



**Quarterly Reporting of  
Waiting Lists for Mental  
Health Services and of  
Mental Health Services  
for the Former  
NorthSTAR Service Area**

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**As Required by**

**2018-19 General Appropriations  
Act, Senate Bill 1, 85th Legislature,  
Regular Session, 2017 (Article II,  
Health and Human Services  
Commission, Rider 75 and Rider 90)**

**Health and Human Services**

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**TEXAS**  
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## Introduction

The *Quarterly Reporting of Waiting Lists for Mental Health Services and of Mental Health Services in the Former NorthSTAR Service Area* meets requirements in the 2018-19 General Appropriations Act, Senate Bill (S.B.) 1, 85th Legislature, Regular Session, 2017 (Article II, Health and Human Services Commission [HHSC], Rider 75 and Rider 90). These riders require HHSC to report quarterly to the Legislative Budget Board and Governor regarding waiting lists for mental health services, including mental health services for the former NorthSTAR service area, no later than 60 days after the end of each fiscal quarter.

Rider 75 requires the report to include for each local mental health authority, state facility, and contracted entity:

- Current mental health waiting list and related expenditure data on:
  - ▶ Community mental health services for adults;
  - ▶ Community mental health services for children;
  - ▶ Forensic state hospital beds; and
  - ▶ Maximum security forensic state hospital beds.
- Number of individuals waiting for all services.
- Number of underserved individuals waiting for additional services.
- Number of individuals removed from the waiting list.
- Funds expended to remove individuals on the waiting list in the current fiscal quarter.
- Average number of days spent on the waiting list.
- Whether waiting lists are due to operational or other short-term factors, or to long-term issues such as insufficient capacity.

Rider 90 requires the report to include:

- Use of funds, including state, local, Medicaid, federal, and other sources to service former NorthSTAR clients.
- Current waiting list for mental health services in the area.
- Projection of any anticipated additional funding needed to avoid a future waiting list.

The current report does not include expenditure data related to removing people from the waiting list, or the use of funds to serve former NorthSTAR clients. During the first quarter of fiscal year 2018, HHSC did not expend any of the \$62,673,000 appropriated by the 2018-19 General Appropriations Act, S.B. 1, 85th Legislature, Regular Session, 2017 (Article II, HHSC, Rider 80) to reduce the mental health waiting list. Waiting list decreases during this time period are attributed to HHSC encouraging local authorities to utilize available resources to reduce waiting lists. The second quarter report will include additional expenditure data.

## **Data Context and Limitations**

The community mental health waiting list is a point-in-time calculation of the total number of people waiting for mental health services. During any given reporting period, the list will change as people are added or removed daily for various reasons (e.g., admitted to services, no longer interested in services, receiving services elsewhere, no longer able to be contacted).

Some funding allocated to reduce waiting lists is utilized for people who bypass the waiting list. These people are directly admitted to services because of increased capacity. This means the number of people added to the waiting list is a measure of the demand beyond funded capacity.

HHSC anticipates additional funding associated with waiting list reduction will increase numbers served and reduce the waiting list. However, if demand increases beyond the total funded capacity for mental health services, a waiting list may remain despite the effective implementation of additional funding and despite meeting contracted targets.

# 1. Adult and Children's Community Mental Health Services Waiting List Data

## Adult Community Mental Health Services

Tables 1 through 4 show the required report elements for the community mental health services waiting list for adults.

**Table 1. Number of Adults Waiting for All Services<sup>1</sup>**

Provider	Number
Anderson/Cherokee Community Enrichment Services	0
Andrews Center	9
Austin Travis County Integral Care	0
Behavioral Health Center of Nueces County	0
Betty Hardwick Center	0
Bluebonnet Trails Community Services	0
Border Region Behavioral Health Center	27
Burke Center	0
Camino Real Community Services	78
Center for Health Care Services	470

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<sup>1</sup> Data provided represent a snapshot of people on the waiting list as of December 30, 2017, rather than being an unduplicated count.

Provider	Number
Center for Life Resources	0
Central Counties Services	0
Central Plains Community Center	0
Coastal Plains Community Center	123
Community Healthcore	4
Denton County Mental Health Mental Retardation Center	0
Emergence Health Network	0
Gulf Bend Center	0
Gulf Coast Center	0
Harris Center for Mental Health and IDD	253
Heart of Texas Regional Mental Health Mental Retardation	0
Helen Farabee Centers	0
Hill Country Mental Health and Developmental Disabilities	0
Lakes Regional Community Center	0
LifePath Systems	0
Mental Health Mental Retardation Authority of Brazos Valley	36

Provider	Number
Mental Health Mental Retardation Services for The Concho Valley	0
My Health My Resource of Tarrant County	102
North Texas Behavioral Health Authority	0
Pecan Valley Centers	0
Permian Basin Community Centers	0
Spindletop Center	0
Starcare Specialty Health System	0
Texana Center	0
Texas Panhandle Centers	0
Texoma Community Center	0
Tri-County Behavioral Healthcare	6
Tropical Texas Behavioral Health	10
West Texas Centers	0
<b>Total</b>	<b>1,118</b>

**Table 2. Number of Underserved Adults Waiting for Additional Services<sup>2</sup>**

<b>Provider</b>	<b>Number</b>
Anderson/Cherokee Community Enrichment Services	0
Andrews Center	3
Austin Travis County Integral Care	253
Behavioral Health Center of Nueces County	10
Betty Hardwick Center	27
Bluebonnet Trails Community Services	27
Border Region Behavioral Health Center	47
Burke Center	0
Camino Real Community Services	1
Center for Health Care Services	23
Center for Life Resources	23
Central Counties Services	30
Central Plains Community Center	0

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<sup>2</sup> Number of underserved adults waiting for additional services is not the same as the adult community mental health waiting list. A provider may not have a community mental health waiting list but still have people receiving a lower level of care than recommended based on assessment scores.



<b>Provider</b>	<b>Number</b>
Coastal Plains Community Center	4
Community Healthcore	3
Denton County Mental Health Mental Retardation Center	8
Emergence Health Network	34
Gulf Bend Center	4
Gulf Coast Center	6
Harris Center for Mental Health and IDD	19
Heart of Texas Regional Mental Health Mental Retardation	0
Helen Farabee Centers	0
Hill Country Mental Health and Developmental Disabilities	0
Lakes Regional Community Center	1
LifePath Systems	0
Mental Health Mental Retardation Authority of Brazos Valley	47
Mental Health Mental Retardation Services for The Concho	0
My Health My Resource of Tarrant County	0
North Texas Behavioral Health Authority	0
Pecan Valley Centers	61

<b>Provider</b>	<b>Number</b>
Permian Basin Community Centers	6
Spindletop Center	5
Starcare Specialty Health System	36
Texana Center	0
Texas Panhandle Centers	18
Texoma Community Center	0
Tri-County Behavioral Healthcare	112
Tropical Texas Behavioral Health	85
West Texas Centers	3
<b>Total</b>	<b>896</b>

**Table 3. Number of Adults Removed from the Waiting List<sup>3</sup>**

<b>Provider</b>	<b>Number Removed</b>
Anderson/Cherokee Community Enrichment Services	NA
Andrews Center	186
Austin Travis County Integral Care	NA

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<sup>3</sup> Not applicable (NA) means the providers did not have an adult community mental health waiting list at any point in this quarter and there is no applicable data.

Provider	Number Removed
Behavioral Health Center of Nueces County	NA
Betty Hardwick Center	NA
Bluebonnet Trails Community Services	NA
Border Region Behavioral Health Center	16
Burke Center	NA
Camino Real Community Services	44
Center for Health Care Services	156
Center for Life Resources	NA
Central Counties Services	NA
Central Plains Community Center	NA
Coastal Plains Community Center	86
Community Healthcore	7
Denton County Mental Health Mental Retardation Center	NA
Emergence Health Network	NA
Gulf Bend Center	NA
Gulf Coast Center	NA

Provider	Number Removed
Harris Center for Mental Health and IDD	385
Heart of Texas Regional Mental Health Mental Retardation	141
Helen Farabee Centers	NA
Hill Country Mental Health and Developmental Disabilities	NA
Lakes Regional Community Center	NA
LifePath Systems	NA
Mental Health Mental Retardation Authority of Brazos Valley	12
Mental Health Mental Retardation Services for the Concho Valley	NA
My Health My Resource of Tarrant County	502
North Texas Behavioral Health Authority	NA
Pecan Valley Centers	NA
Permian Basin Community Centers	NA
Spindletop Center	NA
Starcare Specialty Health System	NA
Texana Center	NA
Texas Panhandle Centers	NA

<b>Provider</b>	<b>Number Removed</b>
Texoma Community Center	17
Tri-County Behavioral Healthcare	1
Tropical Texas Behavioral Health	879
West Texas Centers	NA
<b>Total</b>	<b>2,432</b>

**Table 4. Average Days Adults Spent on Waiting List<sup>4</sup>**

<b>Provider</b>	<b>Average Number of Days</b>
Anderson/Cherokee Community Enrichment Services	NA
Andrews Center	81
Austin Travis County Integral Care	NA
Behavioral Health Center of Nueces County	NA
Betty Hardwick Center	NA
Bluebonnet Trails Community Services	NA
Border Region Behavioral Health Center	242

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<sup>4</sup> NA means the providers did not have an adult community mental health waiting list at any point in the quarter and there is no applicable data. The average number of days is calculated separately for each provider with an adult community mental health waiting list at any point in the quarter.

Provider	Average Number of Days
Burke Center	NA
Camino Real Community Services	80
Center for Health Care Services	130
Center for Life Resources	NA
Central Counties Services	NA
Central Plains Community Center	NA
Coastal Plains Community Center	180
Community Healthcore	76
Denton County Mental Health Mental Retardation Center	NA
Emergence Health Network	NA
Gulf Bend Center	NA
Gulf Coast Center	NA
Harris Center for Mental Health and IDD	42
Heart of Texas Regional Mental Health Mental Retardation	NA
Helen Farabee Centers	NA
Hill Country Mental Health and Developmental Disabilities	NA

Provider	Average Number of Days
Lakes Regional Community Center	NA
LifePath Systems	NA
Mental Health Mental Retardation Authority of Brazos Valley	60
Mental Health Mental Retardation Services for The Concho	NA
My Health My Resource of Tarrant County	173
North Texas Behavioral Health Authority	NA
Pecan Valley Centers	NA
Permian Basin Community Centers	NA
Spindletop Center	NA
Starcare Specialty Health System	NA
Texana Center	NA
Texas Panhandle Centers	NA
Texoma Community Center	NA
Tri-County Behavioral Healthcare	60
Tropical Texas Behavioral Health	176
West Texas Centers	NA

Provider	Average Number of Days
<b>Average</b>	<b>118</b>

## Children’s Community Mental Health Services

Tables 5 through 8 show required report elements for the community mental health services waiting list for children.

**Table 5. Number of Children Waiting for All Services<sup>5</sup>**

Provider	Number
Anderson/Cherokee Community Enrichment Services	0
Andrews Center	0
Austin Travis County Integral Care	0
Behavioral Health Center of Nueces County	0
Betty Hardwick Center	0
Bluebonnet Trails Community Services	0
Border Region Behavioral Health Center	1
Burke Center	0
Camino Real Community Services	0

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<sup>5</sup> Data provided represent a snapshot of children on the waiting list as of December 30, 2017, rather than being an unduplicated count.



<b>Provider</b>	<b>Number</b>
Center for Health Care Services	0
Center for Life Resources	0
Central Counties Services	0
Central Plains Community Center	0
Coastal Plains Community Center	1
Community Healthcore	0
Denton County Mental Health Mental Retardation Center	0
Emergence Health Network	0
Gulf Bend Center	0
Gulf Coast Center	0
Harris Center for Mental Health and IDD	0
Heart of Texas Regional Mental Health Mental Retardation Center	0
Helen Farabee Centers	0
Hill Country Mental Health and Developmental Disabilities Center	0
Lakes Regional Community Center	0
LifePath Systems	0

Provider	Number
Mental Health Mental Retardation Authority of Brazos Valley	0
Mental Health Mental Retardation Services for The Concho Valley	0
My Health My Resource of Tarrant County	0
North Texas Behavioral Health Authority	0
Pecan Valley Centers	0
Permian Basin Community Centers	0
Spindletop Center	0
Starcare Specialty Health System	0
Texana Center	0
Texas Panhandle Centers	0
Texoma Community Center	3
Tri-County Behavioral Healthcare	0
Tropical Texas Behavioral Health	0
West Texas Centers	0
<b>Total</b>	<b>5</b>

**Table 6. Number of Underserved Children Waiting for Additional Services<sup>6</sup>**

<b>Provider</b>	<b>Number</b>
Anderson/Cherokee Community Enrichment Services	0
Andrews Center	0
Austin Travis County Integral Care	0
Behavioral Health Center of Nueces County	0
Betty Hardwick Center	0
Bluebonnet Trails Community Services	13
Border Region Behavioral Health Center	6
Burke Center	0
Camino Real Community Services	0
Center for Health Care Services	1
Center for Life Resources	0
Central Counties Services	0
Central Plains Community Center	0
Coastal Plains Community Center	4

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<sup>6</sup> The number of underserved children waiting for additional services is not the same as the children's community mental health waiting list. A provider may not have a community mental health waiting list but still have people receiving a lower level of care than recommended based on assessment scores.

Provider	Number
Community Healthcore	56
Denton County Mental Health Mental Retardation Center	0
Emergence Health Network	0
Gulf Bend Center	0
Gulf Coast Center	1
Harris Center for Mental Health and IDD	0
Heart of Texas Regional Mental Health Mental Retardation	0
Helen Farabee Centers	0
Hill Country Mental Health and Developmental Disabilities	0
Lakes Regional Community Center	0
LifePath Systems	0
Mental Health Mental Retardation Authority of Brazos Valley	0
Mental Health Mental Retardation Services for The Concho	0
My Health My Resource of Tarrant County	1
North Texas Behavioral Health Authority	0
Pecan Valley Centers	6
Permian Basin Community Centers	0

<b>Provider</b>	<b>Number</b>
Spindletop Center	4
Starcare Specialty Health System	0
Texana Center	0
Texas Panhandle Centers	0
Texoma Community Center	0
Tri-County Behavioral Healthcare	0
Tropical Texas Behavioral Health	17
West Texas Centers	0
<b>Total</b>	<b>109</b>

**Table 7. Number of Children Removed from the Waiting List<sup>7</sup>**

<b>Provider</b>	<b>Number Removed</b>
Anderson/Cherokee Community Enrichment Services	NA
Andrews Center	NA
Austin Travis County Integral Care	NA
Behavioral Health Center of Nueces County	NA

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<sup>7</sup> NA means these providers do not have a children’s community mental health waiting list at any point in the quarter and there is no applicable data.

Provider	Number Removed
Betty Hardwick Center	NA
Bluebonnet Trails Community Services	NA
Border Region Behavioral Health Center	7
Burke Center	NA
Camino Real Community Services	4
Center for Health Care Services	NA
Center for Life Resources	NA
Central Counties Services	NA
Central Plains Community Center	NA
Coastal Plains Community Center	7
Community Healthcore	NA
Denton County Mental Health Mental Retardation Center	NA
Emergence Health Network	NA
Gulf Bend Center	NA
Gulf Coast Center	NA
Harris Center for Mental Health and IDD	NA

Provider	Number Removed
Heart of Texas Regional Mental Health Mental Retardation	NA
Helen Farabee Centers	NA
Hill Country Mental Health and Developmental Disabilities	NA
Lakes Regional Community Center	NA
LifePath Systems	NA
Mental Health Mental Retardation Authority of Brazos Valley	NA
Mental Health Mental Retardation Services for The Concho	NA
My Health My Resource of Tarrant County	NA
North Texas Behavioral Health Authority	NA
Pecan Valley Centers	NA
Permian Basin Community Centers	NA
Spindletop Center	NA
Starcare Specialty Health System	NA
Texana Center	NA
Texas Panhandle Centers	NA
Texoma Community Center	1

<b>Provider</b>	<b>Number Removed</b>
Tri-County Behavioral Healthcare	NA
Tropical Texas Behavioral Health	71
West Texas Centers	NA
<b>Total</b>	<b>90</b>

**Table 8. Average Days Children Spent on Waiting List<sup>8</sup>**

<b>Provider</b>	<b>Average Number of Days</b>
Anderson/Cherokee Community Enrichment Services	NA
Andrews Center	NA
Austin Travis County Integral Care	NA
Behavioral Health Center of Nueces County	NA
Betty Hardwick Center	NA
Bluebonnet Trails Community Services	NA
Border Region Behavioral Health Center	0

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<sup>8</sup> NA means these providers did not have a children’s community mental health waiting list at any point in the quarter and there is no applicable data. The average number of days is calculated separately for each provider with a children’s community mental health waiting list at any point in the quarter.



Provider	Average Number of Days
Burke Center	NA
Camino Real Community Services	NA
Center for Health Care Services	NA
Center for Life Resources	NA
Central Counties Services	NA
Central Plains Community Center	NA
Coastal Plains Community Center	304
Community Healthcore	NA
Denton County Mental Health Mental Retardation Center	NA
Emergence Health Network	NA
Gulf Bend Center	NA
Gulf Coast Center	NA
Harris Center for Mental Health and IDD	NA
Heart of Texas Regional Mental Health Mental Retardation	NA
Helen Farabee Centers	NA
Hill Country Mental Health and Developmental Disabilities	NA

<b>Provider</b>	<b>Average Number of Days</b>
Lakes Regional Community Center	NA
LifePath Systems	NA
Mental Health Mental Retardation Authority of Brazos Valley	NA
Mental Health Mental Retardation Services for The Concho	NA
My Health My Resource of Tarrant County	NA
North Texas Behavioral Health Authority	NA
Pecan Valley Centers	NA
Permian Basin Community Centers	NA
Spindletop Center	NA
Starcare Specialty Health System	NA
Texana Center	NA
Texas Panhandle Centers	NA
Texoma Community Center	39
Tri-County Behavioral Healthcare	NA
Tropical Texas Behavioral Health	NA
West Texas Centers	NA

Provider	Average Number of Days
Average	114

## Factors Impacting Community Mental Health Waiting Lists for Adults and Children

Table 9 shows long- and short-term factors local mental health authorities identify as impacting waiting lists.

**Table 9. Factors Impacting Community Mental Health Waiting Lists for Adults and Children**

Issue	Long or Short-term	Description
As Texas' population grows, so will the number of people likely to qualify for state-supported mental health services.	Long-term	<ul style="list-style-type: none"> <li>• Texas population to increase to over 40.5 million by 2050.</li> <li>• 811,000 adults likely to qualify for state-supported mental health services in 2050, compared to 533,907 in fiscal year 2016.</li> <li>• 320,000 youth likely to qualify for state-supported mental health services in 2050, compared to 253,466 in fiscal year 2016.</li> </ul>
Workforce shortages.	Long-term	<ul style="list-style-type: none"> <li>• Shortages cause challenges to recruiting and retaining psychiatrists, licensed clinicians, nurses, and qualified mental health professionals.</li> <li>• Challenges are even greater in rural and underserved areas.</li> </ul>
Other workforce issues.	Short-term	<ul style="list-style-type: none"> <li>• Loss or retirement of a prescribing provider.</li> <li>• Limited funding.</li> <li>• Low reimbursement rates.</li> </ul>

## 2. Former NorthSTAR Service Area Data

Table 10 shows required data elements for people served in the former NorthSTAR service area.

**Table 10. Number of People in Former NorthSTAR Counties<sup>9</sup> Receiving Mental Health Services, by County of Residence and Age Type**

County of Residence	Adults	Children	Total
Collin	1,945	826	<b>2,771</b>
Dallas	15,468	6,522	<b>21,990</b>
Ellis	647	259	<b>906</b>
Hunt	697	199	<b>896</b>
Kaufman	640	258	<b>898</b>
Navarro	450	135	<b>585</b>
Rockwall	177	64	<b>241</b>
<b>Total</b>	<b>20,024</b>	<b>8,263</b>	<b>28,287</b>

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<sup>9</sup> Represents encounters provided from September 1 - November 29, 2017.

### 3. Forensic State Hospital Bed Waiting List Data

Tables 11 and 12 show required data elements for the forensic state hospital bed waiting lists. The state hospital system maintains two distinct lists of pending admissions for people on forensic commitments, one for people pending admission to a non-maximum security unit and one for people pending admission to a maximum security unit.

**Table 11. Forensic State Hospital Bed Waiting List**

Data Element	Number
People Added to the Waiting List	556
People Removed from the Waiting List	558
People on the Waiting List	586
Average Number of Days People Remained on Waiting List	47

**Table 12. Maximum Security Forensic State Hospital Bed Waiting List**

Data Element	Number
People Added to the Waiting List	142
People Removed from the Waiting List	124
People on the Waiting List	362
Average Number of Days People Remained on Waiting List	225

## Factors Impacting Forensic State Hospital Bed Waiting Lists

Table 13 shows the long- and short-term factors which caused state hospital beds to go off-line or require more beds, leading to increased waiting lists in fiscal year 2017.

**Table 13. Factors Impacting Forensic State Hospital Bed Waiting Lists**

Issue	Long or Short-term	Description
Staffing shortages take beds offline.	Long-term	<ul style="list-style-type: none"> <li>Recruitment and retention of direct care and professional staff are challenging due to a variety of factors, and multiple hospitals face staffing shortages.</li> <li>Significant resources and training are needed to accommodate patients.</li> <li>HHSC is pursuing telemedicine options to extend physician coverage and expanding recruitment and retention efforts.</li> </ul>
Mitigation or remediation of life safety code issues.	Long-term	<ul style="list-style-type: none"> <li>Deferred maintenance related to life safety code or regulatory requirements (e.g., ligature risks), require hospitals to take beds offline if resources to mitigate are not available.</li> <li>The State Operated Facilities division plans to use deferred maintenance funds appropriated for this biennium for anti-ligature and projects to keep beds online; however, funds are insufficient to address all issues. Specifically, the cost of ligature remediation exceeds the total appropriation for deferred maintenance.</li> </ul>
Demand exceeds capacity.	Long-term	<ul style="list-style-type: none"> <li>Patients on a forensic commitment have longer lengths of stay on average, meaning discharge rates have slowed and fewer people can be served with existing beds.</li> </ul>