

## Frequently Asked Questions: Integral Care Service Location on Airport Boulevard

---

### **Who is Integral Care?**

Integral Care helps people build health and well-being so everyone has the foundation to reach their full potential. We support adults and children living with mental illness, substance use disorder and intellectual and developmental disabilities in Travis County. Our services include a 24-hour helpline for anyone who needs immediate support, ongoing counseling to improve mental health, drug and alcohol treatment to help with recovery, and housing to regain health and independence. Integral Care helps provide a strong foundation for well-being. Integral Care is the Local Mental Health and Intellectual and Developmental Disability Authority and has been serving Travis County for 50 years.

### **Why is Integral Care relocating/moving services to this location?**

Travis County is growing rapidly and the need for accessible, community-based health services is more important than ever. Integral Care is currently remodeling our building on Airport Boulevard, which will be the home of a new Integral Care service location later this year. Relocating several existing programs to this new service location will improve access to quality mental and substance use health services at a convenient location.

### **Why is access to behavioral health care important?**

Behavioral health care is just as important as physical health care. When mental health conditions or substance use are treated early, people are able to receive the care they need, reach their full potential and contribute to our community. Just like any physical health condition such as diabetes, early treatment for a mental health condition can improve overall health and impact recovery.

### **Who can be served at this location?**

This location will serve adults, children and families who live in Travis County.

## **What services will be provided at this location?**

This location will offer multiple services including mental health urgent care for adults and children, one-on-one case management, wellness programs, counseling programs, short term residential care, family education and referrals to other community resources.

## **When will it open?**

The expected opening date is December 2017.

## **What hours will the service location be open?**

Different programs will have different hours. Most programs are open during normal business hours, Monday through Friday from 8am to 5pm. Mental health urgent care services for adults and children will be available 7 days a week.

## **Will individuals need appointments to get help?**

This location will have both appointments and walk-in services. Mental health urgent care services are walk-in. All other programs are by appointment or referral.

## **What is the importance of having access to walk-in mental health urgent care?**

Good mental health is a building block for well-being. Like a storm that knocks a house from its foundation, a mental health crisis can knock someone off their feet. Easy and quick access to support in a mental health crisis helps people recover and rebuild their health and well-being.

## **Where is the service location?**

Integral Care's new service location will be at 1165 Airport Boulevard, Austin, TX 78702. The building is approximately 28,000 square feet.

### **How many people will be served annually?**

This location will have the capacity to serve around 7,000 individuals a year.

### **How can individuals who need help get to this location?**

This facility will have abundant parking for individuals who have their own cars. Additionally, there are bus stops (routes 350, 485, 2) located within a block of the building for those using public buses.

### **What are the fees for Integral Care services?**

We offer a sliding fee scale, accept Medicaid, Medicare and private insurance. We provide help even if you are unable to pay. Integral Care also has payment plans.

### **For More Information**

Please contact Sarah Wauters, Community Engagement Manager, at [Sarah.Wauters@IntegralCare.org](mailto:Sarah.Wauters@IntegralCare.org) or (512) 440-4098.