



## Collaborations Expanding Access to Behavioral Health Care

### Williamson County Commissioners Court



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January 25, 2022



**Status:** Implemented  
**Date:** November 15, 2021 – First Calls Taken at 911  
**Staffing:** 3 Mental Health Professionals – 7 Planned  
**Funding:** BTCS – Community Mental Health Grant Award

## Mental Health at 911 Dispatch

- Police
- Fire
- Ambulance
- Mental Health

## Strategic Goal

For persons experiencing distress related to mental illness, provide 24-hour access to a qualified mental health professional to:

- Connect at the moment of the crisis
- Assist with mobile crisis response
- Follow up and connect into helpful services available throughout Williamson County

# Mobile Crisis Outreach Team (MCOT)

## MOBILE CRISIS OUTREACH TEAM (MCOT)

For general information related to crisis services please see [www.bbtrails.org/crisis-services](http://www.bbtrails.org/crisis-services)

Beginning January 1, 2022, we proudly partner with Williamson County ISDs to provide 24/7 access to mental health crisis services for students in a situation that may lead to the student self-harming or harming another person.

**Crisis Hotline: 800-841-1255**



### Request a Crisis Assessment

- Our team of qualified and highly trained mental health professionals are available for immediate response to the school, the home or other safe location in the community



### Ask to speak with the On-Call Worker to:

- Request information to aid in immediate safety planning
- Request consultation supporting the student, ISD and parent/guardian



### Expect a next day crisis follow up service

- Follow up contact can be provided virtually or in-person, as requested by the parent/guardian, student and/or ISD

Ensuring communication, continuity of care and a smooth transition following the crisis event, we offer Care Coordination:

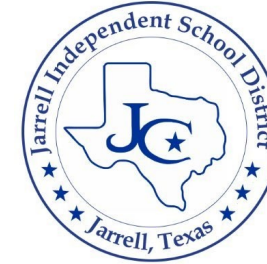
**Care Coordination Line:** 833-359-0106 or [CareCoordinators@bbtrails.org](mailto:CareCoordinators@bbtrails.org)

For general information about any of our services or to schedule appointments, please contact:

**Information and Appointment Line:** 844-309-6385

Feel free to email us with questions or concerns:

- For crisis services: [Amanda.Coleman@bbtrails.org](mailto:Amanda.Coleman@bbtrails.org)
- For Care Coordination and ongoing services: [Jessica.Miller@bbtrails.org](mailto:Jessica.Miller@bbtrails.org)



**ROUND ROCK**  
INDEPENDENT SCHOOL DISTRICT



**Status:** Implemented

**Date:** January 1, 2022

**Staffing:** 17 MCOT Professionals

**Funding:** BTCS + HHSC Contract Funding

# Expansion of Medical and Psychiatric Care in Jail

Addition of Physician's Assistant (PA) Medical Professional



**Status:**  
**Date**  
**Staffing:**  
**Funding:**

## Value Added

- Providing timely access to medical and psychiatric care for inmates
- Reducing time and costs to administer physical and psychiatric evaluations, assessments, medications and care reducing:
  - time in jail
  - time to transition to court
  - costs of transports, medical treatment and days in hospital

Expected PA start date – February 2022  
February 2022 – Expanded Services to begin  
1 Licensed Medical Practitioner  
Williamson County Salary and Benefits



# Justice-Based Care Coordination

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In partnership with Williamson County Sheriff's Office and District Court, added staff to expedite linkage of inmates and court-involved persons to medical, social and psychiatric care in the community:

- Reducing time between booking & court hearing
- Increasing appropriate jail diversions
- Reducing return to justice systems
- Expediting ongoing care in home community

<b>Status:</b>	Implemented
<b>Date:</b>	January 3, 2022
<b>Staffing:</b>	1 Jail-Based Care Coordinator 1 Court-Based Care Coordinator
<b>Funding:</b>	BTCS + Community Mental Health Grant





# Rock Springs

*There's hope. There's help.®*

## Expansion of Children's Psychiatric Hospital Beds

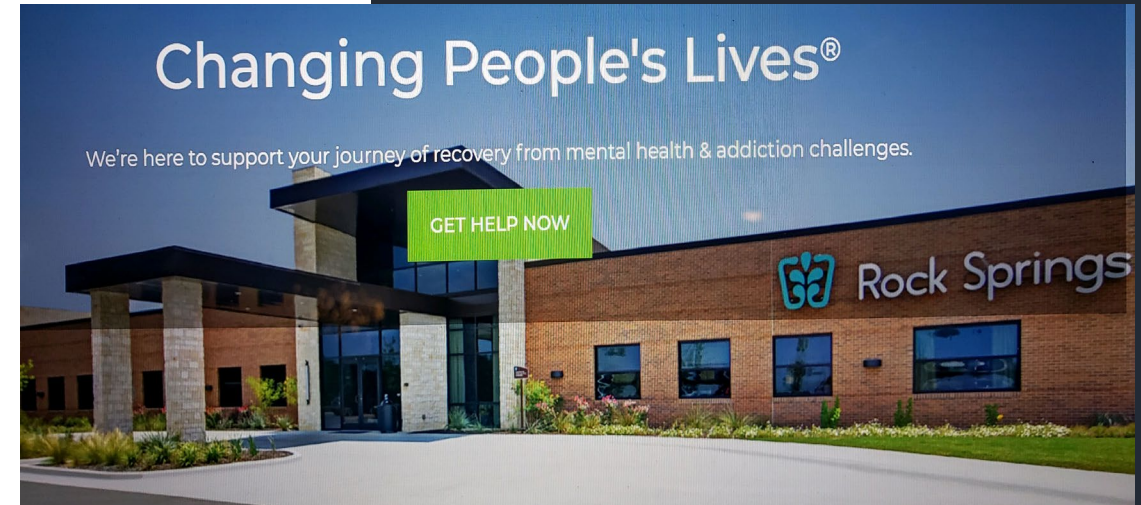
Addition of 24 beds to existing 72-bed hospital campus  
in Georgetown – opening access to critically needed  
crisis care

**Status:** Construction Plans to be completed on January 31, 2022  
Moving retention pond in 6 weeks

**Date:** December 25, 2022 – Projected Opening Day

**Staffing:** Planning Underway

**Funding:** Construction – Williamson County CARES Act  
Operations – Partially funded through Williamson County ARPA Funds





## Law Enforcement Access Line

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24/7 MCOT Consultation & Dispatch  
Williamson County



To Request Routine Follow-Up:  
[\\_Wilco\\_LE\\_Referrals@bbtrails.org](mailto:_Wilco_LE_Referrals@bbtrails.org)

For Immediate Concerns:  
**800-841-1255, Request Wilco Admin On-Call**

[www.bbtrails.org](http://www.bbtrails.org) · Appointments: 844-309-6385 · 24/7 Crisis Hotline: 800-841-1255

# Law Enforcement Triage + 23-Hour Observation Program

In partnership with **Williamson County Sheriff's Office** and **Crisis Intervention Team**, establishing a drop-off center for law enforcement allowing officers to return to duty as quickly as possible. The 23-Hour Observation program provides psychiatric care and linkage to the most appropriate level of care – along with a safe transition to that level of care.

<b>Status:</b>	Referrals Underway Renovation Nearing Completion
<b>Dates:</b>	March 1, 2022 - Transition of all Mobile Crisis Services March 9 and 10, 2022 – Tours of Program March 17, 2022 – Projected Opening Day
<b>Staffing:</b>	27 Mental Health and Primary Care Professionals
<b>Funding:</b>	Renovation – Williamson County CARES Act Operations – BTCS Community Mental Health Grant

# Youth Therapeutic Respite Program

In Williamson County, the 16-bed **Therapeutic Respite Program for Youth** will provide a safe environment for youth in crisis, between the ages of 5-17, to receive wraparound care, including innovative therapies, care coordination, case management, psychiatric medication management, and more. The length of stay may be as short as a few hours or as long as 30 days, depending on the needs of the youth and family. We will work closely with caregivers every step of the way, pairing them with a Family Partner and involving them in care planning and therapy services. As we support the academic success of each youth enrolled in the program, our Care Coordinators will collaborate with each student's school to plan for a smooth transition upon returning home. The only program of its kind in our area, this trauma-informed, community-based crisis intervention will serve as an alternative to psychiatric hospitalization for youth and their families.

OPENING MARCH 2022 in ROUND ROCK, TEXAS!

\*This program is made possible through generous funds from Williamson County.

**Therapeutic Respite Program for Youth**



- Status:** Completing Construction and Awaiting Delivery of Furnishings and Playground Equipment
- Date:** March 23, 2022 – Projected Opening Day
- Staffing:** 26 Mental Health, Primary Health, Substance Use and IDD/Autism Professionals
- Funding:** Renovation: Williamson County CARES Act  
Operations: Williamson County ARPA Funds



# Summary of Key Dates

Transition of Mobile Outreach Team to City of Round Rock

Implementation of CARES and ARPA Funded Projects Expanding Access to Care



2021 - 2022

November	8	Notice of Transition – Mobile Outreach Team to Round Rock
November	15	911 Dispatch Initiates Mental Health Response
December	2	Advised ISDs to Transition to BTCS Mobile Crisis Outreach Team (MCOT) by January 1, 2022
December	8-17	Transition Discussions with each ISD
January	1	BTCS MCOT Assumes Crisis Responsibility for All ISDs
January	25	Williamson County Partners Provide Update to Commissioners Court
January	31	BTCS MCOT Fully Staffed
February	28	All ISD Meeting to Assess Transition Progress and Needs
March	1	BTCS MCOT Responds to All Law Enforcement Calls until Round Rock Program is Deployed (April 18)
March	9-10	Open House and Tours – Law Enforcement Triage and 23-Hour Observation Program
March	11	Williamson County Sequential Intercept Mapping (SIM) Follow Up from November 2019
March	17	Opening Day – LE Triage and 23-Hour Observation Program
March	23	Opening Day – Youth Therapeutic Respite Program
April	18	Initiation of Round Rock Program – 10am-10pm
December	25	Projected Opening Day – Rock Springs 24-Bed Program