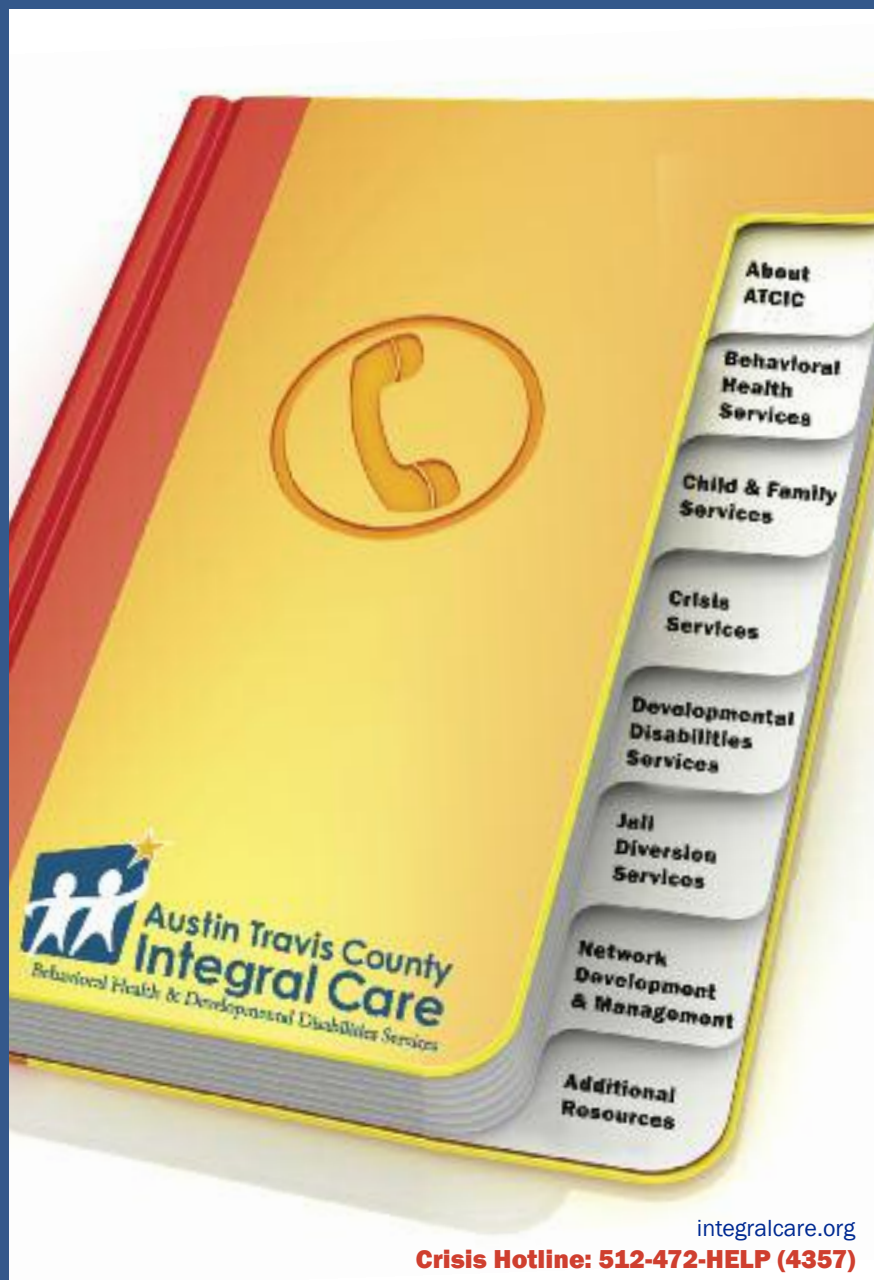


Directory of Services

Serving the Austin and Travis County Community



integralcare.org

Crisis Hotline: 512-472-HELP (4357)

Administrative Office	512-447-4141
24/7 Crisis Hotline	512-472-HELP (4357)
TTY	512-703-1395
Consumer Rights Office	512-440-4086
Consumer Rights Phone Line	512-445-7750
The VOICE Committee	512-445-7718
Office of Consumer Services & Rights Protection	800-252-8154

About ATCIC

Austin Travis County Integral Care (ATCIC) serves as the Local Authority for Behavioral Health and Intellectual Disabilities for Travis County. ATCIC provides community-based services for adults and children with brain-based disorders including mental illnesses, intellectual and developmental disabilities, and substance use disorders. Both a non-profit and governmental agency, ATCIC’s budget is funded by public and private sectors.

New Milestones Foundation (newmilestones.org), ATCIC’s fundraising arm, manages fundraising and advocacy efforts, working in partnership with ATCIC to battle stigma and educate the community on ATCIC’s mission. Other ATCIC affiliate organizations include the **Central Texas African American Family Support Conference** (ctaafsc.org), and the **Mayor’s Mental Health Task Force Monitoring Committee** (mmhtfmc.org). To get involved or for more information visit integralcare.org.

ATCIC strives to serve the local community through the many dedicated, professional staff and wide array of quality and innovative services. Individuals are treated in a comfortable setting, providing confidential assistance in a variety of capacities.

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Behavioral Health Services

The Behavioral Health Services division provides an array of services to adult individuals with a primary diagnosis of serious and persistent mental illness, including schizophrenia, bipolar disorder, and major depressive disorder. Substance use disorder treatment is individually designed in conjunction with the client, family and other community agencies to ensure services are provided in the least restricting, but most appropriate level of care.

This system is designed to develop an individualized plan that offers a continuum of care consisting of primary and ancillary services addressing the full spectrum of behavioral health needs. This system also measurably improves the overall behavioral health of the community.

The Substance Use and Specialized Services Network (Network) is devoted to providing holistic approach to individuals and families living with a co-occurring diagnosis of substance use, mental illness, HIV who may also be homeless. These high quality, compassionate services are designed to empower people so they can improve their quality of life. The Network was created to focus and respond to the evolving relationship between behavioral healthcare and substance use in the context of public and private managed care systems.

Behavioral Health Services are available for all residents of Travis County.

Assertive Community Treatment (ACT)

1631 E. 2nd St., Building D

Austin, TX 78702

512-804-3600

Fax: 512-476-1469

Open Mon-Fri, 8 AM – 5 PM and on call

Services

The Assertive Community Treatment (ACT) Team is a self-contained program that provides treatment, rehabilitation and support services to clients who have a history of multiple hospitalization treatments. ACT services include supported housing and COPSD. ACT uses an integrated approach merging clinical and rehabilitation staff (e.g., psychiatric, substance use, skills development) within one mobile service delivery team. The team maintains a small client to staff caseload of ten to one, and provides mobile services 80 percent of the time.

Who is eligible?

Adults with a primary diagnosis of schizophrenia, schizoaffective disorder or bipolar disorder who have had two or more hospitalizations in the last 180 days or more than four in the past two years.

ANEW (Criminal Justice Aftercare Services)

4920 N. I-35, Suite 110

Austin, TX 78751

512-854-1800

Fax: 512-854-1920

Open Mon-Fri, 8 AM – 5 PM

Services

ANEW provides intensive services for clients on parole or probation and meet the state's required diagnosis of mental illness. ANEW provides continuity of care services that link clients from correctional facilities to ATCIC or other qualified health providers. The program also provides psychiatric medication management services, service coordination to facilitate access to community resources, individual and group skills training, plus individual and group counseling.

Who is eligible?

Adults or juveniles with a mental illness who are involved with the criminal justice system. The offenders may also have a co-occurring substance use diagnosis.

Deaf Support Services

1631 E. 2nd St., Building D

Austin, TX 78702

512-804-3613

Fax: 512-476-1469

Hours vary Mon-Fri

Services

Medication maintenance, casework, socialization, and psychosocial rehabilitation services are provided to clients with hearing impairments.

Who is eligible?

Adults with a primary diagnosis of mental illness who are hearing impaired.

Residential & Housing Services

Alameda House

4019 Manchaca Rd.

Austin, TX 78704

512-804-3414

Fax: 512-447-2213

Open 24/7

Referrals are taken only from within the agency.

Services:

Alameda House is a 15-bed co-ed transitional living facility serving mentally ill adults who have a state required diagnosis of mental illness. Staff is on-site 24/7. The 90-day program provides daily living skills training opportunities to promote independent living.

Who is eligible?

Adults with a primary diagnosis of severe and persistent mental illness who may also have a co-occurring substance use diagnosis or involvement with Travis County probation.

Housing Coordination Team

4019 Manchaca Rd.

Austin, TX 78704

512-804-3414

Fax: 512-447-2213

Open Mon-Fri, 8 AM – 5 PM

Services

The Housing Coordination Team identifies possible subsidies, grants, cooperative living arrangements and rental locations for people with temporary and long-term housing needs.

Who is eligible?

Adults with a primary diagnosis of severe and persistent mental illness. Assessment and intake for individual housing needs is required.

New Beginnings Housing Pantry

4019 Manchaca Rd.

Austin, TX 78704

512-804-3414

Fax: 512-447-2213

Hours by Appointment Only

Referrals are taken from ATCIC caseworkers.

Services

New Beginnings Pantry provides household items available free of charge to individuals accessing ATCIC services. Donations are accepted.

Who is eligible?

Individuals accessing ATCIC services who are working towards independent living. Referral from a primary treatment team or provider is required.

Project Recovery

3000 Oak Springs Dr., Building B

Austin, TX 78702

512-804-3551

Fax: 512-804-3590

Open 24/7, clinical staff available Mon-Sat

Services

Project Recovery is a therapeutic justice court program for defendants with mental illness and a long history of public intoxication arrests, and is a collaborative effort between the City of Austin, Travis County and ATCIC. Project Recovery is a 180-day treatment model consisting of intensive treatment and individual care ranging from holistic healthcare coverage to employment and working to reintegrate individuals to community living. The program starts with 90-days of residential / transitional treatment followed by intensive case management, individual therapy, skill building and chemical dependency interventions to motivate change in daily living. After hour on-call, crisis support is also provided by professional staff. Individuals are encouraged to continue treatment with support groups and other fellowship opportunities after completing the program. Project Recovery is licensed by the Department of State Health Services as a residential substance use treatment program.

Who is eligible?

The program is limited to 15 adult men with a history of chronic inebriation referred by Travis County Court at Law #5 and incarcerated for enhanced (Class B) public intoxication. Clients may have combined diagnoses of mental illness and alcohol dependence.

Psychiatric & Counseling Services

Family Peer Support Groups

PO Box 3548

Austin, TX 78764-3548

512-804-3690

Hours vary

Services

Mental illness places a tremendous burden on families often made worse by the isolation and sense of helplessness it creates. Family Peer Support Groups are designed to help families cope and manage life with a loved ones suffering from this illness by offering assistance opportunities. The group is co-sponsored by the National Alliance on Mental Illness (NAMI) - Austin and meets the second Monday of the month in the ATCIC Large Training Room at 1700 South Lamar. *Note: Each division provides additional support and educational groups. A complete list is available at integralcare.org.*

Who is eligible?

No eligibility restrictions

Psychiatric and Counseling Services (PCS)

1631 E. 2nd St., Building D

Austin, TX 78702

512-804-3600

Fax: 512-476-1469

Open Mon-Fri, 8 AM – 5 PM

Services

PCS provides medication support and case management services in a centrally located facility. Multi-disciplinary teams provide screening, initial assessment and intake, plan of care development, medication services, casework, and case management. Rehabilitation skills training is available when the client and treatment team identify needed training. The services are designed to assist individuals achieve optimum levels of functioning, reduced symptoms and psychiatric hospital admissions.

Who is eligible?

Adults with severe and persistent mental illnesses and/or a history of multiple hospitalizations or who are at high risk for hospitalization. Adults may also have a co-occurring diagnosis of mental illness, developmental disabilities and/or substance use disorders.

Self Help and Advocacy Center (SHAC)

3205 S. 1st St.

Austin, TX 78704

512-442-3366

Open Mon-Fri, 8 AM – 5 PM

Services

The SHAC offers supportive and educational groups, computer access, outreach, peer support and seminars focused on mental health recovery. Services are provided by the Austin Area Mental Health Consumers in an ATCIC facility.

Who is eligible?

No eligibility restrictions

Substance Use & Specialized Services

Ambulatory Detoxification Program

56 East Ave.

(512) 804-3465

Open Mon – Fri, 6:30 AM – 2:30PM, Sat – Sun, 7AM – 8:30 AM

Dispensing Hours: 7 AM – 8:30 AM

Services

Outpatient detoxification services are provided to adults addicted to alcohol or opiates. Medical supervision is combined with counseling, education on addictions and relapse prevention. Extensive referrals are made to agency and community resources for on-going treatment and recovery services.

Who is eligible?

Adults 18 years and older who want assistance with detoxification from alcohol or opiates.

Community AIDS Resources & Education (C.A.R.E.)

1631 E. 2nd St., Building E

Austin, TX 78702

512-804-3650

Fax: 512-476-0217

Open Mon-Fri, 8 AM – 5 PM

Services

The C.A.R.E. Program offers case management, mental health and outpatient substance abuse treatment to persons living with HIV/AIDS, as well as community outreach, education and testing to those persons most at risk for contracting HIV and other communicable diseases. The C.A.R.E. Program offers access to Housing Opportunity for Persons Living with AIDS (HOPWA), psychiatric care, financial assistance for psychiatric medications, both individual and group counseling, assistance in accessing residential addiction treatment services, acupuncture-detoxification and yoga groups. C.A.R.E. also provides the Journey Outpatient Substance Abuse Treatment Program – where individuals living with HIV/AIDS and addiction learn to live and recover from the complex illnesses they face. The C.A.R.E. Program's Outreach and Risk Reduction Teams provide community-level interventions aimed at preventing the spread of HIV to individuals most at risk. HIV counseling and testing are a key components of these services and are offered by appointment, during walk-in hours and in the community. Testing is also available for those persons who are at risk for contracting Hepatitis C and Syphilis. Professional staff are available to provide HIV education and community presentations. Risk reduction materials (condoms, needle & pipe cleaning kits, brochures, etc.) are also available. Services and materials are provided to eligible individuals at no cost.

Who is eligible?

No eligibility restrictions

E-MERGE

15 Waller St., RBJ Building, 5th Floor

Austin, TX 78702

512-972-4058

Open Mon-Fri, 8 AM – 5 PM

Services

The E-MERGE program is an innovative collaboration between ATCIC and the Travis County Federally Qualified Health Centers (FQHCs). E-MERGE provides behavioral health services integrated into primary healthcare for improved patient outcomes in the community clinics by assisting individuals with chronic health conditions such as diabetes, heart disease and asthma who also live with behavioral health disorders such as depression and anxiety. E-MERGE uses evidenced-based clinical practices to assist these individuals in receiving proper treatment and effective disease management guidelines.

Who is eligible?

Individuals currently utilizing CommUnityCare (formerly Primary Care Clinics) in Travis County and who are active MAP cardholders.

Methadone Maintenance Treatment Program

1631 E. 2nd St., Building E

Austin, TX 78702

512-804-3380

Open Mon – Fri, 6 AM – 4 PM, Sat , 6:30 AM – 9 AM

Medication Hours: Mon – Fri, 6 AM – 9:50 AM, Sat 6:30 AM – 9 AM

Services

The Methadone Maintenance Treatment Program offers adults addicted to opiates a chance to end their addiction with proper medical supervision. Methadone is dispensed to treat addictions, along with counseling, medical supervision and extensive education on Narcotics Anonymous and HIV.

Who is eligible?

Adults who need and want treatment for opiate addiction

Narcotic Treatment Program

1631 E. 2nd St., Building A

(512) 804-3380

Open Mon – Fri 6 AM – 4 PM, Sat, 6:30 AM – 9:00 AM

Dispensing Hours: Mon – Fri, 6 AM – 9 AM

Services

The Narcotic Treatment Program offers adults addicted to heroin or other opiates a chance to recover from their addiction with proper medical supervision. Methadone or suboxone is dispensed to treat addictions and combined with counseling, medical supervision and extensive education on relapse prevention, Methadone Anonymous and HIV.

Who is eligible?

Adults 18 years and older who want treatment for opiate addiction.

Oak Springs Treatment Center

3000 Oak Springs Dr., Building A

Austin, TX 78702

512-804-3526

Fax: 512-804-3590

Open Mon – Fri, 8 AM – 5 PM

Outpatient Services: Mon – Thurs, 9 AM – 1 PM & 5:30 PM – 8:30 PM

Services

The Oak Springs Treatment Center provides treatment through education, group and individual counseling services, life skills training, disease concept education and case management for in-dividuals with substance use disorders or co-occurring psychiatric and substance use disorders(COPSD). Additionally, Oak Springs Treatment Center oyers stand-alone intensive case management services for COPSD clients.

Who is eligible?

Adults 18 years and over, who are income eligible, have a single diagnosis of substance use, or are eligible for COPSD services and case management.

PATH/ACCESS

500 E. 7th St.

Austin, TX 78701

512-478-5644

Fax: 512-305-4145

Open Mon-Fri, 8 AM – 5 PM

Services

PATH/ACCESS actively provides outreach to areas where homeless, disenfranchised individuals may be and attempts to engage them in an honest, helpful relationship on which to base a client directed and controlled plan to change the individual's life situation. The program has six outreach and engagement specialists and two psychiatrists who participate in the formulation and implementation of the individual's plan. Once engaged, the program strives to successfully link the individual with established service delivery systems. Treatment time varies.

Who is eligible?

Homeless, disenfranchised adults exhibiting mental health problems.

Safe Haven

5307 Faro St.

Austin, TX 78741

512-804-3550

Open 24/7

Services

Safe Haven ensures a safe living environment while qualified staff instill trust, and guides residents to examine life choices. It is self-paced and primarily directed by individuals and treatment is not time constrained. Threatening behavior to oneself, residents, staff or property is not allowed. Safe Haven offers semi-private rooms for up to 16 people per day, three daily meals, laundry facilities, meeting rooms and an address and phone number for residents.

Who is eligible?

Homeless individuals referred by ACCESS (See above).

Medical Services

Pharmacy Services

1631 E. 2nd St., Building C

Austin, TX 78702

512-804-3604

Fax: 512-476-1469

Open Mon-Fri, 8 AM – 5 PM

Services

A pharmacist is available to answer questions about medications and provide information to clients regarding available pharmacy services.

Who is eligible?

Individuals accessing ATCIC services.

Consumer Benefits Office

1631 East 2nd St., Building B

Austin, TX 78702

512-804-3600 or 512-483-5800

Open Mon-Fri, 8 AM – 5 PM, by appointment only

Services

The Consumer Benefits Office assists individuals receiving services at ATCIC gain access to Social Security Administration services and programs. Services include, but are not limited to, assistance in applying for and maintaining Social Security Disability and/or Supplemental Security Income benefits.

Who is eligible?

Children and adults accessing ATCIC services.

Child & Family Services

The Child and Family Services division provides comprehensive mental health services to children, youth and their families. Services begin with collaboration between the child or youth and his or her family to develop a treatment service plan that will best address the needs of the individual. Services are provided in a variety of settings, including in the home, school, office, juvenile court and community.

Child and Family Services works to reduce symptoms and improve daily functioning and emotional well-being. Services are provided by licensed and trained professionals who use evidenced-based best practice therapeutic interventions.

Child and Family Services are available for all residents of Travis County.

Infant Parent Program (ECI)

1717 W. 10th St.

Austin Texas 78703

512-472-3142

Fax: 512-472-4008

Open Mon - Fri, flexible hours

Services

The Infant Parent Program is an Early Childhood Intervention (ECI) Program, which serves children from birth to three years. Services are provided to families of children who have a developmental delay, a medically diagnosed physical or mental condition that has a high probability of resulting in a developmental delay, or exhibit atypical development. ECI focuses on the family, respects the rights of parents, and provides services within the family's natural, everyday routines and environments. When a child qualifies for services, an Individualized Family Service Plan (IFSP) is developed by the team, which includes the legal guardian. Services may also include speech, physical and occupational therapy, developmental services, nutrition, and audiological services.

Who is eligible?

Children from birth to three years and who have a medically diagnosed physical or mental condition.

Intensive Case Management

1717 W. 10th St.

Austin, TX 78703

512-472-HELP(4357)

Open Mon - Fri, flexible hours

Services

All Intensive Case Management (ICM) and Care Coordination (CC) Services are provided in the home and in the community of those being served. Case management services follows the Wraparound Model of service delivery, where case managers work with the family to establish a support team to develop a unique and individualized plan of action. This approach is used to best help each individual overcome barriers to success in school, home or community. Staff works with individuals and their families to provide support, education, service identification and linkage and advocacy. ICM and CC assists families in accessing community resources, provide help in navigating community services and systems and enables families to identify and receive the services their child needs.

Who is eligible?

Children who have an active and open case with Child and Family Services.

Outpatient Therapy Services

105 W. Riverside Dr., Suite 120

Austin, TX 78704

512-472-HELP(4357)

Open Mon - Fri, flexible hours

Services

Outpatient Therapy Services offer clinic, school and home based counseling, skills training services to youth and their families. During the initial intake assessment and a therapeutic treatment plan is established in collaboration with the youth and his or her parents/guardians. Treatment plan options may include individual therapy, skills training, family counseling, psychiatric evaluation, medication services, medication education and routine case management services.

Who is eligible?

Eligibility is reviewed and established at the time of initial intake evaluation for children 3-18 years of age experiencing serious behavioral and/or mental health issues.

Juvenile Justice

Family Preservation Program

2515 S. Congress Ave.

Austin, TX 78704

512-854-5601

Fax: 512-854-3170

Open Mon - Fri, flexible hours

Services

The Family Preservation Program provides counseling services to youth on probation and their families by helping them successfully complete their probation requirements. Services are provided in the home, at school and/or in the community, including individual and family counseling, assistance in accessing community services, coordination and advocacy with the probation department and the youth's probation officer. The program is approximately six months, but can be extended at the request of the probation department.

Who is eligible?

Youth with a mental health diagnosis who are on probation or enrolled in one of the services programs of Travis County Juvenile Probation Department and have been referred by the Probation Department.

Special Needs Diversionary Program

2515 S. Congress Ave.

Austin, TX 78704

512-854-5601

Fax: 512-854-7544

Open Mon - Fri, flexible hours

Services

The Special Needs Diversionary Program of the Texas Correctional Office on Offenders with Medical or Mental Impairments (TCOOMMI) provides intensive counseling and supportive services to referred youth on probation from a first offense who are usually just entering the juvenile justice system. The program focuses on helping the youth complete probation requirements and seek treatment for an identified mental health diagnosis to ensure the youth exits the juvenile justice system without further incidents.

Who is eligible?

Youth with a mental health diagnosis who are on probation or enrolled in one of the services programs of Travis County Juvenile Probation Department and have been referred by the Probation Department.

Benefits Eligibility Assistance

Consumer Benefits Office

1631 East 2nd St., Building B

Austin, TX 78702

512-804-3600 or 512-483-5800

Open Mon-Fri, 8 AM – 5 PM, by appointment only

Services

The Consumer Benefits Office assists individuals receiving services at ATCIC gain access to Social Security Administration services and programs. Services include, but are not limited to, assistance in applying for and maintaining Social Security Disability and/or Supplemental Security Income benefits.

Who is eligible?

Children and adults accessing ATCIC services.

Psychiatric Crisis Services

ATCIC offers an innovative array of psychiatric crisis services available 24/7. If you or a significant other needs assistance during a time of crisis, call the 24/7 Crisis Hotline at 512-472-HELP (4357) or come to the walk-in clinic at Psychiatric Emergency Services (PES) at 56 East Avenue.

A psychiatric crisis can include, but is not limited to:

- Feeling that you're at risk of hurting yourself or someone else,
- The sense that you can no longer cope with life, and/or
- Feelings of severe or overwhelming anxiety or fear.

Dedicated professionals work closely with clients and their families to resolve an immediate crisis while ensuring safety. The crisis service staff provides care in a respectful, compassionate manner. Consumers and their families are connected with proper psychiatric treatment and care, including access to inpatient psychiatric care.

Crisis Services are available for all residents of Travis County.

24/7 Crisis Hotline

512-472-HELP (4357)

Open 24/7

Services

The Crisis Hotline is open 24/7 and is a single point of entry for ATCIC services, along with the walk-in clinic at PES (see page 20). ATCIC's Crisis Hotline is certified by the American Association of Suicidology (AAS) and is staffed by licensed clinicians trained in accordance with rigorous AAS standards. Crisis Hotline clinicians offer support to every individual seeking help, identifying how they can best be served and quickly linking them with the most appropriate psychiatric crisis resource. Callers are assessed for their individual needs in a caring and professional manner. ATCIC staff is committed to ensuring individuals receive the best care possible by matching needs with the skills and specialization of the most appropriate professional provider. Individuals may qualify for a number of different options provided by ATCIC or other community providers.

Who is eligible?

No eligibility restrictions

Next Step (Crisis Respite)

6222 N. Lamar Blvd.

Austin, TX 78752

512-472-HELP (4357)

Fax: 512-703-1390

Open 24/7

Services

Next Step is a voluntary 24/7 residential program designed to assist individuals address the needs that precipitated admission to the program. Individuals are assigned to a "recovery team" comprised of a case manager and peer recovery specialist. The individual then participates as a member of the recovery team in a life-coach curriculum tailored to resolve and address the circumstances of the unique and immediate crisis. Next Step also provides psychiatric evaluation and medication to further stabilize the individual's psychiatric condition and enhance recovery.

Who is eligible?

Adults recovering from a psychiatric crisis who are referred by PES (see page 20).

The Inn (Crisis Residential)

56 East Ave.

Austin, TX 78701

512-472-HELP (4357)

Fax: 512-703-1390

Open 24/7

Services

The Inn is a voluntary, 16-bed program open 24/7 with around-the-clock nursing care. The average length of stay for individuals is 5-7 days. This program is designed to assist individuals working to resolve their immediate crisis by providing an intensive array of services, including psychiatric evaluation, medication, nursing services, case management, psychosocial rehabilitative skills training groups, education groups and recreation groups. In addition, The Inn offers support groups facilitated by peer consultants. As part of a continuum of crisis services, The Inn works in close conjunction with other ATCIC programs, inpatient psychiatric hospitalization and other community partners.

Who is eligible?

Adults recovering from a psychiatric crisis who are referred by PES (see page 20).

Mobile Crisis Outreach Team (MCOT)

512-472-HELP (4357)

Fax: 512-703-1390

Open 24/7

Services

Composed of medical professionals, MCOT immediately responds at the site where an individual experiences a psychiatric crisis 24/7. Typically, MCOT responds to calls from the home, school, street or clinic. This unique program was developed in collaboration with the Crisis Intervention Teams of the Austin Police Department and the Travis County Sheriff's Office. MCOT is staffed by registered nurses, licensed clinicians and a prescribing clinician who provide crisis assessment and intervention, including medication if needed. After the immediate crisis is resolved, MCOT links each individual with other resources to ensure the his or her safety and continued well-being.

Who is eligible?

No eligibility restrictions

Psychiatric Emergency Services (PES)

56 East Ave.

Austin, TX 78701

512-472-HELP (4357)

Fax: 512-703-1390

Open 24/7

Services

In addition to the Crisis Hotline (512-472-HELP), PES is the only other single point of entry for Crisis Services in Travis County. Licensed clinicians provide services such as psychiatric screening, assessment, crisis intervention services, linkage with resources, nursing assessment, medication and physician evaluation depending on individual need. A psychiatrist is available on site or by phone 24/7. All cases are triaged and seen according to acuity, with children and youth receiving priority in a safe environment.

Who is eligible?

No eligibility restrictions

Intellectual & Developmental Disabilities

ATCIC'S Intellectual and Developmental Disabilities Services assist individuals and their families to choose and access quality and cost-efficient services and supports to best meet their unique needs and preferences. This is accomplished through an extensive array of services and supports provided by ATCIC or through a network of private and public agencies and organizations in the Austin and Travis County area.

Intellectual and Developmental Disabilities Services are available for all residents of Travis County.

Intake and Eligibility Determination

5225 N. Lamar Blvd.

Austin, TX 78751

512-483-5800

Fax: 512-483-5828

Open Mon-Fri, 8 AM – 5 PM

Services

An intake appointment serves as the entry point to Intellectual and Developmental Disabilities Services. Intake appointments are made through ATCIC's Single Point of Entry (SPOE) at PES or through the 24/7 Crisis Hotline (472-HELP). Interviews are conducted at the North Lamar Professional Building, or any alternate location convenient to the individual and family. Psychologists provide a Determination of Mental Retardation (DMR) or diagnosis of autism spectrum disorders for persons seeking services in accordance with state law and rules of the Texas Department of Aging and Disability Services. Assessment results lead to referral to other community resources and/or entrance to ATCIC services for eligible persons. Continuity of Services for individuals with mental retardation/developmental disabilities, autism or pervasive developmental disorder who are leaving state operated facilities is also provided.

Who is eligible?

No eligibility restrictions

Waiver Enrollment/Interest List Management

5225 N. Lamar Blvd.

Austin, TX 78751

512-483-5800

Fax: 512-483-5828

Open Mon-Fri, 8 AM – 5 PM

Services

The Waiver Enrollment/Interest List Management unit manages the Home and Community Based Waiver (HCS) interest list for the Travis County Area. Individuals are added to the interest list upon request once they have signed an acknowledgement indicating they have received and been informed of available supports and services. Individuals are encouraged to contact the division if their needs or circumstances change and are contacted annually to determine their need to remain on the interest list. Those eligible for HCS or Texas Home Living (TxHmL) waiver services receive assistance in enrolling in the respective waiver program. The Waiver Enrollment/Interest List Management unit also participates in the enrollment process for individuals into the HCS waiver program and those who select an Intermediate Care Facility (ICF) in the local service area.

Who is eligible?

No eligibility restrictions

In-Home and Family Support Services

5225 N. Lamar Blvd.

Austin, TX 78751

512-483-5800 (for Interest List Placement also)

Fax: 512-483-5828

Open Mon-Fri, 8 AM – 5 PM

Services

In-Home and Family Support is a funding source that assists individuals with mental retardation/developmental disabilities, autism, pervasive developmental disorder, and developmental delay (birth to age 4) or their families for the purpose of purchasing services and items that are beyond the scope of usual needs (i.e. basic clothing, food, shelter, general medical care, and education). The assistance meets disability-related needs that directly support the person to live in his/her natural environment. Services/items funded vary based on individual needs and alternative resources available. In-Home and Family Support is a funding source of last resort used when all other funding resources (i.e. Medicaid, private insurance, community resources and programs) have been exhausted.

Who is eligible?

Children and adults with mental retardation/developmental disabilities, autism, pervasive developmental disorder, and developmental delay (birth to age four) or their families.

Service Coordination

5225 N. Lamar Blvd.

Austin, TX 78751

512-483-5800

512-472-HELP (4357) for Intake Appointments

Fax: 512-483-5828

Open Mon-Fri, 8 AM – 5 PM, evenings and weekends by appointment

Services

Service coordination is for individuals admitted to Intellectual and Developmental Disabilities Services through an assigned Service Coordinator. Service Coordinators help individuals access medical, social, educational and other appropriate services to achieve the most optimal quality of life and community participation acceptable through the development and attainment of personal goals. This is accomplished through screening and assessment, service planning and coordination, resource authorization, advocacy, monitoring and crisis intervention as necessary. In addition, Intensive Service Coordination is provided to children ages 3-21 years of age with complex needs and when extensive agency coordination is needed.

Service Coordinators work in partnership with the family to advocate, access and maintain supports for children with intensive needs. Service Coordinators have broad knowledge of: 1) developmental disabilities including mental retardation, autism, pervasive developmental disorders, and special health care needs; 2) children's service issues; 3) best practices; 4) special education process and law; 5) inclusion; 6) Americans with Disabilities Act (ADA); and 7) behavioral interventions to assist families in negotiating service systems. Services are comprehensive, individualized and provided at a frequency and intensity necessary to maintain successful community living.

Who is eligible?

Individuals with mental retardation/developmental disabilities and/or autism or pervasive development disorder, who are Travis County residents or individuals enrolled in TxHmL or HCS waiver services.

Direct Service Provision

Employment Services

5225 N. Lamar Blvd.

Austin, TX 78751

512-483-5800

Fax: 512-483-5828

Open Mon-Fri, 8 AM – 5 PM, service hours may vary

Services

Employment Services helps people to gain employment in integrated jobs of their choice in the community. Services include individual employment profiles; supports in job searches, applications and interviews; job connection and negotiation support with employers; facilitation of natural supports for on-the-job training and accommodation access; and career planning and support for achieving employment goals.

Who is eligible?

Adults with mental retardation/developmental disabilities, autism, enrolled in HCS or Texas Home Living waiver programs or contracted through Texas Department of Assistive and Rehabilitative Services (DARS).

Residential Support Services

Residential Services include residential support services, supervised and family living.

Developmental Disabilities Residential Services

5225 N. Lamar Blvd.

Austin, TX 78751

512-483-5800

Fax: 512-483-5828

Open 24/7

Services

Developmental Disabilities Residential Services provides a comprehensive array of clinical, habilitation, homemaker, and consultation services to clients with mental retardation/developmental disabilities and/or autism, and who may also have a secondary diagnosis of mental illness, substance use, hearing or mobility impairment and/or other medical conditions. Clinical, psychological, behavioral, counseling, nursing, social, and interpersonal support services are provided in a variety of residential living options that maximize client choice, respect, skill acquisition, and participation within all aspects of community life. Individuals benefit from an organized network of support service, including daily living skills education, supervision and guidance, vocational supports and service coordination. Services and supports provided are tailored to assisting each person achieve his/her personal goals.

Who is eligible?

Individuals with a diagnosis of mental retardation/developmental disabilities or autism; must meet specific eligibility criteria as determined by the Texas Department of Aging and Disability Services (DADS) contract or eligible for Home and Community-Based services.

Individual Support Services

In-Home Individual Support

5225 N. Lamar Blvd.

Austin, TX 78751

512-483-5800

Fax: 512-483-5828

Open Mon-Fri, 8 AM – 5 PM

Services

In-home Individual Support Services provide individuals with mental retardation/developmental disabilities, autism or pervasive developmental disorder who live in their own or their family's homes, the intermittent assistance needed in order to maintain their independence or to become more self-sufficient. Services are community based or provided in one's own home. They include but are not limited to assistance with daily living skills such as housekeeping, grocery shopping and accessing transportation, as well as supports connecting the person with existing activities in the community. The services provided are in-

tended to be transitional and designed to develop interdependent relationships in the community based on individual choices.

Who is eligible?

Individuals with a diagnosis of mental retardation/developmental disabilities, autism or pervasive developmental disorder or individuals enrolled in HCS or TxHmL waiver programs.

Home Health Services

5225 N. Lamar Blvd.

Austin, TX 78751

512-483-5882

Fax: 512-483-5828

Open Mon-Fri, 8 AM – 5 PM

Services

ATCIC's Home Health Services is licensed by DADS and provides nursing (including psychiatric nursing), social and personal assistance services, nutritional counseling and physical, occupational and speech-language therapies.

Who is eligible?

Individuals in a residence or independent living environment eligible for Medicaid and under the care of a physician. An Intellectual or Developmental Disability diagnosis is not a requirement for an individual to receive services under this license.

Benefits Eligibility Assistance

Consumer Benefits Office

1631 East 2nd St., Building B

Austin, TX 78702

512-804-3600 or 512-483-5800

Open Mon-Fri, 8 AM – 5 PM, by appointment only

Services

The Consumer Benefits Office assists individuals receiving services at ATCIC gain access to Social Security Administration services and programs. Services include, but are not limited to, assistance in applying for and maintaining Social Security Disability and/or Supplemental Security Income benefits.

Who is eligible?

Children and adults accessing ATCIC services.

Jail Diversion Services

Jail diversion is not a single program or an initiative. Diverting individuals with serious mental illness, developmental disabilities and/or substance use from incarceration requires a continuum of strategies revolving around the various points of interception between the mental health and criminal justice systems. These points include:

- Community based prevention efforts,
- Law enforcement and crisis services,
- Jail and detention interventions,
- Courts and forensic issues, and
- Re-entry and community supervision services

ATCIC addresses each of these points of interception throughout its system of care by working closely with our partners throughout the criminal justice system to better align all existing resources. For more information about Jail Diversion Services, please call 512-445-7783.

Community Competency Restoration Program (CCRP)

6222 N. Lamar Blvd.

Austin, TX 78752

512-445-7783

Open Mon-Fri, 8 AM – 5 PM

Services

The ATCIC Community Competency Restoration Program (CCRP) provides community-based competency restoration services to adult residents of Travis County identified as incompetent to stand trial. The CCRP is designed to help individuals reach competency within a 90-day period. Competency Restoration Services include competency training, case management services, psychiatric evaluations and medication monitoring services. In addition, the program will also include a legal education-training module that is designed to help an individual reach competency to stand trial. Referrals to the program come from a variety of sources, but most referrals originate within one of the various Travis County Criminal Courts.

Who is eligible?

Travis County adults who are involved in the criminal justice system and have been found incompetent to stand trial and have been diagnosed with a major mental illness.

Network Development & Management

During the Texas Legislature's 80th Regular Session in 2007, House Bill (HB) 2439 was signed by the Governor. HB 2439 amended Subchapter B, Chapter 533 of the Health and Safety Code to add a new Section 533.03521, titled "Local Network Development Plan Creation and Approval." This house bill, effective Sept. 1, 2007, requires all Local Mental Health Authorities (LMHA) to develop an implementation plan that assembles a network of service providers in which the LMHA, including ATCIC, may only serve as a provider of last resort.

ATCIC has been involved with this development since 2007. Functions that support ATCIC's managed services and managed care operations include: Hospital Continuity of Care, SPOE/Call Center, Utilization Management, Quality Management, Data Analysis, Credentialing, Claims Adjudication and Payment and Provider Relations, Provider Enrollment and Contract Monitoring. Additional support services provided directly to individuals served include Consumer Rights/Services and Consumer Benefits Office. For more information, please call 512-445-7731.

Provider Relations

1700 S. Lamar Blvd.

Austin, TX 78704

512-440-4086

Fax: 512-445-7745

Open Mon-Fri, 8 AM – 5 PM

Provider Relations is operated through the Ombudsman office, assures that all service providers receive adequate and timely information to succeed and comply with specified ATCIC contractual arrangements. The following are key functions:

- Facilitates communication between provider and managed care/managed services operations and ATCIC,
- Analyzes ATCIC provider network and identifies service gaps,
- Solicits new providers to expand the network,
- Tracks, maintains and updates all provider agreements and contracts,
- Monitors network providers for appropriate credentialing, current training and service quality,
- Mediates conflicts between provider and managed care/managed services operations, and
- Administers provider appeal process.

Additional Resources

Administrative Offices

512-447-4141

Consumer Liaison

512-445-7741

Consumer Rights Office

512-440-4086

512-445-7745

Office of Consumer Services and Rights Protection, Department of State Health Services

PO Box 12688

Austin, TX 78711-2668

1-800-252-8154

VOICE Committee

512-445-7718

Volunteer Services

512-440-4036

Strategic Approach to Services

ATCIC Vision

ATCIC envisions a caring and healthy community that supports individuals and families in achieving self-reliance and self-determination.

ATCIC Mission

Improving the lives of people who experience mental, emotional, or substance use disorders and intellectual and developmental disabilities and delays. This will be accomplished by:

- Effective treatment and support services;
- Advocacy, education, and collaborations;
- Responsible stewardship;
- Promotion of recovery; and
- Encouragement of positive attitudes and expectations.

ATCIC Values

ATCIC will strive to uphold core values related to people, integrity, and excellence.

People

ATCIC's greatest strength is in people – consumers, family, staff, and the community. It seeks a culture built on trust, respect, teamwork, communication, creativity, and partnership in an environment that strives for equal opportunity for all.

Integrity

ATCIC promotes the public's confidence and trust by ensuring that our mission is consistent with stakeholder goals, carefully conceived, and well executed. It delivers on its promises and is accountable for its performance. ATCIC strives to be open and honest with staff and with consumers, and cooperates within and across organizations to deliver the highest quality results. ATCIC courageously confronts challenges and works with integrity and dedication to fulfill its vision.

Excellence

ATCIC is committed to excellence and continuous improvement to better satisfy customer needs and best value. It utilizes quality-focused leadership and management, as well as clinical excellence to provide customers with highly valued products and services in the most cost-effective, timely, and safe manner. ATCIC values people and all stakeholders and staff are to be treated with dignity and respect.



P.O. Box 3548
Austin, TX. 78764-3548
integralcare.org