

Community Resources

Hotlines and Crisis Numbers

- Mental Health Crisis Hotline to Help: 512/472-4357 (472-HELP)
- Psychiatric Emergency Services: 512/454-3521
- Bluebonnet Trails Comm. Svcs. 24 Hr. Crisis: 1-800/841-1255
- First Call for Help, United Way: dial 211, or 512/973-9203
- UT Crisis for students: 512/471-2255 (471-CALL)
- Safe Place: 512/267-7233
- Texas Runaway Hotline 1-888-580-4357
- AISD Family Resource Center 414-3189
- Austin Families—childcare referral 327-7878

Austin-Travis County Integral Care (ATCIC) Centers

- Your local ATCIC Center provides services to children and adults who are considered to be a priority population, such as those with a diagnosis of severe and persistent mental illness, pervasive developmental disorder, or intellectual disability. Services can include case management, psychiatric evaluations and medications, housing assistance, residential services, vocational rehabilitation, respite, and crisis intervention. In general, ATCIC Centers do not provide services to individuals who have health insurance though they may provide services to individuals with Medicaid or Medicare. <http://www.integralcare.org/>

Austin Travis County Integral Care (ATCIC)

447-4141

- In order to get access to services through ATCMHMR, one contacts Single Point Of Entry (SPOE), the centralized telephone intake for Austin Travis County Integral Care. SPOE conducts a brief screening with callers to determine if s/he might be eligible for ATCIC services, and, if so, what division of ATCIC would best meet the consumer's needs. SPOE also schedules the intake appointments. More in-depth clinical and financial screenings are done at the intake appointments. SPOE is open 7:30 am to 5 pm, Monday through Friday (and does not close for lunch). SPOE is closed on weekends, Center holidays and for weather emergencies. Contact SPOE at 472-4357 (472-HELP) or 1-888/472-4357, 703-1395 TTY.

ATCIC (also has programs to assist individuals during a crisis)

- **Psychiatric Emergency Services (PES)** 454-3521

Located at 56 East Avenue, PES is a 24 hour crisis intervention service. Psychiatric Emergency Services are available for adults or children experiencing a psychiatric crisis and in need of emergency screening and evaluation services. Also provided are crisis intervention, individual crisis counseling, individual and family crisis rehabilitative skills training, screening and referrals to appropriate community resources and/or services. Individuals can call PES or go directly to their offices for help. Area served: Travis County. http://www.integralcare.org/Pnd=crisis_pes

Directions: from 12th and IH 35, go south on IH 35 and take the Caesar Chavez exit, keep heading south on access road and keep to the right when it forks, go to stop sign and the building will be right in front of you.

Hotline to Help
1395

512/472-4357 (472-HELP) or TTY: 512/703-

- Hotline to Help is Austin and Travis County's 24-hour crisis intervention and suicide prevention program. It is available to anyone who needs help.

Austin Travis Co. Integral Care-Children's Mental Health Services (512) 472-4357 Ext. 2: Intake (Single Point of Entry), (512) 804-3000 Administrative number. 6207 Sheridan Ave., Austin, TX.

- Provides community- and home-based services to children and their families. Services include psychiatric service coordination; individual, family and group therapy; and family advocacy. Services are intended to prevent the removal of the child from the home. Eligibility Requirements: Youth ages 17 or younger who are experiencing serious emotional difficulties or family problems. Accepts Medicaid, CHIP, and private insurance; also offers sliding scale.