



# Program & Service Overview Guide



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# APPLYING FOR SERVICES

**Program Overview** — All individuals applying for any service at Gulf Bend Center will meet with the Intake Department. Please bring the following documents to apply for services:

- Picture ID
- Proof of address (a household bill with your name and address on it)
- Insurance Cards
- Proof of Income
  - Paycheck stubs (you & your partner)
  - SSI/Disability (all in household)
  - Any other household income
  - If you do not have any income, please provide a letter of support and bring these documents from the person that is financially supporting you.
- Birth Certificate
- Guardianship documentation for adults (if applicable)

For minors to receive services, please bring these additional items:

- Guardianship papers
- Divorce/Custody papers
- Adoption/Foster Care Documents
- Guardian's Picture ID

If these items are not available, you may be asked to reschedule for a later date until received.

**Services Include:** Screening, Financial & Diagnostic Assessment

**Program Goals:** To assist customers in obtaining appropriate services & referrals to meet current needs for care and wellness.

**Eligible Candidates:** Screening can be completed on anyone located in the seven-county catchment area (Calhoun, DeWitt, Goliad, Jackson, Lavaca, Refugio & Victoria). *\*Individuals will not be denied access to services based on ability to pay.*



## INTAKE DEPARTMENT

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361.575.0611 | Crisis Hotline: 877.723.3422 | [www.gulfbend.org](http://www.gulfbend.org)



## Crisis Services

# CRISIS SERVICES

**Program Overview** — Crisis Intervention Services are interventions provided in response to a crisis in order to reduce symptoms of severe and persistent mental illness and/or serious emotional disturbance. Our goal is to prevent an individual from having to go to a more restrictive environment (i.e. jail or psychiatric hospital) and find ways to keep them safe in their community.

## Services Include:

- Crisis Hotline — 24-Hour Crisis Response, Seven Days/Week
- Mobile Crisis Outreach Team (MCOT)
- Crisis Assessment — an assessment on the degree of danger an individual poses to self or others.
- Crisis Intervention Services — to assist the individual in reducing stress and managing symptoms.
- Linking and referrals to other community resources.
- Personalized safety planning and counseling on access to lethal means.
- Hospital follow up and aftercare.

**Additional Services:** Referral to the Pathway Program: Intensive follow up services provided to customers who are at risk of suicide. This service occurs every 1-7 days to assess ongoing safety and link to further treatment.

**Eligible Candidates:** Screening & Crisis Response is available to any person experiencing a crisis to include residents within Gulf Bend Center's seven county service area as well as visitors to the area. *\*Individuals will not be denied access to services based on current address or ability to pay.*

**Services are available 24 hours per day, seven days per week.  
24 Hour Toll-Free Crisis Hotline: 877.723.3422 or 877.SAFEGBC**

**988** | SUICIDE & CRISIS **988 Suicide & Crisis Lifeline:** Call, text, or chat 988 be connected to  
**LIFELINE** trained counselors that are part of the existing Lifeline network. They will  
**24/7 CALL, TEXT, CHAT** listen, understand how your problems are affecting you, provide support,  
and connect you to resources if necessary.



## CRISIS SERVICES

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# COMMUNITY RESPONSE TEAM

**Program Overview** — The Community Response Team (CRT) is a diversion program that diverts individuals with mental illness from unnecessary incarceration, inpatient psychiatric hospitalization and/or emergency department visits and into more effective treatment/care. CRT provides wellness checks, crisis intervention, and continuity of care services to assess stability and link to community resources.

CRT responds to our service area and collaborates with community agencies including law enforcement, judges, emergency departments for medical clearance, and community partners to help assist the individual.

## Services Include:

- Crisis Assessment — an assessment on the degree of danger an individual poses to self or others.
- Pathway Services — intensive follow up services provided to individuals at risk of suicide.
- Continuity of Care — coordination of services / treatment and linking to community resources.
- Wellness Check — follow up to check on wellbeing and link to resources.

## Program Goals:

- Improve individual outcomes through effective identification, intervention and coordination of services in a manner that meets a person's mental health needs, reduces recidivism, and returns citizens to productive roles within their families and our communities.
- Connects these individuals with the behavioral and mental health services as appropriate.

## Eligible Candidates:

- Individuals with a high chance of recidivism
- Individuals in crisis within the seven-county service area
- Individuals who are incarcerated but transitioning out of jail within 3 months



## COMMUNITY RESPONSE TEAM

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# MENTAL HEALTH OFFICER PROGRAM

**Program Overview** — Mental Health Police Officers act as a community liaison between law enforcement and Gulf Bend Center providers, advocates, and customers. They assist the Center’s Mobile Crisis Team and/or law enforcement with individuals with mental illness and respond to mental health crisis calls in the community.

Mental Health Officers also assist and/or respond to any patrol request involving a call concerning individuals who may have mental health issues.

## Services Include:

- Responds to mental health calls in the community.
- Conducts wellness checks to ensure individual’s safety.
- Assists Crisis staff on calls in the community.
- Serves Orders of Protective Custody or request emergency detention for individuals requiring inpatient care.
- Provide transportation for individuals with mental illness to the appropriate location to receive necessary services (ER, Gulf Bend, Inpatient Psychiatric Hospital).

## Program Goals:

- Complete Wellness/Prevention checks on at risk individuals in the community.
- To divert individuals with mental illness from the criminal justice system as well as inpatient psychiatric facilities.
- Connect these individuals with the mental health services needed.

## Eligible Candidates:

- The Mental Health Officer Program serves individuals and agencies within Victoria County.



## MENTAL HEALTH OFFICER PROGRAM

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## IDD CRISIS INTERVENTION SPECIALIST & IDD CRISIS RESPITE

**Program Overview** — The Intellectual and Developmental Disability (IDD) Crisis Intervention Specialist (CIS) provides training, education, and crisis stabilization services to individuals with IDD, caregivers, and community partners. Risk assessments and safety planning are completed as appropriate to determine the level of support needed. Short-term Out-of-Home Crisis Respite Services are available to prevent unnecessary hospitalization and promote stabilization within the community.

### Services Include:

- Crisis screening and risk assessment
- Behavior support and safety planning
- Caregiver training and de-escalation strategies
- Collaboration with service coordinators and planning teams
- Referral to counseling, psychiatric, behavioral, and medical services
- Short-term crisis respite when hospitalization is not appropriate
- Community education and crisis prevention presentations

### Program Goals:

- Support individuals to remain safely in their community
- Reduce caregiver stress and burnout
- Prevent unnecessary hospitalizations
- Connect families to appropriate long-term supports
- Promote stability and successful reunification

**Eligible Candidates:** Services are available to residents within Gulf Bend Center's seven-county area: Refugio, Lavaca, DeWitt, Goliad, Victoria, Jackson, and Calhoun. Individuals must have a diagnosis of Intellectual or Developmental Disability. Medical documentation is required. An assessment will determine if hospitalization is necessary. Services are provided regardless of ability to pay.



### IDD CRISIS INTERVENTION & RESPITE

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**Intellectual & Developmental  
Disability Services & Programs  
(Local Authority)**

# IDD INTAKE & ENROLLMENT

**Program Overview** — The Intellectual and Developmental Disability (IDD) program assists individuals and families in accessing appropriate services and support. Most individuals seeking IDD services want to live successfully in their home or community.

## **Gulf Bend Center:**

- Conducts IDD screening and eligibility determination
- Places eligible individuals on Medicaid waiver interest lists (HCS & TxHmL)
- Provides General Revenue services while awaiting waiver enrollment
- Assists with enrollment once waiver slots become available

## **Services Include:**

- IDD screening and diagnostic determination (DID)
- Enrollment into Medicaid waiver programs (HCS, TxHmL)
- General Revenue services (respite, community support)
- Enhanced Care Coordination (ECC)
- PASRR coordination (for nursing facility residents)
- Crisis prevention planning and support linkage
- Referrals to community resources (housing, income supports, therapies, transportation)
- Assistance navigating Medicaid and other benefits

## **Program Goals:**

- Provide accurate, timely screening and eligibility determination for IDD services
- Assist individuals and families in accessing Medicaid waiver programs
- Coordinate Enhanced Care Coordination (ECC) for individuals with complex needs
- Ensure compliance with HHSC regulations and LIDDA responsibilities
- Promote person-centered planning and community integration

**Eligible Candidates:** Services are available to residents within Gulf Bend Center's seven-county area: Refugio, Lavaca, DeWitt, Goliad, Victoria, Jackson, and Calhoun. No individual will be denied access to screening based on ability to pay. Eligibility is determined in accordance with HHSC and LIDDA guidelines.



## **IDD INTAKE & ENROLLMENT**

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# IDD SERVICE COORDINATION

**Program Overview** — Gulf Bend Center serves as the Local Intellectual and Developmental Disability Authority (LIDDA) for the seven-county service area. IDD Service Coordinators provide person-centered service coordination to individuals enrolled in Medicaid waiver and state-funded IDD programs.

## **Coordinators:**

- Develop and monitor Person-Directed Plans (PDPs)
- Monitor service delivery to ensure compliance with HHSC program standards
- Monitor health, safety, and progress toward outcomes
- Advocate for individuals across service systems
- Coordinate with providers, families, and community partners.

## **Services Include:**

- Texas Home Living (TxHmL) — Provides community-based supports to individuals living in their own or family homes.
- Home and Community-Based Services (HCS) — Comprehensive Medicaid waiver providing long-term services and supports in community settings.
- Community First Choice (CFC) — Provides assistance with activities of daily living to promote independence.
- General Revenue (GR) Services — State-funded supports for eligible individuals not enrolled in Medicaid waiver programs.
- Enhanced Care Coordination (ECC) — Additional monitoring and coordination for individuals with complex behavioral or medical needs to support stability and safety.

## **Program Goals:**

- Develop, review and monitor the Person-Directed Plans (PDP)
- Coordination of Service Planning Team (SPT) meetings
- Ongoing monitoring of service delivery and outcomes
- Ensuring health, safety and service quality
- Crisis planning and risk mitigation
- Promoting independence and community inclusion
- Supporting families and natural support systems
- Advocating for person-centered, informed choice

**Eligible Candidates:** Services are available to residents within Gulf Bend Center's seven-county area: Refugio, Lavaca, DeWitt, Goliad, Victoria, Jackson, and Calhoun. Eligibility for waiver programs is determined in accordance with HHSC rules and applicable Medicaid eligibility.



## **IDD SERVICE COORDINATION**

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# IDD PASRR PROGRAM

**Program Overview** — The Intellectual and Developmental Disability (IDD) PASRR program ensures that individuals with a suspected or confirmed intellectual disability (ID), developmental disability (DD), or related conditions are appropriately evaluated prior to admission to a Medicaid-certified nursing facility. PASRR helps determine whether nursing facility placement is appropriate, whether specialized services are needed, and how individuals can receive the most integrated and least restrictive support.

## Services Include:

- PASRR Evaluation (PE) to determine eligibility and service needs
- Habilitation Coordination (HC)/Service Coordination (SC)
- Identification of Specialized Services through the LIDDA
- Independent Living Skills training
- Habilitative therapies
- Behavioral support
- Adaptive aids
- Education regarding community-based alternatives
- Community transition planning when appropriate

## Program Goals:

- Ensure appropriate nursing facility placement
- Provide monitoring and support to individuals residing in a nursing facility
- Identify and authorize specialized IDD services
- Promote community living options
- Protect individual rights and informed choice
- Support quality of life and functional independence
- Prevent unnecessary institutionalization

**Eligible Candidates:** Services are available to individuals' seeking admission to or residing in a Medicaid-certified nursing facility who are identified with having an ID, DD or related condition. Gulf Bend Center serves the following counties: Refugio, Lavaca, DeWitt, Goliad, Victoria, Jackson, and Calhoun. Services are provided in accordance with HHSC regulations. PASRR Fax Line 361.572.8679



## IDD PASRR SERVICES

6502 Nursery Drive, Ste. 100 | Victoria, Texas 77904 | [www.gulfbend.org](http://www.gulfbend.org)  
361.575.0611 | PASRR Fax: 361.572.8679 | Crisis Hotline: 877.723.3422



**Mental Health  
Programs & Services  
(Local Authority)**

# MENTAL HEALTH INTAKE DEPT.

**Program Overview** — The Intake Department provides screening and assessment services for customers desiring enrollment in Gulf Bend Center mental health programs. Intake staff will explain the array of Gulf Bend Center programs and their eligibility requirements. They also provide referrals to community resources to help meet any other needs the customer may have.

## **Services Include:**

- Screening for eligibility for Gulf Bend Center services.
- Screening for current risk & connected to crisis services immediately as clinically indicated.
- Initial Diagnostic Assessment.
- Initial Uniform Assessment and Initial Recovery Planning.
- Explanation of Gulf Bend Center Services throughout intake process.
- Referrals to outside community resources.

## **Program Goals:**

- To provide quality customer service to all individuals seeking mental health assistance
- Link individuals to appropriate Gulf Bend services and programs within 10 business days.
- Link individuals to needed community resources when referral is appropriate.

**Eligible Candidates:** Services offered to children ages 3-17 years of age and adults 18 years of age and older. Must be located within Gulf Bend's seven county service area (Refugio, Lavaca, Dewitt, Goliad, Victoria, Jackson, and Calhoun). *\*Individuals will not be denied access to services based on current address or ability to pay.*



## **MENTAL HEALTH INTAKE DEPARTMENT**

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# ADULT MENTAL HEALTH SERVICES

**Program Overview** — Adult Mental Health services are provided to aid customers in identifying their goals for an improved quality of life. Services are tailored to meet individual needs while assisting the customer in developing skills and locating resources to increase their ability to be successful in their chosen environment.

## Services Include:

- Skills Training – Case Managers work with customers to educate about symptoms related to their mental health diagnosis, medications, and coping skills with the goal of improved functioning.
- Targeted Case Management / Psychosocial Rehabilitation - promotes recovery, community integration and increased satisfaction by developing skills for success in their living, working, learning, and social environments.
- Supportive Housing – Assists customers in choosing, obtaining, and maintaining regular housing.
- Supported Employment – assisting customers in finding and keeping gainful employment.
- Medication Management – Includes psychiatric medical and nursing services.
- Medication Training & Support - Services by a nurse that focuses on the use and management of prescribed psychotropic medications.

## Program Goals:

- Help customers reduce and stabilize persistent symptoms associated with their mental health.
- Assist the customer in developing social and community supports.
- Improve overall functioning quality of life.

**Eligible Candidates:** Services are available to those 18 years of age and older. Customers must live within Gulf Bend's seven county service area (Refugio, Lavaca, Dewitt, Goliad, Jackson, Calhoun, and Victoria).

*\*Individuals will not be denied access to services based on current address or ability to pay.*

Customers must be determined to have severe or persistent mental illness such as schizophrenia, bipolar disorder, major depressive disorder, or other related disorders.

Please refer to the Applying for Services sheet for required documentation to determine eligibility.



**ADULT MENTAL HEALTH SERVICES**  
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# CHILD & ADOLESCENT MENTAL HEALTH

**Program Overview** — Child & Adolescent Mental Health services are provided to eligible children, adolescents, and families to assist in coping with mental illnesses and serious emotional and/or behavioral disturbances. Services can be provided in the school, home, community, office, or other location preferred by the family. A case manager and/or treatment team will work with the child and family to meet goals, provide treatment, and help work toward a vision of success.

## Services Include:

- Targeted Case Management — Link, refer, and assist families with resources in the community and to help meet needs.
- Skills Training — Skills are taught to help meet goals using evidence based curriculums and include working with the youth, as well as the caregivers and family.
- Medical Services — Includes psychiatric medical and nursing services.
- Family Partner — Support for parents from a peer with lived experience.
- Medication Training & Support — Services that focus on the use and management of prescribed psychotropic medications.
- YES Waiver — Medicaid Services Waiver that allows for more intensive community-based services to assist children and adolescents with severe emotional disturbances to live in the community with their families.

## Program Goals:

- Assist children and families in managing symptoms and behaviors to improve overall health and wellness.
- Assist children and families in working toward reaching their personal goals for success.

## Eligible Candidates:

Children and youth ages 3-17 who:

- Have a mental health diagnosis
- Exhibit serious emotional, behavioral or mental disorders; and have a serious functional impairment;

Services offered to residents within Gulf Bend's seven county service area (Refugio, Lavaca, Dewitt, Goliad, Victoria, Jackson, and Calhoun). *\*Individuals will not be denied access to services based on current address or ability to pay.*

Please refer to the Applying for Services sheet for more information on required paperwork.



## CHILD & ADOLESCENT SERVICES

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361.575.0611 | Crisis Hotline: 877.723.3422 | [www.gulfbend.org](http://www.gulfbend.org)

# TCOOMMI PROGRAM

**Program Overview** — The Texas Correctional Office on Offenders with Medical or Mental Impairments (TCOOMMI) is a specialized program provided by Gulf Bend Center for the mental health treatment of persons on probation or parole. To gain access to the TCOOMMI program, the individual, defense counsel, or family may make a request to the supervising parole or probation officer for referral to the specialized mental health caseload. The parole or probation officer will refer the individual to Gulf Bend Center for services in the TCOOMMI program.

**Services Include:** There are two types of services that can be provided:

## Continuity of Care (COC)

- Up to 90 days of service for eligible offenders who are returning from correctional facilities to our area.
- Coordination of Medical Treatment.
- Referrals to additional resources in community.
- Medication Management — Psychiatrist and nursing services.

## Intensive Case Management (ICM)

- Provided for up to 2 years
- Coordination of Psychiatric and Medical Treatment
- Rehabilitation training
- Referral to additional resources in the community
- Advocating on offender's behalf
- Medication Management — Psychiatrist and nursing services
- Targeted Case Management with Team Approach — collaboration between Gulf Bend & Community Supervision Officer.

## **Program Goals:**

- Provide services to help keep individuals from re-offending and reduce recidivism.
- Demonstrate more appropriate and cost effective alternatives to incarceration.
- Stabilize mental illness and teach skills necessary to meet probation and parole requirements.
- Assist with integration into the community.

## **Eligible Candidates:**

- Must be 18 years of age.
- Probation candidates must reside in Victoria or Lavaca Counties.
- Parole candidates must reside within the seven county catchment area.

Before enrolling, eligibility criteria will be reviewed, such as needs, functioning, and a mental health diagnosis. Please refer to the Applying for Services page for more information.



## **TCOOMMI PROGRAM**

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# OUTPATIENT MENTAL HEALTH CLINIC

**Program Overview** — The outpatient mental health clinic offers psychiatric and nursing services to customers in need. Our clinical team works together to provide the best patient outcomes possible.

The team is experienced, respectful and provides individualized outpatient treatment to promote mental health and wellness across the lifespan.

## **Services Include:**

- Psychiatric evaluations and follow up appointments
- Appointments are available via Tele-Video
- Satellite clinics in rural counties
- Nurses take vitals to include blood pressure, weight, and symptom severity forms
- Medication Monitoring
- Injections and pill packs
- Screening and monitoring of key health indicators and health risks

## **Program Goals:**

- Assist people with mental illness in leading more productive and autonomous lifestyles
- To promote mental health through service, advocacy, and education.

**Eligible Candidates:** Services are provided to residents without regard to race, color, age, national origin, sex, disability or financial status. Services are provided to individuals within Gulf Bend's seven county catchment area (Refugio, Lavaca, Dewitt, Goliad, Victoria, Jackson, and Calhoun). *\*Individuals will not be denied access to services based on current address or ability to pay.*



## **MENTAL HEALTH CLINIC**

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# OUTREACH NURSING

**Program Overview** — Outreach Nursing is a medical service provided in the community to educate customers on their medications, monitor health and wellness, and encourage compliance with treatment in order to meet personal goals.

## **Services Include:**

- Medication training and support – staff will teach customers the usage, dosage, frequency and possible side effects of their medications.
- Provide education on their diagnosis.
- Provide injections in customer’s environment if needed, pill packing, or medication management strategies.

## **Program Goals:**

- To provide services to customers in the community.
- To reduce admissions to the hospital by encouraging medication compliance.
- To maintain open communication amongst treatment team to maintain overall health of customer.

**Eligible Candidates:** Services offered to residents 18 years of age and older within Gulf Bend’s seven county catchment area (Refugio, Lavaca, Dewitt, Goliad, Victoria, Jackson, and Calhoun). *\*Individuals will not be denied access to services based on current address or ability to pay.* Before you can enroll, there will be eligibility criteria such as needs, functioning, and a mental health diagnosis.

Please refer to the Applying for Services sheet for documentation required to enroll in services.



## **OUTREACH NURSING**

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# MENTAL HEALTH PASRR PROGRAM

**Program Overview** — The Mental Health (MH) PASRR program ensures that individuals with a suspected or confirmed Serious Mental Illness (SMI) are appropriately evaluated prior to admission to a Medicaid-certified nursing facility. PASRR helps determine whether nursing facility placement is appropriate, whether specialized mental health services are needed, and how individuals can receive the most integrated and least restrictive support. PASRR promotes informed choice, recovery, and access to necessary behavioral health supports.

## Services Include:

- PASRR Evaluation (PE) to determine eligibility and service needs
- Case Management and Recovery Planning
- Skills Training and Symptom Management
- Identification of Specialized Services through the LMHA
- Psychosocial Rehabilitation Services
- Medication Management and Nursing Services
- Education regarding community-based alternatives
- Community transition planning when appropriate

## Program Goals:

- Ensure appropriate nursing facility placement
- Provide monitoring and support to individuals residing in a nursing facility
- Identify and authorize specialized mental health services
- Promote recovery and community integration
- Protect individual rights and informed choice
- Support stability and improved functioning
- Prevent unnecessary institutionalization

**Eligible Candidates:** Services are available to individuals' seeking admission to or residing in a Medicaid-certified nursing facility who are identified with having a Serious Mental Illness. The PASRR evaluation determines eligibility for specialized services through Gulf Bend Center LMHA. Gulf Bend Center serves the following counties: Refugio, Lavaca, DeWitt, Goliad, Victoria, Jackson, and Calhoun. Services are provided in accordance with HHSC regulations.



## MH PASRR SERVICES

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361.575.0611 | PASRR Fax: 361.572.8679 | Crisis Hotline: 877.723.3422



## Other Services

# VETERAN SUPPORT SERVICES

**Program Overview** — The Crossroads chapter of the military veteran peer network is a program that assists Veterans and family members facing the many challenges of life after the military. There are currently programs for counseling, camaraderie, fun, training, and assistance navigating resources and benefits. We also partner with local veteran groups, businesses, and entities willing to sponsor events.

## **Services Include:**

- Medication training and support—staff will teach customers the usage, dosage, frequency and possible side effects of their medications.
- Group and one on one peer led counseling.
- Linking Veterans and family members with local, state, and federal benefits they are eligible for Job placement, rental assistance, and other resource referrals.
- Jail outreach and mentorship program.
- Plans local monthly events for Veterans and their families.
- Training for Veterans and family members looking to volunteer.
- Help military veterans transition away from life in the military and help integrate into the community.

**Program Goals:** The Military Veteran Peer Networks' (MVPN) mission is to establish camaraderie and trust among veteran peers, identifying and vetting community resources and, collectively, contributing to the communities where we live.

**Eligible Candidates:** Services offered to all Veterans and family members within Gulf Bend's seven county catchment area (Refugio, Lavaca, Dewitt, Goliad, Victoria, Jackson, and Calhoun).



**VETERAN SUPPORT SERVICES**  
2805 N. Navarro | Victoria, Texas 77901  
361.582.5810 | Veterans Crisis Hotline: 800.273.8255 | [www.gulfbend.org](http://www.gulfbend.org)

# PEER SUPPORT SERVICES

**Program Overview** — Peer Support Services are recovery focused, person-centered services for people who are living with mental health concerns. With the help of a Peer Support Specialist, people learn how to move toward recovery and build self-advocacy skills. Peer services can be provided in an individual or a group setting and are designed to ignite hope, foster independence and promote personal growth.

## **Services Include:**

- Identify personal strengths to set and achieve recovery goals.
- Develop positive coping skills to help reduce intrusive thoughts and troubling feelings.
- Build peer relationships that help create stronger natural support networks.
- Increase understanding of mental challenges and/or addiction through lived experiences and stories of personal recovery.
- Build confidence and self-advocacy skills; recognizing strengths and minimizing weaknesses.
- Talk openly about treatment and your overall recovery experience.
- Instill hope and recovery.

**What is a Peer Support Specialist?** Peer Support Specialists are people who have lived experiences with mental health concerns. They demonstrate resiliency and perseverance in their own recovery efforts. Peer Support Specialists offer unique insight and a valuable perspective that is different from the conventional clinical approach. The guidance and support from someone who has “been there” is what many in recovery value the most about Peer Support Services.

**Eligible Candidates:** Peer Support Services are available through Adult Mental Health services, Veteran services, and Substance Use services.



## **PEER SUPPORT SERVICES**

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# WELLNESS COMMUNITY

**Program Overview** — The Wellness Community is apartment housing for individuals who are 18 years of age and older and whose quality of life is lowered due to chronic mental and physical illness. It is a community designed to help individuals learn healthy behaviors that will improve overall wellness and quality of life. Residents of the Wellness Community live independently in one- bedroom apartments in a setting that promotes a sense of responsibility and self-respect. Transitional Housing, as well as long-term occupancy, options are available.

The guidelines of the Wellness Community support resident safety, health and well-being. The services that are offered, promote healthy lifestyles along with the development of healthy social supports and interactions.

## Services Include:

- Healthy Living Class
- Fitness Group
- Cooking Class
- Telehealth Nursing Consultation
- Outreach Nursing
- On-site rehabilitative skills training
- Supported employment
- Supported housing



## Program Goals:

- Support residents' recovery from mental illness and chronic health conditions.
- Assist individuals in transitioning to stable, affordable housing within the community.
- Assist individuals in obtaining employment.
- Teach residents skills on how to maintain independent housing and employment.

**Eligible Candidates:** At least 18 years old and live in the Gulf Bend Center seven county service area (Victoria, Jackson, Lavaca, Dewitt, Goliad, Refugio, & Calhoun). Current health and/or housing at risk due to needed improvement in skills. Ability to pay monthly rent.



## WELLNESS COMMUNITY

1009 N. Nimitz | Victoria, Texas 77901

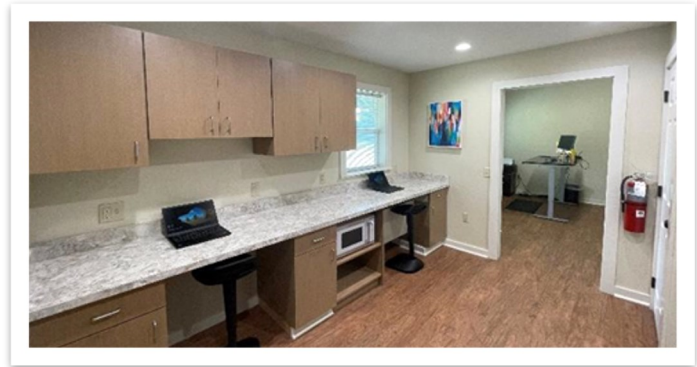
361.703.5161 | Crisis Hotline: 877.723.3422 | [www.gulfbend.org](http://www.gulfbend.org)

# COMMUNITY RESOURCE CENTER

**Program Overview** — The Community Resource Center (CRC) offers a space for community members and community partners to utilize for social services and community resources.

**Services Include:**

- Computer access
- Internet access
- Private offices available for reservation by community partners
- Assistance with government benefits applications (e.g., SNAP, Social Security, Medicaid, etc.)
- Assistance with finding community resources (e.g., food, clothing, financial assistance, transportation, etc.)



**Program Goals:** To provide those in our community with access to valuable resources as well as the assistance needed to acquire resources. The CRC aims to bring together nonprofit and state agencies, at the same location, to deliver a powerful collective impact.

**Eligible Candidates:** All community members are eligible for services at Gulf Bend Center’s Community Resource Center. Individuals do not have to be a current or past Gulf Bend Center customers to access the CRC.



**COMMUNITY RESOURCE CENTER**

1009 N. Nimitz | Victoria, Texas 77901  
361.703.5161 | Crisis Hotline: 877.723.3422 | [www.gulfbend.org](http://www.gulfbend.org)

# CONSUMER BENEFITS

**Program Overview** — The Consumer Benefits Program assists customers with applying for Social Security Disability Benefits, Food Stamps, and Medicaid.

## **Services Include:**

- Providing information to individuals regarding application processes, to assist with determining need to apply & understand the application process.
- Social Security Disability Benefits - Assists with the application process and all paperwork related to the disability claim.
- Assist customers with completing food stamp applications.
- Assist customers with completing Medicaid applications.

## **Program Goals:**

- Assist customers with no insurance or income to secure benefits that they may be eligible to receive.

**Eligible Candidates:** Services are offered to residents 18 years of age and older withing Gulf Bend's seven county service area: Refugio, Lavaca, Dewitt, Goliad, Victoria, Jackson, and Calhoun. Eligibility criteria will be explained prior to starting the application process.

*\*Individuals will not be denied access to services based on current address or ability to pay.*



## **CONSUMER BENEFITS**

6502 Nursery Drive, Ste. 100 | Victoria, Texas 77904

361.575.0611 | Crisis Hotline: 877.723.3422 | [www.gulfbend.org](http://www.gulfbend.org)

**Program Overview** — Outpatient Substance Use Treatment services at Gulf Bend Center offer a holistic approach to achieving and maintaining sobriety. Individuals engage with the interdisciplinary team of practitioners, nurses, counselors, Recovery Support Peer Specialist, and case manager to develop a plan for reaching their goals. Inclusion of family, friends, and various support people is recognized and encouraged. The road to recovery will be based on the individual's wants and needs.

## **Services Include:**

- Provision and monitoring of medications that assist with recovery
- Group and individual counseling sessions with a counselor specializing in substance use treatment
- A holistic approach to care with inclusion of behavioral and physical health treatments
- Referral to inpatient facilities and rehabilitation services as needed
- Linking to resources in our community as various needs are identified

## **Program Goals:**

- Encourage a lifestyle focused on wellness and healthy coping skills
- Treat all customers with dignity and respect as they work towards sobriety
- Provide support and education on substance use disorders and treatment options
- Link customers and their families to resources that can assist in their journey to recovery

**Eligible Candidates:** Services are provided to adolescent and adult customers. Screenings for substance use are completed during the initial assessment and at regular intervals thereafter. Individuals eligible for services meet diagnostic criteria for substance use disorders and do not require a more structured setting to maintain sobriety. Services are provided to individuals within Gulf Bend's seven county catchment area (Refugio, Lavaca, Dewitt, Goliad, Victoria, Jackson, and Calhoun). *\*Individuals will not be denied access to services based on current address or ability to pay.*



## **SUBSTANCE USE DISORDER**

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361.575.0611 | Crisis Hotline: 877.723.3422 | [www.gulfbend.org](http://www.gulfbend.org)

# PATHWAY SERVICES

**Program Overview** — Gulf Bend Center is committed to developing a Zero Suicide culture. The Suicide Safe Care Pathway is intended to identify and treat those individuals that are at risk for death by suicide using person-centered, trauma-informed, and evidenced-based practices. Any individual with a positive screening at moderate to high risk will be offered more intensive pathway services.

## **Services Include:**

- Suicide screening and risk assessment
- Safety Planning
- Counseling on Access to Lethal Means
- Resources and referrals to additional supports

## **Program Goals:**

- Screen all customers at every contact for suicidal thoughts, ideation, and behaviors.
- Treat all individuals in the least restrictive environment while offering additional supports.

**Eligible Candidates:** Services are offered to all residents who live within Gulf Bend’s seven county service area: Refugio, Lavaca, Dewitt, Goliad, Victoria, Jackson, and Calhoun. *\*Individuals will not be denied access to services based on current address or ability to pay.*



## **PATHWAY SERVICES**

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# TRANSPORTATION SERVICES

**Program Overview** — Gulf Bend Center aims to reduce all barriers to accessing services and attending appointments. We provide transportation services to assist individuals coming to and from Gulf Bend Center appointments.

## **Services Include:**

- Transportation services are available to all who are experiencing a significant need or barrier due to transportation challenges.
- Customers are picked up at their preferred location and dropped off at the same location.
- Customers who have other means of accessing transportation will be instructed to use those first (ex. Medicaid transit).

## **Eligible Candidates:**

- Transportation is available for the customer and/or Legal Guardian only.
- Transportation service is available within Gulf Bend's seven county service area (Refugio, Lavaca, Dewitt, Goliad, Victoria, Jackson, and Calhoun).



## **TRANSPORTATION SERVICES**

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# JAIL IN REACH COORDINATION

**Program Overview** — Jail In Reach Coordination provides services to individuals who have been deemed Incompetent to Stand Trial (IST). Services are aimed at restoring competency while on the forensic waitlist to avoid state hospitalization and/or reduce their length of stay.

## **Services Include:**

- Collaboration with county jails to monitor individuals placed on the forensic waitlist to provide services.
- Screen and assess individuals to determine level of needs and provide services to assist in restoring competency. Includes psychoeducation, medication compliance and education, as well as education on the legal system .
- Collaborates with attorneys and court system for the benefit of the individual.
- May continue services after competency is restored to maintain stabilization and prevent decompensation.

**Eligible Candidates:** Services are provided to residents age 18 and older without regard to race, color, age, national origin, sex, sexual orientation, disability, ability to pay, financial status, or place of residence. Gulf Bend's seven county service area includes Calhoun, DeWitt, Goliad, Jackson, Lavaca, Refugio and Victoria Counties. *\*Individuals will not be denied access to services based on current address or ability to pay.*



## **JAIL IN REACH COORDINATION**

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# BEND THE TREND

**Program Overview** — Bend the Trend is a school based case management program operating on select campuses in coordination with Victoria ISD. Built on a Multi-Tiered System of Supports (MTSS) framework, Bend the Trend brings together on-campus interventions, community partnerships, and family engagement to support the whole child.

## **Services Include:**

- Case Manager is based on school campus and collaborates with school personnel/school team to provide services such as case management, skills training, and/or medication training.
- Works with primary caregiver and/or legal guardian as well to provide service
- Provides crisis intervention services on campus as needed
- Completes assessment and plan of care for all individuals on caseload

**Program Goal:** The goal is focused on early identification of behavioral needs of a child and using a team approach to assist them in being successful.

**Eligible Candidates:** Services are currently available at three Victoria Independent School District Elementary Campuses that include: Chandler, Crain & Shields Elementary Schools. Parents with questions may contact their campus Social Emotional Behavior Support Specialist or school counselor for more information.



## **BEND THE TREND**

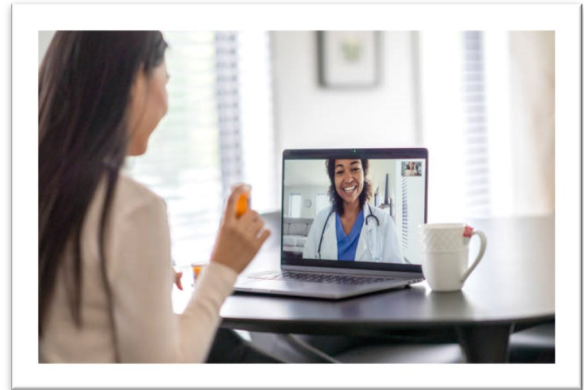
6502 Nursery Drive, Ste. 100 | Victoria, Texas 77904  
361.575.0611 | Crisis Hotline: 877.723.3422 | [www.gulfbend.org](http://www.gulfbend.org)

# SATELLITE CLINICS

**Program Overview** — Gulf Bend operates alternative clinic sites in some of our service area to assist in accessibility for individuals who live in those areas.

Gulf Bend operates the following:

- Jackson County Hospital- Outpatient Clinic
- Yoakum Community Hospital- Outpatient Clinic
- Refugio Outpatient Clinic
- Hallettsville Outpatient Clinic



**Services Include:**

- Psychiatric Medical (via televideo)
- Care Coordination
- Nursing Services
- Intake services

**Eligible Candidates:** Services are provided to residents without regard to race, color, age, national origin, sex, disability or financial status. Services are provided to individuals within Gulf Bend’s seven county catchment area (Refugio, Lavaca, Dewitt, Goliad, Victoria, Jackson, and Calhoun). *\*Individuals will not be denied access to services based on current address or ability to pay.*



## SATELLITE CLINICS

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# CARE COORDINATION

**Program Overview** — The act of care coordination ensures that individuals are linked to services and resources to meet all of their individual needs.

The Care Coordinator will assist the customer in navigating their mental and physical health care as well assist them to access local resources such as transportation, counseling, and substance use treatment.

## Services Include:

- A person-centered approach to care planning and service provision that revolves around the customers needs and wants as related to their treatment.
- Referrals to other programs within the Center such as skills training, medication management, smoking cessation, and other services to meet individual needs.
- Referrals to providers outside the Center including primary care providers, housing assistance, counseling, and other services as needed.

## Program Goals:

- Identify customer preferences and needs with a holistic, trauma-informed, approach to care.
- Improve access to services inside and outside the Center through referral, coordination, and follow up.
- Strengthen the caregiving capabilities of families and service providers.
- Improve overall customer satisfaction and outcomes.

**Eligible Candidates:** Services are provided to residents age 18 and older without regard to race, color, age, national origin, sex, sexual orientation, disability, ability to pay, financial status, or place of residence. Gulf Bend's seven county service area includes Calhoun, DeWitt, Goliad, Jackson, Lavaca, Refugio and Victoria Counties. *\*Individuals will not be denied access to services based on current address or ability to pay.*



## CARE COORDINATION

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361.575.0611 | Crisis Hotline: 877.723.3422 | [www.gulfbend.org](http://www.gulfbend.org)

# MENTAL HEALTH FIRST AID TRAINING



**Program Overview** — Mental Health First Aid is a course that teaches you how to identify, understand and respond to signs of mental illnesses and substance use disorders. The training gives you the skills you need to reach out and provide initial help and support to someone who may be developing a mental health or substance use problem or experiencing a crisis.

**Adult Mental Health First Aid** — Time: 8 Hours - Teaches you how to identify, understand and respond to signs of mental illnesses & substance use disorders. The training gives you the skills you need to reach out & provide initial help & support to someone who may be developing a mental health or substance use problem or experiencing a crisis. Curriculums on adolescents or adults are available with additional specialized curriculums like Fire/EMS & Higher education.

**Fee:** \$40.00 (free to Colleges & High Schools) **Attendees:** Minimum 5 / Maximum 30

**Youth Mental Health First Aid** — Designed to teach parents, family members, caregivers, teachers, school staff, peers, neighbors, health and human services workers, and other caring citizens how to help an adolescent (age 12-18) who is experiencing a mental health or addictions challenge or is in crisis. Youth Mental Health First Aid is primarily designed for adults who regularly interact with young people.

**Fee:** \$40.00 (free to Colleges & High Schools) **Attendees:** Minimum 5 / Maximum 30

## Who Should Take This Course:

- Employers
- Police officers
- Hospital staff
- First responders
- Faith leaders
- Community members
- Educators
- Caring individuals



## MENTAL HEALTH FIRST AID CERTIFICATION

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**Veterans Mental Health First Aid** — Learn how to support service members and their families. Understand risk factors and trauma, reduce stigma, and offer help, even to someone who's reluctant to ask for it. Over 4 in 10 service members and veterans experience mental health challenges, which can strain families and lead to isolation, money problems and stress at home. Our evidence-based training teaches you how to support them with care. (for Military, Veterans and Their Families)

**Proposed Fee:** No fee

**Attendees:** Min 5 / Max 30



**Trauma Informed Care** — Time: Tailored for Your Needs - This training starts to explain what trauma is. The learning objectives are to have a shared understanding of what trauma is, be able to identify trauma and have awareness of prevalence.

**Proposed Fee:** \$30.00

**Attendees:** Minimum 5 / Maximum 20



**ASIST** — Applied Suicide Intervention Skills Training - Time: 16 hours, 2 consecutive days - This course will teach participants to understand the ways that personal and societal attitudes affect views on suicide and interventions.

**Proposed Fee:** \$150.00 (negotiable for organizational groups larger than 15)

**Attendees:** Minimum 8 / Maximum 30



**TRAINING & EDUCATION DEPARTMENT**

6502 Nursery Drive, Ste. 100 | Victoria, Texas 77904

361.575.0611 | Crisis Hotline: 877.723.3422 | [www.gulfbend.org](http://www.gulfbend.org)

## FREQUENTLY ASKED QUESTIONS

### **What is Gulf Bend Center?**

Gulf Bend Center is the Mental Health and Intellectual and Developmental Disability Authority for Calhoun, DeWitt, Goliad, Jackson, Refugio, Lavaca and Victoria Counties.

### **What is the difference between mental illness and intellectual & developmental disabilities?**

Intellectual and developmental disabilities occur before age 18 with an IQ of 69 or below. Mental illness can occur at any time and may be attributed to a chemical, biological, or environmental change in the person.

### **Can a person diagnosed with autism receive services? Yes.**

Autism is one of the related conditions that are included in our served priority population.

**What are the hours of operation?** The Center operates under a standard business day (Monday – Friday from 8 am – 5 pm). The Clinic is also open late until 7 pm on the first Thursday of every month for scheduled appointments.

**Is there a cost for any of the services?** There are fees associated with most services. Fees for all programs are assessed using a sliding scale and your ability to pay. The Center accepts Private Insurance, Private Pay, Medicaid & Medicare.

**How can I receive services?** Call us for a brief phone screening to see what services are available for you. We provide services under contracts with the Health & Human Services Commission (HHSC) to individuals with a mental illness and/or intellectual development disability identified as priority population.

**Crisis Line hours?** You can call our Toll-Free Crisis Hotline 24 hours day, 365 days a year, 877.723.3422.

**988 Suicide and Crisis Lifeline:** Call, text, or chat 988 be connected to trained counselors.

**A friend has talked about suicide. How do I know if I should take him/her seriously?** Call Gulf Bend Center’s Crisis Hotline 877.723.3422 to discuss your concern about your friend or family member. Take every comment about suicide seriously. Sometimes people state very directly that they are thinking about killing themselves and sometimes they drop hints that they are thinking about suicide. Ask the person directly if he or she is thinking about suicide.

For more tips on talking with a person who is considering suicide, visit the American Association of Suicidology website ([www.suicidology.org](http://www.suicidology.org)).

**Will I lose my Supplemental Security Income (SSI) or Medicaid if I go to work?** A reduction of the SSI check may occur if hours worked are above the minimum allowed by the law. This is calculated on a case-by-case basis. For more information see [www.ssa.gov](http://www.ssa.gov).

**How do I get medication?** Visits with the doctor/psychiatric medical provider are scheduled after an applicant's needs are assessed and the person is found to be eligible for services and in need of treatment

### **How long does it take to access Mental Health Services?**

Establishment of eligibility is required before a person may receive any service. Gulf Bend offers screenings on a walk in basis Monday through Friday 8am-4pm. Further appointments will be scheduled within ten business days.

### **What is Peer Support & how do I become a Peer Specialist?**

Peer Support Services are recovery focused, person-centered services provided by persons with lived experience.

To get started, simply call and ask to speak with a Peer Support Specialist today.

The Excellence in Mental Health Act Demonstration established a federal definition and criteria for Certified Community Behavioral Health Clinics (CCBHC's). These entities, a new provider type in Medicaid, are designed to provide a comprehensive range of mental health and substance use disorder services to vulnerable individuals. In return, CCBHC's receive an enhanced Medicaid reimbursement rate based on their anticipated costs of expanding services to meet the needs of these complex populations.

Directly or through formal partnership, CCBHCs provide nine types of services, with an emphasis on the provision of 24-hour crisis care, utilization of evidence-based practices and care coordination. The demonstration program represents the largest investment in mental health care in generations. Comprehensive care includes, but is not limited to, the following criteria.

### **The 9 Required CCBHC Services:**

1. Crisis Services
2. Outpatient Mental Health and Substance Use Services
3. Person- and Family-Centered Treatment Planning
4. Community-Based Mental Health Care for Veterans
5. Peer Family Support and Counselor Services
6. Targeted Care Management
7. Outpatient Primary Care Screening and Monitoring
8. Psychiatric Rehabilitation Services
9. Screening, Diagnosis and Risk Assessment



## What is Trauma?

Individual trauma results from an event, series of events, or set of circumstances that is experienced by an individual as overwhelming or life changing and that has profound effects on the individual's psychological development or well-being often including a physiological, social or spiritual impact.



trau·ma

noun

/'troume, 'trôme/

a deeply distressing or disturbing experience

**TRAUMA: any event beyond a person's ability to master at the time.**

### What is Trauma-Informed Care?

#### The Triple Aim

- 1 Improving the experience of care
- 2 Improving the health of populations
- 3 Reducing per capita costs of health care

Unfortunately, trauma is too often shrouded in secrecy and its impact is often ignored and misunderstood. When we fail to ask about and address trauma and our services are not built on the emerging science around what trauma survivors need to heal and recover, we risk re-traumatizing the people we serve, many times causing disengagement from and poor satisfaction with the services provided. Trauma-informed

care is the path to ensuring we honor this most sacred promise, and offers great potential for effectively partnering with our clients to help them move forward in their recovery and wellness. The good news is that this model not only strengthens the individuals we serve, but also moves us closer to achieving the Triple AIM, and becoming a Certified Community Behavioral Health Clinic.



For more information, please visit the National

Council's CCBHC Resource Hub:

[www.thenationalcouncil.org](http://www.thenationalcouncil.org)



## MISSION STATEMENT

*To improve the quality of life in our community for individuals and their families by providing excellent and trusted care for wellness*

## OUR CULTURE

*A welcoming environment of positive attitudes driven by honesty, integrity, and ethics*

## OUR VISION

*To be recognized as the best resource of quality services in our community*



# CORE VALUES



TEAM  
WORK



CARING



COMPASSION



QUALITY

3Q's

QUALITY STAFF / SERVICES / OUTCOMES

## QUICK REFERENCE OVERVIEW FOR SERVICES

### CRISIS SERVICES

24 Hour Crisis Hotline: 1-877-723 3422

988 Suicide and Crisis Lifeline: Call, text, or chat 988

Mobile Crisis Outreach Team (MCOT) – To provide services that reduce the need for psychiatric hospitalization or jail.

Mental Health Officers – Works with MCOT as a liaison with law enforcement agencies to assist in mental health emergencies and crisis calls.

### LOCAL INTELLECTUAL & DEVELOPMENTAL DISABILITY AUTHORITY SERVICES (LIDDA)

Intake & Enrollment – To assist customers in obtaining the appropriate services for their current needs.

Service Coordination & Support – Offers support, guidance, and advocacy to assist customers and family members in achieving quality of life and living environment goals.

PASRR – To educate and monitor the quality of services to customers residing in a Medicaid certified nursing facility.

### OTHER SERVICES

- Wellness Community – Housing community designed to help individuals learn healthy living skills and how to live independently in the community.
- Community Resource Center - A space for community members/community partners to utilize for social services & community resources.
- Veterans Support – Support, training, mentoring, job placement, etc. for veterans and their families.
- Consumer Benefits – Assists with customers applying for Social Security Disability Benefits, Food Stamps, and Medicaid.
- Community Education Programs - Trainings available to the public: large or small groups, schools, churches, hospitals, police, etc.

### LOCAL MENTAL HEALTH AUTHORITY SERVICES (LMHA)

Intake & Enrollment – To assist customers in obtaining the appropriate services for their current needs.

Adult Case Management – To help customers reduce & stabilize symptoms; aid in developing social and community supports; and provide social rehabilitation skills to improve their quality of life.

Child & Adolescent Case Management – To assist children and their families in managing symptoms and behaviors by learning coping skills and strategies for success.

TCOOMMI – Program for customers on probation or parole. Aids in stabilizing mental health needs for customers to avoid reoffending and decrease recidivism rates.

#### Clinical Services

- Psychiatric Medication Management – Psychiatrist or Psychiatric Nurse Practitioner to prescribe needed medications
- Nursing Services – Education on diagnosis and medications, provide injections if needed, Outreach Nursing in the community

Want more information?

Scan this QR Code to visit our  
website for more details & updates!

