

**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,



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



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



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	Children	Central Office
(210) 261-1250	(210) 261-3350	(210) 261-1000

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



# BUILDING TOMORROW

2021 | ANNUAL REPORT



## 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](http://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).

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SPONSORING AGENCIES

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



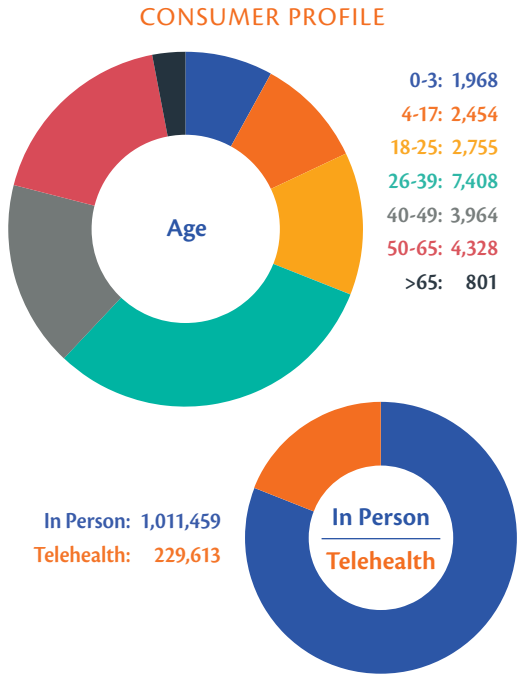
University Health System



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.



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



CITY OF  
SAN ANTONIO



STATE OF TEXAS



COUNTY OF BEXAR



CMS  
CENTERS FOR MEDICARE & MEDICAID SERVICES

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
	Receivables:	
	From other governments	9,733,963
	Other	1,878,837
	Prepaid expenses and other assets	558,938
	Inventory	7,878
LIABILITIES	Total current assets	24,468,693
	Capital assets, net of accumulated depreciation	36,925,111
	Total Assets	\$ 61,393,804
		\$ 829,834
NET POSITION	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
	Noncurrent Liabilities — Due within one year	
	Due to State	2,299,499
	Compensated absences	2,009,174
	Total current liabilities	9,986,986
	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	—
	Unrestricted	\$ 12,551,211
NET POSITION	Total Net Position	\$ 49,476,322
		\$ 702,930
NET POSITION	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)