Semi-annual Reporting of Waiting Lists for Mental Health Services

As Required by
2020-21 General Appropriations
Act, House Bill 1, 86th Legislature,
Regular Session, 2019 (Article II,
Health and Human Services
Commission, Rider 58)

Health and Human Services

Commission

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Table of Contents

1. Introduction

The *Semi-annual Reporting of Waiting Lists for Mental Health Services* meets requirements in the 2020-21 General Appropriations Act, House Bill (H.B.) 1, 86th Legislature, Regular Session, 2019 (Article II, Health and Human Services Commission [HHSC], Rider 58). This rider requires HHSC to report waiting lists for mental health services semi-annually to the Legislative Budget Board and Governor. The report gives mental health waiting list information for the first two quarters of fiscal year 2020.

Rider 58 requires the report to include for each local mental health authority, local behavioral health authority, state facility, and contracted entity, any required waiting list and expenditure data for community mental health services for adults and children, forensic state hospital beds, and maximum security forensic state hospital beds. Required data include:

- 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

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).

HHSC anticipates the additional funding associated with waiting list reduction appropriated by the 86th Texas Legislature will increase numbers served and reduce the waiting list in fiscal years 2020 and 2021. However, if demand increases beyond the total funded capacity for mental health services, a waiting list may
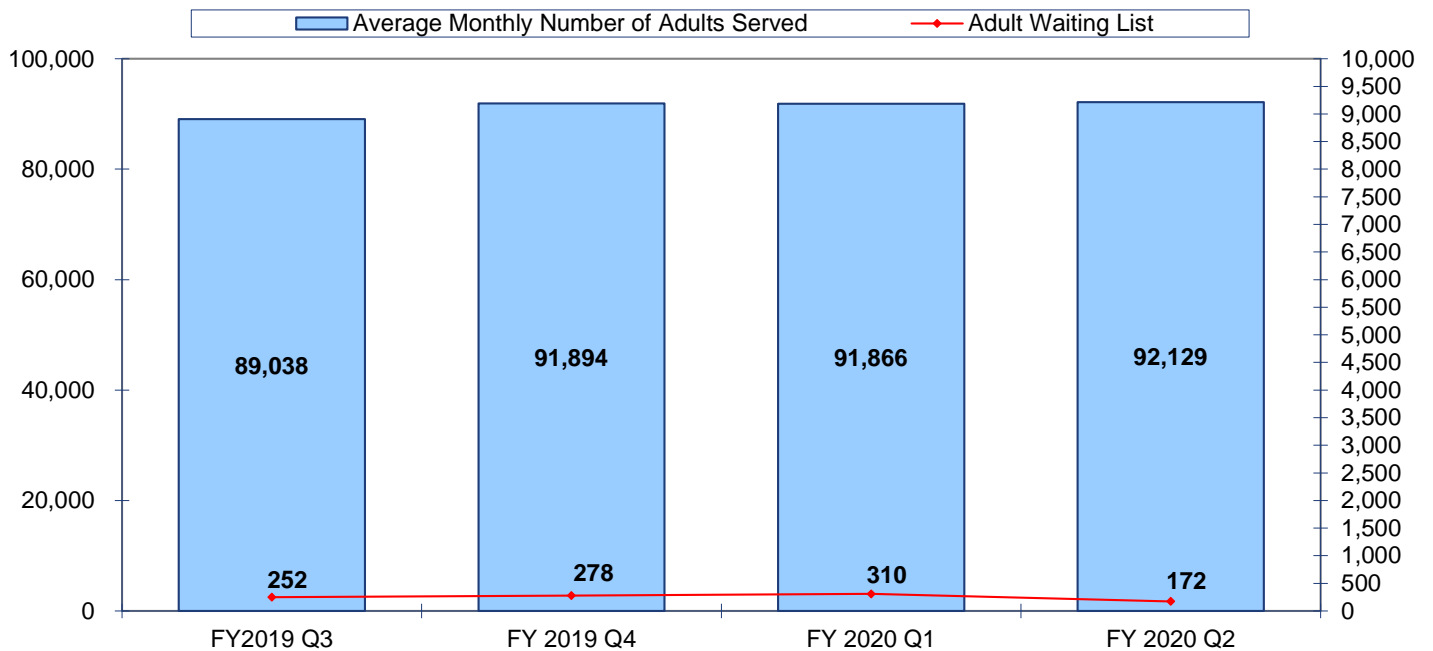
remain despite the effective use of additional funding and local authorities' success in meeting their contracted targets.

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

Adult Community Mental Health Services

The following chart show the trend of the average monthly number of adults served and adult waitlist for the last two quarters of fiscal year 2019 and the first two quarters of 2020.

Chart 1. Adult Community Mental Health Waiting List Trend

	Average Monthly Number of Adults Served	Adult Waiting List
FY2019 Q3	89,038	252
FY 2019 Q4	91,894	278
FY 2020 Q1	91,866	310
FY 2020 Q2	92,129	172

Source: Client Assignment Registration (CARE) system, 03/17/2020.

Notes: Average monthly number of adults served per LBB performance measures. Adult Waiting List is number of adults waiting for all services in last month of quarter.

The following tables in this section show the required report elements for the community mental health services waiting list for adults.

Table 1. Specifies Number of Adults Waiting for All Services[1], Number of Adults Removed from the Waiting List[2], and Average Days Adults Spent on Waiting List[3]

Providers	Waiting for All Services		Number Removed		Average Number of Days	
	Q1	Q2	Q1	Q2	Q1	Q2
Anderson/Cherokee-Community Enrichment Services	0	0	N/A	N/A	N/A	N/A
Andrews Center	59	44	0	2	47	117
Austin Travis County Integral Care	0	0	N/A	N/A	N/A	N/A
Behavioral Health Center of Nueces County	0	0	N/A	N/A	N/A	N/A
Betty Hardwick Center	0	0	N/A	N/A	N/A	N/A
Bluebonnet Trails Community Services	0	0	N/A	N/A	N/A	N/A
Border Region Behavioral Health Center	0	0	N/A	N/A	N/A	N/A
Burke Center	0	0	N/A	N/A	N/A	N/A
Camino Real Community Services	48	10	13	25	99	133
Center for Health Care Services	0	0	N/A	N/A	N/A	N/A
Center for Life Resources	0	0	N/A	N/A	N/A	N/A
Central Counties Services	0	0	N/A	N/A	N/A	N/A
Central Plains Community Center	0	0	N/A	N/A	N/A	N/A

Providers	Waiting for All Services		Number Removed		Average Number of Days	
	Q1	Q2	Q1	Q2	Q1	Q2
Coastal Plains Community Center	0	0	N/A	N/A	N/A	N/A
Community Healthcore	66	15	33	48	73	71
Denton County MHMR Center	0	0	N/A	N/A	N/A	N/A
Emergence Health Network	0	0	N/A	N/A	N/A	N/A
Gulf Bend Center	0	0	N/A	N/A	N/A	N/A
Gulf Coast Center	0	0	N/A	N/A	N/A	N/A
Harris Center for Mental Health and IDD	0	0	N/A	N/A	N/A	N/A
Heart of Texas Regional MHMR Center	0	14	N/A	0	N/A	37
Helen Farabee Center	0	0	N/A	N/A	N/A	N/A
Hill Country MH and DD Center	0	0	N/A	N/A	N/A	N/A
Lakes Regional Community Centers	0	0	N/A	N/A	N/A	N/A
LifePath Systems	0	0	N/A	N/A	N/A	N/A
MHMR Authority of Brazos Valley	0	0	N/A	N/A	N/A	N/A
MNMR Services for the Concho Valley	0	0	N/A	N/A	N/A	N/A
My Health My Resource of Tarrant County	0	0	N/A	N/A	N/A	N/A
North Texas Behavioral Authority	1	0	1	N/A	N/A	N/A
Pecan Valley Centers	0	0	N/A	N/A	N/A	N/A

Providers	Waiting for All Services		Number Removed		Average Number of Days	
	Q1	Q2	Q1	Q2	Q1	Q2
Permian Basin Community Centers	0	0	N/A	N/A	N/A	N/A
Spindletop Center	0	0	N/A	N/A	N/A	N/A
StarCare Specialty Health System	0	0	N/A	N/A	N/A	N/A
Texana Center	0	0	N/A	N/A	N/A	N/A
Texas Panhandle Centers	0	0	N/A	N/A	N/A	N/A
Texoma Community Center	0	0	N/A	N/A	N/A	N/A
Tri-County Behavioral Healthcare	136	89	51	83	97	73
Tropical Texas Behavioral Health	0	0	N/A	N/A	N/A	N/A
West Texas Centers	0	0	N/A	N/A	N/A	N/A
Total	310	172	98	158	79	86

1 Data provided represents the waiting list as of March 2020.
2 N/A means these providers do not have an adult community mental health waiting list as of March 2020 and there is no applicable data.
3 Data is reported using a methodology that allows for the summation of total days assigned for each individual who is assigned to a Level of Care 8 (LOC-8) across each month. This number is then calculated to find the average days waiting in different centers. N/A indicates data was not available at the time the report was generated.

Table 2. Number of Underserved Adults Waiting for Additional Services[4]

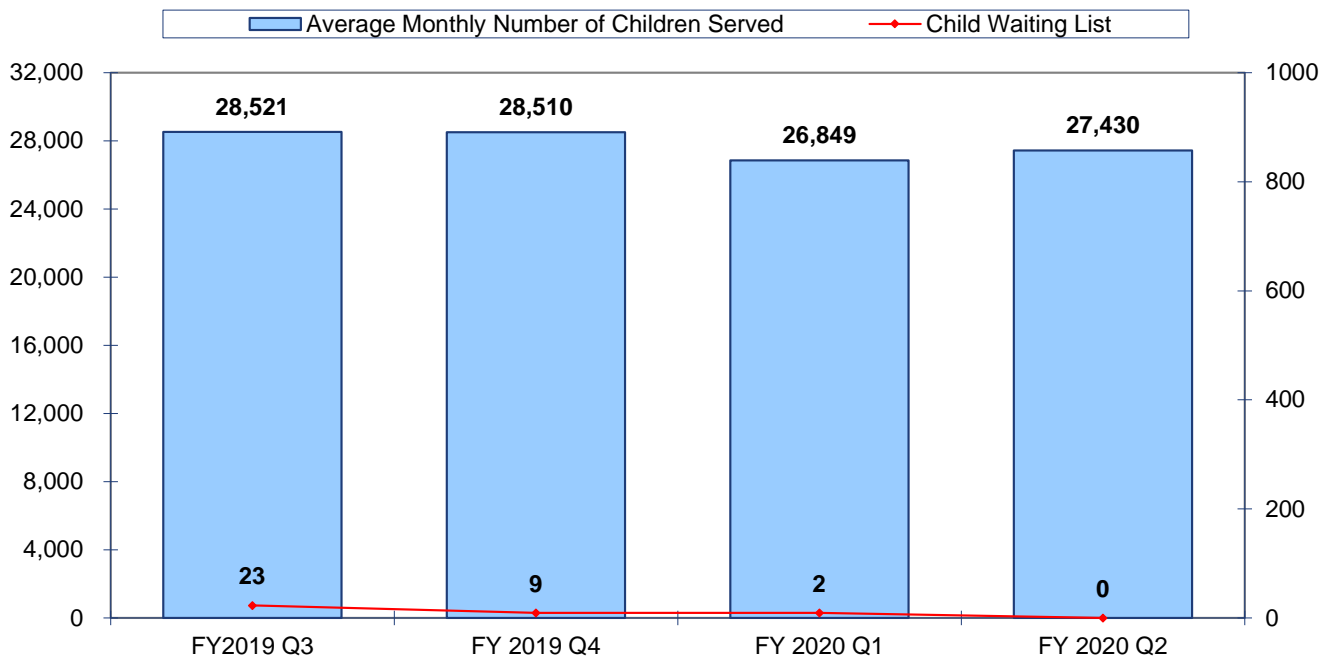| Providers	Numbers	
	Q1	Q2
Anderson/Cherokee Community Enrichment Services	0	0
Andrews Center	9	40
Austin Travis County Integral Care	285	335
Behavioral Health Center of Nueces County	8	19
Betty Hardwick Center	10	12
Bluebonnet Trails Community Services	1	0
Border Region Behavioral Health Center	27	26
Burke Center	1	0
Camino Real Community Services	0	0
Center for Health Care Services	5	0
Center for Life Resources	77	61
Central Counties Services	3	16
Central Plains Community Center	0	0
Coastal Plains Community Center	0	0
Community Healthcore	10	13
Denton County MHMR Center	6	10
Emergence Health Network	15	7
Gulf Bend Center	7	11
Gulf Coast Center	8	5
Harris Center for Mental Health and IDD	3	1
Heart of Texas Regional MHMR Center	1	1
Helen Farabee Centers	0	0
Hill Country MH and DD Center	0	0
Lakes Regional Community Center	0	0
LifePath System	1	1
MHMR Authority of Brazos Valley	65	78

Providers	Numbers	
	Q1	Q2
MHMR Services for the Concho Valley	0	0
My Health My Resource of Tarrant County	3	3
North Texas Behavioral Health Authority	11	5
Pecan Valley Center	0	0
Permian Basin Community Centers	1	1
Spindletop Center	3	3
Starcare Specialty Health System	56	58
Texana Center	0	0
Texas Panhandle Centers	1	1
Texoma Community Center	0	0
Tri-County Behavioral Healthcare	108	109
Tropical Texas Behavioral Health	160	226
West Texas Centers	2	1
Total	887	1,043

[4]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 individuals receiving a lower level of care than recommended based on assessment scores. This data does not include individuals in a lower level of care due to "consumer refused." Data is as of March 2020.

Children's Community Mental Health Services

The following chart shows the trend of the average monthly number of children served and children's waitlist for the last two quarters of fiscal year 2019 and the first two quarters of 2020.

Chart 2. Children's Community Mental Health Waiting List Trend

Source: Client Assignment Registration (CARE) system, 03/17/2020.
Notes: Average monthly number of children served per LBB performance measures. Child Waiting List is number of children waiting for all services in last month of quarter.

The tables in this section show required report elements for the community mental health services waiting list for children.

Table 3. Specifies Number of Children Waiting for All Services[5], Number of Children Removed from the Waiting List[6], and Average Days Children Spent on Waiting List[7]

Providers	Waiting for All Services		Number Removed		Average Number of Days	
	Q1	Q2	Q1	Q2	Q1	Q2
Anderson/Cherokee-Community Enrichment Services	0	0	N/A	N/A	N/A	N/A
Andrews Center	0	0	N/A	N/A	N/A	N/A
Austin Travis County Integral Care	0	0	N/A	N/A	N/A	N/A
Behavioral Health Center of Nueces County	0	0	N/A	N/A	N/A	N/A
Betty Hardwick Center	0	0	N/A	N/A	N/A	N/A
Bluebonnet Trails Community Services	0	0	N/A	N/A	N/A	N/A
Border Region Behavioral Health Center	0	0	N/A	N/A	N/A	N/A
Burke Center	0	0	N/A	N/A	N/A	N/A
Camino Real Community Services	0	0	N/A	1	N/A	N/A
Center for Health Care Services	0	0	N/A	N/A	N/A	N/A
Center for Life Resources	0	0	N/A	N/A	N/A	N/A
Central Counties Services	0	0	N/A	N/A	N/A	N/A
Central Plains Community Center	0	0	N/A	N/A	N/A	N/A

Providers	Waiting for All Services		Number Removed		Average Number of Days	
	Q1	Q2	Q1	Q2	Q1	Q2
Coastal Plains Community Center	0	0	N/A	N/A	N/A	N/A
Community Healthcore	0	0	N/A	N/A	N/A	N/A
Denton County MHMR Center	0	0	N/A	N/A	N/A	N/A
Emergence Health Network	0	0	N/A	N/A	N/A	N/A
Gulf Bend Center	0	0	N/A	N/A	N/A	N/A
Gulf Coast Center	0	0	N/A	N/A	N/A	N/A
Harris Center for Mental Health and IDD	0	0	N/A	N/A	N/A	N/A
Heart of Texas Regional MHMR Center	0	0	N/A	N/A	N/A	N/A
Helen Farabee Center	0	0	N/A	N/A	N/A	N/A
Hill Country MH and DD Center	0	0	N/A	N/A	N/A	N/A
Lakes Regional Community Centers	0	0	N/A	N/A	N/A	N/A
LifePath Systems	0	0	N/A	N/A	N/A	N/A
MHMR Authority of Brazos Valley	0	0	N/A	N/A	N/A	N/A
MNMR Services for the Concho Valley	0	0	N/A	N/A	N/A	N/A
My Health My Resource of Tarrant County	0	0	N/A	N/A	N/A	N/A
North Texas Behavioral Authority	0	0	N/A	N/A	N/A	N/A
Pecan Valley Centers	0	0	N/A	N/A	N/A	N/A

Providers	Waiting for All Services		Number Removed		Average Number of Days	
	Q1	Q2	Q1	Q2	Q1	Q2
Permian Basin Community Centers	0	0	N/A	N/A	N/A	N/A
Spindletop Center	0	0	N/A	N/A	N/A	N/A
Starcare Specialty Health System	0	0	N/A	N/A	N/A	N/A
Texana Center	0	0	N/A	N/A	N/A	N/A
Texas Panhandle Centers	0	0	N/A	N/A	N/A	N/A
Texoma Community Center	2	0	1	1	N/A	N/A
Tri-County Behavioral Healthcare	0	0	N/A	N/A	N/A	N/A
Tropical Texas Behavioral Health	0	0	N/A	N/A	N/A	N/A
West Texas Centers	0	0	N/A	N/A	N/A	N/A
Total	2	0	1	2	N/A	N/A[8]

[5] Data provided represents the children's waiting list as of March 2020.

[6] N/A means these providers do not have a children's community mental health waiting list as of March 2020 and there is no applicable data.

[7] Data is reported using a methodology that allows for the summation of total days assigned for each individual who is assigned to a Level of Care 8 (LOC-8) across each month. This number is then calculated to find the average days waiting in different centers. N/A indicates data was not available at the time the report was generated.

[8] N/A means a number is not possible due to the calculation being an average number for each provider.

Table 4. Number of Underserved Children Waiting for Additional Services[9]

Providers	Numbers	
	Q1	Q2
Anderson/Cherokee Community Enrichment Services	0	0
Andrews Center	0	0
Austin Travis County Integral Care	3	1
Behavioral Health Center of Nueces County	0	0
Betty Hardwick Center	0	0
Bluebonnet Trails Community Services	4	5
Border Region Behavioral Health Center	0	0
Burke Center	0	0
Camino Real Community Services	1	0
Center for Health Care Services	0	0
Center for Life Resources	0	0
Central Counties Services	0	0
Central Plains Community Center	0	0
Coastal Plains Community Center	0	0
Community Healthcore	32	43
Denton County MHMR Center	0	1
Emergence Health Network	0	0
Gulf Bend Center	0	0
Gulf Coast Center	0	0
Harris Center for Mental Health and IDD	0	0
Heart of Texas Regional MHMR Center	0	0
Helen Farabee Centers	0	0
Hill Country MH and DD Center	0	0
Lakes Regional Community Center	0	0
LifePath System	1	0
MHMR Authority of Brazos Valley	0	0
MHMR Services for the Concho Valley	0	0

Providers	Numbers	
	Q1	Q2
My Health My Resource of Tarrant County	0	0
North Texas Behavioral Health Authority	2	0
Pecan Valley Centers	10	5
Permian Basin Community Centers	0	0
Spindletop Center	0	0
Starcare Specialty Health System	0	0
Texana Center	0	0
Texas Panhandle Centers	0	0
Texoma Community Center	0	0
Tri-County Behavioral Healthcare	0	0
Tropical Texas Behavioral Health	82	100
West Texas Centers	0	0
Total	135	155

9 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 individuals receiving a lower level of care than recommended based on assessment scores. This data does not include individuals in a lower level of care due to "consumer refused." Data is as of March 2020.

Funds Expended to Remove Individuals on the Waiting List

The 2020-21 General Appropriations Act, H.B. 1, 86th Legislature, Regular Session, 2019 (Article II, HHSC, Rider 63) designated $59,055,770 of new funding to avoid future waitlists and increase outpatient mental health treatment capacity at the local mental health authorities and local behavioral health authorities. HHSC has finalized funding determinations for LMHAs. All fiscal year 2020 funds will be disbursed to the centers by the end of fiscal year 2020.

Factors Impacting Community Mental Health Waiting Lists for Adults and Children

The table in this section shows long- and short-term factors LMHAs identify as impacting waiting lists.

Table 5. 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	- Texas population to increase to more than 40.5 million by 2050. 811,000 adults likely to qualify for state-supported mental health services in 2050, compared to 576,226 in fiscal year 2020. 320,000 youth likely to qualify for state-supported mental health services in 2050, compared to 262,318 in fiscal year 2020.
Workforce shortages.	Long-term	- Shortages cause challenges to recruiting and retaining psychiatrists, licensed clinicians, nurses, and qualified mental health professionals. - Challenges are even greater in rural and underserved areas.
Other workforce issues.	Short-term	- Loss or retirement of a prescribing provider. - Limited funding.

3. Forensic State Hospital Bed Waiting List Data

The tables in this section 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 6. Forensic State Hospital Bed Waiting List (Non-Maximum Security)

Data Elements	Numbers	
	Q1	Q2
People Added to the Waiting List	605	577
People Remove from the Waiting List	558	612
People on the Waiting List[10]	500	451
Average Number of Days People Remained on Waiting List	66	76

Table 7. Maximum Security Forensic State Hospital Bed Waiting List

Data Elements	Numbers	
	Q1	Q2
People Added to the Waiting List	168	97
People Remove from the Waiting List	145	147
People on the Waiting List[11]	506	449
Average Number of Days People Remained on Waiting List	281	289

[10] This data is the number of people on the waitlist on the last day of the second quarter.
[11] This data is the number of people on the waitlist on the last day of the second quarter.

Factors Impacting Forensic State Hospital Bed Waiting Lists

The table in this section 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.

Table 8. Factors Impacting Forensic State Hospital Bed Waiting Lists

Issue	Long or Short-term	Description
Staffing shortages take beds offline.	Long-term	- Recruitment and retention of direct care and professional staff are challenging due to a variety of factors. HHSC is implementing new recruitment efforts to improve hiring. - The Health and Specialty Care System (HSCS) is using telemedicine to extend psychiatric coverage and expanding recruitment and retention efforts. - The 86th Legislature funded targeted pay increases for direct care staff. HHSC is currently monitoring the effects of the targeted pay increases.
Mitigation or remediation of life safety code issues.	Long-term	- When resources to address deferred maintenance related to life safety code or regulatory requirements (e.g., ligature risks) are not available, hospitals must take beds offline until issues can be mitigated. - HSCS is using deferred maintenance funds appropriated for this biennium for anti-ligature projects and other effects 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 - HHSC is currently allocating $225 million in appropriated funds for deferred maintenance to priority projects at both hospitals and stat supported living centers.

Issue	Long or Short-term	Description
Demand exceeds capacity.	Long-term	• 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. Revised forensic policies and procedures will be implemented to enhance forensic services. • Recent statutory changes allow the assignment of maximum security based on clinical needs, rather than offense charge. In response, HHSC developed a review of process of all forensic commitments to determine clinical need for maximum security. • HSCS implemented a new forensic treatment parameter operating procedure with an effective date of September 1 at state hospitals. State hospital evaluators have also had additional training on conducting evaluations, and the chief of forensic medicine continues to work with hospitals on implementing new evidence-based assessment procedures. • In July 2019, HSCS opened a specialty unit at Terrell State Hospital serving approximately 55 more veterans each year. HSCS also plans to convert 16 beds at San Antonio State Hospital to adult forensic beds in FY 2020. • HSCS has been allocated $745 million to build new hospitals, replacement hospitals and to renovate existing buildings. These projects should add 350 beds to the system.