August 2, 2019

To: Local Mental Health Authorities
   Local Behavioral Health Authorities

Subject: Broadcast Message No. 19.036
         Crisis Services Survey

The Health and Human Services Commission’s (HHSC) efforts are underway to restructure performance measures and streamline and standardize crisis services. To inform both initiatives, HHSC has developed a comprehensive survey to gather information on crisis-related performance measures and crisis service programs.

**What does the survey include?**
The survey is designed to capture information on the provision of each LMHA/LBHA’s crisis hotline and Mobile Crisis Outreach Team (MCOT) services. If an LMHA/LBHA operates its own call center, responses should be based on that alone and **not** the National Suicide Prevention Lifeline and/or subcontractor services. The survey also requests submission of flow charts. A copy of the survey is attached for reference only.

**Who completes the survey and how?**
LMHA/LBHA personnel who may assist in completing the survey include the Executive Director, Mental Health Director, and Crisis Director. Other contributors may include Crisis Hotline, MCOT, Utilization Management, and Information Technology staff.

**To avoid duplication, each LMHA/LBHA should designate a single person to complete the survey on the LMHA/LBHA’s behalf.** Designees can access the survey at: [https://www.surveygizmo.eu/s3/90141421/Crisis-Services-Survey](https://www.surveygizmo.eu/s3/90141421/Crisis-Services-Survey)

Surveys responses and flow charts are due by the end of day **September 3, 2019**. Please email completed flow chart documents to CrisisServices@hhsc.state.ts.us.

HHSC will analyze the information submitted and engage stakeholders to align efforts related to crisis services. Your submissions will be used to help
establish definitions and standards and to develop feasible measures for crisis response services.

Thank you in advance for your participation!

Providers can view this broadcast at https://hhs.texas.gov/doing-business-hhs/provider-portals/behavioral-health-services-providers/local-mental-health-authorities under “IDD-BH Broadcast Messages.” If you have questions about this broadcast please email CrisisServices@hhsc.state.tx.us.

Sincerely,

[signature on file]

Trina K. Ita, MA, Associate Commissioner
Behavioral Health Services
Medical and Social Services Division