



Customer Story

Gulf Coast Center Gains 8x ROI with Eleos Documentation and Compliance

*Revenue Gains Include Annualized
Retention Savings of \$767k*

The Highlights



About Gulf Coast Center

The doors of Gulf Coast Center's first facility opened on December 1, 1969. By October 1971, services had expanded to include mental health, and today, [Gulf Coast Center](#) delivers integrated, whole-person care as a Certified Community Behavioral Health Clinic (CCBHC) offering services and support for people across Galveston and Brazoria counties in Texas. Gulf Coast Center provides mental health, substance use, and intellectual and developmental disability (IDD) services as well as community education and disaster recovery support.

Challenges

- Workforce shortages
- High turnover
- Inability to hit service targets
- Documentation for B* services took longer than service itself

Solution

Gulf Coast Center went live with Eleos Documentation in April 2024, leveraging both the mobile and web experiences, including field-based case management.

Gulf Coast Center became one of the first customers to deploy the Eleos Compliance solution, joining the beta program in 2024.

Results

- Increased care footprint by 2,000+ clients
- Added 7,100+ billable services, driving \$942,000 in annualized revenue
- Decreased staff turnover by 19%, saving \$767,000 in personnel costs
- Increased service A attainment by 13%
- Increased service B attainment by 40%
- Achieved 12x total ROI on Documentation

“ Eleos has been instrumental in helping our system address the Quadruple Aim of enhancing patient care, improving population health, reducing costs, and increasing clinician satisfaction. The seamless integration and intuitive design allow our clinicians to focus more on care and less on administrative tasks. This transformation enables Gulf Coast Center to deliver highly reliable care.

Felicia Jeffery, LPC | CEO, Gulf Coast Center



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The stars at night, are big and bright



Deep in the heart of Texas



Also deep in the heart of Texas is the unwritten rulebook for how Certified Community Behavioral Health Clinics (CCBHCs) operate in the Lone Star State—which is not quite like the rest of the US. Maybe it's because Texas used to be its own country, maybe it's because they just like to be different. Either way, these state-specific rules govern how nearly all 40 CCBHCs in Texas function.

In Texas, Certified Community Behavioral Health Clinics (CCBHCs) that also serve as Local Intellectual and Developmental Disability Authorities (LIDDAs) play a vital role in delivering integrated, person-centered care. These dual-designated CCBHCs provide essential behavioral health services while ensuring that people with intellectual and developmental disabilities (IDD) have access to comprehensive, individualized support. To ensure community members receive the full benefit of services, for every face to face **A** service that a person receives from IDD services, the CCBHCs provide between one to three collateral contacts **B** services, which may be natural support and/or other community resources. This demonstrates their commitment to a comprehensive, whole-person approach to care, promoting accessibility, continuity, and responsiveness while ensuring that people with IDD receive the right level of care in a way that respects their needs, preferences, and goals.

Nearly half of the clients served in these organizations fall under the IDD (intellectual and developmental disabilities) classification, whereas IDD is often handled by a completely separate arm—or even a different agency—in other states.

Key Definitions

A

Service Type: A

In-person encounter with client

Documentation Time Before Eleos

15 minutes

B

Service Type: B

Telehealth or collateral contact encounter

Documentation Time Before Eleos

20 minutes

For Gulf Coast Center, this requirement presented a challenge in terms of scalable growth and community impact. How could they add more class B services to existing clients and open up more A services for new clients—without overburdening their providers, especially given the heavy documentation burden associated with each? 🙄

A Scalable Services Problem

Unfortunately, this challenge isn't unique to Gulf Coast Center—or to CCBHCs in general (Texas-based or otherwise).

Nearly every industry is facing a nationwide workforce shortage, but healthcare—and behavioral health, specifically—has proven especially volatile for organizations trying to retain and attract staff. The reasons behind this trend are aplenty, but the heavy administrative burdens faced by clinicians are especially difficult to ignore. After all, you'd be hard-pressed to find a single provider who got into the healthcare field to fill out paperwork.

Parallel to a general workforce shortage, Gulf Coast Center was experiencing an annual turnover rate of about 25% for clinical staff. While this is lower than rates cited by some industry studies—which offer estimates as high as 30–40%—it is still difficult to maintain the status quo, much less grow, with turnover rates above 20%.

Naturally, when retention and recruitment rates are going in the wrong direction, service targets—and the corresponding paid claims targets—are not met, putting the entire business in jeopardy.

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The Eleos partnership has helped us provide quality service and improve our numbers—but we also know there are lives attached to them!

Dr. Devon Stanley, DSL, PMP, PMI-ACP, CSEP | Chief Information Officer, Gulf Coast Center



Eleos to the Rescue

Felicia Jeffery, CEO of Gulf Coast Center, first came across Eleos following a presentation she gave at the annual Texas Council Conference. A quick introduction to an Eleos rep led to a partnership that feels like family.

Gulf Coast Center implemented Eleos Documentation for both field-based and onsite providers, with a goal of achieving full rollout across the organization in summer 2024. The key to their success? Early and high adoption among eligible users.

Initial User Group

Deliver Care
Effectively

Exceeded

1,150

notes using Eleos

Improved

Time to Complete metric by

48%

(goal=20%)

Saved

400

hours (and counting!)

Improve
Quality

57.6%

of progress note content
generated from
Eleos suggestions
(audio based)

95%

of progress note content
generated from
Eleos suggestions
(non-audio based)

Delight
Providers

Trained to

8

IDD staff

Identified

10

power users

“I recently started using Eleos for documentation, and the results have been nothing short of transformative. Last night, while working from home, I tried Eleos for the first time on a routine case management note. I was amazed to see that it not only completed the section I was working on, but also finished the entire note. All I had to do was make a few edits. My reaction was so intense that my spouse witnessed me with tears of relief, realizing the potential this tool has.”

Sara Mendez, MS, MMT | LPC-Associate

From the get-go, Eleos Documentation felt like a perfect fit for the Gulf Coast Center staff, with positive feedback rolling in on a daily basis.

Providers were amazed at how fast they could document with Eleos, which was especially important in the case of class B services. Before Eleos, it was tough to convince providers that documenting those services was even worth it, since writing the note often took longer than providing the actual service.

But when it comes to client outcomes, client access to care, and agency revenue—providing (and documenting!) those services is absolutely worthwhile—especially with the help of specialized, purpose-built AI.

Eleos slashed documentation time for Gulf Coast Center’s initial user group by nearly 52%, a savings of roughly 400 hours. This, in turn, enabled them to deliver 500 more B services—surpassing the attainment goal by a margin of 125 services!

“We appreciate all of you there at Eleos. This has been a great experience and a dream to have it all on mobile!”

Deanna David | HCS Administrator

A New Formula for Productivity ROI

Annualized Results

Increased Access
to Care

7,141

New Services Capacity

Increased Care
Footprint

2,000+

New Clients

Productivity
Benefits

\$942k

Additional Revenue

Retention
Savings

\$767k

Avoided Costs

Total Documentation
Benefits

\$1.7million

Added Revenue

B Services Goal
Attainment

110% | 500

Additional Services

Documentation
Time Saved

8,200

Hours

Average Note
Completion Time

7

Minutes

By reducing documentation burdens, Gulf Coast Center staff have not only delivered more B services to each client, but they've also freed up enough time to see new clients—thus adding new revenue for the agency. This has enabled the organization to grow and expand their service offerings in order to better meet the needs of the Texas coastal region's growing population.

BONUS: COMPLIANCE ROI

As an innovation-forward organization, Gulf Coast Center knew they couldn't stop with an AI-powered documentation solution. So when they caught wind of Eleos' brand-new Compliance product, they jumped at the opportunity to take their AI success to the next level.

Simplify compliance review at scale with Eleos Compliance.

Automatically scan every note to prioritize audit team focus, target training, and reduce risk related to clinical documentation integrity.

[Learn More](#)



THE RESULT

Eleos Compliance instantly delivered \$1.1 million of audit capacity at a fraction of the traditional labor cost, taking Gulf Coast Center from reviewing 15% of their notes manually over the course of a year to 100% in a single day—and refocusing their CQI team's time and energy on delivering key findings back to providers.

Savings

\$1.1million

Additional Capacity

Total Impact

5x

Compliance-related ROI

Scalable Future—with Room for Growth

The eyes of Texas are upon us, and the eyes are smiling. By alleviating documentation pain, Gulf Coast Center has improved provider well-being and increased care access for the local population—a clear win-win for behavioral health.

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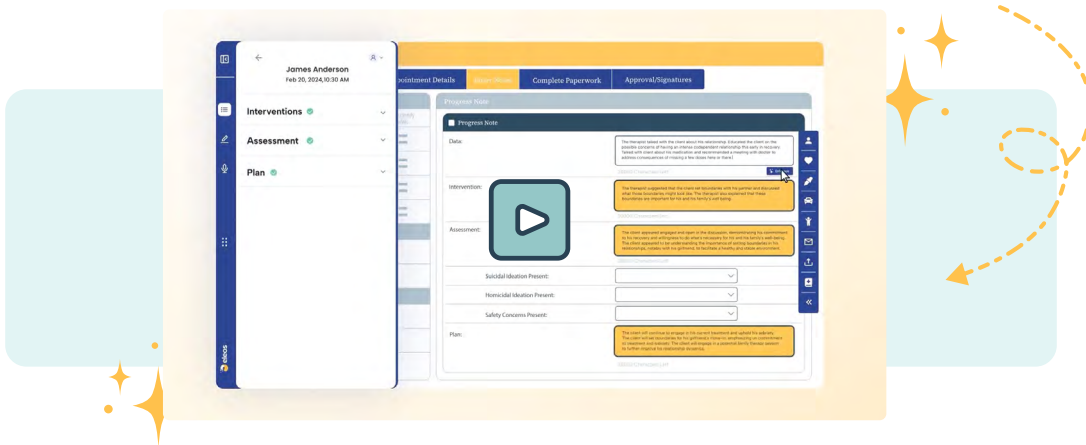
The seamless implementation of Eleos, coupled with their team's exceptional professionalism and expertise, has exceeded our expectations from start to finish. Their amazing technical support has alleviated any reservations we had about integrating AI, proving Eleos to be a game-changer for our organization.



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Dr. Devon Stanley, DSL, PMP, PMI-ACP, CSEP | Chief Information Officer, Gulf Coast Center

Watch a quick overview of the Eleos platform.



Interested in exploring the benefits of Eleos for your behavioral health org?

Request a personalized demo with one of our agentic AI experts.

Get your demo today!

