

COMMUNITY HEALTH NEEDS ASSESSMENT
PROGRAM DESCRIPTION:

Behavioral Health



Parkland

Care. Compassion. Community.

TABLE OF CONTENTS

A. Problem Statement..... 3

B. Strategy..... 3

C. Metrics 3

D. Budget..... 4

E. Staffing 5

F. Intervention Deployment..... 7

H. BH Service Delivery Process Flow 13

 1. Adult Service Delivery Process Process Flow 13

 2. Pediatrics Service Delivery Process Health 14

 3. RIGHT Care Team..... 15

I. Partnerships 16



COMMUNITY HEALTH NEEDS ASSESSMENT PROGRAM DESCRIPTION

Behavioral Health

A. PROBLEM STATEMENT

Dallas County does not have enough behavioral health capacity to support the high demand for these services. Navigating the health system in Dallas County is difficult for those with behavioral health needs and there is a lack of integration between behavioral health and physical health. According to input provided by focus group participants, the demand for behavioral health services for school children, youth and seniors is concerning.

B. STRATEGY

Increase behavioral health capacity and further improve coordination among behavioral health providers and community-based organizations

C. METRICS

1. Number of patients from the targeted population with a behavioral health encounter
2. Number of pediatric patients from the targeted population with a behavioral health encounter
3. Number of interventions by the RIGHT Care teams

**D. BUDGET** (as of August 31, 2020)

Behavioral Health Financial Summary (Staffing Only)

	Year 1	Year 2	Year 3	Year 4	Year 5	Total
Gross Revenue	\$0	\$0	\$0	\$0	\$0	\$0
Deductions from Revenue	-	-	-	-	-	-
Net Revenue	-	-	-	-	-	-
Expenses						
Salaries	1,108,692	1,491,945	1,534,246	1,577,816	1,622,694	7,335,393
Benefits	239,477	322,260	331,397	340,808	350,502	1,584,445
Drugs	-	-	-	-	-	-
Med/Surg Supplies-Baxter	-	-	-	-	-	-
Miscellaneous Supplies	-	-	-	-	-	-
Total Expenses	1,348,169	1,814,205	1,865,643	1,918,625	1,973,196	8,919,838
Net Income	(1,348,169)	(1,814,205)	(1,865,643)	(1,918,625)	(1,973,196)	(8,919,838)
Indirect Expense Allocation	-	-	-	-	-	-
Net Income after Indirect Expenses	\$ (1,348,169)	\$ (1,814,205)	\$ (1,865,643)	\$ (1,918,625)	\$ (1,973,196)	\$ (8,919,838)
Capital	-	-	-	-	-	-
Total	\$ (1,348,169)	\$ (1,814,205)	\$ (1,865,643)	\$ (1,918,625)	\$ (1,973,196)	\$ (8,919,838)
FTEs	12.00	17.00	17.00	17.00	17.00	13.14
Net Revenue Per Cycle	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Expense Per Cycle	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Net Income Per Cycle	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Total Direct Expenses	1,348,169	1,814,205	1,865,643	1,918,625	1,973,196	8,919,838

**E. STAFFING** (Year 1 FTEs approved as of 8/31/2020)

#	FTE Description	Scope of Service	Year 1	Year 2
1	Staff Physician Psychiatrist (Pedi/Adult)	This position will work primarily in the pediatric setting in the COPC's. Provides psychiatric assessments through personal interviews, review of records, interviews of third parties and formal evaluation procedures in order to make/classify an accurate mental health diagnosis. Assesses and intervenes in crisis and emergency situations to minimize potential harm to patient. Provides psychiatric treatment through personal interaction to aid patients to relieve emotional distress/psychiatric symptoms, clarify patient goals/priorities and expand social support networks in group or family.	1.0	1.0
2	Advanced Practice Practitioner	This position will work in the Integrated BH setting in the COPC's. Performs all clinical practitioner service activities in designated specialty area including obtains histories, performs physical exams, makes assessments, orders tests to adequately assess, determine diagnoses and plan of care. Provides optimal medical decision making and patient care management.	1.0	2.0
3	Pediatric Psychologist/Assessor	This position will work in the Integrated Pediatric BH setting in the COPC's. Provides psychological assessments through personal interview, review of records, interviews of third parties and/or formal evaluation procedures and makes/classifies mental health diagnosis, identifies problems and determines plan of intervention to optimize psychological service. Assesses and intervenes in crisis and emergency situations. Provides psychological treatment through personal interaction to aid patients to relieve emotional distress/psychiatric symptoms, clarify patient goals/priorities, expand social support networks in group or family format and find adaptive solutions to current life problems.	1.0	1.0
4	Lead Mental Health Counselor/LCSW	This position will serve as lead to all integrated child mental health counselors and integrated adult BH counselors in the COPC's. Works with Lead Psychologist and with other administrative staff in assigned department/division, to manage the selection, development, training, implementation and supervision of Mental Health Counselors. The Lead Mental Counselor monitors and revises annual goals and objectives. Provides counseling to clients and their families to relieve emotional distress, clarify patient goals/priorities, expand social support networks in individual or group format and find adaptive solutions to current life problems.	1.0	1.0
5	Mental Health Counselor/LCSW	This position will serve in the Integrated pediatric BH setting in the COPC's. Provides counseling to clients and their families to relieve emotional distress, clarify patient goals/priorities, expand social support networks in individual or group format and find adaptive solutions to current life problems.	0.25	1.0
6	Psychiatric RN II	This position will work closely with the Child Psychiatrist and APP in the Integrated BH setting in the COPC's. Provides care for assigned patient population in accordance with the current State of Texas Nurse Practice Act, established protocols, multidisciplinary plan of care and clinical area specific standards. Provides continuous assessment, consults with other team members as required and provides nursing care which demonstrates patient centered/patient valued care.	0.0	1.0
7	Senior Medical Assistant	This position will work in the pediatric and adult integrated BH setting in the COPC's. Performs specified patient care activities which may include administering immunizations and PPD's, drawing blood, performing lab procedures and collection of specimens, performing diagnostic tests, and taking vital signs, confirms appointment date and time, verifies and/or obtains demographic information and insurance identification to ensure patient information is documented in a timely manner. Reviews and updates patient accounts to ensure Parkland has accurate and current information to process claims and obtain payment. May rotate into other business staff positions including appointment scheduling, check-in/check-out, posting charges/payments, medical record and referral management	0.25	1.0



#	FTE Description	Scope of Service	Year 1	Year 2
8	Medical Practice Assistant	<p>This position will work in the pediatric and adult integrated BH setting in the COPC's.</p> <p>Greets patient and checks the patient into the clinic. Correctly identifies patient prior to performing tasks.</p> <p>Reviews and updates patient account to ensure registration and coverage is current and complete. Confirms or verifies coverage as needed. Identifies and refers patients for financial counseling as appropriate. Assists with the process of internal and external appointments, referrals and information retrieval. Schedules appointments in accordance with clinical team directive and patient desires/availability.</p>	0.5	2.0
9	Community Health Educator	<p>Will provide education on mental health first aid and trauma informed care to the community. Evaluates educational needs, develops and presents materials to educate target groups to promote health awareness and good health practices. Review charts, set appointments or classes, review results of screenings, and provide emotional support to clients as indicated. May refer clients to community resources as deemed appropriate. Oversees and executes employee education seminars and health education events providing educational training and public speaking on various health topics to promote public awareness and good health practices</p>	1.0	1.0
10	Social Worker II	<p>These positions will serve on the RIGHT Care Teams. These teams will be based out of South Central police station. Their main function is to respond to 911 mental health emergencies. They perform psychosocial assessments including diagnosis on psychiatric and/or chemical dependent patient needs are properly identified and appropriate interventions are integrated into the plan of care. Assesses patient's and family's psychosocial risk factors through evaluation of prior functioning levels, appropriateness and adequacy of support systems, reaction to illness and ability to cope, understanding of present circumstances and patient/family priorities/needs. Collaborates with the patient, family and multidisciplinary team to assure psychosocial needs are addressed. Counsels patients and families regarding emotional, social and financial consequences of illness and/or disability and other psychosocial issues identified. Provides crisis intervention and counseling for patients and families. Promotes patient and family empowerment and independence. Participates in discharge planning activities.</p>	5.0	5.0
11	Social Work Supervisor	<p>This position will serve as a supervisor for the RIGHT Care Teams. These teams will be based out of South Central police station. Their main function is to respond to 911 mental health emergencies. Works with Social Work Management. Assists in selecting, training, scheduling, motivating, supervising, evaluating and makes recommendations for disciplinary actions up to and including termination, to ensure maximum utilization of individual and group capabilities. Ensures that assigned employees receive opportunities to further their knowledge. Collaborates with management team in service areas to develop and implement a system for providing social work coverage and accountability that meets the needs of patient care and organizational efficiency.</p>	1.0	1.0
Total FTEs			12.0	17.0



F. INTERVENTION DEPLOYMENT

Goal 1: Increase the number of patients from the targeted population with a behavioral health encounter by 2022 (2020: 144,042, 2021: 151,604 and 2022: 158,086)						
	Intervention	Time of Services	Scope of Service	Staff	Outputs	Internal Capacity Impact
1	Increase Access Points	During Primary Care Visit	<p>Conduct brief screenings in primary care for the following conditions:</p> <ul style="list-style-type: none"> • Depression • Suicidality <p>Administer PHQ-2 to screen for depression yearly or more frequently if needed; a score ≥ 3 triggers the administration of the PHQ-9</p> <p>Integrate in EMR the measures that result from patient screening</p>	<ul style="list-style-type: none"> • Intake Nurse • Primary Care Provider 	<p># of PHQ-2 screens</p> <p># of suicide screenings</p> <p># of measures integrated in EMR</p>	<p>PHQ-2 screenings 2020: 144,042 2021: 151,604 2022: 158,086</p> <p>Suicide screenings 2020: 144,042 2021: 151,604 2022: 158,086</p> <p>Measures integrated in EMR 2020: 144,042 2021: 151,604 2022: 158,086</p>
2	Patient Identification and enrollment	Referral submitted to behavioral health referral hub upon completion of screening	<p>Upon receiving the referral, a clinical review is completed to determine services for mild/moderate BH conditions as follows:</p> <p>Mild /Moderate:</p> <ul style="list-style-type: none"> • At-risk substance use • Chronic pain • Family/marital issues • Mild memory problems/ dementia without significant behavioral problems or hallucinations • Mild/moderate anxiety and depression • Patients with high service utilization • Psychosocial stressors • Sleep problems <p>Moderate:</p> <ul style="list-style-type: none"> • Depression and anxiety • Bipolar disorder • Schizophrenia • Dementia • Trauma/ PTSD • Women's Mental Health • Geriatric specialty/ memory clinic • Co-morbidity medical history with complicated psychiatric disorders <p>Reviews insurance coverage and completes financial screening</p>	<ul style="list-style-type: none"> • Financial Counselor • Nurse Navigator • Referral Coordinators 	<p># of patients with mild to moderate symptoms who were established with Parkland BH services within 30 days</p> <p># of patients whose insurance coverage screenings were completed</p>	<p>Patients with mild to moderate depression symptoms 2020: 57,617 2021: 60,624 2022: 63,234</p> <p>Patients at risk for suicide¹ 2020: 1,152 2021: 1,212 2022: 1,264</p> <p>Insurance Converge screenings 2020: 27,368 2021: 28,805 2022: 30,036</p>

¹ Parkland's historical suicide screening data shows that 2% of individuals are at risk for suicide



Goal 1: Increase the number of patients from the targeted population with a behavioral health encounter by 2022 (2020: 144,042, 2021: 151,604 and 2022: 158,086)

	Intervention	Time of Services	Scope of Service	Staff	Outputs	Internal Capacity Impact
3	Severe Symptoms	Within 15 days from clinical review	Links patient to community BH network resources for patients who fall out of Parkland's BH scope of practice or out of network for Parkland BH services Parkland clinician provides psychoeducation	<ul style="list-style-type: none"> Nurse Navigator Schedulers Referral Coordinators 	# of referrals to external BH network resources	TBD
4	Integrated Behavioral Health Services for Mild/Moderate Symptoms	30 days post clinical review	Focus on patients with mild to moderate psychiatric conditions and psychosocial stressors. <ul style="list-style-type: none"> Psychiatric Evaluations and Medication Management eConsult psychiatry services Provides Individual/Crisis Psychotherapy Group Psychoeducation Community referrals 	<ul style="list-style-type: none"> Psychiatric Providers² Psychologists Mental Health Counselors 	# of BH Encounters # of eConsult	Therapy visits per patient/year³ 2020: 1,008,294 2021: 1,061,228 2022: 1,106,602 Psychiatric visits per patient/year⁴ 2020: 864,252 2021: 909,624 2022: 948,516 eConsult⁵ 2020: 7,202 2021: 7,580 2022: 7,904
5	Integrated Behavioral Health Services for Moderate Symptoms	Specialty Behavioral Health – 30 days post clinical review	Focus on patients with psychiatric illnesses and high co-morbidity medical issues. <ul style="list-style-type: none"> Psychiatric Evaluations and Medication Management Case Management Group Psychotherapy Neuropsychological and Psychological Testing Provides Individual/Crisis Psychotherapy Community referrals 	<ul style="list-style-type: none"> Psychiatric Providers Psychiatric Nurses Psychologists Psychiatric Social Workers 	# of BH Encounters	Therapy visits per patient/year⁶ 2020: 1,872,546 2021: 1,970,852 2022: 2,055,118 Psychiatric visits per patient/year⁷ 2020: 864,252 2021: 909,624 2022: 948,516

² Psychiatrist and psychiatric advanced practice provider³ Estimated based on an average of seven visits per patient per year⁴ Estimated based on an average of six visits per patient per year⁵ Estimated based on current eConsults, i.e. 5%⁶ Estimated based on an average of 12-16 therapy visits per patient/year⁷ Estimated based on an average of 6 psychiatric visits per patient/year



Goal 2: Increase the number of pediatric patients from the targeted population with a behavioral health encounter by 2022 (2020: 226, 2021: 344 and 2022: 537)

	Intervention	Time of Services	Scope of Service	Staff	Outputs	Internal Capacity Impact
1	Increase Access Points	DISD – Intake visit with DISD MH Staff Parkland – Pediatric Visit and/or Initial Evaluation with Parkland Pediatric BH staff	<p>Work in collaboration with DISD Mental Health Services to screen pediatric patients for the BH conditions based on the following levels of care:</p> <ul style="list-style-type: none"> • Severe, imminent • Severe, stable • Mild to moderate <p>DISD/Parkland are in the process of assessing universal screening tools for the following BH behavioral and emotional concerns:</p> <ul style="list-style-type: none"> • Suicidal Ideation – ASQ (Parkland) • Suicide risk post report – Columbia (DISD) • Depression • Anxiety • Sleep Behaviors • Substance use (tobacco, alcohol and drug use) • Trauma • ADHD (DISD – At intake; Parkland as clinically indicated) 	<ul style="list-style-type: none"> • DISD MH staff at intake will screen for suicide risk, depression, anxiety, sleep behaviors, substance use, trauma and ADHD. • Parkland Intake Nurse and Pediatrician at point of entry to screen for suicide and depression. • Parkland Mental Health Counselors, Psychologists, and Child Psychiatrist will screen for depression, anxiety, sleep behaviors, substance use and trauma during initial evaluation. 	<p># of patients with severe stable symptoms linked to community services</p> <p># of patients with mild to moderate symptoms</p>	<p>Pediatric Patients 2020: 226 2021: 344 2022: 537</p> <p>Pediatric Patient with Mild to Moderate BH Symptoms 2020: 90 2021: 137 2022: 214</p> <p>Pediatric Patient at Risk for Suicide 2020: 1 2020: 1 2022: 2</p>
2	Patient enrollment – Referral Hub	Referral submitted to BH upon completion of screening	<p>Upon receiving the referral, a clinical review is completed to determine services for mild/moderate BH conditions as follows:</p> <p>Mild to Moderate:</p> <ul style="list-style-type: none"> • Assess for Developmental Delays • Assess for Learning Difference • Assess for Autism Spectrum Disorder • Assess and Treat ADHD • Mild to Moderate Depression • Mild to Moderate Anxiety • Sleep Disturbance • Grief/Bereavement • Obesity/Weight Concerns/Eating Behaviors • Adherence Issues • Parent-Child Relational Issues • Mild to moderate Behavioral Issues <p>Reviews insurance coverage and completes financial screening</p>	<ul style="list-style-type: none"> • Parkland Financial Counselor • Nurse Navigator • Referral Coordinators 	<p># of patients with mild to moderate symptoms who were established with Parkland BH services within 30 days</p> <p># of patients whose insurance coverage review were completed</p>	<p>Establish Pediatric Patient 2020: 90 2021: 137 2022: 214</p> <p>Insurance Coverage Reviews 2020: 43 2021: 65 2022: 102</p>



Goal 2: Increase the number of pediatric patients from the targeted population with a behavioral health encounter by 2022 (2020: 226, 2021: 344 and 2022: 537)

	Intervention	Time of Services	Scope of Service	Staff	Outputs	Internal Capacity Impact
2	Referral Severe Symptoms	Within 15 days from clinical review	Links patient to community BH network resources for patients who fall out of Parkland's BH scope of practice or out of network for Parkland BH services Parkland clinician provides psychoeducation	<ul style="list-style-type: none"> • Nurse Navigator • Referral Coordinators • Schedulers 	# of referrals to external BH network resources	No historical data available
3	Integrated Behavioral Health Services for Mild/Moderate Symptoms	Within 15 days post screenings	Focus on patients with mild to moderate psychiatric conditions and psychosocial stressors. <ul style="list-style-type: none"> • Psychiatric Evaluations and Medication Management • Pediatric Psychological Testing • Provides Individual/ Crisis Psychotherapy • Group Psychotherapy • Community referrals • eConsult psychiatric services 	<ul style="list-style-type: none"> • Psychiatric Providers • Psychologists • Mental Health Counselors 	# of BH Encounters # of eConsults	Therapy visits per patient/year⁸ 2020: 633 2021: 963 2022: 1,504 Psychiatric visits per patient/year⁹ 2020: 633 2021: 963 2022: 1,504 eConsult¹⁰ 2020: 633 2021: 963 2022: 1,504

⁸ Estimated based on an average of seven visits per patient per year

⁹ Estimated based on an average of six visits per patient per year

¹⁰ Estimated based on current eConsults, i.e. 5%



**Goal 3: Increase the number of interventions by the RIGHT Care teams
(2020: 1790, 2021: 3,580 and 2022: 5,370)**

	Intervention	Time of Services	Scope of Service	Staff	Outputs	Internal Capacity Impact
1	911 Call Triage	Real time	Identify patients who may benefit from RIGHT Care Team intervention due to the following criteria: Criminal justice history secondary to mental illness Enrolled in Level Care 4 High utilizer History of Mental Health and Emergency Department encounters Mental Health Disorder	<ul style="list-style-type: none"> Completed by NTBHA Care Coordinators 	# of triage calls	Process currently under revision
2	RIGHT Care Team Deployment	Dispatched by 911 Call Center Patrol Officer Requests RCT Assistance	LMSW/LCSW is deployed with RIGHT Care Team to respond to incident on site	<ul style="list-style-type: none"> Parkland SW 	# of deployments	2020: 1,790 2021: 3,580 2022: 5,370

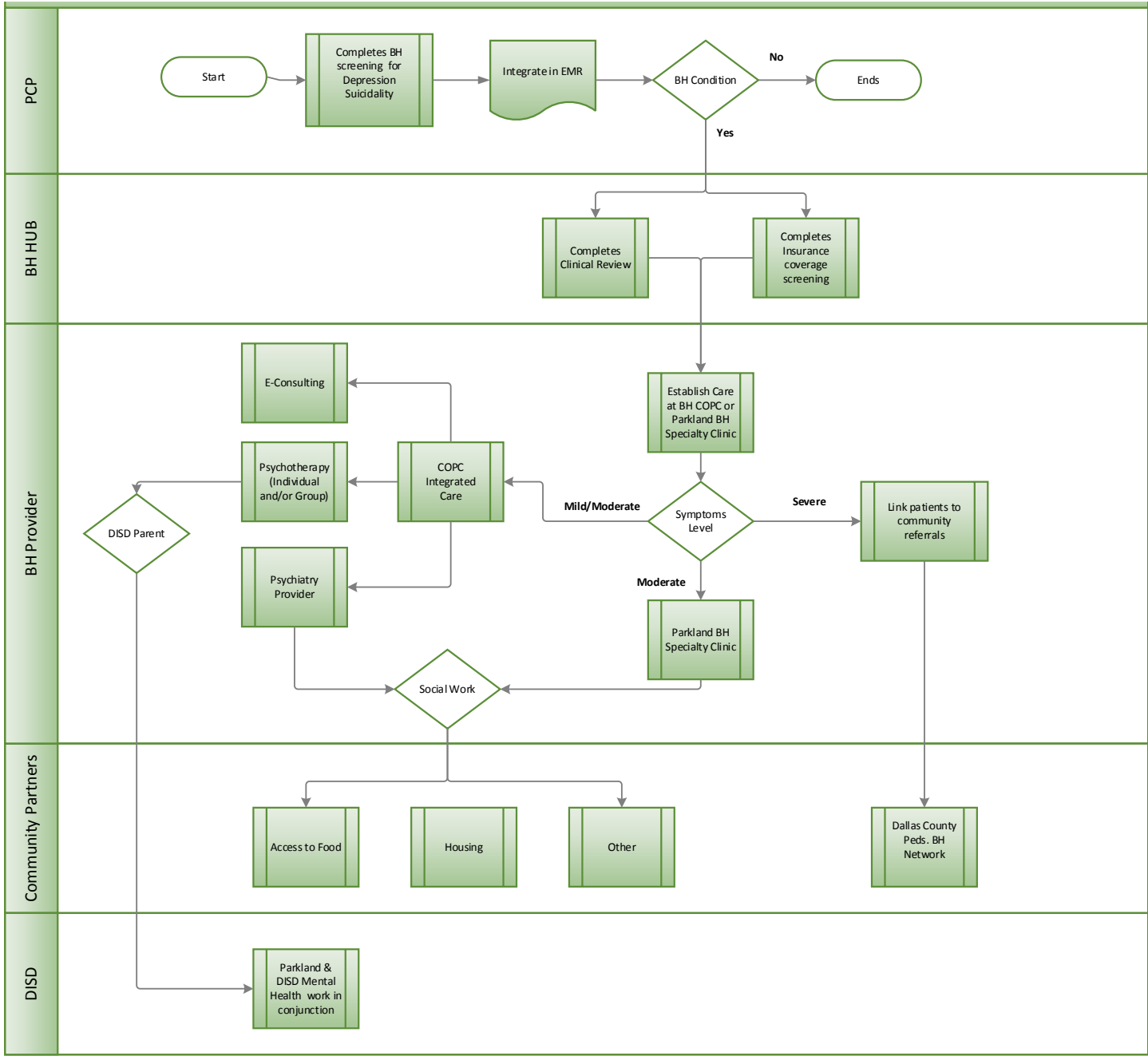


**Goal 3: Increase the number of interventions by the RIGHT Care teams
(2020: 1790, 2021: 3,580 and 2022: 5,370)**

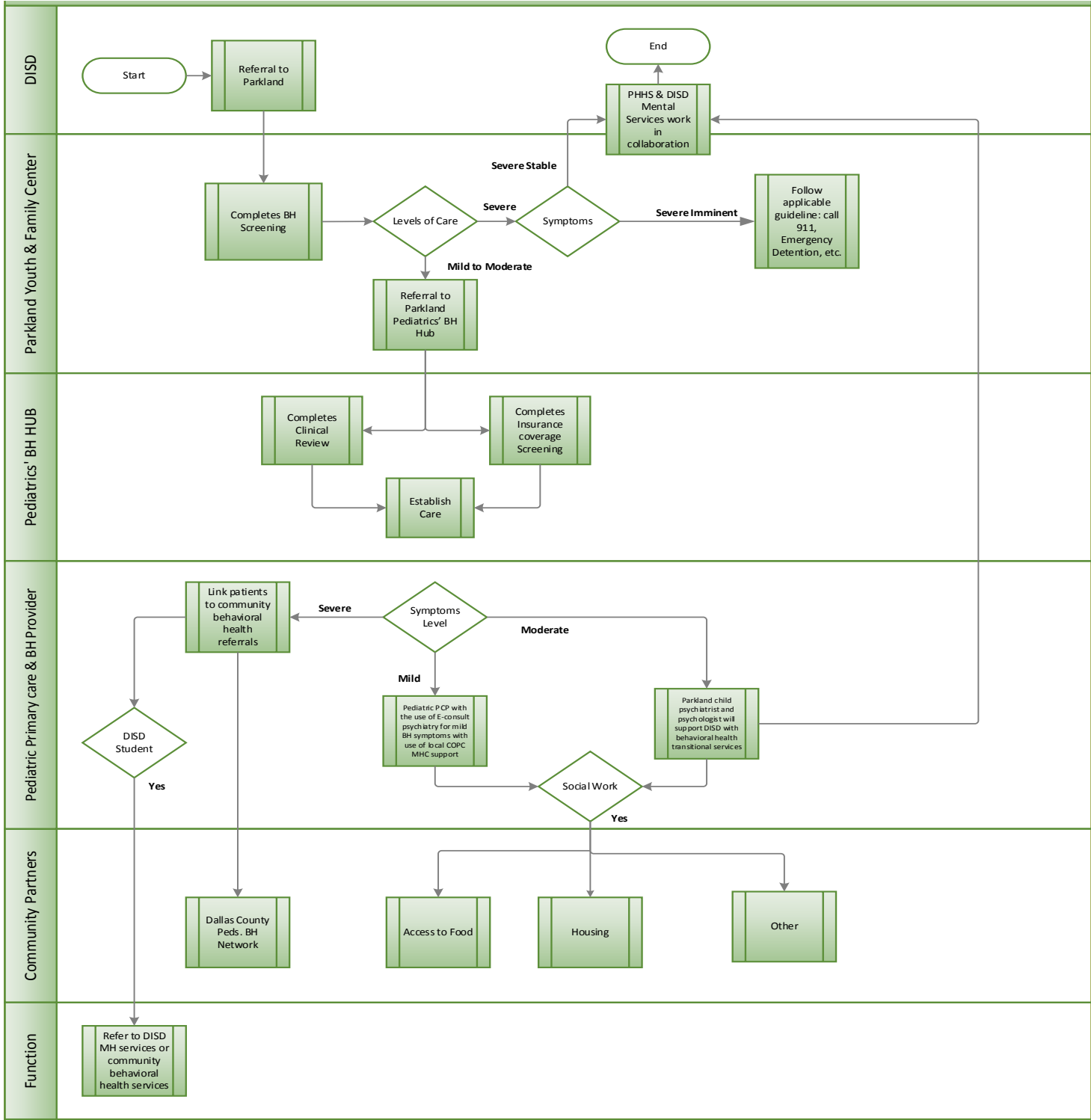
	Intervention	Time of Services	Scope of Service	Staff	Outputs	Internal Capacity Impact
3	Clinical Assessment	On site	<p>Completes a psychosocial assessment to determine patients' capacity to function in social setting and identifies strengths, limitations and barriers for nearly every aspect of life including:</p> <ul style="list-style-type: none"> • familial support • financial stability • housing • insurance • legal issues • medical health • mental health • social functioning • substance use • transportation needs • other stressors <p>Completes a risk assessment to help determine what level of risk a patient is to him or herself. Some of the items this assessment considers are:</p> <ul style="list-style-type: none"> • history of suicide attempts • current suicidal thoughts • risk factors • protective factors <p>Disposition of the encounter determined based on assessment</p>	Parkland SW	<p># of Clinical Assessments</p> <p># of referrals to community-based resources based on clinical assessment need identified</p> <p># of patients diverted from jail</p> <p># of patients diverted from ED</p> <p># of patients referred to BH intake</p>	<p>Clinical Assessments Completed 2020: 1,790 2021: 3,580 2022: 5,370</p> <p>Diverted from Hospital (unduplicated) 2020: 326 2021: 653 2022: 979</p> <p>Diverted from Jail 2020: 173 2021: 346 2022: 519</p> <p>Emergency Detentions t to the closest ED 2020: 242 2021: 485 2022: 727</p> <p>Connected to BH Provider 2021: 617 2022: 925</p> <p>Housing Issue Resolved 2020: 51 2021: 102 2022: 154</p> <p>RIGHT Care Team Follow-up 2020: 442 2021: 884 2022: 1326</p>
4	Transition to Parkland ED	In real time post RIGHT Care assessment	Warm handoff to Parkland ED team	Parkland Social Worker	# of patients brought to Parkland ED by RIGHT Care team	<p># of patients admitted to Parkland Psych Intake 2019: 130 2020: 116</p>

G. SERVICE DELIVERY PROCESS FLOW

1. Adult Service Delivery Process Flow

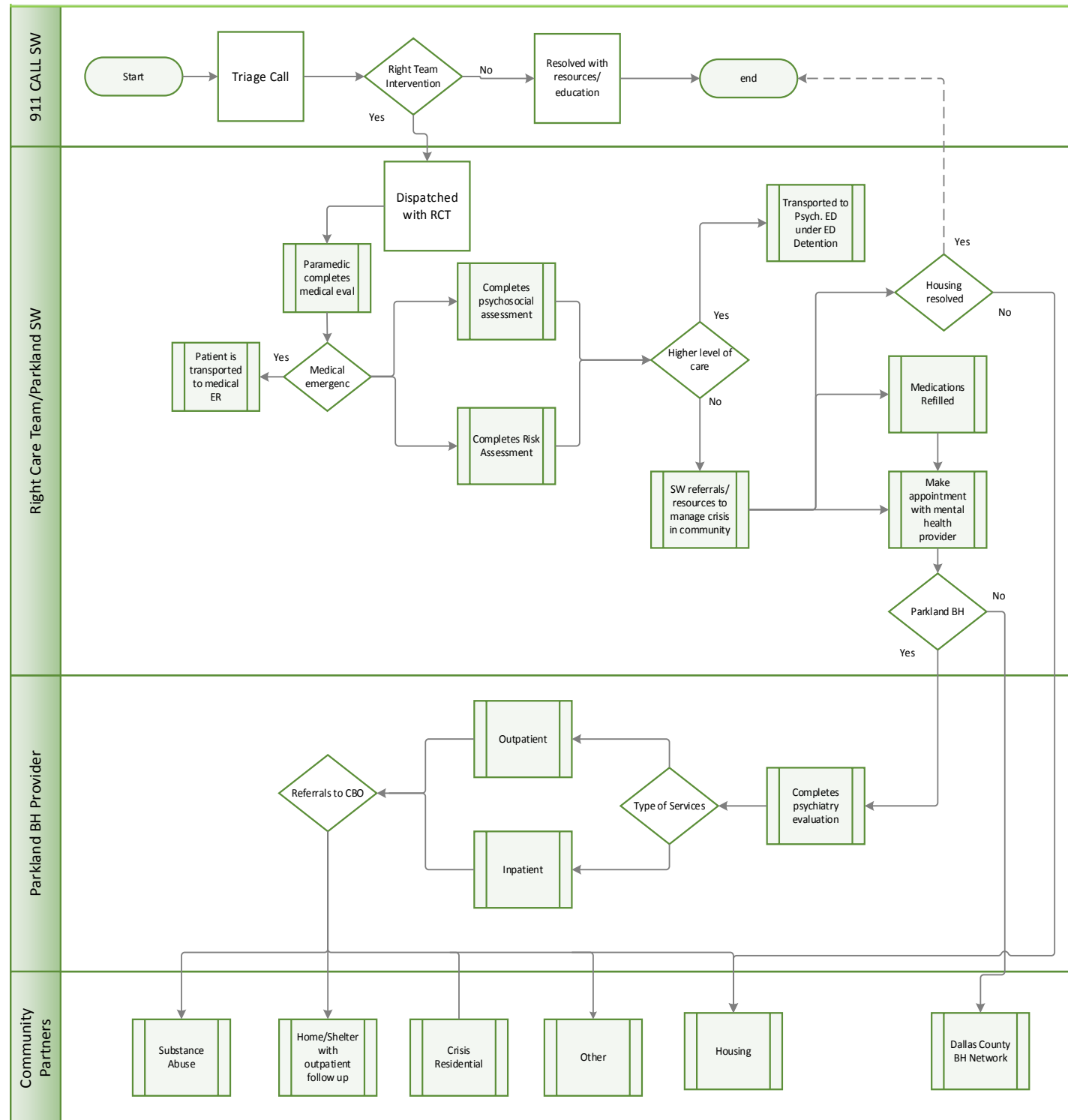


2. Pediatric Service Delivery Process Flow





2. RIGHT Care Team Process Flow



H. PARTNERSHIP

#	CBO Name	ZIP Codes	Scope of Service	Population	Services for Parkland Patients	MOU Status
1	Dallas MetroCare (Lancaster Kiest Clinic) – mental health clinic – Same day mental health appointment, medication management, wrap around case management services.	75228 75221 75051 75216 75243	<ul style="list-style-type: none"> • Outpatient mental health treatment • Pharmacy services • Primary care services 	<ul style="list-style-type: none"> • Special populations such as: <ul style="list-style-type: none"> • Individuals with behavioral health disorders • Indigent/NTBHA funded • Insured patients 	<ul style="list-style-type: none"> • Mental health treatment • Case management • Assertive Community Treatment • SNOPS (Special Needs Offender Program) • Medication management • Primary care • Pharmacy services • Same day clinic appointment for RIGHT Care patients 	MOU with COPCs for data sharing
2	Child & Family Guidance Center (Oak Cliff, Mesquite and Harry Hines locations) outpatient mental health clinics	75235 75149 75208 75093	<ul style="list-style-type: none"> • Outpatient mental health treatment 	<ul style="list-style-type: none"> • Special populations such as: <ul style="list-style-type: none"> • Individuals with behavioral health disorders • Indigent/NTBHA funded • Insured patients 	<ul style="list-style-type: none"> • Mental health treatment • Case management • Assertive Community Treatment • Medication management 	
3	IPS – mental health and substance use treatment outpatient clinic in downtown Dallas	75201	<ul style="list-style-type: none"> • Outpatient Mental Health treatment • Outpatient substance use treatment 	<ul style="list-style-type: none"> • Special populations such as: <ul style="list-style-type: none"> • Individuals with behavioral health disorders • Indigent/NTBHA funded • Insured patients 	<ul style="list-style-type: none"> • Mental health treatment • Substance use treatment • Medication management • Case management • Medication Assisted Therapy (MAT) • Detox • IOP/SOP 	
4	True Mental Health (outpatient services)	75235	<ul style="list-style-type: none"> • Outpatient mental health treatment 	<ul style="list-style-type: none"> • Special populations such as: <ul style="list-style-type: none"> • Individuals with behavioral health disorders 	<ul style="list-style-type: none"> • Mental health treatment • Case management • Assertive Community Treatment • Medication management 	



#	CBO Name	ZIP Codes	Scope of Service	Population	Services for Parkland Patients	MOU Status
5	Charlton Methodist	75237	<ul style="list-style-type: none"> • Inpatient BH treatment • Outpatient BH treatment • Outpatient substance use treatment 	<ul style="list-style-type: none"> • Special populations such as: <ul style="list-style-type: none"> • Individuals with behavioral health disorders • Individuals with Substance use disorders 	<ul style="list-style-type: none"> • Inpatient BH treatment • Inpatient substance use treatment • Outpatient BH treatment • BH intensive outpatient treatment • Partial day program • Substance use intensive outpatient treatment 	
6	Dallas Behavioral Healthcare Hospital	75115	<ul style="list-style-type: none"> • Emergency psychiatric services • Inpatient BH treatment • Outpatient BH treatment • Dual diagnosis treatment 	<ul style="list-style-type: none"> • Special populations such as: <ul style="list-style-type: none"> • Individuals with behavioral health disorders • Indigent/NTBHA funded 	<ul style="list-style-type: none"> • Psychiatric emergency services • Inpatient BH treatment • Intensive outpatient treatment • Partial hospitalization • Detox 	
7	Hickory Trail	75115	<ul style="list-style-type: none"> • Emergency psychiatric services • Inpatient BH treatment • Outpatient BH treatment • Substance use treatment • Dual diagnosis treatment 	<ul style="list-style-type: none"> • Special populations such as: <ul style="list-style-type: none"> • Individuals with behavioral health disorders • Patients with substance use disorders • Indigent/NTBHA funded 	<ul style="list-style-type: none"> • Psychiatric emergency services • Inpatient BH treatment • Intensive outpatient • Partial hospitalization treatment • Detox • Chemical dependency program 	
8	Methodist Central	75203	<ul style="list-style-type: none"> • Inpatient BH treatment • Outpatient BH treatment • Outpatient substance use treatment 	<ul style="list-style-type: none"> • Special populations such as: <ul style="list-style-type: none"> • Individuals with behavioral health disorders • Patients with substance use disorders • Insured patients 	<ul style="list-style-type: none"> • Inpatient BH treatment • Inpatient substance use treatment • Outpatient BH treatment • BH intensive outpatient treatment • Partial Day program • Substance use • Intensive outpatient treatment 	

#	CBO Name	ZIP Codes	Scope of Service	Population	Services for Parkland Patients	MOU Status
9	VA Medical Center	75261	<ul style="list-style-type: none"> • Inpatient BH treatment • Outpatient BH treatment • Substance use treatment • Dual diagnosis treatment 	<ul style="list-style-type: none"> • Veterans with behavioral health disorders • Veterans with substance use disorders 	<ul style="list-style-type: none"> • Psychiatric emergency services • Inpatient BH treatment • Outpatient BH treatment • Outpatient dual diagnosis • Outpatient geriatric BH treatment 	
10	NTBHA Resources	Dallas County	<ul style="list-style-type: none"> • Mental health services • Substance use services • Care coordination • Funding and development of projects that affect BH/ Substance use treatment • Jail mental health services 	<ul style="list-style-type: none"> • Indigent patients with behavioral health and substance use diagnoses 	<ul style="list-style-type: none"> • Living room for connection to care • Care coordination in Parkland PEOU/PED • Terrell State Hospital placement • Level of care authorization for BH services • Assist with data sharing in some cases • OSAR/Substance use treatment • RIGHT Care (911 call center) 	<p>Interlocal Agreement signed July 2020</p> <p>MOU with NTBHA's OSAR program for substance use treatment/resources</p>
11	Homeward Bound – Crisis Residential (dual diagnosis) and substance use treatment programs	75241	<ul style="list-style-type: none"> • Crisis residential • Substance use treatment • Outpatient BH treatment • Outpatient substance use treatment 	<ul style="list-style-type: none"> • Special populations such as: <ul style="list-style-type: none"> • Individuals with behavioral health disorders • Patients with substance use disorders 	<ul style="list-style-type: none"> • Crisis residential • Detox • Male/female residential substance use treatment • Peer support 	



#	CBO Name	ZIP Codes	Scope of Service	Population	Services for Parkland Patients	MOU Status
12	Licensed Boarding Homes	75241 75215 75216 75217 75228 75227 75323 75233 75203 75319	<ul style="list-style-type: none"> • Housing 	<ul style="list-style-type: none"> • Behavioral health patients 	<ul style="list-style-type: none"> • Housing • Medication adherence • Transportation to appointments 	
13	Our Calling	Downtown Dallas Area	<ul style="list-style-type: none"> • Homeless services 	<ul style="list-style-type: none"> • Unsheltered homeless 	<ul style="list-style-type: none"> • Identifying needs • Homeless services 	
14	Shelters: The Bridge, Austin Street, Dallas Life, Salvation Army	75201 75226 75215 75235	<ul style="list-style-type: none"> • Homeless Shelter 	<ul style="list-style-type: none"> • Homeless population 	<ul style="list-style-type: none"> • Housing services • Mental health services • Primary care • Case management • Substance use services • Benefit services 	
15	Sober living homes (Oxford Houses)	75243 75214 75229 75248 75227 75228 75240 75252 75287 75246 75288	<ul style="list-style-type: none"> • Sober Housing 	<ul style="list-style-type: none"> • Individuals living in recovery from substance use 	<ul style="list-style-type: none"> • Housing • Substance use resources • Financial assistance 	