

What We Do

Integral Care strengthens our community by supporting our most important asset – our people – through our **services** as a provider, our role as local Mental Health and Intellectual and Developmental Disabilities (IDD) **authority** and our place in the community as a **partner** and leader.

Our Vision

Healthy Living for Everyone.

Our Mission

Integral Care’s mission is to improve the lives of people affected by behavioral health and developmental and/or intellectual challenges.

*Founded in 1967, Integral Care is a governmental agency. We are led by a Board of Trustees appointed by Central Health, City of Austin and Travis County. Together with the **Integral Care Foundation**, we improve health in Travis County.*



QUALITY HEALTH CARE PROVIDER

As a Certified Community Behavioral Health Clinic, we provide high quality health care – person-centered, trauma-informed and available in multiple languages. Services include psychiatric care and counseling to improve mental health, drug and alcohol treatment to support recovery, housing to regain health and service coordination to help people with IDD live independently.



CRITICAL COMMUNITY SUPPORT

We ensure a local system of mental health services to meet the needs of our community. We provide a 24-hour helpline for anyone who needs immediate support, mobile teams that respond to people in crisis – at home, at school and on the street, a mental health urgent care clinic, and classes that teach people how to help someone experiencing mental health issues.



LOCAL AUTHORITY

As the state-designated local authority, we evaluate the needs of our community and develop a local service plan for Travis County. We also administer and allocate local, state and federal dollars and manage a large network of service providers in our area. We are Joint Commission accredited and work to ensure quality standards and client satisfaction for all contracted providers.



VITAL COMMUNITY COLLABORATION

We collaborate with community partners – City of Austin, Travis County and Central Health, criminal justice, first responders, school districts, non-profit community-based organizations and healthcare providers. We partner to strengthen our local systems, improve access to care, and raise awareness around issues of mental health, substance use disorder and IDD.



Integral Care has made me fulfilled and brought me back to myself completely. It's an overall, well-rounded support system that I've gotten through Integral Care. And it's made my life whole again. - Integral Care Client




Who We Are


Integral Care has more than 900 dedicated staff serving our community at over 45 locations. Our work positively impacts the overall health of Travis County. We help people recover from mental health crises. We help adults living with mental illness and substance use disorder build and maintain their mental and physical health. We support children's emotional health, so they have the right tools to meet their everyday needs and thrive in school. We support people with intellectual and developmental disabilities (IDD) so they can reach their full potential.

Our Services

595,918 services provided to **29,733 people** in FY 2019

 **Adult Behavioral Health**
228,109 services

 **Crisis**
121,089 services

 **Child & Family**
78,221 services

 **IDD**
81,937 services

 **Substance Use**
86,562 services

Our Impact in FY19



69,083

Incoming crisis calls to the 24/7 Helpline, answered by mental health professionals



3,095

First responders and criminal justice partners trained in mental health and/or IDD to help divert people from jail and hospitals into appropriate care and reduce the overuse of criminal justice and emergency services



356

People trained in overdose prevention, through four substance use disorder programs



8,306

Clients received exercise, nutrition and tobacco treatment services to support physical health and wellness



6,608

Children and youth provided psychiatric evaluations, care and therapy to improve mental health as well as reduce suicide and drug and alcohol use



2,906

Clients living with IDD provided crisis intervention and service coordination to support independent living, stable jobs and jail diversion



578

People in supportive housing received rehabilitation and recovery services to help them maintain a home



\$103,314,374

Total revenue in FY 19

