 9am to 4pm

Burke Mental Health - Nacogdoches

Address: 3824 N. University Drive
Nacogdoches, TX 75965

Counties: Nacogdoches, Shelby, San Augustine

Telephone: (936) 558-6202

Service Director: Megan Cole, LCSW

Clinical Coordinator: Lishi Gordon, LMSW

Hours of Operation:
Nacogdoches - Monday through Friday 8am to 5pm
San Augustine - Wednesday 9am to 4pm

Burke Mental Health - Polk

Address:	1100 Ogletree Livingston TX, 77351
Counties Served:	Polk, Tyler, San Jacinto
Main Telephone #:	(936) 327-5551
Service Director:	David A. Martinez, Jr., M.A., LPC
Clinical Coordinator:	Brittany White, LMSW

Hours of Operation:

Livingston - Monday through Friday 8am to 5pm

CENTRALIZED INTAKE SERVICES

Philosophy:

To provide individuals with mental health symptoms access to needed mental health services.

Objective/Goals:

The objective of the Centralized Intake unit is to serve as the point of contact for all individuals seeking mental health assistance in the local community.

Components: Centralized Intake staff are responsible for all requests for services at Burke. Clinicians gather the information adequate for the purpose of determining mental health needs, whether the needs fit eligibility requirements set by HHSC or other relevant accrediting agency, and if eligible, determine the level of care or intensity of services to be provided.

Admission Criteria: Intake assesses the mental health needs of adults and children. Services are provided based on need as well as client preference and program. Intake is open access and operates on a walk-in basis. The cost of services may vary depending on income as well as services delivered. Burke accepts most major insurance including Medicare and Medicaid. Burke receives funding through state and federal sources and provides services based on a sliding scale fee. Guardians or parents must accompany minors to their initial appointment and provide proof of guardianship.

Transition Criteria:

Individuals are successfully transitioned from intake into outpatient services when all assessments have been completed, and a level of care has been determined and agreed upon by all parties.

Transition from intake to a higher level of care may be necessary when an emergency assessment is completed, and the individual is deemed to be in a crisis requiring inpatient treatment.

Discharge Criteria:

None

Population(s) Served:

An individual age 3 or older.

Frequency of Services:

None

Days of services:

Monday-Friday from 7:30am to 5pm.

Payers and Funding Sources:

State Contracts
Medicaid Managed Care Contracts
State and Federal Grants
Commercial Insurance

Fees:

Fees for services are calculated based on individuals' income, extraordinary expenses, and number of family members. Fees are calculated using the Monthly Ability-to-Pay fee schedule published by Texas Health and Human Services. A fee contract is established with each individual outlining the maximum monthly charges allowed for services.

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If the amount of applicable co-payments, co-insurance and deductibles does not exceed the individuals' Monthly Ability to pay and the individual receives non-covered services, the co-payments, co-insurance and deductibles will be added, and individual will only be charged up to their total Monthly Ability to Pay.

For Medicaid recipients, the Center will consider the Medicaid reimbursement for covered services, payment in full.

Individuals may not be denied services based on an inability to pay.

Referral Sources:

Local School Districts
Primary Care Physicians
Inpatient Hospitals
Law Enforcement
Probation/Parole
CPS
Walk-ins
Other LMHAs

APS

Geographic Areas Served:

Eleven East Texas counties over 10,000 square-mile radius including: Angelina, Houston, Nacogdoches, Newton, Polk, Sabine, San Augustine, San Jacinto, Shelby, Trinity, and Tyler

Communication Technologies Utilized:

Synchronous audiovisual technologies

Mental Health Centralized Intake

Address:	1522 West Frank Ave Lufkin, TX 75904
Counties:	While Burke's service areas includes the following counties: Angelina, Houston, Nacogdoches, Newton, Polk, Sabine, San Augustine, San Jacinto, Shelby, Trinity, and Tyler counties, intake may be done for all individuals who request services.
Telephone:	1-866-242-4556
Service Director:	Monica Oliver, MA, LPC

MENTAL HEALTH CRISIS LINE

Philosophy:

To provide persons with mental illness access to needed mental health services, in a crisis.

Objective/Goals:

To meet the needs of the local community during mental health crisis episodes by relieving immediate distress, reducing the risk of escalation of a crisis and to provide referrals to appropriate services.

Components: Burke contracts with a crisis hotline that is accredited by the American Association of Suicidality. The hotline performs risk assessment and triage functions and engages emergency responders when necessary. When the circumstances require a face-to-face evaluation, the crisis line mobilizes clinicians in local communities to provide an assessment.

Admission Criteria:

None

Discharge/Transition Criteria:

None

Communication Technologies Utilized:

Synchronous audio-only technologies

Name of Unit:	**Emergency Services**
Address:	105 Mayo Place Lufkin, TX 75904
Counties:	Angelina, Houston, Nacogdoches, Newton, Polk, Sabine, San Augustine, San Jacinto, Shelby, Trinity, Tyler
Telephone:	1-800-392-8343
Program Director:	Melissa Simmons, LPC

MOBILE CRISIS OUTREACH TEAM (MCOT)

Philosophy:

The provision of immediate community-based crisis services can often prevent the need for treatment in a more restrictive (i.e. inpatient) setting. The focus of services provided by MCOT staff is to ameliorate the crisis situation and link the individual with appropriate services, either at other Burke programs or in the community. An additional component (Jail Diversion) serves to minimize Law Enforcement involvement with emerging mental health situations that do not include harm or violence. This effort is an Angelina County only pilot program.

Services Provided:

Services provided include crisis assessments, crisis intervention services, and may also include psychiatric services as necessary to prevent deterioration and the need for a more restrictive level of care. In the case of Jail Diversion other appropriate outpatient services may be provided as well (e.g., Case Management, Rehab/Skills). MCOT services are provided by a team of specially trained bachelors-level (QMHP) and licensed masters-level (LPHA) staff.

Population Served:

Any individual of any age who presents as being in crisis or, in the case of Jail Diversion, anyone who might be a concern to the general public due to symptoms of mental illness but is not aggressive or at risk of harm (e.g., loitering around a local grocery store).

Admission Criteria:

Any individual in crisis. This includes any individual who (due to a mental health condition) presents or believes that he or she presents an immediate danger to self or others. This also includes any individual whose mental or physical health is at risk (or believes his or her mental or physical health is at risk) of serious deterioration. Non-crisis situations in Angelina County that involve mild to moderate symptoms of mental illness and non-harmful behaviors warrant the support of the Jail Diversion effort.

Discharge/Transition Criteria:

Discharge or transition from MCOT services may occur if an individual requires admission to an inpatient psychiatric facility. Discharge or transition may also occur if the identified crisis is resolved and the individual has been connected to other services either at Burke or in the community, or the client elects to terminate services.

Frequency and Response Time of Services:

Frequency of contact is dependent on the dispatch level of the crisis (emergent, urgent, routine). Dispatch level is based on screening outcomes conducted by crisis workers.

Payers and Funding Sources:

State Contracts
Medicaid Managed Care Contracts
State and Federal Grants
Commercial Insurance

Fees:

Fees for services are calculated based on individuals' income, extraordinary expenses, and number of family members. Fees are calculated using the Monthly Ability-to-Pay fee schedule published by Texas Health and Human Services. A fee contract is established with each individual outlining the maximum monthly charges allowed for services.

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If the amount of applicable co-payments, co-insurance and deductibles does not exceed the individuals' Monthly Ability to pay and the individual receives non-covered services, the co-payments, co-insurance and deductibles will be added, and individual will only be charged up to their total Monthly Ability to Pay.

For Medicaid recipients, the Center will consider the Medicaid reimbursement for covered services, payment in full.

Individuals may not be denied services based on an inability to pay.

Referral Sources:

24-hour Crisis Hotline
Outpatient Clinics
Emergency Rooms
Law Enforcement
Local School Districts
Primary Care Physicians
Probation/Parole
CPS
Walk-ins
Other LMHAs
APS

Geographic Areas Served:

Eleven East Texas counties over 10,000 square-mile radius including: Angelina, Houston, Nacogdoches, Newton, Polk, Sabine, San Augustine, San Jacinto, Shelby, Trinity, and Tyler

Communication Technologies Utilized:

Synchronous audio-only and audiovisual technologies

Mobile Crisis Outreach Team (MCOT)

Address:	1522 West Frank Ave. Lufkin, TX 75904
Counties:	All 11 counties in the Burke service area
Main Telephone:	(936) 637-3550
Clinical Coordinator:	Roshunda Powe, MSW
Hours of Operation:	MCOT services are available 24 hours a day, 7 days a week, either from MCOT staff, who are on duty at least 56 hours a week, or from MCOT Extender staff, who are on-call.

YOUTH CRISIS OUTREACH TEAM

Philosophy:

A crisis stabilizing resource that will provide support 24 hours a day, seven days a week, when any individual contacts the crisis system for a child or youth in crisis. The diversionary goal of the YCOT concept aligns with the current Mobile Crisis Outreach Team (MCOT) model, however, YCOT focuses on enhancing child and adolescent-focused attributes.

Objective/Goals:

The YCOT teams will use trauma-informed interventions and strategies to de-escalate a child in crisis, aid in relapse prevention and safety planning and be available to the child's family, or other caregiver, for up to 90 days (or no less than 4-6 weeks) after the crisis.

The goals of YCOT are to:

- Address immediate crisis intervention needs for youth and families.
- Provide active de-escalation and assess youth into a level of care at the LMHA or LBHA if appropriate.
- Provide crisis stabilization in the least restrictive environment.
- Provide crisis resolution with intensive short-term follow-up care.
- Raise awareness of community resources, including non LMHA and LBHA resources; and
- Reduce inpatient and law enforcement interventions.

Population Served:

Youth aged 3-17 experiencing a mental health crisis

Admission Criteria:

Any child aged 3-17 in crisis. This includes children currently or previously DFPS involved, at risk of parental relinquishment or removal, multiple or extended stay inpatient psychiatric hospitalizations, multiple placement disruptions, high behavioral health acuity, Juvenile Justice Involvement, and multiple referrals for behavioral and/or mental health services within the school district.

Discharge/Transition Criteria:

Individuals are discharged or transitioned from YCOT services if an individual requires admission to an inpatient psychiatric facility. Transition may also occur if the identified crisis is resolved and the individual has been connected to other services either at Burke or in the community, or the client elects to terminate services.

Frequency and Response Time of Services:

Frequency of contact is dependent on the dispatch level of the crisis (emergent, urgent, routine). Dispatch level is based on screening outcomes conducted by crisis workers.

Days of services:

24 hours a day 365 days a year

Payers and Funding Sources:

State Contracts
Medicaid Managed Care Contracts
State and Federal Grants
Commercial Insurance

Fees:

Fees for services are calculated based on individuals' income, extraordinary expenses, and number of family members. Fees are calculated using the Monthly Ability-to-Pay fee schedule published by Texas Health and Human Services. A fee contract is established with each individual outlining the maximum monthly charges allowed for services.

If the amount of applicable co-payments, co-insurance and deductibles for covered services exceeds the individuals calculated Monthly Ability to Pay, the Center will consider the co-payments, co-insurance and deductibles full payment.

If the amount of applicable co-payments, co-insurance and deductibles does not exceed the individuals' Monthly Ability to pay and the individual receives non-covered services, the co-payments, co-insurance and deductibles will be added, and individual will only be charged up to their total Monthly Ability to Pay.

For Medicaid recipients, the Center will consider the Medicaid reimbursement for covered services, payment in full.

Individuals may not be denied services based on an inability to pay.

Referral Sources:

Local School Districts
Primary Care Physicians
Inpatient Hospitals
Law Enforcement
Probation/Parole
CPS
Walk-ins

Other LMHAs

Geographic Areas Served:

Eleven East Texas counties over 10,000 square-mile radius including: Angelina, Houston, Nacogdoches, Newton, Polk, Sabine, San Augustine, San Jacinto, Shelby, Trinity, and Tyler

Communication Technologies Utilized:

Synchronous audio-only and audiovisual technologies

Youth Crisis Outreach Team (YCOT)

Address: 1522 W. Frank Ave
Lufkin, TX 75904

Counties: Serves all 11 counties

Telephone: (936) 637-3550

YCOT Clinical Coordinator: Amber Watson

Program Director: Melissa Simmons, MA, LPC- S

CRISIS RECOVERY UNIT

Philosophy

Every individual possesses a unique capacity for creative and adaptive behavior. Thus, individuals can respond constructively to problem situations occurring in their lives when assisted to discover alternatives within their behavioral repertoire. Accordingly, an individual's behavior at any given time represents the "best" choice from among the behavioral alternatives of which he/she is aware and feels capable of acting upon.

An individual's behavior, no matter how abnormal in appearance, is logical when interpreted within the context of that individual's perceived choices, behavioral repertoire, life situation, and physiological makeup.

An individual is not merely reactive to the environment but is potentially capable of acting in the environment to create new possibilities and choices. Every personal and social crisis furnishes further opportunities for growth. Development does not end with adulthood but is a lifelong process with different development tasks arising at different life stages. Thus, an individual is always engaged in coping with and mastering developmental issues in problem situations.

Goals:

- Conduct or ensure a comprehensive assessment has been conducted.
- Stabilize the immediate crisis
- Restore sufficient functioning to allow transfer to a less intensive level of care
- Provide the client with critical coping skills to prevent or minimize relapse
- Mobilize individual/family/community resources and support systems
- Link the client with continuing care and appropriate support services
- Prevent unnecessary hospitalization and assist the individual in maintaining residence in the community

Description:

Crisis recovery treatment involves 24-hour residential services that are short-term and offered to individuals who are demonstrating psychiatric crises that cannot be stabilized in a less intensive setting. This level of care always provides a safe environment for individuals with trained and competent staff on site; however, there is only moderate/limited monitoring and reassessment of individuals to ensure safety.

Psychosocial programming focuses on a range of topics including problem-solving, communication skills, anger management, community re-integration skills, as well as co-occurring psychiatric and substance use diagnosis issues. Individual counseling may also be provided. The expected maximum length of stay is 14 days, with an average anticipated length of stay of between 3 and 7 days.

Services Provided:

An array of treatment interventions exists in the Crisis Recovery Unit that include psychiatric assessment and medication services; individual and group services with bachelor's-level and licensed master's-level clinicians, including psychoeducation and crisis intervention, family sessions, advocacy; help with obtaining community support and housing, as well as help developing social skills and a social support network. A minimum of 4 hours per day of such programming is provided.

All admitted individuals receive a physical health assessment, psychiatric assessment/treatment, a psychosocial assessment by LPHA and QMHP staff, and nursing services.

Population Served:

Adults in behavioral health crisis can voluntarily consent to services and who can be safely treated in a setting with minimal supervision. Also served are those who are determined to need medical detoxification and who are appropriate for this level of care.

Frequency of Services:

Daily

Days of services:

24 hours a day 365 days a year

Payers and Funding Sources:

State Contracts
Medicaid Managed Care Contracts
State and Federal Grants
Commercial Insurance

Fees:

Fees for services are calculated based on individuals' income, extraordinary expenses, and number of family members. Fees are calculated using the Monthly Ability-to-Pay fee schedule published by Texas Health and Human Services. A fee contract is established with each individual outlining the maximum monthly charges allowed for services.

If the amount of applicable co-payments, co-insurance and deductibles for covered services exceeds the individuals calculated Monthly Ability to Pay, the Center will consider the co-payments, co-insurance and deductibles full payment.

If the amount of applicable co-payments, co-insurance and deductibles does not exceed the individuals' Monthly Ability to pay and the individual receives non-covered services, the co-payments, co-insurance and deductibles will be added, and individual will only be charged up to their total Monthly Ability to Pay.

For Medicaid recipients, the Center will consider the Medicaid reimbursement for covered services, payment in full.

Individuals may not be denied services based on an inability to pay.

Referral Sources:

24-hour Crisis Hotline
Outpatient Clinics
Emergency Rooms
Law Enforcement

Geographic Areas Served:

Eleven East Texas counties over 10,000 square-mile radius including: Angelina, Houston, Nacogdoches, Newton, Polk, Sabine, San Augustine, San Jacinto, Shelby, Trinity, and Tyler

Medication Services:

The center may prescribe, administer, and/or control (when applicable) medications to individuals while in the Centers care. The use of non-prescription medications may also be used when necessary.

Communication Technologies Utilized:

Synchronous audiovisual technologies

Name of Unit:	**Crisis Recovery Unit**
Address:	105 Mayo Place Lufkin, TX 75904
Counties:	All 11 counties
Telephone:	(936) 674-3500
Program Director:	Melissa Simmons, LPC

EXTENDED OBSERVATION UNIT

Philosophy:

Individuals who evidence significantly limiting symptoms of mental illness and require temporary placement in a secure setting can be more rapidly transitioned to a less restrictive environment when maintained in a community setting. It is the mission of the Extended Observation Unit to allow individuals to recover from a crisis situation without the need for psychiatric hospitalization by providing a safe environment for intensive psychiatric emergency observation and treatment within the community.

The Extended Observation Unit is designed to provide emergency stabilization to individuals in behavioral health crisis in a secure and protected, clinically staffed, psychiatrically supervised environment with immediate access to urgent and emergent medical evaluation and treatment. Individuals are provided with appropriate and coordinated transfer to a higher level of care when needed.

Goals:

- Prompt and comprehensive assessment of a behavioral health crisis
- Rapid stabilization in a secure and protected environment
- Crisis resolution
- Linkage to appropriate aftercare services
- Reduction of inpatient and law enforcement interventions

Description:

The Extended Observation Unit provides access to emergency care at all times and can safely and appropriately manage individuals with limiting psychiatric symptoms. It is designed to provide a safe and secure environment for conducting Preliminary Examinations in accordance with the Texas Mental Health Code as well as short-term stabilization of behavioral health symptoms that may or may not require a continued stay in an acute care facility. Individuals who continue to meet criteria for involuntary treatment after completion of a Preliminary Examination and/or who require longer-term acute treatment in a secure setting are linked to an appropriate level of care (inpatient hospital).

Services Provided:

Treatment planning on the EOU places emphasis on those crisis intervention services necessary to stabilize and restore the individual to a level of functioning that does not require hospitalization. All admitted individuals receive a physical health assessment, psychiatric assessment/treatment, nursing services, and other services as needed/ordered from specially trained paraprofessionals, bachelors-level (QMHP) and licensed masters-level (LPHA) staff.

Population Served:

Adults in behavioral health crisis who require emergency treatment in a secure, psychiatrically supervised environment.

Frequency of Services:

Daily

Days of services:

24 hours a day 365 days a year

Payers and Funding Sources:

State Contracts
Medicaid Managed Care Contracts
State and Federal Grants
Commercial Insurance

Fees:

Fees for services are calculated based on individuals' income, extraordinary expenses, and number of family members. Fees are calculated using the Monthly Ability-to-Pay fee schedule published by Texas Health and Human Services. A fee contract is established with each individual outlining the maximum monthly charges allowed for services.

If the amount of applicable co-payments, co-insurance and deductibles for covered services exceeds the individuals calculated Monthly Ability to Pay, the Center will consider the co-payments, co-insurance and deductibles full payment.

If the amount of applicable co-payments, co-insurance and deductibles does not exceed the individuals' Monthly Ability to pay and the individual receives non-covered services, the co-payments, co-insurance and deductibles will be added, and individual will only be charged up to their total Monthly Ability to Pay.

For Medicaid recipients, the Center will consider the Medicaid reimbursement for covered services, payment in full.

Individuals may not be denied services based on an inability to pay.

Referral Sources:

24-hour Crisis Hotline
Outpatient Clinics
Emergency Rooms

Law Enforcement

Geographic Areas Served:

Eleven East Texas counties over 10,000 square-mile radius including: Angelina, Houston, Nacogdoches, Newton, Polk, Sabine, San Augustine, San Jacinto, Shelby, Trinity, and Tyler

Medication Services:

The center may prescribe, administer, and/or control (when applicable) medications to individuals while in the Centers care. The use of non-prescription medications may also be used when necessary.

Communication Technologies Utilized:

Synchronous audiovisual technologies

Name of Unit:	**Extended Observation Unit**
Address:	105 Mayo Place Lufkin, TX 75904
Counties:	All 11 counties
Telephone:	(936) 674-3500
Program Director:	Melissa Simmons, LPC