

how to pay

Metrocare is a provider for most insurance plans, including those listed below. Patients can also pay by cash, check or credit card.

- CHIP
- Medicaid
- Medicare
- NorthSTAR
- Private health insurance
- TRICARE

THE METROCARE PLAN

This abbreviated treatment plan has affordable rates for mental health clients wanting to pay out-of-pocket. The plan includes an initial evaluation, follow-up appointments, and generic medications. Visit metrocareservices.org for details.

join our team

At Metrocare, you play an important role in the lives of the people we serve. If you have a passion for serving others, and would like to put your talents to work improving the quality of life for people in need, consider joining our team.

See open positions under *CAREERS* at metrocareservices.org.

help us help others

Metrocare Services is a nonprofit organization that depends upon the generosity of our neighbors to meet many of our clients' needs.

You can help Metrocare by volunteering, making in-kind donations, or providing financial support. Go to *DONATE* at metrocareservices.org, or send by mail to:

Metrocare Services
Attn: Philanthropy Department
1380 River Bend Drive
Dallas, Texas 75247

Questions? Call 214-743-1220 or 1-877-283-2121 (toll free).

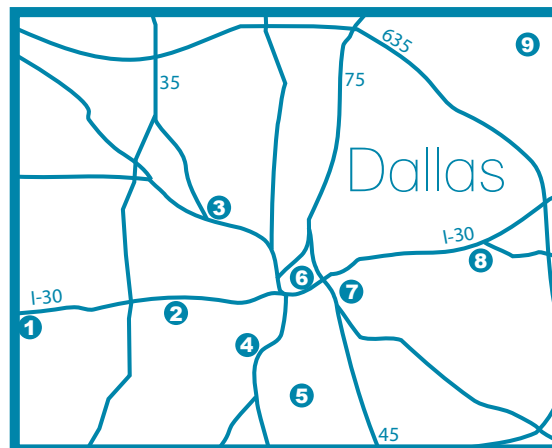
be kind

for everyone you meet
is fighting a hard battle

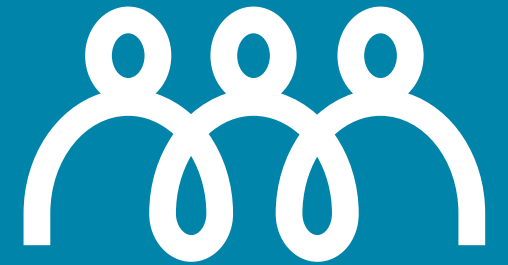
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where we are

- 1** GRAND PRAIRIE CENTER at the Grand Prairie Community Health Center (child & adult): 405 Stadium Dr (75050), 972-504-6079
- 2** HILLSIDE CAMPUS located at 1353 N. Westmoreland (75211):
 - Early Childhood Mental Health: 214-333-7015
 - Career Design & Development Services: 214-331-0111
 - Center for Children with Autism: 214-333-7076
 - Early Childhood Intervention: 214-331-0109
 - Eligibility & Determination Unit: 214-333-7000
 - Fostering: 214-333-7015
 - Program for Juvenile Offenders: 214-333-7015
 - Therapeutic Nursery: 214-333-7015
 - Westside Child & Adolescent Center: 214-331-0107WESTMORELAND CENTER & PHARMACY (adult)
1350 N. Westmoreland (75211), 214-330-0036
 - Liaison Services
- 3** RIVER BEND CAMPUS
 - Administrative Office
1380 River Bend Drive (75247), 214-743-1200
 - Pathways Center & Pharmacy (Behavioral & Psychiatric Services (BPS), child & adult)
1340 River Bend Drive (75247), 214-743-6188
 - * **Open after-hours for emergency care.**
- 4** LOCAL AUTHORITY & IDD SERVICES
101 N. Zang Blvd. (75208), 214-948-9950
- 5** LANCASTER KIEST CAMPUS, 3330 S. Lancaster Road (75216)
 - LK Center & Pharmacy: 214-371-6639
 - Special Needs Offender Program: 214-371-0474
- 6** HOMELESS SERVICES
1818 Corsicana St. (75201), 214-939-3933
- 7** ACT TEAM at MLK
2922 MLK Jr Blvd, Ste 124, (75215), 214-670-8446
- 8** ALTSHULER CENTER & PHARMACY (child & adult)
4645 Samuell Blvd. (75228), 214-275-7393
LOCAL AUTHORITY & IDD SERVICES
4701 Samuell Blvd. (75228), 972-861-5001
- 9** GARLAND CENTER located at the Cooperative Behavioral Center School (child): 221 S. 9th Street (75040), 972-494-8164



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Metrocare

SERVICES

our mission

To serve our neighbors
with developmental or
mental health challenges
by helping them find lives
that are meaningful and satisfying.

Administrative Office
1380 River Bend Drive
Dallas, Texas 75247
Phone: 214-743-1200
Toll Free: 1-877-283-2121
Fax: 214-630-3469

www.metrocareservices.org

who we are

Metrocare is a 501.C.3 nonprofit organization that provides services for people with mental illness or intellectual and developmental disabilities (IDD), and their families.

Formerly known as the *Dallas County Mental Health Mental Retardation (MHMR) Center*, Metrocare has been serving Dallas for over 40 years.

what is MHMR

“MHMR” is short for “Mental Health Mental Retardation.” In 1965, the state of Texas began to establish MHMR centers throughout Texas to care for people with mental illness and intellectual and developmental disabilities in their home communities, instead of in institutions.

Today, MH refers to people with mental illness, and MR refers to people with intellectual and developmental disabilities (IDD).

the difference

MH	vs.	IDD
Mental Health or Mental Illness		Intellectual & Developmental Disabilities
Refers to impairments of a person's thought processes, moods, and emotions.		Refers to impairments in functioning including communication, daily self-care, and social skills.
Caused by biological, psychological, and environmental factors.		Caused by problems with the development of the brain before, during, or after birth.
Not related to personal weakness, a character defect, or poor upbringing.		Not a disease or illness.
People with mental illness can and do recover. This can be a reduction or complete remission of symptoms, or learning to live with the illness.		People with IDD go to school, go to work, and often live independently with proper support.

find help today

mental illness

For mental health needs, call the center location nearest you for an appointment, or call 1-877-283-2121 (toll free).

intellectual & developmental disabilities

For adults and children over 36 months with IDD needs, call the Eligibility Determination Unit (EDU) at 214-333-7000.

babies & toddlers

For children under 36 months with developmental delays, call 214-331-0109.

how we help

Metrocare serves nearly 50,000 people annually through programs across Dallas County. Services are offered in clients' homes, schools, places of employment, and even on the streets. Many patients receive a combination of services to meet their needs.

mental health centers

Metrocare's mental health centers offer the following services for both children and adults:

PSYCHIATRIC EVALUATION

Assessments by a doctor to determine the need for mental health services.

MEDICATION MONITORING

Patients check-in to be sure medication is meeting their needs.

PHARMACY SERVICES

Prescriptions filled by a pharmacist who specializes in mental health medications.

REHABILITATION SERVICES

Help with building or improving connections in the home or community.

SUPPORTIVE COUNSELING & INSIGHT THERAPY

One-on-one talk therapy.

help after hours

The Pathways Center and Pharmacy are open evenings and Saturdays for emergency psychiatric care. (Mon. - Fri. from 5 p.m. to 10 p.m. and Saturdays from 2 p.m. to 7 p.m.)

programs for adults

ASSERTIVE COMMUNITY TEAM (ACT)

Intensive services for clients with a history of frequent hospitalizations.

CAREER DESIGN & DEVELOPMENT SERVICES (CDDS)

Vocational training and supported employment for people with IDD.

HOME & COMMUNITY-BASED SERVICES

Help for individuals with IDD including support at home, residential care, foster care, nursing care, therapy, and day programs.

HOMELESS & HOUSING SERVICES

Homeless outreach and mental health services provided at The Bridge, Metrocare's housing programs, and other shelter locations throughout Dallas and Irving.

HOSPITAL TRANSITION SERVICES (LIAISON)

Link patients leaving hospitals to outpatient mental health care.

SPECIAL NEEDS OFFENDERS PROGRAM (SNOP)

Intensive services for individuals with mental illness who are involved with the criminal justice system.

programs for children & teens

BEHAVIORAL & PSYCHIATRIC SERVICES (BPS)

Outpatient care for children who need specialized behavioral intervention and are diagnosed with both mental illness and an IDD.

EARLY CHILDHOOD MENTAL HEALTH

In-home program for young children with behavioral and emotional problems.

CENTER FOR CHILDREN WITH AUTISM (CCAM)

Children ages 2 to 12 receive 1-on-1 Applied Behavior Analysis (ABA) therapy adjusted to each child's needs.

EARLY CHILDHOOD INTERVENTION (ECI)

Serving families with children (birth to 36 months) with developmental delays or disabilities.

FOSTERING AT METROCARE

A unique child placing program providing therapeutic services to abused and neglected children.

PROGRAM FOR JUVENILE OFFENDERS

Services for "at-risk" youth to prevent an out-of-home incarceration.

THERAPEUTIC NURSERY/DAY TREATMENT PROGRAM

A nursery school for 3 to 6-year-olds who exhibit emotional problems and behavioral disorders at home, day care, preschool, or kindergarten.

centers
adults
kids