

who we are

Metrocare is a non-profit 501(c)(3) organization serving Dallas County for over 40 years and formerly known as The Dallas County Mental Health Mental Retardation Center.

Metrocare is the largest provider of services for individuals living with mental illness, mental retardation or developmental delays in Dallas County.

what is MHMR

The term "MHMR" refers to Mental Health Mental Retardation. Years ago, Texas established MHMR centers across the state to care for people in their own communities, thus Metrocare.

Mental Health (MH) refers to mental illness. Mental Retardation (MR) is the clinical term for what is now called developmental disabilities. Mental illness and developmental disabilities are two different things and are treated differently although some people may have both.

Mental Illness	Developmental Disability
Refers to a person's thought processes, moods and emotions	Refers to below-average abilities to learn & process information
Caused by a combination of biological, psychological & environmental factors	Based on both IQ and impairments in functioning including areas of communication, daily self-care, and social skills
Can occur at any time in life	Many causes have been found. All have the common factor of something interfering with the growth or development of the brain before, during or after birth.
Not related to intelligence level or the result of personal weakness, a character defect or poor upbringing	Generally occurs and is diagnosed before a person reaches adulthood
Most people do get better or recover completely with forms of talk therapy and/or medication	Not a disease or illness. There is no cure.
Recovery can refer to a great reduction or complete remission of symptoms or learning to live a fulfilling life while managing the illness	Those with developmental disabilities are able to learn, but it takes them longer. There may be some things they cannot learn.
1 in 5 American adults suffers from a mental illness in a given year	

how to get started

For all new patient Mental Health (Mental Illness) needs, call 1-877-283-2121.

All Developmental Disability (Mental Retardation) patients must start at the Eligibility Determination Unit (EDU). Here, an assessment is conducted in accordance with state law and the Department of Aging & Disability Services (DADS) to determine if an individual has MR or is a member of the DADS MR priority population.

The EDU office is open Monday - Friday from 8 a.m. to 5 p.m. Call 214-333-7000 for an appointment.

how we help

Metrocare serves 26,000+ people annually with many different services and programs. Treatment and recovery occur in clinics across Dallas, consumers' homes, schools, places of employment and even on the streets of Dallas. Many patients receive a combination of several services to meet their needs.

the clinics

4 Adult MH Clinics • 2 Children's MH Clinics
Each offers the following services:

BEHAVIORAL INTERVENTIONS

These interventions are designed to help the individual improve behavior, communication, and customary social skills.

MEDICATION MONITORING

Clients check-in with the medical prescriber to be sure medication type and dosage is meeting the client's needs.

ON-SITE PHARMACY SERVICES

A full service pharmacy is on-site to fill prescriptions with staff specializing in medications most MHMR clients use.

PSYCHIATRIC EVALUATION

Assessments take place with a medical prescriber to determine if the individual has a need for mental health services and, when needed, prescribe treatment.

REHABILITATION SERVICES

Individuals are assisted in removing barriers and in building or improving connections in the home and community.

SERVICE COORDINATION

A "coach-like" staff turns a patient's overwhelming situation into a manageable schedule by organizing appointments, classes and services.

SUPPORTIVE COUNSELING & INSIGHT THERAPY

Clients participate in one-on-one talk therapy to work through issues the client faces related to their mental illness.

after-hours crisis clinic

Serving both children and adults, this clinic with pharmacy is open evenings and Saturdays for emergency care or medication.

HOURS: Monday - Friday 5pm to 10pm
Saturday 2pm to 7pm

LOCATION: Metrocare Pathways Clinic
1340 River Bend Drive (75247)
See map on back for more details.

medicaid waiver programs

HOME & COMMUNITY-BASED SERVICES (HCS)

Provides services for individuals with developmental disabilities including community support, residential care, foster care, nursing, various therapies and day programs.

TEXAS HOME LIVING (TXHL)

Sometimes referred to as Medicaid Lite, this provides community support, nursing, various therapies, and day programming.

more help for adults

ASSERTIVE COMMUNITY TEAM (ACT)

Intensive MH services for the most severely impaired. Clients have a history of frequent MH hospitalizations and receive multiple visits weekly to assist with all needs.

CAREER DESIGN & DEVELOPMENT SERVICES (CDDS)

Includes both Vocational Training (basic skills for employment taught at individual's level) and Supported Employment (staff join with local employers to create a supportive work environment fitting for an individual's skill level).

HOMELESS & HOUSING SERVICES

Homeless outreach and clinics operate out of The Bridge and other shelter locations in downtown Dallas. Supportive housing is available for those determined to gain an address for employment and seek treatment.

HOSPITAL TRANSITION SERVICES & RAPID ASSESSMENT AND PREVENTION (RAP)

Assistance with move from inpatient hospital care back to care in the community.

SPECIAL NEEDS OFFENDERS PROGRAM (SNOP)

An outpatient program working closely with the criminal justice system to provide intense treatment to offenders with special needs.

more help for kids services for children & adolescents

BEHAVIORAL & PSYCHIATRIC SERVICES (BPS)

Outpatient care for dual diagnosed patients (those with both mental illness and a developmental disability). This service is offered out of the Pathways Clinic.

CENTER FOR CHILDREN WITH AUTISM

For children ages 2 to 8 years old focusing on Individualized Treatment Plans (ITP) based on each child's needs. Daily two-hour sessions offered morning and afternoon in Spring, Summer and Fall terms.

EARLY CHILDHOOD INTERVENTION (ECI)

Infants to 3-year-olds with developmental delays receive treatment in their homes from therapists who teach their parents how to best care for the child.

FAMILY PRESERVATION PROGRAM

Through counseling and crisis intervention, families learn to care for and accept one another. These families usually have a child or teen at risk of needing out-of-home treatment or have a child or teen returning home from home/community residential treatment.

GARLAND HUB & GRAND PRAIRIE HUB

Metrocare Staff provide clinic-like services to children through the Garland and Grand Prairie school systems.

PROGRAM FOR JUVENILE OFFENDERS

Program for juvenile offenders on parole or probation. The goal is to provide services to "at-risk" youth and prevent an out-of-home incarceration.

THERAPEUTIC FOSTER CARE

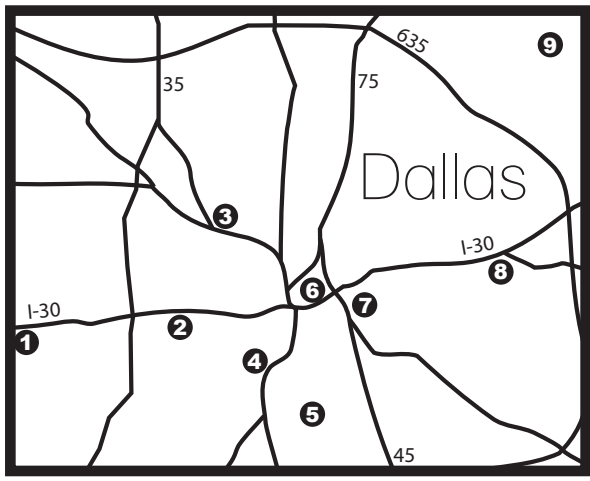
A home environment for ages 0 to 17 with foster parents who are part of the treatment team.

THERAPEUTIC NURSERY/DAY TREATMENT PROGRAM

A five-day per week program for 3 to 6-year-olds who exhibit emotional problems and behavior disorders at home, day care, pre-school, or kindergarten.

where we are

- 1** Pathways Clinic & Pharmacy (child & adult)
1340 River Bend Drive (75247), 214-743-6188
After-Hours Crisis Clinic & Pharmacy (child & adult)
located at the Pathways Clinic, 214-743-6188
Administrative Office
1380 River Bend Drive (75247), 214-743-1200
- 2** Westmoreland Clinic & Pharmacy (adult)
1350 N. Westmoreland (75211), 214-330-0036
Located at 1353 N. Westmoreland (75211):
 - Career Design & Development Services: 214-331-0111
 - Center for Children with Autism: 214-333-7032
 - Early Childhood Intervention: 214-331-0109
 - Eligibility & Determination Unit for Developmental Disabilities: 214-333-7000
 - Westside Child & Adolescent Clinic: 214-331-0107
- 3** Community Support & Service Coordination for Developmental Disabilities
101 N. Zang Blvd. (75208), 214-948-9950
- 4** Lancaster Kiest Clinic & Pharmacy (adult)
3330 S. Lancaster Road (75216), 214-371-6639
Special Needs Offender Program
3330 S. Lancaster Road (75216), 214-371-0474
- 5** Homeless Services/ The Bridge
1818 Corsicana St. (75201), 214-939-3933
- 6** Altshuler Clinic & Pharmacy (adult)
4645 Samuell Blvd. (75228), 214-275-7393
Eastside Child & Adolescent Clinic
4701 Samuell Blvd. (75228), 214-381-7070



how to pay

Services are available to anyone, although most of our consumers are members of a state-sponsored plan such as NorthSTAR, Medicaid, Medicare, DADS, or DARS.

Options for payment are:

- CHIP
- Medicaid
- Medicare
- NorthSTAR membership
- Patient assumes financial responsibility for service charges
- Private health insurance
- TRICARE

join our team

Do you do what you do BEST everyday? 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.

View positions under CAREERS at www.metrocareservices.org.

Applications:

- In person: 1380 River Bend Drive, 75247
- By fax: 214-360-3625
- By email: careers@metrocareservices.org
- Online: www.metrocareservices.org

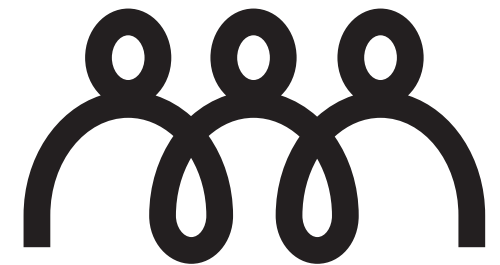
help us help others

Metrocare Services is a non-profit organization that relies on the generosity of the Dallas community to meet many of our clients' needs.

As we travel along the ups and downs of life, we ask you to consider joining us in our mission. You may be "up" while your neighbor is experiencing their biggest "down." Our goal is to ensure services are available when those "downs" of life come for all of us.

You can help Metrocare through volunteering, monetary, or in-kind donations. Donations can be made online, or sent by mail to:

Metrocare Services
Attn: Philanthropy Department
1380 River Bend Drive
Dallas, Texas 75247
214-743-6116



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 75247-4914
Phone: 214-743-1200
Toll Free: 1-877-283-2121
Fax: 214-630-3469

www.metrocareservices.org