



# **Semi-annual Reporting of Waiting Lists for Mental Health Services**

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**As Required by**

**2020-2021 General Appropriations Act,  
House Bill 1, 86th Legislature, Regular  
Session, 2019 (Article II, Health and  
Human Services Commission, Rider 58)**

**Health and Human Service**

**Commission**

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**TEXAS**  
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# 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 semi-annually to the Legislative Budget Board and Governor regarding waiting lists for mental health services.

Rider 58 requires the report to include for each Local Mental Health Authority (LMHA), Local Behavioral Health Authority (LBHA), 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 from the waiting list in the current fiscal quarter
- Average number of days on a 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).

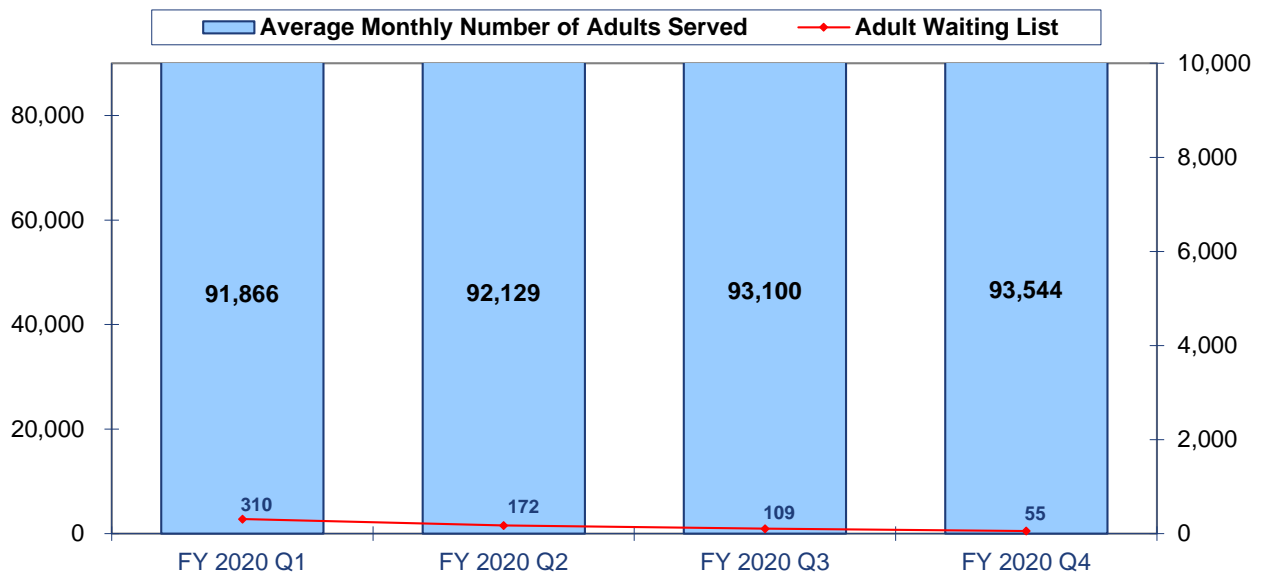
HHSC anticipates additional funding associated with waiting list reduction would increase numbers served and reduce the waiting list. However, if demand increases beyond the total funded capacity for mental health services, a waiting list may remain despite the effective use of additional funding and 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 compares the average monthly number of adults served and adult waiting list for fiscal year 2020 by fiscal year quarter.

Chart 1. Adult Community Mental Health Waiting List



Source: Client Assignment Registration (CARE) system, 9/21/2020.

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. Number of Adults Waiting for All Services<sup>1</sup>, Number of Adults Removed from the Waiting List<sup>2</sup>, and Average Number of Days Adults on Waiting List<sup>3</sup>**

Provider	Waiting for All Services		Removed from Waiting List		Average Number of Days	
	Q3	Q4	Q3	Q4	Q3	Q4
Anderson/Cherokee Community Enrichment Services	0	0	N/A	N/A	N/A	N/A
Andrews Center	33	0	4	N/A	173	134
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	N/A	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
Coastal Plains Community Center	0	0	N/A	N/A	N/A	N/A
Community Healthcore	15	0	1	7	87	88
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

Provider	Waiting for All Services		Removed from Waiting List		Average Number of Days	
Harris Center for Mental Health and IDD	0	0	N/A	N/A	N/A	N/A
Heart of Texas Regional MHMR Center	8	20	3	N/A	42	48
Helen Farabee Centers	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 Center	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
MHMR 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 Health Authority	0	0	N/A	N/A	N/A	N/A
Pecan Valley Centers	0	0	N/A	N/A	N/A	N/A
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	53	35	19	13	65	71
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
<b>Total</b>	<b>109</b>	<b>55</b>	<b>27</b>	<b>20</b>	<b>N/A</b>	<b>N/A</b>

<sup>1</sup> Q3 data represents the waiting list as of May 2020 and Q4 data is as of August 2020.

<sup>2</sup> N/A means these providers do not have an adult community mental health waiting list for Q3 as of May 2020 or for Q4 as of August 2020.

<sup>3</sup> 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.

<sup>4</sup> N/A means a number is not possible due to the calculation being an average number for each provider.

**Table 2. Number of Underserved Adults Waiting for Additional Services by Provider<sup>5</sup>**

Provider	Numbers	
	Q3	Q4
Anderson/Cherokee Community Enrichment Services	2	3
Andrews Center	48	24
Austin Travis County Integral Care	267	226
Behavioral Health Center of Nueces County	35	76
Betty Hardwick Center	8	10
Bluebonnet Trails Community Services	1	2
Border Region Behavioral Health Center	4	7
Burke Center	0	0
Camino Real Community Services	1	1
Center for Health Care Services	9	18
Center for Life Resources	55	43
Central Counties Services	11	16
Central Plains Community Center	0	0
Coastal Plains Community Center	0	0
Community Healthcore	9	0
Denton County MHMR Center	2	14
Emergence Health Network	4	9
Gulf Bend Center	11	9
Gulf Coast Center	11	21
Harris Center for Mental Health and IDD	0	0
Heart of Texas Regional MHMR Center	0	0
Helen Farabee Centers	0	0

<b>Provider</b>	<b>Numbers</b>	
Hill Country MH and DD Center	0	0
Lakes Regional Community Center	0	0
LifePath Systems	1	1
MHMR Authority of Brazos Valley	80	76
MHMR Services for The Concho Valley	0	0
My Health My Resource of Tarrant County	3	2
North Texas Behavioral Health Authority	2	6
Pecan Valley Centers	0	6
Permian Basin Community Centers	0	0
Spindletop Center	3	5
Starcare Specialty Health System	79	116
Texana Center	0	0
Texas Panhandle Centers	1	1
Texoma Community Center	0	1
Tri-County Behavioral Healthcare	70	53
Tropical Texas Behavioral Health	250	189
West Texas Centers	6	8
<b>Total</b>	<b>973</b>	<b>942</b>

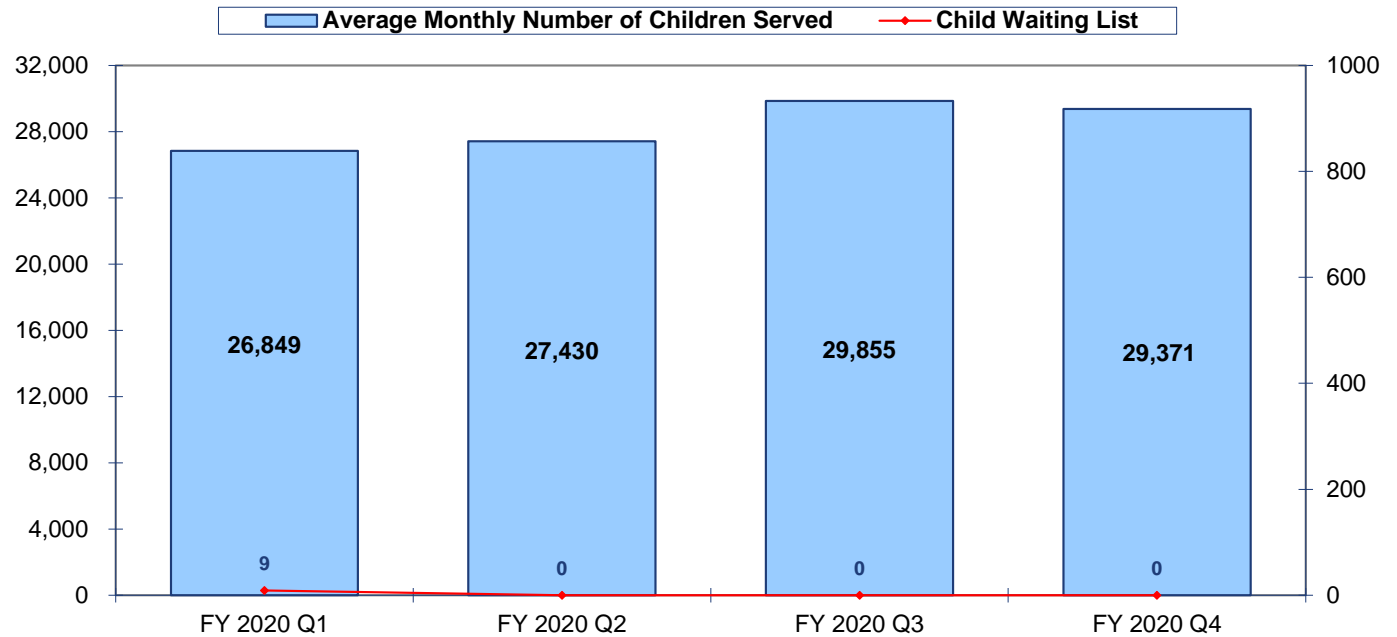
<sup>5</sup>Number of underserved adults waiting for additional services is different from the adult community mental health waiting list. A provider may not have a community mental health waiting list, but still have individuals receiving a lower level of care than recommended based on assessment scores. This data does not include individuals in a lower level of care due to "consumer refused." Q3 data represents the waiting list as of May 2020 and Q4 data is as of August 2020.



## Children's Community Mental Health Services

The following chart compares the average monthly number of children served and adult waiting list for fiscal year 2020 by fiscal year quarter.

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



Source: Client Assignment Registration (CARE) system, 09/21/2020.

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. Number of Children Waiting for All Services<sup>6</sup>, Number of Children Removed from the Waiting List<sup>7</sup>, and Average Number of Days Children on Waiting List<sup>8</sup>**

Provider	Waiting for All Services		Number Removed		Average Number of Days	
	Q3	Q4	Q3	Q4	Q3	Q4
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	N/A	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
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 Centers	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 Center	0	0	N/A	N/A	N/A	N/A
LifePath Systems	0	0	N/A	N/A	N/A	N/A

Provider	Waiting for All Services		Number Removed		Average Number of Days	
	Q3	Q4	Q3	Q4	Q3	Q4
MHMR Authority of Brazos Valley	0	0	N/A	N/A	N/A	N/A
MHMR 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 Health Authority	0	0	N/A	N/A	N/A	N/A
Pecan Valley Centers	0	0	N/A	N/A	N/A	N/A
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	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
<b>Total</b>	<b>0</b>	<b>0</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>

<sup>6</sup> Q3 data represents the waiting list as of May 2020 and Q4 data is as of August 2020.

<sup>7</sup> N/A means these providers do not have an adult community mental health waiting list for Q3 as of May 2020 or for Q4 as of August 2020.

<sup>8</sup> Data is reported using a methodology that allows for the summation of total days assigned for individuals assigned 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.

<sup>9</sup> 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 by Provider<sup>10</sup>**

Provider	Numbers	
	Q3	Q4
Anderson/Cherokee Community Enrichment Services	0	0
Andrews Center	0	0
Austin Travis County Integral Care	1	1
Behavioral Health Center of Nueces County	0	1
Betty Hardwick Center	0	0
Bluebonnet Trails Community Services	7	12
Border Region Behavioral Health Center	0	0
Burke Center	0	0
Camino Real Community Services	0	0
Center for Health Care Services	0	0
Center for Life Resources	0	0
Central Counties Services	1	0
Central Plains Community Center	0	0
Coastal Plains Community Center	0	0
Community Healthcore	29	17
Denton County MHMR Center	0	0
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 Systems	0	0
MHMR Authority of Brazos Valley	0	0
MHMR Services for The Concho Valley	0	0
My Health My Resource of Tarrant County	0	0
North Texas Behavioral Health Authority	1	2

Provider	Numbers	
Pecan Valley Centers	13	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	76	75
West Texas Centers	1	0
<b>Total</b>	<b>129</b>	<b>113</b>

<sup>10</sup> 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." Q3 data represents the waiting list as of May 2020 and Q4 data is as of August 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) appropriated \$59,055,770 to address waiting lists and increase outpatient mental health treatment capacity at the LMHAs and LBHAs. HHSC has fully allocated these funds among LMHAs and LBHAs, encumbered the funds onto their contracts and distributed all state fiscal year 2020 outpatient funds. The first quarterly allocation payment for state fiscal year 2021 was completed, and the remaining state fiscal year 2021 funds will be paid according to the regular quarterly payment allocation schedule.

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

The table in this section shows long- and short-term factors LMHAs and LBHAs 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-approved mental health services.	Long-term	<ul style="list-style-type: none"> <li>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 state fiscal year 2020. 320,000 youth likely to qualify for state-supported mental health services in 2050, compared to 262,318 in state fiscal year 2020.</li> </ul>
Workforce shortages.	Short-term	<ul style="list-style-type: none"> <li>Negative impact of the COVID-19 pandemic induced staff shortages due to personal illness, required quarantine due to exposure, or taking personal leave to care for ill family members.</li> </ul>
	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. Challenges were even greater in rural and underserved areas.</li> </ul>
Other workforce issues.	Short-term	<ul style="list-style-type: none"> <li>Losing prescribing providers due to staff turnover, competitive employment, or retirement was a challenge.</li> <li>Limited funding prevented hiring of new staff.</li> </ul>

### 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 Element	Number	
	Q3	Q4
People Added to the Waiting List	502	482
People Removed from the Waiting List	606	705
People on the Waiting List <sup>11</sup>	351	299
Average Number of Days People Remained on Waiting List	79	110

**Table 7. Maximum Security Forensic State Hospital Bed Waiting List**

Data Element	Number	
	Q3	Q4
People Added to the Waiting List	130	125
People Removed from the Waiting List	77	95
People on the Waiting List <sup>12</sup>	464	484
Average Number of Days People Remained on Waiting List	323	270

<sup>11</sup>This data is the number of people on the waitlist on the last day of the fourth quarter.

<sup>12</sup>This data is the number of people on the waitlist on the last day of the fourth quarter.

## Factors Impacting Forensic State Hospital Bed Waiting Lists

The table in this section shows the long- and short-term factors that impact the forensic waiting list.

**Table 8. 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, including new challenges brought on by the COVID-19 pandemic. HHSC continues exploring new recruitment efforts to improve hiring.</li> <li>● Health and Specialty Care System (HSCS) is using telemedicine to extend psychiatric coverage and expanding recruitment and retention efforts.</li> <li>● The 86th Legislature appropriated pay increases for direct care staff. HHSC is currently monitoring the outcomes of the targeted pay increases.</li> </ul>
Mitigation or remediation of life safety code issues.	Long-term	<ul style="list-style-type: none"> <li>● 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.</li> <li>● The Health and Specialty Care System (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</li> <li>● In fiscal year 2020, HHSC allocated \$225 million in appropriated funds for deferred maintenance to priority projects at both hospitals and state supported living centers.</li> </ul>



Issue	Long or Short-term	Description
<p>COVID-19 precautions require that HHSC manage the state hospitals at a lower census</p>	<p>Short-term</p>	<ul style="list-style-type: none"> <li>● To create a safe environment for patients and staff, all state hospitals have created space for social distancing and established places where patients who were possibly exposed or tested positive can be quarantined.</li> <li>● State hospitals are also placing patients who are being admitted from jails and other places initially on isolation units to determine their COVID-19 status.</li> </ul>

Issue	Long or Short-term	Description
Demand exceeds capacity.	Long-term	<ul style="list-style-type: none"> <li>● The inability to successfully and safely discharge individuals into the community is a factor impacting the waiting list.</li> <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. Revised forensic policies and procedures will be implemented to enhance forensic services.</li> <li>● As outlined in Blueprint for a Healthy Texas, HSCS planned to serve 7,484 people at state psychiatric hospitals through improved services and operations in state fiscal year 2020. This is an increase of 5.5 percent, or 390 people, from 7,094 served in state fiscal year 2019.</li> <li>● 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.</li> <li>● HSCS will implement a new forensic treatment parameter operating procedure with an effective date of September 1, 2020 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.</li> <li>● In July 2019, HSCS opened a specialty unit at Terrell State Hospital to serve approximately 55 more veterans each year. HSCS also plans to convert 16 beds at San Antonio State Hospital to adult forensic beds in state fiscal 2020.</li> </ul>

## **List of Acronyms**

<b>Acronym</b>	<b>Full Name</b>
H.B.	House Bill
HHSC	Health and Human Services Commission
HSCS	Health and Specialty Care System
LBHA	Local Behavioral Health Authority
LMHA	Local Mental Health Authority