

# Talking Points: Crisis Services

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## 3 Key Messages:

- **Who is Integral Care?** Integral Care supports adults and children living with mental illness, substance use disorder and intellectual and developmental disabilities in Travis County.
- **How does Integral Care support individuals experiencing crises in our community?** Integral Care offers mental health crisis support 24 hours a day, 7 days a week – on the phone, in our clinics and out in the community, anywhere someone needs help.
- **Why is it important to provide access to mental health crisis services?** With early intervention and appropriate treatment, it is possible to recover from a mental health crisis. Many people who receive early treatment may never experience another crisis.

## How does Integral Care support individuals experiencing crises in our community?

- Integral Care offers mental health crisis support 24 hours a day, 7 days a week – on the phone, in our clinics and out in the community, anywhere someone needs help.
- Our crisis services help people recover from a mental health crisis and rebuild their well-being.

## **What crisis services does Integral Care provide?**

- We have a 24/7 helpline for anyone who needs immediate emotional support.
- We have a walk-in clinic for adults and children experiencing a mental health crisis. We're open 7 days a week, including holidays.
- We offer short-term, overnight mental health crisis care.
- We have one-on-one mental health support for people experiencing a mental health crisis.
- We help prevent suicide in our community.
- We help people recover from drug and alcohol use.
- We teach people how to help someone experiencing a mental health crisis or showing signs of mental illness.
- We support adults and children who have experienced a natural or man-made disaster - at the scene of the disaster.

## **Why is it important to provide access to mental health crisis services?**

- Most people will experience a mental health crisis at some point in their lives. A crisis can happen after life changes and sad or scary events, and doesn't always mean someone has a mental illness.
- A person in a mental health crisis may have a hard time handling everyday things like relationships, parenting and going to work or school.
- When someone experiences a mental health crisis, it is important to get help as soon as possible. The quicker someone receives care, the quicker they recover

and can get back to their lives.

- With early intervention and appropriate treatment, it is possible to recover from a mental health crisis. Many people who receive early treatment may never experience another crisis.

## **What is the Judge Guy Herman Center for Mental Health Crisis Care?**

- The Judge Guy Herman Center for Mental Health Crisis Care provides short term, emergency psychiatric crisis care for adults experiencing a mental health crisis in Travis County.
- Services include prompt stabilization, assessment and treatment in a safe residential environment with a goal of the individual returning home, back into the community, or transferring to other community services for ongoing support and recovery.
- Primary referrals come from law enforcement, healthcare providers, and other Integral Care crisis services. The Herman Center is not appropriate for self referrals.

## **What is MCOT (Mobile Crisis Outreach Team)?**

- Integral Care's Mobile Crisis Outreach Team or MCOT is a team of mental health professionals who support adults and children in our community experiencing a mental health crisis.

- MCOT provides support 24 hours a day, 7 days a week wherever someone needs help - at home, work, school and in the community. Services include follow up support for up to 90 days and connection to other Integral Care and community services.
- MCOT also co-responds with APD and EMS in the community, and can be dispatched by 911.

## What is Mental Health First Aid?

- Mental Health First Aid is a one-day class that gives people the tools they need to help someone who might be developing a mental health problem or experiencing a mental health crisis.
- Attendees learn:
  - Signs and symptoms of mental illness
  - Risk factors and warning signs of mental illness and drug and alcohol use
  - Information on depression, anxiety, trauma, suicide and drug and alcohol use
  - A 5-step action plan to help someone in crisis or showing signs of mental illness

## What is RA1SE?

- RA1SE stands for Recovery after 1st Schizophrenia Episode. This program helps young adults ages 15 to 30 who have experienced their initial psychosis within

the past 2 years.

- Services include support with relationships, school, work and life goals, alcohol and drug use recovery skills, family education, peer support, suicide prevention, medicine and mental and primary health care.
- With early diagnosis and appropriate treatment, it's possible to recover from psychosis.

## Who is Integral Care?

Integral Care is the Local Mental Health Authority (LMHA) and Local Intellectual and Developmental Disability Authority (LIDDA) for Travis County. Since 1967, our mission has remained the same: to provide accessible, high-quality mental health care and social services—at low or no cost—to individuals affected by mental health conditions, substance use disorders, and intellectual or developmental disabilities. We support people in achieving well-being and independence through compassionate care available 24/7.