

## ADULT LEVELS OF CARE (LOC)

**Level of Care 1:** The general focus of this service array is to facilitate recovery by reducing or stabilizing symptoms, improve level of functioning, and/or prevent deterioration of the individual's condition. Included in this level of care is medical services, case management, skills training, peer support services and employment services.

**Level of Care 2:** Overall focus is this level of care is to improve level of functioning and/or prevent deterioration of the individual's condition so that the individual is able to continue work towards identified recovery goals. Included in this level of care are medical services, counseling, case management, peer support services, and skills training.

**Level of Care 3:** Services in this level of care are generally intended for individuals who enter the system of care with moderate to severe levels of need who require intensive rehabilitation to increase community tenure, establish support networks, increase community awareness, and develop coping strategies in order to function effectively in their social environment. Included in this level of care are medical services, weekly psychosocial rehab services provided in the community/home, peer support services, supported employment, and supported housing.

**Level of Care 4:** Services in this level of care are intended for individuals who have experienced multiple psychiatric hospital admissions with moderate to severe levels of need. Services are provided by an integrated service team. Also included in this level of care are medical services, peer support services, supported employment, and supported housing.

## HELPFUL RESOURCES

The Texas Health & Human Services (HHS) is made up of the following departments: Internal Audit, Office of Inspector General, Dept. of Aging & Disability Services, Dept. of State Health Services, Dept. of Family & Protective Services, Dept. of Assistive & Rehabilitative Services.

TEXAS HEALTH & HUMAN SERVICES  
512-438-3011 | [www.hhs.texas.gov](http://www.hhs.texas.gov)

## OUR MISSION

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)



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TOLL FREE: (800)421-8825  
[WWW.GULFBEND.ORG](http://WWW.GULFBEND.ORG)  
CRISIS HOTLINE 877-723-3422



## ADULT MENTAL HEALTH SERVICES

[WWW.GULFBEND.ORG](http://WWW.GULFBEND.ORG)  
CRISIS HOTLINE 877-723-3422



## DETERMINING YOUR SERVICES

Your diagnosis and an assessment of functioning and skills levels will determine the services you may receive. The staff working with you will determine the Level of Care you should receive after completing the required assessments. A Level of Care tells the staff which services you should receive and how often those services should be provided. This level of care will be decided by information such as your diagnosis, symptoms and how you are functioning in areas such as school, work, living independently and relating to the other people in your life. After all of the assessments are completed, the type and amount of services will be authorized based on your level of care and the services that are available. Whether or not a service is available will depend upon funds received from the Texas Department of State Health Services.

## WHAT CAN I DO?

You will benefit from learning about your condition and how you can manage it. Our staff will help you while you learn. Ask questions about anything you do not understand. Keep your appointments and keep in touch with your case manager about any issues you have concerning how you are doing. You will be required to participate in the amount of services that are recommended for improving your condition. Your family may be an invaluable resource for you. We strongly encourage you to consider allowing them to give/receive information about your treatment needs.

## ELIGIBILITY

Services are provided to residents of our service area without regard to race, color, age national origin, sex, disability or financial status.



## FEES FOR SERVICES

Charges for services are available on a sliding scale, based on your ability to pay. In order to decide if you are able to pay for services, we will complete a financial assessment that will be applied to a fee schedule, to determine your maximum monthly fee. Payment for services is expected at the time services are provided.

## DESCRIPTION OF SERVICES

**Screening & Crisis Response:** Available to any person in crisis residing within Gulf Bend Center's seven county service area, 24 hours a day, seven days a week. **24 Hour Toll-Free Crisis Hotline:** (877) 723-3422

**Diagnostic Assessment:** An evaluation by our professional staff to determine the presence and severity of mental illness, treatment needs and eligibility for services.

**Information & Referral:** We provide an explanation of and assistance with accessing community, state, federal and private services needed or desired by individuals or families to help with their problems.

**Medical Services:** A team of professionals including psychiatrists and nurses deliver services to our mental health and intellectual & developmental disability populations.

**Counseling:** Our licensed professionals provide brief counseling services designed to help you recognize problems related to your condition and develop the skills needed to perform activities of daily living.

**Case Management:** Provided to all persons served for mental health issues. These services monitor how a person is responding to treatment and may link the person to other community agencies or resources if needed.



**Employment Services:** We offer training necessary to help you become employable and find & maintain desired & suitable employment.

**Skills Training:** Our staff will provide services to assist you in building skills to address your needs. These skills may include problem identification and solving related to your condition and acquiring the skills necessary to meet your goals.

**Psychosocial Rehab Services:** Social, educational, behavioral, and cognitive interventions provided by members of an individual's therapeutic team that addresses deficits in the individual's ability to develop and maintain social relationships, occupational or educational achievement, independent living skills, and housing.

**Supported Housing:** Assist the individual in choosing, obtaining, and maintaining regular, integrated housing.

**Peer Support Services:** Provides vision driven hope and encouragement to support people in their recovery and assist them in connecting to the community from the viewpoint of someone with a lived experience with a mental illness. Peer Supports provide opportunities for individuals receiving services to direct their own recovery process and by acting as an advocate for the needs and rights of persons served.

*"To accommodate persons with disabilities, this document is available in alternate formats upon request."*