



**Integral Care**

# Directory of Services

512-472-HELP (4357) | [IntegralCare.org](https://IntegralCare.org)





# Integral Care

Integral Care improves the lives of adults and children living with **mental illness, substance use disorder, and intellectual or developmental disabilities** in Travis County.



Counseling Services and Case Management



24/7 Mental Health Crisis Care



Drug and Alcohol Treatment



Suicide Prevention



Therapy for Infants and Toddlers



Intellectual and Developmental Disability Services



Housing and Homeless Services



Medical Services

Call our 24/7 Crisis Helpline to talk to our staff and get help.

**512-472-HELP (4357)**

# TABLE OF CONTENTS

**ADULT SERVICES.....2-7**

**CHILD & FAMILY SERVICES.....8-11**

**CRISIS SERVICES.....12-15**

**INTELLECTUAL & DEVELOPMENTAL DISABILITIES.....16-19**

**ADDITIONAL RESOURCES & MAP.....20-24**

# ADULT SERVICES

Individual and community well-being is built just like a house is built.

A strong foundation, the right tools and ongoing maintenance help us all weather life's storms, like a mental health issue. Integral Care helps adults living with mental illness and substance use disorder rebuild and maintain their mental and physical health. Integral Care provides the tools everyone needs to maintain well-being, reach their full potential and contribute to our community.

Services are available for adults living with mental illness and/or substance use disorder, regardless of ability to pay. Services can be provided in many languages through trained medical interpreters.

**Call us at 512-472-HELP (4357)  
to learn how we can help you.**

# OUR ADULT SERVICES



## **MEDICAL SERVICES & MEDICATIONS**

Mental health care with support from a psychiatrist, primary health care and medicine to support a person's health and well-being and recovery from drug and alcohol use.



## **DRUG & ALCOHOL TREATMENT**

Programs that help people recover from drug and alcohol use.



## **WELLNESS SERVICES**

Exercise, nutrition and tobacco-free education programs for people who want to learn ways to lead a healthy life.



## **SUICIDE PREVENTION**

Information and programs to help prevent suicide.



## **COUNSELING & CASE MANAGEMENT**

One-on-one support for emotional health and connection to resources.



## **JOB TRAINING & EMPLOYMENT SUPPORT**

Skills to get a job and ongoing support when working.



## **HOUSING & HOMELESS SERVICES**

Housing and support so people can regain their health and independence.



## **HIV SERVICES**

Help for people living with or at risk of getting HIV who also have mental health issues or use drugs or alcohol.



## **HELP APPLYING FOR SOCIAL SECURITY BENEFITS**

Help filling out forms to apply for Social Security Disability Insurance and Supplemental Security Income.

# ADULT SERVICES A-Z

**Alameda House Transitional Living:** This program helps adults who live with a mental illness and use drugs like opioids. Clients can stay for up to 90 days in a safe 15-bed facility. Staff are available 24/7. We help clients learn how to take care of their health and live on their own.

**ANEW and the Mental Health Bond Project:** ANEW provides mental health support for adults on probation or parole. Services include mental health testing, medicine, life skills training, help finding other local resources, help finding transportation and jobs and help applying for benefits. The Mental Health Bond Project helps people who are currently in the county jail by providing treatment alternatives to incarceration.

**Assertive Community Treatment (ACT):** This program is for adults who live with mental illness, use drugs or alcohol and have been hospitalized multiple times. Clients receive treatment, rehabilitation and support services. Services include 24-hour mental health crisis support, one-on-one emotional support, access to medicine and nursing services. Teams fit their services to the needs of our clients, with a focus on housing and help with legal matters. We bring our services to our clients – at home or in the community.

**Community AIDS Resources and Education (C.A.R.E.):** This program helps adults living with or at risk of getting HIV who also live with a mental illness and/or use alcohol or drugs. We offer mental health support and drug and alcohol treatment. Services include Hepatitis C and HIV testing, support groups, education and harm reduction supplies like clean needles and condoms.

**Community Competency Restoration Program (CCRP):** This program helps adults in the criminal justice system who are living with mental illness and have been found unable to stand trial. Staff help clients understand their mental illness symptoms and help them with everyday problems. Services include social and life skills training, case management, mental health testing, access to medicine and legal education. Legal education helps clients understand their charges and get ready to go to court.

**Consumer Benefits Office:** We help clients apply for Social Security services, such as Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI).

**Employment Services:** Integral Care helps adults who live with mental illness and/or use drugs or alcohol seek employment. We help clients create career plans and find jobs that match their interests. Services include help with resumes, applications and interviewing, help building relationships with employers, help understanding disability income and support during employment. Staff bring services to our clients – at home or in the community.

**Healthy Community Collaborative (HCC):** This program helps adults who have been homeless for a year or more, who live with a mental illness and/or use alcohol or drugs. Services include housing, case management, mental and primary health care, help finding a job and help applying for benefits. We bring our services to our clients – at home or in the community. HCC also provides mental health care at the Topfer Family Health Resource Center for people living at Community First! Village.

**Homelessness Outreach Street Team (HOST):** This program is a partnership of Integral Care, the Austin Police Department, Austin-Travis County Emergency Medical Services (EMS) and Downtown Austin Community Court. HOST helps adults living on the street get connected to housing, case management, mental and primary health care and alcohol and drug treatment.

**Housing Services:** Integral Care helps adults who live with mental illness and/or use alcohol or drugs find safe and stable housing. This includes help for people at risk of losing their home. Depending on eligibility, services can include help paying rent and utilities, help with landlords, help getting benefits and disability income, and case management. Integral Care also provides drug and alcohol treatment, employment services, life skills training, nursing care and mental health care. We have permanent housing units in Travis County and offer short-term housing support.

**Integrated Mental and Primary Healthcare Clinics:** Our clinics provide mental health care and primary health care for adults who live with mental illness, an intellectual and/or developmental disability, and/or use drugs or alcohol. Mental healthcare services include one-on-one and group emotional support, exercise and nutrition programs, medicines and case management. Primary healthcare services include physical exams, sick visits and treatment for long-term health problems like heart disease and diabetes. An onsite partner provides the primary healthcare services at our clinics. For clinic hours and locations, see page 20.

**Landlord Outreach:** Integral Care works with landlords and apartment associations to provide safe and affordable housing to our clients. We support landlords by helping with late rental payments or property issues. In some cases, we can provide increased amounts for security deposits and payment for damages beyond normal wear and tear. Case managers provide 24/7 assistance to landlords if there is an issue with a client.

**Medication Assisted Therapy (MAT):** This program helps adults who are addicted to drugs like heroin and prescription pain medicine. Clients have access to medicine that stops withdrawal symptoms. Services include one-on-one emotional support, drug use and HIV education and life skills training.

**Narcotic Treatment Program:** This program helps adults who are addicted to drugs like heroin and prescription pain medicine. The program offers a safe place to recover with medical support. Clients have access to medicine that reduces or stops withdrawal symptoms. Other services include one-on-one emotional support, drug use and HIV education, life skills training and Methadone Anonymous support groups.

**Oak Springs Treatment Program:** This intensive outpatient treatment program helps adults who live with mental illness and use alcohol or drugs. Staff help clients recover from drug and alcohol use by providing substance use treatment, mental health support, medical support, case management, one-on-one emotional support, education and support groups and life skills training. Clients are also connected to other Integral Care programs and local resources for ongoing care and recovery support.

**PATH/ACCESS Homeless Services:** This program helps adults who experience homelessness, live with a mental illness and/or use alcohol or drugs get help and find housing. Staff are in the community every day connecting people to Integral Care programs and other local resources. Staff also provide support to people experiencing homelessness in the community at places like the ARCH, Salvation Army, Caritas of Austin, Trinity Center, public libraries, food pantries and soup kitchens.

**Road to Recovery:** This program helps adult males with a history of public intoxication arrests by providing up to 180 days of drug and alcohol treatment and case management. Clients are referred by the Travis County Court of Law. The program offers job assistance. Staff also help clients learn how to take care of their health and live on their own.

**Safe Haven:** This program provides temporary housing for homeless veterans living with mental illness. Clients are referred by the PATH/ACCESS program. There are private and semi-private rooms, three meals a day, laundry facilities and telephones. Clients are also connected to other Integral Care programs and local resources for ongoing care and support.

**SSI/SSDI Outreach, Access, and Recovery (SOAR):** This national program helps adults who are homeless or at risk of homelessness. Integral Care helps clients who have a mental illness and/or use drugs or alcohol apply for benefits from the Social Security Administration (SSA) using the SOAR model. If eligible, clients can be awarded disability income and Medicaid benefits.

**Suicide Prevention:** Integral Care leads the Austin-Central Texas Suicide Prevention Coalition. The coalition strives to reduce suicides through advocacy efforts, support for people impacted by suicide, and trainings for the community. Integral Care provides mental health crisis services and education.

**Tobacco Cessation:** This program helps adults living with mental illness who want to quit using tobacco. Services include an online step-by-step guide to quitting, a Tobacco Quitline (1-877-YES-QUIT), free Nicotine Replacement Aids, like gum and patches, one-on-one emotional support, education and support groups. The step-by-step guide is available at [bit.ly/quitguide](http://bit.ly/quitguide).

**Wellness Services:** Integral Care helps adults living with mental illness who want to learn ways to lead a healthy life. Staff help clients learn how to make healthy choices, improve their diet, exercise and quit tobacco. Wellness services are available at all of our Integrated Mental and Primary Healthcare Clinics.

# CHILD & FAMILY SERVICES

Healthy families are the cornerstone of a strong community.

Just like we need experts to build a house, Integral Care's experts make sure families have the skills and resources they need to thrive. Integral Care helps families build their health and well-being so they can meet their everyday needs at all stages of life.

Services are available for children living with emotional challenges, mental illness, substance use disorder and intellectual and/or developmental disabilities, regardless of ability to pay. Services can be provided in many languages through trained medical interpreters.

**Call us at 512-472-HELP (4357) to learn how we can help you.**

# OUR CHILD & FAMILY SERVICES



## **COUNSELING SERVICES & CASE MANAGEMENT**

One-on-one support for emotional health and connection to resources.



## **THERAPY FOR INFANTS & TODDLERS**

One-on-one support for children from birth to age 3 to build strong brains and bodies. This includes parent education.



## **FAMILY EDUCATION & SUPPORT**

Programs that teach families how to talk to each other and work through problems.



## **SUPPORT FOR CHILDREN ON PROBATION**

Mental health support and family education for children ages 10-17 on probation.



## **SUICIDE PREVENTION**

Information, programs and support to help youth at risk for suicide.



## **MEDICAL SERVICES & MEDICATIONS**

Mental health care with support from a psychiatrist and medicine to support a child's health and well-being.



## **INTELLECTUAL & DEVELOPMENTAL DISABILITIES**

Help for children living with health problems that affect their brains and bodies.



## **HOUSING**

Help for families in need of a safe and affordable home.



## **SELF-CARE & SOCIAL SKILLS**

Tools that help children take care of their health and build healthy bonds with other people.

# CHILD & FAMILY SERVICES A-Z

**Counseling and Mental Health Services:** This outpatient program helps children and youth ages 3-17 who are experiencing emotional challenges or mental illness. We provide one-on-one emotional support and therapy to youth and families, treatment planning, medicine, life skills training and case management. We also help children and families learn how to talk to each other, work through problems and build better relationships. We make sure clients have the skills and resources they need to thrive.

**Early Childhood Intervention (ECI):** This program helps newborns and children up to age 3 who are living with or at risk of a developmental delay. A developmental delay is a health problem affecting the child's brain and/or body. Developmental delays include trouble walking and talking, problems seeing and hearing, and having a hard time interacting with others. The child must meet the Texas Department of Health and Human Services Commission (HHSC) ECI rules. Services include case management, family support and education, primary health care, nutrition, speech therapy and other special therapies.

**Families With Voices:** This program supports families at risk of homelessness living in Manor. A team of community partners helps families overcome challenges, meet their everyday needs and improve their health and well-being. Services include help with food, transportation, housing, job training, one-on-one emotional support for children and families, and connection to local resources through trusted community partners.

**RA1SE:** This program helps people ages 15-30 who have experienced their first episode of psychosis within the past 2 years. Staff help clients with relationships, school, work, and life goals. Services include alcohol and drug use recovery skills, family education, suicide prevention, mental and primary health care and medicine. We bring our services to our clients and provide support for up to 3 years.

**School-Based Counseling:** This program helps students experiencing emotional challenges or mental illness. We provide mental health services in 14 AISD schools and select Manor, Del Valle and Pflugerville schools. This includes one-on-one emotional support to children and families during and after school hours. Services are available year-round, including during school vacations.

**Strengthening Families Program:** This 14-session family program helps youth ages 12-16 who are skipping school, have low grades in school, have multiple suspensions, or are using drugs, tobacco or alcohol. Youth must have a parent or guardian attend sessions with them. Youth and family learn how to talk to each other and work through problems, how to build healthy relationships with people and other life skills. Dinner, childcare and activities for siblings are provided.

**Suicide Prevention:** Integral Care provides suicide prevention services to students and families in many schools in Travis County as a part of our on-campus counseling services. We provide education and one-on-one emotional support for youth at risk for suicide. We work with the school to provide suicide risk assessments, communicate with parents, and connect youth to Integral Care's mental health services and other local resources. In the event of a suicide, we provide support to family and friends.

**Texas Correctional Office on Offenders with Medical or Mental Impairments (TCOOMMI):** This program provides mental health services to youth ages 10-17 who are on probation and have mental health needs. A therapist and a probation officer work together to support the youth and family during the probation period. We also connect clients with other local resources if needed. Services are provided at home, school, court or other community locations.

**Youth Empowerment Services (YES) Waiver:** This program provides community-based mental health services to children and youth ages 3-18 who live with a serious emotional disturbance. A special type of case management called wraparound is used to build a team of providers for the youth. Staff work to keep the youth at home with their families, in school and in their communities. Services include case management, help getting and keeping a job, and specialized therapies such as art and music therapy. The YES Waiver also provides support for parents.

# CRISIS SERVICES

Good mental health is a building block for well-being.

Like a storm that knocks a house from its foundation, a mental health crisis can knock someone off their feet. Integral Care offers mental health crisis support 24 hours a day, 7 days a week on the phone and in the community. Our crisis services help adults and children recover from a mental health crisis and rebuild their well-being.

Services are available regardless of ability to pay and can be provided in many languages through trained medical interpreters.

**Call us at 512-472-HELP (4357)  
to learn how we can help you.**

# CRISIS SERVICES



## **24/7 CRISIS HELPLINE**

A helpline for anyone who needs immediate emotional support.



## **MENTAL HEALTH URGENT CARE**

A walk-in clinic for adults and children having a mental health crisis. Counselors are there to help 7 days a week.



## **MENTAL HEALTH CRISIS CARE**

Short-term, overnight mental health crisis care provided in a safe environment. Help is available 24/7.



## **COUNSELING & CASE MANAGEMENT**

One-on-one mental health support for people experiencing a mental health crisis.



## **EMOTIONAL SUPPORT IN DISASTERS**

Mental health crisis services for adults and children who have experienced a natural or man-made disaster. We help at the scene of the disaster.



## **SUICIDE PREVENTION**

Information and programs to help prevent suicide in our community.



## **DRUG & ALCOHOL TREATMENT**

Programs that help people recover from drug and alcohol use.



## **COMMUNITY REFERRALS**

Connections to local resources to provide ongoing care and support recovery.

# CRISIS SERVICES A-Z

**24/7 Crisis Helpline | 512-472-HELP (4357):** The Helpline is staffed by mental health professionals 24 hours a day, 7 days a week. Staff provide crisis support, access to Integral Care programs, help with appointments and billing and connection to local resources.

**Disaster Response Services:** This program provides mental health crisis services for adults and children who have experienced a natural or man-made disaster. We offer mental health crisis support for disaster victims at the scene of the disaster or at shelters. We also help people indirectly affected by the disaster, such as someone experiencing anxiety or depression because a loved one was affected by the disaster.

**Hospital and Jail Diversion Program:** This program provides overnight mental health crisis support for adults in a safe 31-bed facility. Services include mental health crisis care, case management, emotional support, medicine and connection to Integral Care programs and local resources for ongoing support and recovery. Referrals are made by our Mobile Crisis Outreach Team, our Psychiatric Emergency Services and local hospitals.

**The Inn:** This program is for adults having a mental health crisis. The Inn is a 16-bed overnight facility where a person can stay for up to 7 days. Services include help to regain stability, access to medicine, 24/7 nursing services, alcohol and drug use recovery support and mental health support groups. Clients are also connected to other Integral Care programs and local resources for ongoing care and recovery support.

**Judge Guy Herman Center for Mental Health Crisis Care:** The Herman Center offers mental health crisis care in a safe overnight facility. Staff help adults who are in crisis by providing medical support, emotional support, medicine and connection to other Integral Care programs and local resources for ongoing support and recovery. Referrals come from law enforcement, healthcare providers and Integral Care Crisis Services. The Herman Center does not accept walk-ins.

**Mental Health First Aid (MHFA):** Mental Health First Aid is an 8-hour class that teaches people how to help someone who might be developing a mental health problem or experiencing a mental health crisis. Participants learn how to identify, understand and respond to signs of mental illness and drug and alcohol use. There are Adult and Youth classes (for people who work with youth ages 12-18). To sign up, visit [bit.ly/MHFATexas](https://bit.ly/MHFATexas).

**Mobile Crisis Outreach Team (MCOT):** This is a team made up of mental health professionals who help adults and children having a mental health crisis. Help is available 24 hours a day, 7 days a week anywhere someone needs help – at home, work or school, in clinics, or on the streets. A person in crisis might be hearing or seeing things that are not real or be in danger of injuring themselves. Services include mental health support for up to 90 days and care plans to help keep people safe. Clients are also connected to other Integral Care programs and local resources for ongoing care and recovery support. MCOT also works with police and EMS.

**Next Step Crisis Respite:** This program helps adults who are recovering from a mental health crisis who may also need housing. Clients can stay for up to 14 days. Staff help clients return to living in the community. Services include case management and social and life skills training. Clients are connected to local resources for ongoing support.

**Outpatient Detox (Formerly Ambulatory Detox):** This program is for adults who want to stop using alcohol or drugs like opioids. Detox services are available for up to 24 days. Staff help clients recover from drug and alcohol use by providing medicine, one-on-one support, education, support groups and social and life skills training. Clients are also connected to other Integral Care programs and local resources.

**Psychiatric Emergency Services (PES):** This walk-in, urgent care clinic is for adults and children having a mental health crisis. A person in crisis might be hearing or seeing things that are not real or be in danger of injuring themselves. Services include care plans to help keep people safe, mental health support for up to 90 days, medicine and connection to other Integral Care programs.

**RA1SE:** This program helps people ages 15-30 who have experienced their first episode of psychosis within the past 2 years. Psychosis can include hearing or seeing things others don't or feeling that someone can control your thoughts. Staff help clients with relationships, school, work and life goals. Services include alcohol and drug use recovery skills, family education, suicide prevention, medicine and mental and primary health care. We bring our services to our clients.

**Suicide Prevention:** Integral Care leads the Austin-Central Texas Suicide Prevention Coalition, which provides community education, advocacy and resources. We provide mental health crisis services and education for adults and children.

# INTELLECTUAL & DEVELOPMENTAL DISABILITIES SERVICES

A healthy community creates opportunities for everyone to share their gifts and talents and make meaningful contributions.

Integral Care works with children and adults living with intellectual and/or developmental disabilities to make sure they have the tools they need to thrive. Integral Care's programs and services create opportunities for people to form healthy relationships, access stable jobs and live independently.

Services are available regardless of ability to pay and can be provided in many languages through trained medical interpreters.

**Call us at 512-472-HELP (4357)  
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# INTELLECTUAL & DEVELOPMENTAL DISABILITIES SERVICES



## **SERVICE COORDINATION & COMMUNITY REFERRALS**

Connections to local resources to provide ongoing services and care.



## **CRISIS SUPPORT**

Help managing stress and staying safe during a mental health crisis.



## **IQ TESTING**

Tests to make intellectual and developmental disabilities diagnoses.



## **COMMUNITY LIVING SUPPORT**

Help for people learning to live on their own.



## **EMPLOYMENT SERVICES**

Help finding work.



## **FAMILY EDUCATION & SUPPORT**

Tools to help families better support people living with intellectual and/or developmental disabilities.



## **SOCIAL & DAILY LIVING SKILLS**

Tools that help people take care of their health, live on their own and talk to others.



## **MEDICAL SERVICES**

Mental health care, primary health care and check-ups to support a person's health and well-being.

# INTELLECTUAL & DEVELOPMENTAL DISABILITIES (IDD) SERVICES A-Z

**Community-Based Support (CBS) Team:** This program helps adults who live with intellectual and/or developmental disabilities and a mental illness, who may also be experiencing a crisis. Staff help clients create plans to help them stay safe and prevent crises. The goal is to keep clients in the community and out of hospitals or jail. Staff connect clients to resources and help them work towards long-term health and wellness.

**Community First Choice (CFC):** This program helps adults and children with intellectual and/or developmental disabilities learn and maintain daily living activities such as dressing, bathing and eating. Services are available to people with Medicaid.

**Community Living Options Information Process (CLOIP):** This program helps adults with intellectual and/or developmental disabilities who live in state supported living centers find community living options, such as group homes or host homes.

**Crisis Intervention Specialists (CIS) Team:** The CIS Team helps people ages 3-99 with intellectual and/or developmental disabilities who have experienced a crisis or who are at risk of experiencing one. It provides crisis prevention support and services for up to 90 days. The goal is to help people stay safe and in the community.

**Enhanced Community Coordination (ECC):** This program helps adults and children with intellectual and/or developmental disabilities move from state supported living centers and nursing facilities to homes in the community. Services include help planning for a move and money to buy items needed for the move. The program also helps people who have already moved from state supported living centers and nursing facilities. Integral Care can provide those clients extra support for up to one year.

**General Revenue (GR) Funded Services:** These services help adults and children with intellectual and/or developmental disabilities stay in their own home or family's home through respite and service coordination.

**Home and Community Based Services (HCS):** This program helps adults and children with intellectual and/or developmental disabilities who live with their family, in their own home, in a host home/companion care setting, or in a home with no more than

four people who also receive services. Services include funding for nursing care, staff to help with daily activities, mental health support, adaptive aids, residential assistance, minor home modifications, help finding and keeping a job, day programs, dental care, and specialized therapies like physical, occupational and speech therapies.

**IDD Employment Services:** This program helps adults with intellectual and/or developmental disabilities get and keep jobs. Clients enrolled in the Home and Community-based Services Waiver (HCS) program, Texas Home Living (TxHmL) program, or referred by the Texas Workforce Commission (TWC) may be eligible.

**IDD Intake/Enrollment:** Intake and enrollment staff test adults and children for intellectual and/or developmental disabilities. Staff connect eligible individuals to resources.

**Positive Assistive Community Engagement (PACE):** This program supports adults and children living with intellectual and/or developmental disabilities who may be experiencing a crisis. Staff provide hourly in-home relief to help ease client and caregiver stress. Services include help managing stress, family and caregiver support like coping skills and de-escalation techniques and connection to other services.

**Pre-Admission Screening and Resident Review (PASRR):** This program helps adults with intellectual and/or developmental disabilities who live in a nursing facility improve and maintain their health. Services include mental health support and primary health care.

**Texas Home Living (TxHmL):** Integral Care provides adults and children with intellectual and/or developmental disabilities service coordination and connection to a TxHmL program. The TxHmL program provides services and supports so that people with IDD can continue to live with their family or in their own homes. Services include funding for nursing care, respite, staff to help with daily activities, mental health support, adaptive aids, minor home modifications, help finding and keeping a job, day programs, dental care, and specialized therapies like physical, occupational and speech therapies.

**Texas Home Living (TxHmL) Provider:** TxHmL helps adults and children with intellectual and/or developmental disabilities live with their families or on their own. Integral Care may provide nursing care, mental health support, specialized therapies like physical, occupational and speech therapies, dental care, help with healthy eating, adaptive aids, opportunities to learn skills outside the home, including job skills training, and help finding and keeping a job.

# LOCATIONS

In addition to services by appointment, Integral Care provides **walk-in services** at the following locations.

## Mental Health Urgent Care - Adults & Children

### 1 Psychiatric Emergency Services (PES)

1165 Airport Boulevard (2nd floor), Austin, TX 78702

Monday-Friday 8am to 10pm

Saturday, Sunday & Holidays 10am to 8pm

## Child & Family Clinics

### 2 Riverside Clinic – Central Austin

2410 E. Riverside Dr., Suite G-3, Austin, TX 78741

Monday-Friday 8am to 5pm

### 3 Dove Springs Clinic – South Austin

5015 South IH-35, Ste. 200, Austin, TX 78744

Monday-Friday 8am to 5pm

## Adult Integrated Care Clinics

### 3 Dove Springs Clinic – South Austin

5015 South IH-35, Ste. 200, Austin, TX 78744

Monday-Friday 8am to 5pm

### 4 Rundberg Clinic – North Austin

825 E. Rundberg Lane, E-2 Austin, TX 78753

Monday-Friday 8am to 5pm

### 5 East 2nd Street Clinic – Central Austin

1631 E. 2nd Street, Austin, TX 78702

Monday-Friday 8am to 5pm

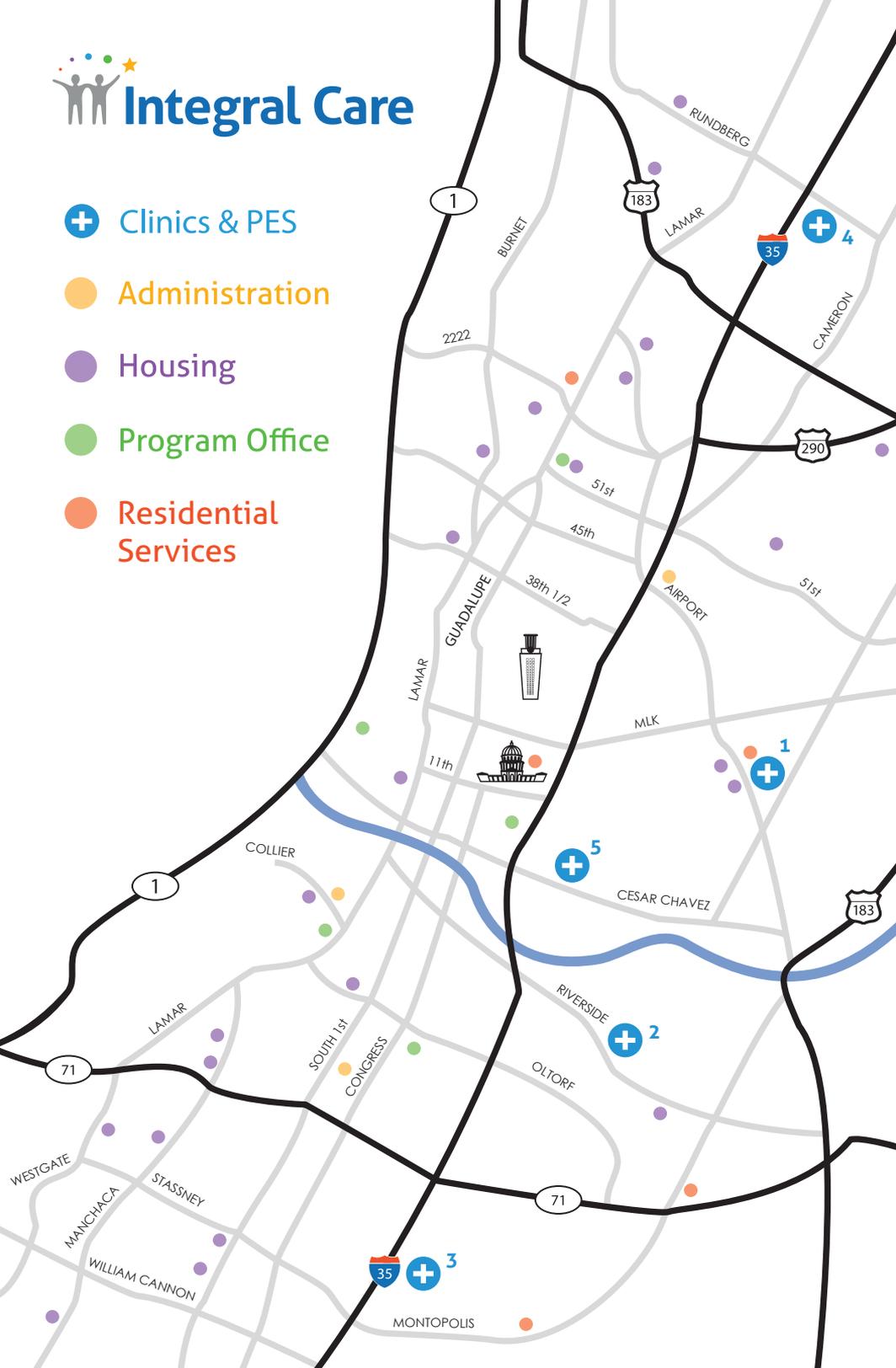
 Clinics & PES

 Administration

 Housing

 Program Office

 Residential Services



# Contact Us

Need help? We're here.

## Crisis Services

**We are here 24 hours a day, 7 days a week, 365 days a year.** We'll listen to you, care about you, support you without judgement and provide immediate support in a mental health crisis.

**Call us at 512-472-HELP (4357).**

Press **1** for English, then **1** for mental health crisis support.

Toll Free: 844-398-8252 | TTY: 512-703-1395

## What can a mental health crisis look and feel like?

- Feeling like you can no longer deal with life
- Giving away things that mean a lot to you
- Seeing or hearing things that others don't
- Having thoughts of killing yourself or others
- Feeling people are out to get you
- Pulling away from family and friends
- Using drugs and alcohol

## Non-Crisis Services

For non-crisis services, we are here Monday through Friday from 8am to 5pm, except holidays.

Call us at **512-472-HELP (4357)**.

Toll Free: 844-398-8252 | TTY: 512-703-1395

Listen to the recording, then press the number for the service you need from the list below. One of our Integral Care team members will be ready to help you.



### **Integral Care Programs and Services**

(You are new to Integral Care)

Press **1** for English, then **3**



### **Follow-up Mental Health Appointments With Your Healthcare Provider** (Current Clients)

Press **1** for English, then **4**



### **Community Resources**

(We will connect you to 2-1-1)

Press **1** for English, then **5**



### **Billing Questions**

Press **1** for English, then **6**



### **Feedback**

512-440-4086 or [feedback@integralcare.org](mailto:feedback@integralcare.org)

# Additional Information

## Feedback

Your feedback is important to us. If you have questions or concerns about our services or staff, please contact us at 512-440-4086 or [feedback@integralcare.org](mailto:feedback@integralcare.org). We will respond within 1 to 2 business days.

## Paying for Services

Integral Care provides help even if you are unable to pay. We take many forms of payment. We offer a sliding fee scale, accept Medicaid, Medicare and private insurance. Integral Care also has payment plans.

## Access to Services in Many Languages

Integral Care is committed to meeting the needs of our community, which means providing access to our services in many languages. We provide access to our Helpline services in 15 languages through trained medical interpreters. Languages include Arabic, Chinese, Farsi, French, German, Gujarati, Hindi, Japanese, Korean, Nepali, Russian, Spanish, Tagalog, Urdu and Vietnamese. To talk to a trained medical interpreter, call 512-472-HELP (4357). Listen to the recording, then press the number for your language. If you speak a language other than what is listed, we can also provide an interpreter.



Founded in 1967, Integral Care is the Local Mental Health and Intellectual and Developmental Disability Authority in Travis County. We help people build health and well-being so everyone has the foundation to reach their full potential.

## **Vision**

Healthy Living for Everyone.

## **Mission**

Improve the lives of people affected by behavioral health and developmental and/or intellectual challenges.



**Integral Care**