Rebuild. To ensure the CHCS workforce and consumers alike can thrive in a healthy, safe and nurturing environment, CHCS invested in new acquisitions, facility upgrades and COVID-19 enhancements.

Adult Behavioral Health Services (ABH) — The Harvard Clinic relocated to 1954 E. Houston St., San Antonio, Texas 78202, and is known as the East Side Clinic.

Specialty Programs at the Packard Building have relocated to the Justice Diversion Clinic at 315 N. San Saba, Suite 1003, San Antonio, Texas 78207

Children's Behavioral Health Services (CBH) — The enrollment screening process at The Children's Behavioral Health Clinic at Bandera has relocated to a new suite: 6812 Bandera Road, Suite: 113, San Antonio, Texas 78238

Community and Crisis Response Services (CCR) — The Integrated Treatment Program (ITP) Dorms at Haven for Hope have relocated to 315 Martin Street, San Antonio, Texas 78205

Long Term Care Services (LTC) — The Dual Diagnosis Clinic relocated from The Children's Behavioral Health Clinic at S. Presa to Long Term Care Services at 227 W. Drexel, Building. D, San Antonio, Texas 78210

Each of these pivotal milestones would not be possible without the tenacity and steadfast determination of our 1,000+ workforce and supportive Bexar County community. As we learn to live, breathe and work through a global pandemic and its unique challenges, we will continue to improve the health and well-being of our community by providing hope and healing. On behalf of The Center for Health Care Services — our board, leadership, employees, and consumers, thank you for your continued support and guidance in FY2021 and beyond. Today is the opportunity to build the tomorrow you want.

Sincerely,

Jelynne LeBlanc Jamison
President & Chief Executive Officer
The Center for Health Care Services

Daniel T. Barrett
Chariman of the board of Trustees
The Center for Health Care Services

THE CENTER FOR HEALTH CARE SERVICES
Mental Health & Substance Use Solutions

The Center For Health Care Services
6800 Park Ten Blvd., Suite 200-S
San Antonio, Texas 78213

BUILDING TOMORROW
2021 | ANNUAL REPORT

24-Hour Crisis & Substance Use Helpline:
(800) 316-9241 or (210) 223-SAFE (7233)

To enroll in services:
Adults (210) 261-1250 | **Children** (210) 261-3350 | **Central Office** (210) 261-1000

www.chcsbc.org



BUILDING TOMORROW

2021 | ANNUAL REPORT

THE CENTER FOR HEALTH CARE SERVICES
Mental Health & Substance Use Solutions

A LETTER FROM OUR LEADERSHIP

To Our Valued Stakeholders and Community Partners:

While 2020 brought unprecedented challenges to the world, 2021 continued to be a year of hardships and we will continue to move toward building a better tomorrow. Despite the mountainous challenges stacked against us all, we are incredibly proud of The Center for Health Care Services (CHCS) team, who joined together and tackled each challenge to ensure our community stayed strong. Our CHCS staff remained determined to work diligently through the uncertainties that we collectively faced while also confronting their own challenges.

This year's theme, **Building Tomorrow**, demonstrates how we are moving toward a stronger tomorrow. FY2021's achievements allowed us to prepare the next generation of leaders, embrace new technologies, invest in our assets, and strengthen our position in Bexar County as leaders and experts in behavioral health.

Innovate. In October 2020, CHCS joined a specialized mental health support response team through our local first responder infrastructure. The Specialized Multidisciplinary Alternate Response Team, S.M.A.R.T., serves the unincorporated area of Bexar County, 26 suburban cities, and focuses on individuals experiencing a mental health crisis who are otherwise non-violent and in need of access to treatment. In FY2021, S.M.A.R.T. responded to 642 calls and conducted 1,237 follow-up services.

Inspire. February 2021 brought a week unlike any other. The unprecedented weather from catastrophic Winter Storm Uri brought monumental challenges, rolling power blackouts, significant snow accumulation, and disruptions in water service. CHCS staff adapted quickly to these challenges safely to continue caring for consumers within our 24-hour clinics.

Redesign. To build a better website for the person seeking help, CHCS overhauled www.chcsbc.org to make the online user experience patient-focused, simplified, and easier to navigate. The new website features sections dedicated to getting help, enrolling in services, consumer rights, trauma-informed care, and now has conversion capability for several languages, most notably Spanish. By enhancing the user experience, CHCS hopes to reach even more of the community experiencing challenges with mental health, substance use, or intellectual and developmental disabilities (IDD).

Restore. All CHCS employees returned to their assigned Center locations for in-person duties after more than a year of work-from-home status due to the COVID-19 pandemic. To make this transition as safe as possible for employees, consumers, and their families, CHCS coordinated vaccination clinics for employees and family members, in partnership with San Antonio Metropolitan Health District and the San Antonio Fire Department.

Our Mission

The Center for Health Care Services provides integrated care to improve the lives of children and adults with mental health conditions, substance use challenges and intellectual and developmental disabilities (IDD).

THE CENTER FOR HEALTH CARE SERVICES
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SPONSORING AGENCIES

The Center for Health Care Services collaborates with and receives local funding from:

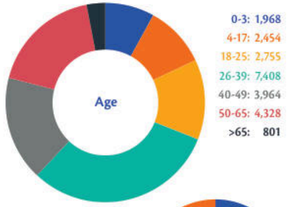
University Health System

Bexar County

By the Numbers

In FY 2021, The Center served **37,567** adults and children with a total of **1,011,459** services. As we continue to navigate the COVID-19 pandemic, we offered **229,613** telehealth and phone services.

CONSUMER PROFILE



0-3: 1,968
4-17: 2,454
18-25: 2,755
26-39: 7,408
40-49: 3,964
50-65: 4,328
>65: 801



In Person: 1,011,459
Telehealth: 229,613

CHCS Foundation

The Center for Health Care Services Foundation continues to make a significant impact and remains committed to our mission to foster and promote mental health. Resilient and ready, The Center for Health Care Services Foundation is rooted in finding ways to support our community.

Now, more than ever, we need to combat the stigma surrounding mental health concerns. That's why The CHCS Foundation offers Mental Health Awareness training options for youth, educators, religious organizations and the general community. The trainings share strategies people can incorporate into their daily lives to prioritize mental health, build resiliency, and continue coping with the obstacles of life. In 2021, The CHCS Foundation successfully Mental Health First Aid (MHFA) trained 2,121 educators and community members. These trained individuals of our community are part of the larger 21,934 MHFA trained in Texas!

GOVERNMENT FUNDERS

www.chcsf.org | iGive@chcsbc.org | (210) 261-1114

Financial Highlights

SEPTEMBER 1, 2020 – AUGUST 31, 2021

		Primary Government Governmental Activities	Component Unit CHCS Foundation
ASSETS	**Current assets**		
	Cash and cash equivalents	$ 12,289,077	$ 524,239
	Receivables:		
	From other governments	9,733,963	—
	Other	1,878,837	305,595
	Prepaid expenses and other assets	558,938	—
	Inventory	7,878	—
	Total current assets	24,468,693	829,834
	Capital assets, net of accumulated depreciation	36,925,111	—
	Total Assets	$ 61,393,804	$ 829,834
LIABILITIES	**Current liabilities**		
	Accounts payable	$ 3,080,026	$ —
	Accrued salaries and wages	1,859,267	—
	Due to funding source	22,187	—
	Unearned revenue	41,629	—
	Accrued expenses	675,204	126,904
	Noncurrent Liabilities — Due within one year		
	Due to State	2,299,499	—
	Compensated absences	2,009,174	—
	Total current liabilities	9,986,986	126,904
	Noncurrent liabilities		
	Due to State	—	—
	Compensated absences	1,930,496	—
	Total long-term liabilities	1,930,496	—
	Total Liabilities	$ 11,917,482	$ 126,904
NET POSITION	**Net Investment in capital assets**	$ 36,925,111	—
	Restricted	—	$ 75,000
	Unrestricted	$ 12,551,211	$ 627,930
	Total Net Position	$ 49,476,322	$ 702,930
	Change in Net Position	$ 3,423,212	$ 15,821

Adult Behavioral Health Services (ABH)

BUILDING QUALITY PATIENT EXPERIENCES

Adult Behavioral Health Services (ABH) offers comprehensive, integrated primary and behavioral health care to support each person's goals for recovery, including: psychiatric evaluation and treatment, primary care, medication management, wellness counseling and education, individual and group therapy, psychosocial rehabilitation, case management and crisis services.

In FY 2021, ABH provided 310,177 services to 13,046 consumers

Adult Behavioral Health Programs

- Outpatient Mental Health Services for Adults & Enrollment
- Primary Care Services for Adults
- Complex Care – ACT/ FACT Program
- The Military Veteran Peer Network Project (MVPN Connection)
- POWER (Providing Opportunities for Wellness, Empowerment & Resilience) Program
- ACCESS Program
- TCOOMMI Genesis – Diversion (Texas Correctional Office on Offenders with Medical or Mental Impairments)
- TCOOMMI DDRF – Residential
- Court Ordered Treatment (COT)
- Mental Health Court – CC12
- Mental Health Court – CC12 Felony Pretrial
- Outpatient Competency Restoration (OCR)
- COVID-19 Crisis Counseling Program (CCP)
- Assisted Outpatient Treatment (AOT)
- Community Reintegration Program (CRP)
- CRP Homeless Reintegration
- CRP Felony Reintegration
- Community Alternatives to Incarceration Program (CAIP)
- Dual Diagnosis Residential Facility (DDRF)
- Justice Intake and Assessment Annex (JIAA)
- San Antonio Housing Authority (SAHA) Mainstream Voucher Program
- Tenant Based Rental Assistance (TBRA)
- Homeless Set Aside Voucher Program
- Housing Authority of Bexar County (HABC) Mainstream Voucher Program
- HHSC Rent and Utility Bridge Program
- Supported Employment Program

Children's Behavioral Health Services (CBH)

BUILDING A STRONGER FOUNDATION THROUGH EARLY INTERVENTION

Children's Behavioral Health Services (CBH) cares for youth 0-17 through skills training, counseling, medication training and support, psychiatric evaluation and medication monitoring, and family partner support through a multitude of programs and services designed to promote mental and behavioral health.

In FY 2021, The Center served 7,852 children with 144,143 services

Children's Behavioral Health Programs

- Outpatient Mental Health Services for Children and Adolescents & Enrollment
- TCOOMMI (Texas Correctional Office on Offenders with Medical or Mental Impairments)
- Bexar County Juvenile Justice
- Children's Crisis Services
- Children's Mobile Outreach Team (CMOT)
- Youth Empowerment Services (YES) Waiver Program
- LOC-4 Intensive Family Services
- POWER (Providing Opportunities for Wellness, Empowerment & Resilience) Program
- Transition Age Youth (TAY)
- Early Childhood Intervention Services (CHCS-ECI)
- Healthy Outcomes through Early Prevention and Early Support (HOPES) Program

Community and Crisis Response Services (CCR)

BUILDING A MORE SECURE COMMUNITY AND CRISIS RESPONSE

Community and Crisis Response Services offers safe, meaningful programs designed to reduce harms associated with substance use, promote recovery for people with co-occurring mental health and substance use disorders, and provide better care coordination for the most acute people in Bexar County.

The Center served 13,239 consumers with 334,140 services for FY 2021

Community and Crisis Response Programs

- Residential Detoxification/Detox
- Crisis Care Center
- Mobile Crisis Outreach Team (MCOT)
- MEDCOM MCOT
- Josephine Recovery Center
- State Contract Beds
- Program for Intensive Care Coordination (PICC)
- Chronic Crisis Stabilization Initiative (CCSI)
- Crisis Transitional Services (CTS)
- Special Multidisciplinary Alternative Response Team (SMART)
- Substance Use Public Sobering Unit
- Minor Medical Clinic
- Intensive Outpatient Substance Use Treatment (IOP)
- Opioid Addiction Treatment Services (OATS)
- Co-Occurring Psychiatric and Substance Use Disorders (COPSD)
- Mommies Program: Specialized Female Substance Use Treatment
- Recovery Support Services
- Dianna M. Burns-Banks Primary Care Clinic
- The Integrated Care Clinic
- NAS Residential Treatment Program
- Integrated Treatment Program (ITP)
- Outreach, Screening, Assessment, and Referral (OSAR)
- SA Job Development
- 210 StreetReach
- Comprehensive Continuum of Care for Females (CCC)
- Pregnancy, Parenting Intervention (PPI)
- PATH – Project for Assistance in Transition from Homelessness

Long Term Care Services (LTC)

BUILDING A RICHER QUALITY OF LIFE

By promoting dignity and choice for adults with intellectual and developmental disabilities (IDD), LTC helps improve the quality of life for consumers and their loved ones through programs designed for inclusivity, accessibility, and independence.

Long Term Care provided 15,030 services to 348 people in FY 2021

Long Term Care Programs

- Home & Community Based Services (HCS)
- Intermediate Care Facility IDD (ICF-IDD)
- Day Habilitation (CALIDAD)
- Employment Connections
- Day Activity and Habilitation Services (DAHS)
- Texas Home Living (TxHmL)