

Who to call in a mental health emergency?

Austin Police Department

911

When someone is a danger to themselves or others

Provides first responder dispatch for:

- Medical emergencies
- Fire
- Reporting a crime
- Disaster response
- Life threatening situation

If police are needed, they'll make sure the person is safe.

If police are not needed, the caller will be connected to a mental health counselor.

Suicide and Crisis Lifeline

988

Suicide Prevention & Mental Health Crisis Lifeline

Provides crisis support for:

- Thoughts of suicide
- Mental health crisis
- Substance use crisis
- Emotional distress

Integral Care's Helpline

512-472-HELP (4357)

Local Integral Care number for anyone who needs immediate emotional support

Connects callers to a trained crisis counselor who will listen without judgment and provide emotional support.

Counselors help individuals create a safety plan, call back to check in, and can send an Integral Care crisis team to check-in. They can also connect someone to Integral Care's mental health urgent clinic.

Available and free 24/7

While all of these numbers will connect callers to needed help, this information is to better understand the design of the various access numbers. The important thing in a crisis is to reach out for help and any of these numbers will work.



If I call 911 and ask the police to come, what information do they need from me?

When police come to your home to help resolve a crisis, they will have no information about the situation/person unless you tell them. The goal of the Austin Police Department is always a peaceful resolution in crisis situations. Both NAMI Central Texas and Integral Care provide mental health training to the Austin Police Department and other first responders across the community. Share as much information as you can with the 911 operator including: Name and address, age and date of birth, height and weight, clothing description, diagnosis, drug or alcohol use (current or past), medications (on or off), history of mental health issues, history of seeing or hearing things that aren't there, history of violent behavior, triggers, things that help relax the person and make them feel safe.

After the police come and once the person is safe, what happens next?

If police are needed for safety purposes, Integral Care will stay on the phone with the person. The police will make sure the person is safe and may ask an Integral Care clinician to come provide mental health crisis support. Once the person is safe, police may ask Integral Care to come provide mental health support.

If I call 911 but the police are not needed, what will happen?

If you call 911 and it is determined that police are not needed, you'll be transferred to an Integral Care clinician for mental health support. They will talk to the person and help them come up with a safety plan. They can send Integral Care's crisis team to the person to provide mental health support, if needed. The crisis team can follow up to check on the person for up to 90 days.

What if I'm helping someone with Limited English Proficiency?

There might be a wait while you're connected to an interpreter. Thank you for waiting.



911 EMERGENCY

Active suicide threat

Threatening harm to self or others.

Self-injury needing medical attention.

Sever intoxication.

Inability to care for oneself.

Apparent drug overdose.



988 CRISIS

Thinking about suicide.

Talking about harm to self or others.

Non-life-threatening self-injury.

Overuse of alcohol or drugs.

Depression, anxiety, or other mental illness symptoms.

