



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



Integral Care's 24/7 Helpline

512-472- 4357 (HELP)

- What services are you requesting?
- Provide detailed information
- Response times
- Helpful Tips:
 - Request ETA
 - Apartment Numbers
 - Collateral information/Guardian



Hotline Screening Assessment

Suicidal/ Homicidal

Plan

Means

Intent

Personal history or Family history

Substance use

Signs/Symptoms of concerns observed

Significant events/losses

Support network, etc.

TYPE OF DISPATCHES



EMERGENT



**RESPONSE TIME
WITHIN 1 HOUR**

Situations that pose an immediate risk to safety and require a rapid response.

EXAMPLES

- Active suicidal thoughts with plan or intent
- Homicidal thoughts
- Current self-harm with medical risk
- Psychosis or severe agitation
- Youth is unable to keep themselves safe



FOCUS

Immediate safety, stabilization, and connection to crisis support.



URGENT



**RESPONSE TIME
WITHIN 8 HOURS**

Situations that are time-sensitive and could escalate if support is delayed.

EXAMPLES

- Recent suicidal thoughts without current plan
- Increased distress or anxiety
- Conflict or crisis at home, school, or in the community
- Recent trauma or loss
- Needs support but can remain safe in the short term



FOCUS

Timely support, assessment, and connection to resources.



ROUTINE



**RESPONSE TIME
WITHIN 24 HOURS**

Situations that are stable and do not require immediate response.

EXAMPLES

- Request for information or resources
- Follow-up after a recent crisis
- Support with navigating services
- General questions or referrals
- Ongoing needs that are not time-sensitive



FOCUS

Connection to supports and community resources.

Q2 HIGHLIGHTS

STRONG RESPONSE. REAL IMPACT.

Every dispatch matters.
Every response makes a difference.



306
TOTAL DISPATCHES
RESPONDED TO



AVERAGE RESPONSE TIME



EMERGENT

30 MIN



URGENT

1.38 HR



ROUTINE

8.24 HR

OUR SERVICES

Support that meets you where you are. 



CRISIS RESPONSE

Immediate help when you need it most.



Rapid response, 24/7



Immediate guidance and support



Stabilize the situation and ensure safety



Our goal: Stabilize.
Protect. Restore control.



ONGOING SERVICES FOR UP TO 90 DAYS

Continued support to help you recover and rebuild.



Case management and care coordination



Emotional support and counseling



Resource connections and practical assistance



Our goal: Support recovery.
Build stability. Move forward.



DISASTER / CRITICAL INCIDENT RESPONSE

Specialized support during disasters and critical incidents.



On-site or virtual response teams



Crisis communication and coordination



Emotional support for individuals and communities



Our goal: Respond. Support.
Strengthen communities.



We're here to listen. **Support.** **Empower.** **Together.**

OUR TEAM

*A Dedicated, Multidisciplinary Team
Working Together for Our Community*



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CERTIFIED FAMILY PARTNERS

Bringing lived experience and family perspective to support and empower individuals and families.



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SUPERVISORS

Providing leadership, guidance, and support to ensure high quality care and services.



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CLINICIANS

Delivering direct care, assessment, treatment, and ongoing support to those we serve.



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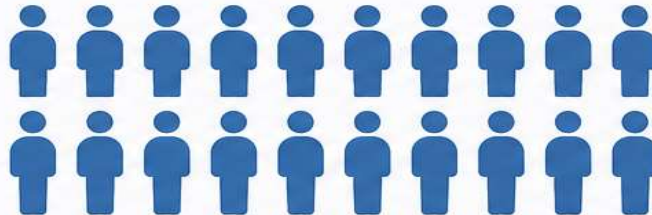
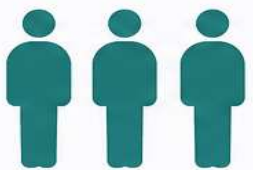
NURSE PRACTITIONERS

Providing medical care, medication management, and health support.



SUBSTANCE USE PEER

Offering lived experience, hope, and support to promote recovery and wellness.



Together, we bring expertise, compassion, and lived experience
to make a lasting impact.





Integral Care

YOUTH CRISIS OUTREACH TEAM

YCOT PROGRAM



Here for youth.
Here for families.

A voluntary program created to provide support to children, youth, and families who have recently experienced a mental health crisis and may benefit from short-term stabilization, support, and connection to ongoing care.



Support in the
moments that
matter.



SERVICES OFFERED:

- ✓ Crisis support and stabilization
- ✓ Follow-up meetings with a Qualified Mental Health Professional
- ✓ Family Partner support
- ✓ Care coordination and referrals
- ✓ Connection to community resources



OBJECTIVES:

- ✓ Provide mental health support to children, youth, and families in Travis County
- ✓ Help families navigate services after a crisis
- ✓ Reduce barriers to accessing mental health care
- ✓ Support safety, stabilization, and ongoing connection to care

Questions?

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