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# Gulf Bend Center

IMPROVING LIFE THROUGH RECOVERY.

## Program & Service Overview Guide



# Gulf Bend Center Services - Quick Reference Guide

## HEALTH AND HUMAN SERVICES COMMISSION

State Funded/State Regulated Programs

Local Mental Health Authority (LMHA) Programs

- Psychiatric Medication Management Services
- Medication Coordination
- Outreach Nursing
- Child & Adolescent Case Management
- Adult Case Management
- TCOOMMI
- YES Waiver

State Funded/State Regulated Programs

Local Intellectual and Developmental Disability Authority (LIDDA) Programs

- Intake & Enrollment
- Service Coordination and Support
- Community First Choice
- PASRR

- Mobile Crisis Outreach Team

- Mental Health Officer Program
- 24 Hours Crisis Hotline
- Community Response Team

### OTHER COMMUNITY SERVICES

- Veteran Support
- Peer Support
- Consumer Benefits
- Wellness Community
- Community Resource Center
- Counseling Services

- Substance Use Disorder
- Commercial Psychiatric Medication Management

### COMMUNITY EDUCATION PROGRAMS

- Mental Health First Aid
- ASIST
- ASK
- Safety Care
- Trauma Informed Care

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## Application & Screening for Services



Please Bring the Following Documents to Apply for Services:

- Proof of address (a household bill with your name and address on it)
- Picture ID
- 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 bring a letter of support and these documents for 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.

Services Include:

- Screening
- Financial Assessment
- Diagnostic Assessment

Program Goals:

To assist customers in obtaining appropriate services and referrals to meet to current needs for care and wellness.

Eligible Candidates:

Screening can be completed on anyone living in the seven county catchment area (Calhoun, DeWitt, Goliad, Jackson, Lavaca, Refugio and Victoria). *\*Individuals will not be denied access to services based on current address or ability to pay.*

Gulf Bend Center  
**Intake Department**  
6502 Nursery Drive, Ste. 100  
Victoria, Texas 77904  
361.575.0611

**Crisis Hotline 877.723.3422**

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in our community.



## Crisis Services

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# 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 (jail or a psychiatric hospital).

## Services Include:

- 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.
- PATHWAY: Intensive follow up services provided to customers who are at risk on our suicide criteria rating scale & are seen every 1-7 days depending on risk level.
- Linking and referral to other community resources
- Pathway Services
- Personalized Safety Planning / CSSRS
- Crisis Response Team (CRT)
- 24-Hour Crisis Response, Seven Days/Week

## Program Goals:

- Stop self harm
- Reduce the need for psychiatric hospitalization
- Educate the community

## Eligible Candidates:

Screening & Crisis Response is available to any person in a crisis episode 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 Lifeline:** Call, text, or chat 988 be connected to trained counselors that are part of the existing Lifeline network. They will listen, understand how your problems are affecting you, provide support, and connect you to resources if necessary.

Gulf Bend Center  
**Crisis Services**

6502 Nursery Drive, Ste. 100  
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**Crisis Hotline 877.723.3422**

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# Community Response Team (CRT)



## 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, substance use counseling and continuity of care services to assess stability and link to community resources.

CRT responds to the seven-county service area and collaborates with community agencies including law enforcement, judges, emergency departments and community partners to help assist the individual.

## Services Include:

- Crisis Assessments - assessing the degree of danger an individual pose to self or others.
- Pathway Services - intensive follow up services provided to individuals at risk of suicide.
- Substance Use Counseling – one on one and group sessions for substance use treatment.
- Continuity of Care – coordination of services/treatment, link to community 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, recidivism and returns citizens to productive roles within their families and our communities.
- Connects these individuals with the mental health services as appropriate.

## Eligible Candidates:

- Individuals with a high chance or recidivism
- Individuals with a history of substance use
- Individuals in crisis within the seven-county service area

Gulf Bend Center  
**Community Response Team**  
6502 Nursery Drive, Ste. 100  
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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.

## Gulf Bend Center Mental Health Officer Program

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# IDD Crisis Intervention Specialist and IDD Crisis Respite Services



## Program Overview:

The Intellectual and Developmental Disability Crisis Intervention Specialist provides training, education and support to individuals, caregivers, providers, and community stakeholders in order to prevent crisis situations and reoccurring crisis events.

Often times, caregivers seek respite services to prevent caregiver burnout. Part of Crisis Intervention response is to determine if an individual qualifies for crisis respite services in order to address a crisis situation without the need for psychiatric hospitalization.

## Services Include:

- Referral to IDD Intake for explanation of Long Term Services and Supports
- Referral to HHSC Multiple Disabilities Unit for HCS waiver placement.
- Training in Safety Care for Families to providers and care givers to learn how to de-escalate and reinforce positive behaviors.
- Presentations and training to community stakeholders on IDD services and supports and GBC services available to prevent reoccurring crises.
- Referral and follow up for counseling, behavior therapy, psychiatric services, medical services, and respite services when needed.

## Program Goals:

- To provide caregivers training and support in order for individuals to continue living in a community setting.
- To provide IDD Crisis Respite Services to prevent care giver burnout and to provide referrals to needed care and services prior to reunification in the community.

## Eligible Candidates:

Services offered to residents within Gulf Bend's seven county 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.*

Anyone experiencing a crisis situation must contact the Crisis Hotline: 877.72.3422.

An assessment will be completed to determine if the crisis situation requires hospitalization. If not appropriate for hospitalization, Crisis Intervention Specialist will be contacted to determine if eligibility criteria is met for IDD crisis respite services. Candidates must provide medial records with a diagnosis of intellectual or development disability.

Gulf Bend Center  
**IDD Crisis Intervention & Respite Services**  
6502 Nursery Drive, Ste. 100  
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# Intellectual & Developmental Disability Services & Programs (Local Authority)

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# Intellectual and Developmental Disabilities: Intake & Enrollment



## Program Goals:

- To provide information about services to other organizations that serve the IDD population
- Assist families that are seeking Long Term Services and Supports
- Link families and individuals to other available services

## Program Overview:

Most individuals seeking services want support to continue living with their family or in their own community. We can place people on an interest list for long term services and supports called “waiver programs.”

Those in need of immediate services and supports can be enrolled into a program funded by general revenue that provides respite and service coordination. Once their name reaches the top of the interest list for waiver services, we determine eligibility and complete the enrollment process.

## Services Include:

- Enrollment into services such as respite and supported employment
- Determining eligibility for IDD services and supports by obtaining a DID for the individual.
- Providing referrals to community resources for income, medical services, specialized therapies, respite, and transportation.
- Placement on the Texas Home Living Waiver or Home and Community-Based Services interest list.

## Eligible Candidates:

Services are 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 see the IDD Screening and Intake Sheet for documentation requirements.

Gulf Bend Center  
**IDD Intake & Enrollment**  
6502 Nursery Drive, Ste. 100  
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# Intellectual & Developmental Disabilities: Service Coordination & Support Staff



## Program Overview:

Service Coordinators in the Intellectual and Developmental Disabilities (IDD) Program work with the following programs to meet customer needs:

- Texas Home Living Services – provides supports and services that allow customers to live with their families or in their own homes.
- Home and Community-Based Services – supplements services provided by other Medicaid programs to allow customer to remain in the community setting.
- Community First Choice – provides assistance to individuals in need of help with daily activities to increase and foster independence.
- PASRR - assists individuals seeking placement in a Medicaid certified nursing facility.
- General Revenue Services – monitors services for those individuals that do not have a payer, to include Respite Services and Community Supports.

## Program Goals:

- Offer support and guidance
- Advocate for individuals
- Provide support and information to family members

## Services Include:

- Completing a Person-Directed Plan that identifies services needed to achieve outcomes
- Linking and Referring individuals to resources in the community
- Monitoring outcomes and quality of service delivery
- Ensure providers are meeting all standards set forth by each program

## Eligible Candidates:

Service Coordination is available to anyone enrolled in one of the following programs: Texas Home Living Services, Home and Community Based Services, Community First Choice, PASRR, and General Revenue services within the Gulf Bend Service area.

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

Gulf Bend Center  
**IDD Service Coordination**  
6502 Nursery Drive, Ste. 100  
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# Intellectual and Developmental Disabilities: Community First Choice



## Program Overview:

Community First Choice (CFC) offers individuals with Intellectual and Developmental Disabilities an opportunity to increase or improve their level of independence.

There are limited resources in the area and families often struggle to provide care to their loved ones. Through CFC, families are able to receive the help they need from a support system established through their provider or by hiring staff themselves.

CFC allows families to get hands on assistance as needed and/or receive habilitation, in which the individual is being assisted by verbal prompting, reminders, encouragement, and example so that they can learn to complete the tasks on their own.

## Services Include:

- Activities of Daily Living (ADL) – examples include basic personal activities such as eating, bathing, and getting dressed
- Instrumental Activities of Daily Living (IADL) – meal planning, grocery shopping, household chores, and managing money
- Emergency Response Services
- Support Management

## Program Goals:

- Promote independence
- Encourage socialization
- Provide Community Integration
- Offer Support and Guidance

## Eligible Candidates:

Community First Choice Services are open to those living in Gulf Bend's seven county service area (Refugio, Calhoun, Dewitt, Jackson, Lavaca, Goliad, and Victoria).

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

Gulf Bend Center  
**Community First Choice Program**  
6502 Nursery Drive, Ste. 100  
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# Intellectual & Developmental Disabilities: PASRR Program



## Pre-Admission Screening & Resident Review (PASRR) Program Overview:

PASRR Program assists individuals who have a mental illness, an intellectual disability or a developmental disability that are seeking admission into a Medicaid certified nursing facility.

A PASRR Evaluation is completed to determine eligibility, the appropriateness of placement in the nursing facility and the need for specialized services.

## Services Can Include:

- Habilitation Coordination
- Service Coordination (SC)
- Routine Case Management
- Skills Training & Development
- Specialized services to include adaptive aids
- Habilitative Therapies
- Day Habilitation
- Independent Living Skills Training
- Behavioral Support
- Alternate Placement Assistance
- Supported Employment
- Employment Assistance

## Program Goals:

- Provide monitoring and support to individuals residing in a nursing facilities.
- Educate individuals and families about alternative options to facility placement

## Eligible Candidates:

Services are offered to residents of nursing facilities that have been identified with Intellectual or Developmental Disabilities or behavioral health needs that reside 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.*

The PASRR evaluation will determine if the resident is appropriate for this program based on the information presented. Please see the IDD Screening and Intake Sheet for documentation requirements.

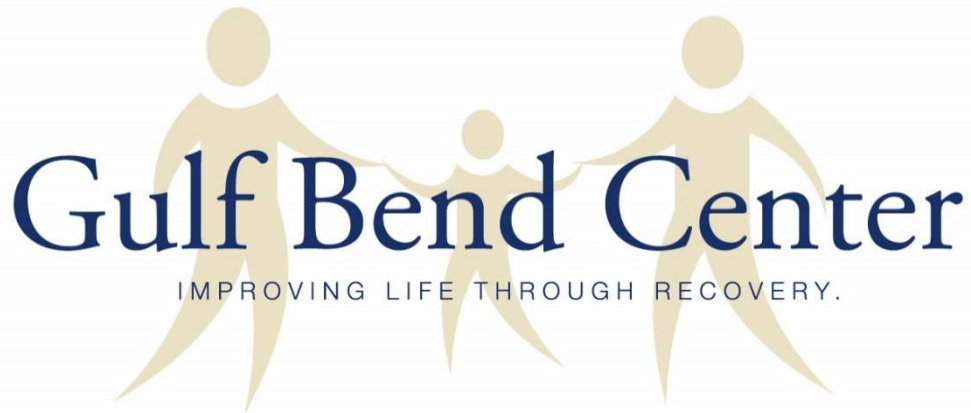
Gulf Bend Center  
**IDD PASRR Program**  
6502 Nursery Drive, Ste. 100  
Victoria, Texas 77904  
361.575.0611

**Crisis Hotline 877.723.3422**

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

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# Mental Health Intake Department



## 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 – within 10 business days of screening.
- Initial Uniform Assessment and Initial Recovery Planning within 10 business days after initial diagnostic assessment.
- 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 reside 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.*

## Gulf Bend Center Mental Health Intake Department

6502 Nursery Drive, Ste. 100  
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**Crisis Hotline 877.723.3422**

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# Adult Mental Health Services



## Program Overview:

Adult Targeted Case Management/Psychiatric Rehabilitation 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.
- Psychosocial Rehab/Psychiatric Rehabilitation Services - 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 psychiatrist and nursing services.
- Medication Training & Support - Services by a Registered Nurse (RN) 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, or major depressive disorder.

Please see the Screening & Intake sheet for required documentation to determine eligibility.

Gulf Bend Center  
**Adult Mental Health Services**  
6502 Nursery Drive, Ste. 100  
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# Child & Adolescent Mental Health Services



## Program Overview:

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/Psychiatric Rehabilitative Services – 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 psychiatrist and nurses services.
- Family Partner- Support for parents from a peer with lived experience
- Counseling- provided by Licensed Professional Counselors (LPCs)
- 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 Required Documentation sheet for more information on required paperwork.

Gulf Bend Center  
**Child & Adolescent Services**  
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# Care Coordination



## 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.

## 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.

## 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.*

## 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.

Gulf Bend Center

### Care Coordination

6502 Nursery Drive, Ste. 100

Victoria, Texas 77904

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**Crisis Hotline 877.723.3422**

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# TCOOMMI Program



## Program Overview:

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 transfer 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 consumers 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 income and a mental health diagnosis. Please refer to the Required Documentation page for more information.

Gulf Bend Center  
**TCOOMMI Program**  
6502 Nursery Drive, Ste. 100  
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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 face-to-face or via Tele-Video
- Tele-video appointments are available with psychiatrists, nurse practitioners, and nurses
- 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.*

Gulf Bend Center  
**Mental Health Clinic**  
6502 Nursery Drive, Ste. 100  
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**Crisis Hotline 877.723.3422**

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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
- Skills Training related to medication and healthy living

Gulf Bend Center's vision is to be recognized as the best resource of quality services in our community.

### 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 income criteria and a mental health diagnosis.

Please refer to the Screening & Intake sheet for documentation required to enroll in services.

Gulf Bend Center  
**Outreach Nursing**  
6502 Nursery Drive, Ste. 100  
Victoria, Texas 77904  
361.575.0611

**Crisis Hotline 877.723.3422**

[WWW.GULFBEND.ORG](http://WWW.GULFBEND.ORG)



# Mental Health: PASRR Program



## Pre-Admission Screening & Resident Review (PASRR) Program Overview:

PASRR Program assists individuals with Mental Health needs that are seeking admission into a Medicaid certified nursing facility. A PASRR Evaluation is completed and if the person meets eligibility criteria, we then schedule a meeting to discuss the individualized services that the customer will need.

## 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.
- Psychosocial Rehab - 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 psychiatrist and nursing services.
- Medication Training & Support - Services by a Registered Nurse (RN) that focuses on the use and management of prescribed psychotropic medications.

## Program Goals:

- Provide monitoring and support to individuals residing in a nursing facilities.
- Educate individuals and families about alternative options to facility placement

## Eligible Candidates:

Services are offered to residents of nursing facilities that have been identified with Mental Health needs that reside 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.*

The PASRR evaluation will determine if the resident is appropriate for this program based on the information presented. Please see the Mental Health Screening and Intake Sheet for documentation requirements.

Gulf Bend Center  
**MH PASRR Program**  
6502 Nursery Drive, Ste. 100  
Victoria, Texas 77904  
361.575.0611

**Crisis Hotline 877.723.3422**

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# Medication Coordination



## Program Overview:

The Medication Coordination Department assists customers in obtaining medications, medication refills and enrollment in Patient Assistance Programs (PAP).

Our Medication Coordinator will ensure customers have completed and submitted all necessary documentation for the determination of eligibility for medication services.

## Services Include:

- Ordering medications
- Refilling Medications
- Assist customers in enrolling in various Patient Assistance Programs (PAP)
- Assist in Medicare Part D applications

## Program Goals:

- Assist individuals with no insurance in receiving their medications at affordable/reduced rates.
- Help clients refill medications in a timely manner.

## Eligible Candidates:

Before receiving medication services, eligibility criteria will be reviewed, such as income and mental health diagnosis.

All other medication options must be exhausted prior to Gulf Bend Center aiding in obtaining medications.

Gulf Bend Center  
**Medication Coordination Department**  
6502 Nursery Drive, Ste. 100  
Victoria, Texas 77904  
361.575.0611

**Crisis Hotline 877.723.3422**

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# Gulf Bend Center

IMPROVING LIFE THROUGH RECOVERY.

## Other Services

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# Victoria Area 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:

- 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).

Gulf Bend Center  
**Veteran Support Services**  
2805 Navarro  
Victoria, Texas  
361.582.5810

**Veterans Crisis Hotline 800.273.8255**

[WWW.GULFBEND.ORG](http://WWW.GULFBEND.ORG)



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# 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.

## A Peer Support Specialist can help you:

- 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. Peer Support Specialists serve not only as mentors but also as sources of hope and inspiration to people who are just beginning their journeys to recovery.

## Eligible Candidates:

Peer Support Services are readily available through Gulf Bend Center in Victoria, Texas.

Once you are referred to Peer Support Services, a Peer Support Specialist will help you clarify goals, identify potential barriers and help you realize your path to recovery.

Gulf Bend Center  
**Peer Support Services**  
6502 Nursery Drive, Ste. 100  
Victoria, Texas 77904  
361.575.0611

**Crisis Hotline 877.723.3422**

[WWW.GULFBEND.ORG](http://WWW.GULFBEND.ORG)



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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

## Gulf Bend Center Wellness Community

1009 N. Nimitz  
Victoria, Texas 77901  
361.703.5161

**Crisis Hotline 877.723.3422**

[WWW.GULFBEND.ORG](http://WWW.GULFBEND.ORG)



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# 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 customer to access the CRC.

Gulf Bend Center  
**Community Resource Center**  
1009 N. Nimitz  
Victoria, Texas 77901  
361.703.5161

**Crisis Hotline 877.723.3422**  
[WWW.GULFBEND.ORG](http://WWW.GULFBEND.ORG)



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## Counseling Services



### Program Overview:

Gulf Bend Center's Counseling services are provided by highly trained Licensed Professional Counselors (LPC) to help individuals, couples, and families who are experiencing emotional, social, behavioral, or relationship difficulties. All aspects of your counseling are kept private and confidential as outlined by federal and state law. This includes the scheduling of appointments, record keeping, and any issues discussed in sessions.

### Services Include:

- Individual counseling
- Family counseling
- Marriage & couples counseling
- Group counseling
- Telemedicine services

### Program Goals:

- Provide quality mental health care in the primary care setting.
- Reduce co-occurring medical and mental health conditions.
- Provide counseling services to individuals who may not be able to afford counseling otherwise.

### Eligible Candidates:

Services are offered to all residents age 5 and older who live within Gulf Bend's seven county service area: Refugio, Lavaca, Dewitt, Goliad, Victoria, Jackson, and Calhoun. A referral from your doctor will be required.

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

Gulf Bend Center  
**Counseling Services**  
6502 Nursery Drive, Ste. 100  
Victoria, Texas 77904  
361.575.0611

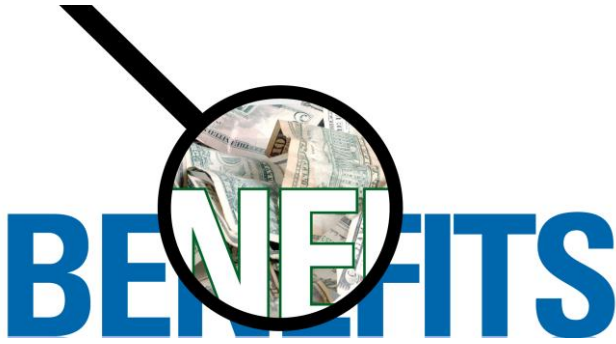
**Crisis Hotline 877.723.3422**

[WWW.GULFBEND.ORG](http://WWW.GULFBEND.ORG)



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# 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 offered to residents 18 years of age and older within Gulf Bend's seven county service area (Refugio, Lavaca, Dewitt, Goliad, Victoria, Jackson, and Calhoun).

Eligibility criteria will be explained prior to starting applications.

Gulf Bend Center  
**Consumer Benefits Department**  
6502 Nursery Drive, Ste. 100  
Victoria, Texas 77904  
361.575.0611

**Crisis Hotline 877.723.3422**

[WWW.GULFBEND.ORG](http://WWW.GULFBEND.ORG)



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# Outpatient Substance Use Treatment



## 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

## Program Overview:

The 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 doctors, nurses, counselors, peer recovery coaches and case managers to develop a plan for reaching their goals. Inclusion of family, friends, and various support persons is recognized and encouraged.

The road to recovery will be based on the individual's wants and needs. This program may include but is not limited to: medication assisted treatment, counseling services with a Licensed Chemical Dependency Counselor, coordination of care with external providers and facilities and linking to community resources.

## 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

## 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.*

Gulf Bend Center  
**Substance Use Disorder**  
6502 Nursery Drive, Ste. 100  
Victoria, Texas 77904  
361.575.0611

**Crisis Hotline 877.723.3422**

[WWW.GULFBEND.ORG](http://WWW.GULFBEND.ORG)



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### **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

### **Gulf Bend Center Mental Health First Aid Certification**

6502 Nursery Drive, Ste. 100  
Victoria, Texas 77904  
361.575.0611

**Crisis Hotline 877.723.3422**

[WWW.GULFBEND.ORG](http://WWW.GULFBEND.ORG)



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## Community Education Trainings



### 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

**AS+K:** Ask About Suicide, Seek More Information, Safety First, Secure Lethal Means, and Know Where to Refer

**Time:** 2 Hours - The program provides participants with an overview of the basic epidemiology of suicide and suicidal behavior, as well as skills needed to ask someone if they are having thoughts of suicide.

**Proposed Fee:** \$30.00 (free to Colleges/High Schools)

**Attendees:** Minimum 5 / Maximum 30

**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  
(recommended)

**Safety Care for Families** - **Time:** 1.5 hours to 2.5 hours - A training program for parents, family members, foster parents, and in-home support staff who provide support in a home or home-like environment to individuals who present behavioral challenges. \* Must be current family of current GBC customer.

**Proposed Fee:** \$30.00

**Attendees:** Minimum 5 / Maximum 20

Gulf Bend Center  
**Training & Education Department**  
6502 Nursery Drive, Ste. 100  
Victoria, Texas 77904  
361.575.0611

**Crisis Hotline 877.723.3422**



Gulf Bend Center

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## Frequently Asked Questions

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### **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 70 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 pervasive developmental disorders (PDD) 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 & Intake Department are open until 7 pm the third Thursday of every month. Other locations may have extended hours.

### **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 to see the doctor?**

Visits with the doctor 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. Providing Gulf Bend Center with previously documented evidence of a qualifying diagnosis (i.e., schizophrenia, mood disorders, related condition) will expedite service entry. Once this information is obtained, it generally takes no more than ten days to access services.

**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.

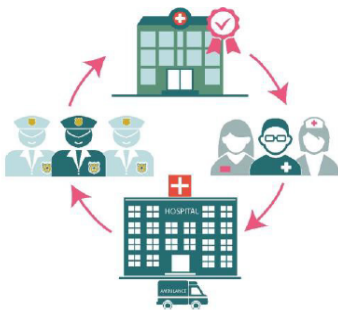
**What is Peer Support & how do I become a Peer Specialist?** Peer Support Services are recovery focused, person-centered services for people who are living with mental health concerns.

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

# What is a Certified Community Behavioral Health Clinic?

The **Excellence in Mental Health Act demonstration** established a federal definition and criteria for Certified Community Behavioral Health Clinics (CCBHCs). 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, CCBHCs receive an enhanced Medicaid reimbursement rate based on their anticipated costs of expanding services to meet the needs of these complex populations.

([www.thenationalcouncil.org/topics/excellence-in-mental-health-act/](http://www.thenationalcouncil.org/topics/excellence-in-mental-health-act/))



CCBHCs are responsible for directly and integration with physical health providing (or contracting with partner organizations to provide)

nine types of services, with an emphasis on the provision of 24-hour crisis care, utilization of evidence-based practices, & 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:

1. **24/7/365 crisis services** to help people stabilize in the most clinically appropriate, least restrictive, least traumatizing and most cost-effective settings.
2. **Immediate screening and risk assessment** for mental health, addictions and basic primary care needs to ameliorate the chronic co-morbidities that drive poor health outcomes and high costs for those with behavioral health disorders.
3. **Easy access to care** with criteria to assure a reduced wait time so those who need services can receive them when they need them, regardless of ability to pay or location of residence.
4. **Tailored care for active duty military and veterans** to ensure they receive the unique health support essential to their treatment.
5. **Expanded care coordination** with other health care providers, social service providers and law enforcement, with a focus on whole health and comprehensive access to a full range of medical, behavioral and supportive services.
6. **Commitment to peers and family**, recognizing that their involvement is essential for recovery and should be fully integrated into care.
7. **Outpatient mental health** and substance use services.
8. **Patient-center treatment planning** or similar processes, including risk assessment and crisis planning.
9. **Psychiatric rehabilitation** services.



# 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

/'traume, '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/topics/certified-community-behavioral-health-clinics/](http://www.thenationalcouncil.org/topics/certified-community-behavioral-health-clinics/))



# 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**

# Gulf Bend Center Services – Quick Reference Overview

## 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 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 and 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 customer 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
- Medication Coordination – Assists customers in obtaining medications, refills, and accessing Patient Assistance Programs

## Local Intellectual and 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.

Community First Choice – To promote independence, encourage socialization, and provide opportunities for community integration.

PASRR – To educate and monitor the quality of services to customers residing in a Medicaid certified nursing facility. Also assists those applying for these nursing facility services.

### 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
- Medication Coordination – Assists customers in obtaining medications, refills, and accessing Patient Assistance Programs

## Commercial & 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.

Commercial Psychiatric Medication Management – Psychiatrist or Psychiatric Nurse Practitioner to prescribe needed medications. Eligible to those not in LMHA or LIDDA services.

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.

Want more information?

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

