

## 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 **collaborator** 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 led by a Board of Trustees appointed by Central Health, City of Austin and Travis County. We are accredited by 4 national accreditation and certification organizations.*



### 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. We are committed to maintaining environments of care that are equitable and welcoming to all. 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 is available 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 and 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 The City of Austin, Travis County and Central Health, criminal justice, first responders, school districts, non-profit community-based organizations and healthcare providers. Our collaborations strengthen local systems, improve access to care, and raise awareness around issues of mental health, substance use disorder and IDD.



*I have transformed from a dark, empty shell of a woman, broken and spinning out of control, to a whole woman excited to greet each day with happiness. Integral Care gave me the tools for healing and changing my life.” - Integral Care Client*



## Who We Are

Integral Care has more than 900 dedicated staff providing services at our locations and out in the community – at homes, schools, other organizations and criminal justice settings. 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

**529,594 services** provided for  
**29,039 individuals** in FY 2020



**Adult Behavioral Health**  
141,225 services



**Crisis Services**  
207,738 services



**Child & Family**  
62,300 services



**IDD**  
66,328 services



**Substance Use**  
52,003 services

**IntegralCare.org**  
**512-472-HELP (4357)**

## FY20 Impact



**251,092**

Services delivered in clinics, 89,415 in the community and 127,653 by telehealth or telephone to protect clients and staff during COVID-19



**72,363**

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



**5,146**

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



**2,782**

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



**1,083**

People staying at COVID-19 protective lodging and isolation facilities – many of them experiencing homelessness – were provided critical in-person mental health care, access to basic needs and housing support services



**1,040**

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



**\$110,102,183**

Total revenue in FY 20

