

## Frequently Asked Questions: Richard E. Hopkins Behavioral Health Building

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### **Why is Integral Care relocating/moving services to this location?**

Travis County is growing rapidly and the need for accessible, community-based health services is more important than ever. Integral Care recently remodeled our building on Airport Boulevard, which is home to the new Richard E. Hopkins Behavioral Health Building. Relocating several existing programs to this new location will improve access to quality mental and substance use health services at a convenient location.

### **Why is access to behavioral health care important?**

Behavioral health care is just as important as physical health care. When mental health conditions or substance use are treated early, people are able to receive the care they need, reach their full potential and contribute to our community. Just like any physical health condition such as diabetes, early treatment for a mental health condition can improve overall health and impact recovery.

### **What services are provided at this location?**

Psychiatric Emergency Services (PES) is located at the Richard E. Hopkins Behavioral Health Building. PES is a walk-in, urgent care clinic that supports adults, children and families having a mental health crisis. There are separate waiting rooms for adults and families with children. This location will also offer one-on-one case management, wellness programs, counseling programs, short term residential care, family education and referrals to other community resources.

### **What hours will the location be open?**

Psychiatric Emergency Services (PES) is open Monday through Friday from 8am to 10pm and Saturday, Sunday and Holidays from 10am to 8pm.

### **Who will be served at this location?**

This location will serve adults, children and families who live in Travis County.

### **Will individuals need appointments to get help?**

Psychiatric Emergency Services (PES) is a walk-in mental health urgent care clinic. No appointment is needed.



## **What is the importance of having walk-in mental health urgent care?**

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. Easy and quick access to support in a mental health crisis helps people recover and rebuild their health and well-being.

## **Where is the Richard E. Hopkins Behavioral Health Building?**

The address is 1165 Airport Blvd., Austin, TX 78702. The building is approximately 28,000 square feet.

## **How many people will be served annually?**

This location has the capacity to serve over 5,000 individuals per year.

## **How can individuals who need help get to this location?**

This facility has abundant parking for individuals who have their own cars. Additionally, there are bus stops (routes 350, 485, 2) located within a block of the building for those using public buses.

## **What are the fees for Integral Care services?**

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

## **Who is Integral Care?**

Integral Care helps people build health and well-being so everyone has the foundation to reach their full potential. We support adults and children living with mental illness, substance use disorder and intellectual and developmental disabilities in Travis County. Our services include a 24-hour helpline for anyone who needs immediate support, ongoing counseling to improve mental health, drug and alcohol treatment to help with recovery, and housing to regain health and independence. Integral Care helps provide a strong foundation for well-being. Integral Care is the Local Mental Health and Intellectual and Developmental Disability Authority and has been serving Travis County for 50 years.

## **For More Information**

Please contact Sarah Wauters, Community Engagement Manager, at [Sarah.Wauters@IntegralCare.org](mailto:Sarah.Wauters@IntegralCare.org) or (512) 440-4098.