

SIM Priority Group Progress Update—05.16.2024

Priority Name: **Call Center and Re-entry Case Manager**

<p>Goals/Objectives to be accomplished:</p>	<p>Develop a centralized call center providing information and referral for behavioral health and emergency assistance for basic needs.</p>
<p>Challenges/Issues for progress:</p>	<ol style="list-style-type: none"> 1. Disclosure of justice involvement or other needs--Data numbers are based off information volunteered by callers self-identifying as justice involved. 211 is an anonymous service and cannot ask questions that may be identifying in nature. 2. Need a community case manager who is not associated with the diversion center who is available to those who do not qualify for the diversion center. Target population has additional needs which will need to be identified/tracked once a case manager is working with them. 3. Finding the funding to hire a community case manager so that the job can be done fully. There is also a need for additional emergency assistance funds for those being served by the Call Center. Grants may eventually need to be written for this purpose as referrals increase.
<p>Milestones accomplished since SIM Workshop (Nov 2022)—<i>Examples: regular meetings, pilot projects, changes in policies or procedures, and other.</i></p>	<p>Milestone No. 1 - 211 Texas and Downtown Women's Center have developed a system that allows us to track the calls that have been identified as meeting criteria.</p> <p>Milestone No. 2 - Three grant opportunities have been identified and applied for to hire a Community Case Worker. Office Space in the 211 Offices has been secured as well as the funding for the technology and overhead.</p> <p>Milestone No. 3 – Piloted data collection and case management/referral process.</p> <ul style="list-style-type: none"> • From March 15, 2023, to 4/30/2024 (13 months), 398 unduplicated callers were identified as both justice involved and in need of mental health services and 67 could have been Diversion Center candidates. • In the past 6 months 2-1-1 has received 262 calls, 43 would have been candidates for the diversion center and 230 (also includes flood victims) have been helped by Downtown Women's Center.
<p>What data or outcomes are being gathered/tracked to assess progress?</p>	<p>Currently, data being collected includes count of those believed to meet dual criteria of being or having been justice involved and in need of mental health services. Sources of the collection have come from referrals from TDCJ Parole, Probation, the Specialty Courts, and Juvenile Probation. Over the last 6 months,</p>

	<p>262 unduplicated callers were identified. 43 (or 16% of 262 callers) of those were identified as possibly qualifying for referral to diversion center.</p> <p>Working definition of eligibility criteria, Justice Involvement in last 5 yrs and:</p> <ul style="list-style-type: none"> • Someone who reports being in active mental crisis. • Someone off their mental health medication who needs/wants to get back on them. • Anyone who expresses a need for mental health counseling. <p>Of the 219 callers who would <u>not have qualified</u> for the diversion center, 32 (12% of target population) of these were helped by Downtown Women's Center, and the others (71% of target population) received financial assistance/referrals from United Way of Amarillo and Canyon.</p>
<p>What data does this group need to know to be more effective in data-driven decision making?</p>	<p>Still need to ask representatives from TDCJ and Probation what time frame they typically use when tracking recidivism.</p> <ul style="list-style-type: none"> • 3, 5, 10 years etc.? <i>For this project, we will stick with 5-year timeframe (for criminal history and future outcome tracking) and that the rate should decrease by the number of years they are out.</i>
<p>Milestones planned before the next PBHA Justice Forum (May 2024)</p>	<p>Milestone No. 1 Have Special Projects Waiver Approved by HHSC so that Call Center calls can be specifically addressed by 211 specialist 24/7.</p> <p>Milestone No. 2 Finish securing funding for Community Caseworker Salary.</p> <p>Milestone No. 3 Finalize the Community Caseworker Job Description and Scope of Work Protocol</p>
<p>ASK: What support or clarification does this group need from PBHA or other SIM groups to advance this priority?</p>	<p><u>Care Coordination</u>--As each group is placing their respective services into play, it would be nice to have a round table of a few select committee members so that everyone knows who is doing what, and we would refer to each as appropriate, so we do not duplicate services and cause frustration with clients.</p> <p><u>Q's to the Forum Attendees:</u></p> <ul style="list-style-type: none"> • <i>What timeframe to use for eligibility (justice involvement) for services? 3, 5, 10 years etc? 5 years will be used</i> • <i>Has our pilot project Call Center been helpful? yes</i> • <i>Have all the judicial and law enforcement entities utilized the Call Center yet? No...call 2-1-1 for referrals. Call Center is scheduled to start meeting with the reentry group and this will help with getting the judicial and law enforcement entities utilizing the Call Center more.</i>

Project Lead(s):

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Committee Members: N/A
