

Austin Travis County Integral Care is the local authority for behavioral health and developmental disabilities. We provide community-based behavioral health and developmental disabilities services in Travis County, administering an annual budget of \$57 million of local, state and federal funding at 44 physical facilities.

In the last year, Integral Care served more than 22,000 individuals and families, through numerous services and programs year-round. Individuals receiving services at Integral Care, many of whom are immigrants, are often in dire need of care and have a single or combined diagnosis of developmental disabilities, persistent mental illnesses, and chemical dependency. Integral Care's programs are administered through the following service areas:

- [Adult Behavioral Health](#)
- [Child and Family](#)
- [Intellectual and Developmental Disabilities](#)
- [Psychiatric Crisis Services and Jail Diversion](#)

Services can include psychiatric evaluations, 24-hour crisis interventions, medication treatment, inpatient treatment, employment and vocational services, service coordination, family support and respite care, housing, information and referral, supported living and residential services. Integral Care also provides community services in homes, on the streets or at other sites as needed.

Integral Care was known as the Austin Travis County Mental Health Mental Retardation Center until September 2009, when its name was changed to reflect evolving attitudes and terminology and to honor the dignity of people who seek our services.

24/7 Crisis Hotline 512-472-HELP (4357)

Individuals seeking help or services should start by calling the 24/7 Crisis Hotline, a uniform telecommunications system that links all of ATCIC's services. Hotline clinicians offer support to anyone seeking help, identifying how they can best be served and quickly linking them with the most appropriate resources and ensuring they receive the best care possible

Some outreach efforts to benefit the immigrant community:

1. Expansion of Peer Support/Promotora role through Dove Springs new clinic
2. MHFA in Spanish
3. Streamlining translation/interpretation services (lead to more effective clinical outcomes)
4. Staff and provider recruitment and training
5. Targeted outreach to communities through Univision and radio

We have specific clinics that serve the Spanish speaking community and run all the EMERGE clinics at Community Care where the staff are all fully bilingual.

This Commission can support us best by helping to promote public awareness of mental health in general MHFA, continuing to support our inter-local agreement with the City to provide our services, and helping to link individuals to the services they deserve through referrals to us.