

## 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


**426,043 services** provided

 **Adult Behavioral Health**  
129,930 services

 **Crisis Services**  
61,372 services

 **Child & Family**  
48,935 services

 **IDD**  
43,475 services

 **Substance Use**  
18,800 services

 **Helpline**  
129,930 services

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

## Our Impact

24,804

Travis County Residents Served

4

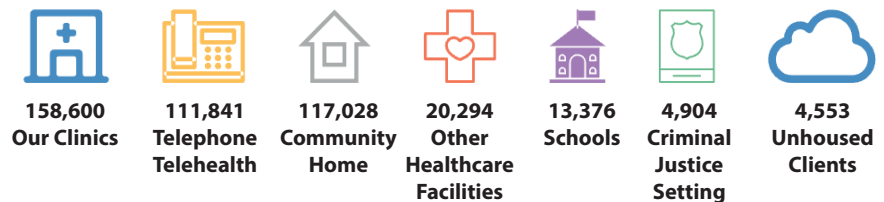
National Accreditations

57 Years

of Proud Service to Our Community

### Caring for People Where They Are

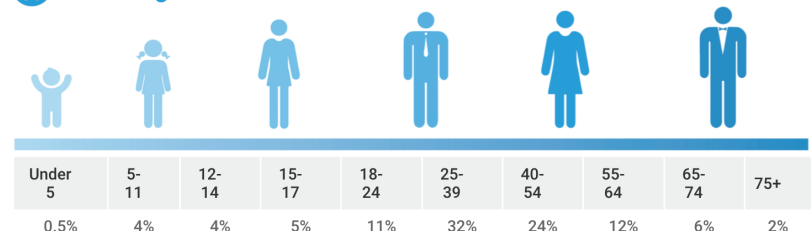
This chart shows total services provided by place of service.



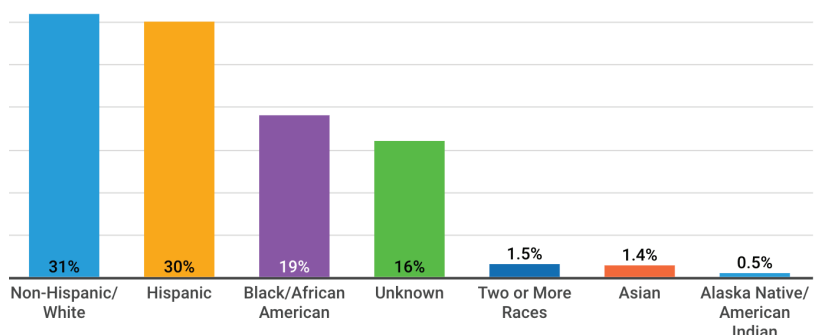
### Top Languages Spoken by Clients

English - Spanish - Bilingual  
American Sign Language  
Arabic - Vietnamese

### Client Age FY2024



### Who We Serve FY2024



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## Our Impact



**QUALITY HEALTH CARE PROVIDER**



**CRITICAL COMMUNITY SUPPORT**



**LOCAL AUTHORITY**



**VITAL COMMUNITY COLLABORATOR**

## Our Services

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## Who We Are

Integral Care's 900+ staff provide community-based mental health, substance use, and IDD services, supporting recovery, well-being, and success in clinics, homes, schools, justice settings and more.

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# Our Impact



### QUALITY HEALTH CARE PROVIDER

We are a Certified Community Behavioral Health Clinic providing high-quality, person-centered, trauma-informed care, including mental health services, addiction treatment, housing support, and service coordination.



### CRITICAL COMMUNITY SUPPORT

We provide critical community support through a 24-hour helpline, crisis response teams, a mental health urgent care clinic, and educational programs to ensure accessible mental health services for all.



### 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 administer and allocate local, state and federal dollars and manage a large network of service providers.



### VITAL COMMUNITY COLLABORATOR

We collaborate with local government, first responders, schools, nonprofits, and healthcare providers to strengthen systems, improve care access, and raise awareness of mental health, substance use, and IDD.

## Our Services

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#### Crisis Services

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#### Child & Family

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#### IDD

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