



Integral Care

Our Services

Crisis Services

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



A helpline for anyone who needs immediate emotional support



Tools and resources to prevent suicide



Teams that go anywhere someone needs help

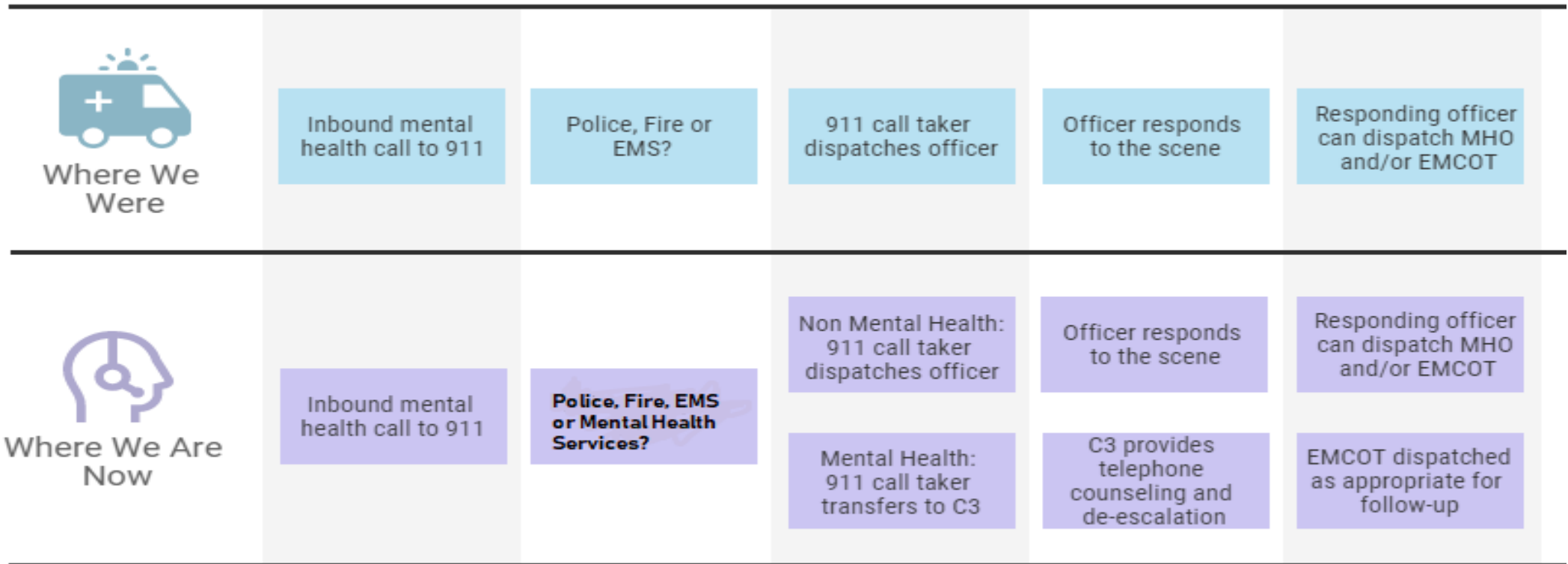


Mental Health Urgent Care

Mental Health Crisis Calls in Travis Co.

- 988/ 512-472-HELP (4357)
 - Answers 988 calls for Travis and surrounding counties
- 911
 - Mental Health Calls transferred to C3 (Center Crisis) Clinician

Background



Call Center Diversion (CCD)

Goal of CCD is to engage eligible callers in the mental health treatment system as opposed to the criminal justice system.

The C3 position serves as an add-on service to a 911 Operator answering a call with a suspected or confirmed behavioral health crisis component.

CCD counselors are embedded within the 911 Call Center



Mobile Crisis Outreach Team Model

Serves individuals who are experiencing a mental health crisis in Travis County

Community based

Crisis stabilization in least restrictive environment of care

Prevent over-use and misuse of emergency departments, psychiatric hospitalizations, and unnecessary law enforcement involvement

Removes barriers to seeking mental health crisis care



Mobile Crisis Outreach Team Model

Up to 90 day community based follow up services with a mobile medical provider

Collaborates with key partners in the community at key intercept points

Provides training to first responders and other key partners in the community

Master level trained mental health professionals specializing in psychiatric crisis

Right care, right place, right time



EMCOT- Referrals

- Dispatched by first responders or requested by Travis County Jail personnel (services provided since 2013)
- Clinicians integrated at the 911 call center (services provided since 2019)
- Provide telehealth to support law enforcement and EMS (services provided since 2019)



EMCOT Referrals

- Monday-Friday 6AM-10pm, Saturday, Sunday 10AM-8PM
- Telehealth available 24/7
- Response time avg 20 min
- Goal to release first responder within 15 min of arrival
- Will respond to any request within APD/TCSO/ATCEMS service area
- Cannot place a patient under an ED but can work with law enforcement on disposition
- CHPCOT staffed most days Sun-Fri, starting some overnights

Resources in Surrounding Counties

Bluebonnet Trails Community Services

1009 N. Georgetown St.
Round Rock, TX 78664
Crisis phone: 800-841-1255
Main phone: 844-309-6385 or 512-255-1720
Website: bbtrails.org

Counties served: Bastrop, Burnet, Caldwell, Fayette, Gonzales, Guadalupe, Lee and Williamson

Central Counties Services

304 S. 22nd St.
Temple, TX 76501
Crisis phone: 800-888-4036
Main phone: 254-298-7000
Website: centralcountiesservices.org

Counties served: Bell, Coryell, Hamilton, Lampasas and Milam

Hill Country MHDD Centers

819 Water Street, Suite 300
Kerrville, Texas 78028
Crisis Phone: 877-466-0660
Main Phone: (830) 792-3300
Website: <https://hillcountry.org/>

Counties Served: Bandera, Blanco, Comal, Edwards, Gillespie, Hays, Kendall, Kerr, Kimble, Kinney, Llano, Mason, Medina, Menard, Real, Schleicher, Sutton, Uvalde and Val Verde.

Psychiatric Emergency Services (PES)

- Serves individuals experiencing a psychiatric crisis in Travis County in a clinic-based setting
- Crisis stabilization in least restrictive environment of care
- Medical Provider Evaluations
- Integrated psychiatric and substance use needs
- Hours: Monday-Friday 8am-10pm; Saturdays and Sundays 10am-8pm



1165 Airport Blvd. Austin, TX 78702



PES – What to expect

- Voluntary service
- Security will open secured door – PES upstairs
- Initial screening at check-in window
- Crisis assessment
- Evaluation by Psychiatrist (if recommended)
- Nursing assessment (if medical concerns)
- Referrals to respite facilities, hospitals or community providers
- Safety planning
- Up to 90 day clinic- based follow up services with a medical provider and/or counselor

Crisis Residential/Respite

- Crisis assessment
- Crisis stabilization, extended observation, and respite
- Medications
- Therapy – individual and group
- Nursing services
- Case management
- Peer Support
- Discharge planning
- Linkage to ongoing care and community resources

Crisis Residential/Respite

- The Judge Guy Herman Center for Mental Health Crisis Care
- The Inn
- Hospital & Jail Diversion Program at 15th Street
- Next Step Crisis Respite
- Children's Crisis Respite (to be opened later this year)

Questions?

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