Mental Health Services

Mental health services aim to provide trauma-informed care tailored to each person's needs and preferences.

Admission Procedure: *A medical (MD or APN) or licensed clinical provider (LPHA) admits individuals to services.*
Fees: *Metrocare follows the HHSC Maximum Monthly Fee Schedule and provides services regardless of ability to pay.*

Adult Outpatient Services

Metrocare provides outpatient services for adults. Medical staff can help with mental health evaluations and medicines. Counselors and case managers offer support through therapy, skills training, care coordination, and crisis help. Treatment methods like Seeking Safety and Illness Management and Recovery are used. Services are provided by doctors, nurse practitioners, therapists, and case managers.

Locations: *Samuell Adult Clinic & Pharmacy, Hillside Adult Clinic & Pharmacy, Lancaster-Kiest Adult Clinic & Pharmacy, Grand Prairie Family Clinic & Pharmacy, Skillman Family Clinic & Pharmacy, and Elam Family Clinic*
Intake procedure: *Call to make an appointment. Walk-ins are welcome Monday - Friday, 8:00a.m. to 3:00 p.m.*

Adult Specialty Services

Assertive Community Team (ACT)

The ACT program is a community-based service for adults who have trouble staying stable in the community, have been in the hospital many times, or have been involved with the criminal justice system. ACT teams give frequent, intensive support and are available 24/7. A team of professionals—including doctors, nurse practitioners, therapists, peer specialists, and case managers—provides services like medication support, skills training, substance-use help, housing support, and care coordination. The program also uses proven treatments like Seeking Safety and Illness Management and Recovery.

Locations: *Hillside Adult Clinic & Pharmacy, Samuell Adult Clinic & Pharmacy, and Special Need Offenders Program (SNOP)*
Intake Procedure: *Individuals with repeated hospitalizations can be referred to ACT@metrocareservices.org. A team member will schedule an intake at the person's home or current location, including hospitals or correctional facilities.*

Forensic Assertive Community Team (ACT)

This program offers intensive mental health services in the community. Support is available 24/7. It is designed for adults who have been in the hospital many times and who also are involved with the criminal justice system, such as probation or parole. Services include help with medications, trauma-informed care, skills training, substance-use support, housing help, legal advocacy, and care coordination. The program uses proven treatments like Seeking Safety and Illness Management and Recovery. A team of doctors, nurse practitioners, therapists, peer specialists, and case managers provide the services.

Location: *Special Need Offenders Program (SNOP)*
Intake procedure: *Individuals struggling with repeated hospitalizations may be referred to ACT@metrocareservices.org. A team member will reach out to schedule the intake assessment at the participant's home or their current location, including hospitals/correctional settings.*

Adult Texas Correctional Office on Offenders with Medical or Mental Impairments (TCOOMMI)/TCOOMMI Jail Diversion Programs

The adult TCOOMMI program helps people who have been arrested and are on probation, parole, or in a diversion program. The program offers services like medication support, trauma-informed care, skills training, substance-use help, housing support, and case coordination. Proven treatment methods like Seeking Safety and Illness Management and Recovery are used. A team of doctors, nurse practitioners, and case managers provide these services.

Location: *Special Need Offenders Program (SNOP)*

Referral and Intake Procedure: People are referred *to TCOOMMI* by probation or parole and complete intake at the SNOP clinic. *Jail Diversion participants are referred by the court and usually complete intake at the Frank Crowley Courthouse.* You can call to make an appointment *at SNOP*. Walk-ins are welcome Monday–Friday, 8 a.m. to 3 p.m.

Outpatient Competency Restoration (OCR)

OCR helps people who are facing criminal charges and have been found presently unable to stand trial. A team meets with them 3–5 times each week to teach them about the legal process and help them stay stable in the community. The goal is to help each person become ready to go to court and resolve their charges. The program uses proven treatments like Seeking Safety and Illness Management and Recovery. Services are provided by doctors, nurse practitioners, therapists, peer specialists, and case managers.

Location: *Special Need Offenders Program (SNOP)*
Intake procedure: *Individuals are referred by the courts and complete intake at the Frank Crowley Courthouse, Dallas County Jail., or sometimes in the community*

Special Needs Offender Program (SNOP)

The SNOP program provides mental health services for people involved in the criminal justice system who do not need a more specialized program. SNOP Clinic offers common outpatient services like medication help, trauma-informed care, skills training, substance-use support, housing assistance, and care coordination. The program uses proven treatments such as Seeking Safety and Illness Management and Recovery. Staff include doctors, nurse practitioners, therapists, and case managers.

Location: *Special Need Offenders Program (SNOP)*
Intake procedure: *Call to make an appointment. Walk-ins are welcome Monday - Friday, 8 a.m. to 3 p.m.*

Critical Time Intervention (CTI)

CTI is a partnership between Metrocare and the Dallas County District Attorney's Mental Health Division. The district attorney identifies people in the criminal justice system whose actions may be linked to mental illness. The DA's Mental Health Division works with the individual's defense attorney and the CTI team to recommend services before a case goes to trial. People who meet the program's requirements may have their case dismissed. The CTI team provides services and goes with participants to court two to four times each month. The program uses proven treatments like Seeking Safety and Illness Management and Recovery. Services are provided by doctors, nurse practitioners, peer specialists, and case managers.

Location: *Special Need Offenders Program (SNOP)*
Intake procedure: *Individuals are referred through the Dallas County DA's office and complete intake at the Frank Crowley Courthouse.*

Dual Diagnosis Residential Treatment Center (DDRTC)

The DDRTC program is a residential treatment program for people who have both substance use and serious mental health conditions. To qualify, the individual must be on felony probation and must be referred by the Dallas County Criminal Justice Department. The program offers many services, including medication management, counseling, skills training, relapse prevention, symptom management, support groups, healthy living classes, social skills classes, and a "Track B" class that helps with thinking and learning challenges. The program uses evidence-based treatments like Seeking Safety and Illness Management and Recovery. Services are provided by doctors, nurse practitioners, therapists, and case managers.

Location: *Wilmer, TX*
Intake procedure: *Individuals are referred by the Dallas County Courts and Probation Department.*

Enhanced Program for Early Psychosis (ePEP)

ePEP helps teens and young adults who were recently diagnosed with psychosis. The program provides treatment and support to help them stay on track with recovery and reach their life goals. ePEP focuses on the whole person and includes family involvement and support for school and work. Services include medication management, therapy, case management, help with school and employment, family education, and peer support. The program uses evidence-based treatments like Seeking Safety

and Illness Management and Recovery. Services are provided by doctors, nurse practitioners, therapists, peer specialists, and case managers.
Location: *Samuell Adult Clinic & Pharmacy*
Intake procedure: *Contact 214-697-6413 or epepreferral@metrocareservices.org*

Mental Health Intensive Outpatient Program (MHIOP)

MHIOP is a daytime program that gives short-term, intensive help to adults (18+) who are going through mental health problems and need more support than typical outpatient care. It provides a safe and structured place for treatment without needing to stay overnight in a hospital. People come to the program several times a week but still live at home and continue school, work, and daily life. The program includes skills training, therapy, crisis support, and nursing services to help stabilize symptoms. Services are provided by psychiatrists, nurses, counselors, recovery support specialists, and qualified mental health counselors.

Location: *Samuell Adult Clinic & Pharmacy*
Intake Procedure: *Email the MHIOP team at ReferMHIOP@metrocareservices.org or call 469-940-3811.*

Child & Adolescent Outpatient Services

Metrocare offers psychiatric evaluations, medication management, counseling, case management, and skills training for youth ages 3–17. Some programs also include a family partner who helps families with their needs. Evidence-based programs include Skills Streaming, Seeking Safety, and Nurturing Parenting. Services are provided by psychiatrists, nurse practitioners, therapists, and case managers.

Locations: Hillside Child & Teen Clinic, Samuell Child & Teen Clinic & Pharmacy, Grand Prairie Family Clinic & Pharmacy, Skillman Family Clinic & Pharmacy, and Elam Family Clinic
Intake procedure: *New individuals (ages 3-17). Call for an appointment. Walk-ins are welcome Monday - Friday, 8 a.m. to 3 p.m.*

Child & Adolescent Specialty Services

Wraparound Services

Wraparound is a short-term, intensive in-home program for youth ages 3–17. It provides 24/7 crisis help, medication management, and case management. The goal is to stabilize youth, set goals, build on strengths, and improve family communication. The program helps prevent out-of-home placements so children can stay in their homes. It uses programs like Skills Streaming, Seeking Safety, and Nurturing Parenting. Services are provided by psychiatrists, nurse practitioners, therapists, and case managers.

Location: *Samuell Child & Teen Clinic & Pharmacy*
Intake procedure: *Youth must have had a recent hospitalization, crisis, or out-of-home placement. Email referrals to WRAPAround@metrocareservices.org.*

Juvenile Texas Correctional Office on Offenders with Medical or Mental Impairments (TCOOMMI)

This program serves youth ages 10–18 in the Texas Juvenile Justice System who have severe emotional challenges. A team—including a trauma-informed counselor, a mental health professional, and a probation officer—provides therapy, community support, supervision, and monthly medication monitoring.

Locations: *Hillside Child & Teen Clinic; however, services are offered in various settings, including clinics, homes, community locations, and virtual*
Intake procedure: *Referrals must come from the Dallas County Juvenile Department. Parents should contact their child's probation officer.*

Healthy Transitions

This program supports youth ages 15–21 as they move into adulthood. It offers mental health treatment, education and job support, housing help, and substance use services based on each individual's needs. Youth also learn life skills like money management, job readiness, communication, and independent living. Interventions include PAYA, Casey Life Skills, and Teen Intervention. Services are provided by case managers, employment and education specialists, a family coordinator, and a licensed counselor.

Locations: *Elam Family Clinic; however, services are offered in various settings, including clinics, homes, community locations, and virtual*
Intake procedure: *For current Metrocare clients, a referral can be made at the local clinic or referrals can be made by completing the contact form at: https://www.metrocareservices.org/healthy-transition-program/*
Current clients can request a referral at their clinic. Others can use the contact form on the Metrocare website.

EMPOWER: Education Mind to Promote Ownership & Wellness in Everyday Routines

This program supports students from pre-K through 12th grade by providing mental health education and clinical services to students, teachers, and parents. Services include crisis support, one-on-one skills training (such as PAYA or Skills Streaming), assessments, and mental health awareness groups.

Locations: *Hillside Child & Teen Clinic; however, services are offered in various settings, including clinics, homes, community locations, and virtual.*
Intake Procedure: *Email empowerreferrals@metrocareservices.org.*

SPARC (Suicide Prevention and Resilience in Children)

SPARC is an 8–12-week program for youth ages 12–17 at risk for self-harm. It offers individual or group sessions focused on preventing suicide, reducing self-harm, and avoiding hospitalization.
Location: *Elam Family Clinic; however, services are offered in various settings, including clinics, homes, community locations, and virtual*
Intake Procedure: *Email sparcreferrals@metrocareservices.org.*

Extended Hours Family Clinic

Metrocare provides mental health services for adults and children 6 days a week. Services include counseling, case management, skills training, crisis support, and care coordination. Evidence-based treatments are used, including Seeking Safety, Skills Streaming, and Illness Management and Recovery. Services are provided by psychiatrists, nurse practitioners, licensed therapists, and clinical case managers.

Location: *Hillside Extended Hours Family Mental Health Clinic*
Hours of Operation: *Monday through Friday, 5:00 p.m. to 8:00 p.m. Saturday, 8:00 a.m. to 2:00 p.m.*

Substance Abuse Treatment

Adult Services

Metrocare offers outpatient substance use treatment for adults who want support in a clinic setting. Services include ambulatory detoxification, medication assisted treatment, and both individual and group sessions. Care is trauma informed and may include medication management, Seeking Safety, and other evidence-based treatments. Services are provided by psychiatrists, licensed chemical dependency counselors, licensed vocational nurses, and recovery support specialists.

Locations: *Lancaster-Kiest Adult Clinic & Pharmacy, Skillman Family Clinic & Pharmacy, and The Bridge*
Intake Procedure: *To schedule an intake assessment, email IOPSOPReferrals@metrocareservices.org or call 469-705-9170.*

Adolescent Services

Metrocare provides outpatient substance use treatment for adolescents and their families. Family involvement is an important part of the program. Services are trauma-informed and include individual and group sessions, medication management, community-based services, and evidence-based practices such as Seeking Safety, Barkley, and Skills Streaming
All services are provided by licensed chemical dependency counselors and psychiatrists.

Location: *Samuell Child & Teen Clinic and Pharmacy*
Intake Procedure: *To schedule an intake assessment, email IOPSOPReferrals@metrocareservices.org or call 469-705-9170.*

Veteran and Military Services

The Steven A. Cohen Military Family Clinic at Metrocare

The Steven A. Cohen Military Family Clinic provides high-quality, easy-to-access mental health care. The clinic serves post-9/11 veterans, active-duty service members, National Guard and Reserve members, and their families. Everyone is welcome, no matter the military job, length of service, or discharge type. Therapists at the clinic use evidence-based treatments that have been proven to help with anxiety, depression, post-traumatic stress, and other mental health concerns. The care team includes psychologists, Licensed Professional Counselors (LPCs), Licensed Clinical Social Workers (LCSWs), and Licensed Marriage and Family Therapists (LMFTs). Therapy is available for individuals, couples, families, and groups. Sessions can take place in person or online from anywhere in Texas.

Locations: *Steven A. Cohen Military Family Clinic and virtual*
Intake Procedure*: Call 469-680-3500 to schedule an intake assessment. Admission decisions are made by Cohen clinical team and clinical leadership.*
Fees: *Commercial insurance plans, TRICARE, and VA Community Care referrals are accepted. Financial help is available.*

Military Veteran Peer Network (MVPN)

MVPN supports service members, veterans, and their families through one-on-one and group support from trained peers. MVPN staff are certified by the Texas Veterans Commission and are trained to listen, give support, and connect people to helpful resources. The team also works with veterans involved in the justice system, takes part in community events, and provides training on mental health, suicide prevention, and military cultural awareness.

Location: *Dallas County*
Intake Procedure: *Email mvpnmail@metrocareservices.org*
Fees: *Free*

Housing & Homeless Services

Metrocare's Housing and Homeless Programs help people find safe, stable housing and improve their well-being. The goal is to "end homelessness, one household at a time" by offering financial help and strong case management support. The programs follow the goals of the U.S. Department of Housing and Urban Development (HUD), which include helping people stay housed, increase their skills or income, and become more self-sufficient.

Housing Services

Target Population:

- Age 18 or older
- People who have experienced homelessness, including those staying in emergency shelters, living in places not meant for living, or fleeing domestic violence
- People who meet HUD's definition of disability
- Individuals with severe mental illness or physical disabilities
- Families with a head of household who is disabled

Leasing

The HUD Leasing Program provides permanent supportive housing using a "housing first" approach. It serves 307 heads of households who are disabled and have been homeless for a long time. Case managers meet with participants in the community to help them stay housed and work toward long-term stability. People can get housing even if they have mental health needs or substance use concerns. Participants choose an apartment anywhere in Dallas County and pay about 30% of their income toward rent.

Location: *Dallas County*
Intake procedure: *Referrals are made only through Housing Forward's Coordinated Access System (CAS) at 1- 888-411-6802.*

Safe Haven

Safe Haven is a project-based, "housing first" permanent housing program funded by HUD. It serves 25 people who are disabled and have been homeless for a long time. A fulltime, on-site case manager helps participants work toward moving into permanent supportive housing. Safe Haven is open seven days a week and provides three meals a day. It also offers individual and group clinical activities several times a week. People are encouraged to take part in services, but participation is not required.

Location: *Dallas County*
Intake procedure: *Community partners submit referrals to the Safe Haven Supervisor by email.*

Destination Home

Destination Home is a scattered-site, "housing first" permanent supportive housing program funded by HUD. It serves 200 single adults who are disabled and have been homeless for a long time. Field-based case managers help participants keep their housing and stay stable.
People can receive housing even if they have mental health needs or substance use concerns. Participants choose apartments throughout Dallas County and pay about 30% of their income toward rent.

Location: Dallas County
Intake procedure: Referrals are made only through Housing Forward's Coordinated Access System (CAS) at 1- 888-411-6802.

Unsheltered

The Unsheltered Program is a scattered-site, "housing first" permanent supportive housing program funded by HUD. It works with local housing authorities to provide rental vouchers to 100 heads of household who are disabled and have been homeless for a long time. A multidisciplinary team—including a nurse practitioner, peer specialist, licensed chemical dependency counselor, and clinical case managers—helps participants build the skills needed to stay housed. Participants choose apartments throughout Dallas County and pay about 30% of their income toward rent.
Location: Dallas County
Intake procedure: Referrals are made through Housing Forward as part of the encampment decommissioning process.

Homeless Services

Target Population:

- Age 18 or older
- Currently homeless and living on the streets
- Living with a long-term mental health condition
- Unable to access services through traditional programs

Projects for Assistance in Transition from Homelessness (PATH)

The PATH program provides therapeutic services to individuals experiencing homelessness who have a hard time accessing traditional care. Services are offered in the community at homeless shelters and resource centers. They include medication management, rehabilitative services, housing assistance, and case management. Services are provided by nurse practitioners, clinical case managers, and outreach case managers.

Location: Dallas County

Intake procedure: Connect to services through the Outreach Case Manager. Call 214-670-1143 to schedule an intake appointment, Monday through Friday, from 8:00 a.m. to 5:00 p.m.

The Bridge for Homeless

Metrocare's Bridge Clinic provides therapeutic services to individuals who access The Bridge Homeless Recovery Center at 1818 Corsicana St., Dallas, TX. Services include medication management, case management, skills training, rehabilitation, and intensive outpatient substance use services. Medication management is provided by an Advanced Nurse Practitioner (APN) or the Medical Director. Case management, skills training, and rehabilitation are provided by a Qualified Mental Health Professional (QMHP). Intensive outpatient substance use services are provided by a Licensed Chemical Dependency Counselor (LCDC).

Location: The Bridge Homeless Recovery Center
Intake procedure: Access to The Bridge Homeless Recovery Center is required to receive services. Individuals should bring identification and proof of income for eligibility.

Intellectual & Developmental Diversity Provider Services (DDP)

Behavior Treatment Services (BTS)/Behavior Treatment Center (BTC)/Behavioral Achievements at Metrocare (BAM)/Crisis Intervention Services

These programs provide outpatient care for individuals with Intellectual and Developmental Disabilities (IDD), autism spectrum disorder, or other qualifying diagnoses. Services focus on improving social, emotional, and behavioral skills at home, at school, and in the community. Providers use Applied Behavior Analysis, Cognitive Behavioral Therapy, and Dialectical Behavior Therapy. Services are delivered by licensed therapists, registered behavior technicians, and behavior intervention specialists.

Location*: Dallas County*
Intake procedure: *Email: IDDProviderServices@metrocareservices.org to refer for services*
Fees: *Must have funding through GR, TxHmL, HCS, STAR+PLUS, or Medicaid.*

Career Design and Development Services (CDDS)

CDDS provides vocational, day habilitation, individual skills and socialization services. These services help individuals build work skills and increase independence. Employment (vocational) services are available for people with authorizations through TWC, STAR+PLUS Medicaid, GR, TxHmL, or HCS. Day habilitation activities help participants explore interests, become involved in the community, and improve social skills.

Locations: *Owenwood Farm and Neighbor Space*
Intake procedure: *Must be 18 years or older to receive services.*
Fees: *Must have funding through GR, ICFDD, CLASS, TxHmL, HCS, STAR+PLUS, or Texas Workforce Commission Services.*

Center for Children with Autism (CCAM)

CCAM serves children aged 2 to 12 who have an autism spectrum diagnosis. The program provides Applied Behavior Analysis (ABA) therapy tailored to each child's needs. Services include assessments, one-to-one therapy, and parent training. Highly trained Registered Behavior Technicians deliver services with ongoing supervision from a Board-Certified Behavior Analyst (BCBA).

Locations: *CCAM-Hillside and CCAM-DeSoto*
Intake procedure: *Families must bring two recent check stubs, proof of income, a recent utility bill, a Texas ID or driver's license, and/or an insurance card for financial eligibility review.*
Fees: *Costs depend on commercial insurance or Medicaid coverage, and copays and deductibles may apply. Self-pay options are available on a sliding scale or may be supported through GR, TxHmL, or HCS funding.*

Early Childhood Intervention (ECI)

ECI serves families with children from birth to 36 months who have developmental delays or disabilities. Services are designed around the child's and family's needs and are built into daily routines at home. Families participate actively in each session. Services may include speech, occupational, and physical therapy, skills training, nutrition services, and case management. Services are provided by licensed clinicians such as physical and occupational therapists, registered dietitians, licensed speech and language pathologists, and qualified early intervention specialists.

Location*:* *ECI-Hillside*
Intake procedure: *Families must bring two recent check stubs, proof of income, a recent utility bill, a Texas ID or driver's license, and/or an insurance card for financial eligibility review.*
Fees: *Costs depend on coverage, and copays and deductibles may apply. Self-pay options are available on a sliding scale.*

Flourishing Family

This program provides home visits for pregnant mothers and for caretakers with a child ages 0 to 3, no matter their income. Home visitors use several screening tools to understand the family's strengths and needs and to connect them with helpful community resources. They also use the evidence based Promoting First Relationships curriculum. Services are provided by registered nurses, licensed vocational nurses, and home visitors.

Intake procedure: *Anyone may self-refer by emailing FlourishingFamilies@metrocareservices.org.*
Fees: *At no cost*

Home and Community based Services (HCS)/Community Living Assistance and Support Services (CLASS)/Texas Home Living (TxHmL)/General Revenue (GR) Services

Services and supports are provided to people with intellectual disabilities so they can live with their families or as independently as possible in the community. These services can take place in the person's own home, a host home, a group home, a day program, or other community settings. Services are delivered by case managers, registered nurses, licensed vocational nurses, and community living specialists. Individuals must have HCS, CLASS, or TxHmL waiver funding, or General Revenue funding, to receive services.

Location: *Dallas County*
Intake procedure: *To receive HCS or TxHmL services, individuals must have HCS, CLASS, or TxHmL waiver funding. To receive GR services, individuals must have General Revenue funding.*

Local Intellectual and Developmental Disability Authority (LIDDA)

Eligibility Determination Unit (EDU)

The Eligibility Determination Unit (EDU) serves as the central intake for Dallas County residents age 3 and older seeking IDD services. EDU determines eligibility, completes referrals to LIDDA Service Coordination, and places individuals on the Home and Community-Based Services and Texas Home Living interest lists. Located at LIDDA.

Location: *Headquarters - Hillside*
Intake Procedure: *Contact will occur after records are received and reviewed. To be placed on the Home and Community-Based Services or Texas Home Living interest lists, contact the Eligibility Determination Unit at 214-333-7000, fax 214-333-7073, or email iddreferrals@metrocareservices.org.*
Fees: Fees *are based on insurance coverage, including any copays or deductibles.*

Service Coordination

Service Coordination helps individuals access medical, social, educational, and other services that support quality of life and community participation. Service coordination is provided by LIDDA Service Coordinators.

General Revenue (GR)

General Revenue Services are state-funded supports that help people eligible for IDD services stay safely in their own homes or their family's homes. These services are provided by LIDDA and can include things like help with daily activities, respite for

families, day programs, job support, and behavioral help. GR Services act as a safety net for people who don't yet have Medicaid waiver services or who need short-term or crisis support. Services are coordinated by LIDDA Service Coordinators.

Intake procedure: *Must meet eligibility requirements for LIDDA priority population and be referred by EDU.*
Fees: *Fees are based on insurance coverage, and a Monthly Maximum fee may apply*

Community First Choice (Nonwaiver) (CFC)

CFC provides basic attendant and habilitation services to eligible individuals with IDD who receive Medicaid through specific Managed Care Organizations (MCO's). Services help with daily living (such as eating, toileting, grooming, dressing, and bathing), independent living skills (such as meal planning and preparation, managing finances, shopping for food, clothing, and other essential items), and health related tasks based on the person-directed plan.

AND/OR

Acquisition, maintenance, and enhancement of skills necessary for people to carry out activities of daily living, independent living, and health-related skills. LIDDA Service Coordination is provided for individuals 22 years of age and shared with the individual's MCO when eligibility is confirmed. Additional supports include CFC Support Management and CFC emergency response services.

Intake procedure: *Referrals must be made by a Managed Care Organization (MCO) or by contacting EDU.*

Continuity of Services

LIDDA service coordinators assist individuals with enrollment in specific programs such as Home and Community Based Services, Texas Home Living, transition to and from State Supported Living Centers, and Permanency Planning for individuals 22 years or younger who live in ICF/IDD Homes, SSLC or HCS Group Homes, assist in transiting IDD individuals from State Hospitals.

Texas Home Living (TxHmL)

The TxHmL helps individuals with IDD live with their families or independently. Services supplement existing supports and may include but do not replace services and support from other programs such as the Texas Health Steps program, or from natural support such as family, neighbors, or community organizations. Services consist of community support, nursing, adaptive aids, minor home modifications, specialized therapies, behavioral support, dental treatment, respite, day habilitation and employment services. Service coordination is provided by the LIDDA.

Intake procedure: *Contact EDU to have your name added to the Statewide Interest List.*

Home and Community Based Services (HCS)

HCS provides supports for people with IDD who live with family, in their own home, or in small residential settings. Services help individuals live independently and participate in their communities and may include therapies, nursing, behavioral support, dental care, respite, day habilitation, employment services, adaptive aids, and minor home modifications. LIDDA provides service coordination to help individuals identify goals, coordinate services, and monitor progress through a Person-Directed Plan. Individuals in HCS residences pay for their own room and board, and services are subject to annual cost limits.

Intake procedure: *Contact EDU to have your name added to the Statewide Interest List.*

Prescreening Admission Screening and Resident Review (PASRR)

PASRR is a federally mandated program requiring screening for anyone seeking admission to a Medicaid-certified nursing facility. PASRR has three goals:
1. Identifies individuals, including adults and children, with mental illness, and/or IDD.
2. Ensures appropriate placement, whether in the community or the nursing facility.
3. Helps ensure needed services are provided.

Intake procedure: *Referral must come from aa nursing facility, contact EDU with questions.*

Dallas County Aging & Disability Resource Center (ADRC)

The ADRC helps older adults, individuals, their families, and caregivers navigate long-term care services and support. It provides person-centered information, education, advocacy, and options by phone, following a no wrong door model. The ADRC are staffed by knowledgeable options counselors who maintain the following credentials: Benefits Counselor Level I and Community Resource Specialist - Aging/Disabilities.

Location: *Headquarters - Hillside*
Intake procedure: *Call 1-888-743-1202, Monday- Friday, 8:00 a.m. to 5:00 p.m., for assistance, appointment required.*

Pharmacy Services

Pharmacy services include comprehensive prescription management, medication counseling, medication therapy management, and adherence support.
Locations: *Hillside Adult Clinic & Pharmacy, Lancaster-Kiest Adult Clinic & Pharmacy, Samuell Adult Clinic & Pharmacy, Samuell Child & Teen Clinic & Pharmacy, Grand Prairie Family Clinic & Pharmacy, Skillman Family Clinic & Pharmacy*
Intake Procedure: *Walk-ins welcome during business hours Monday- Friday, 8:30 a.m. to 5:00p.m. Closed for lunch 12:30 p.m. to 1p.m. or call for information.*
What to Bring: *Prescription (if applicable), insurance card, valid ID, and payment for copays or self-pay*
Fees: *Vary by medication, insurance coverage, and copays; self-pay options available.*

Altshuler Center for Education and Research (ACER)

ACER is Metrocare's innovation and training hub, advancing the field of mental health through research, workforce development, and continuing education. It supports staff and aspiring mental health practitioners across disciplines with evidence-based learning and collaborates with academic institutions to strengthen the pipeline of qualified professionals. ACER also leads initiatives that improve care quality and safety, including training in trauma-informed practices and crisis response—critical in high-risk behavioral health environments.

Location: *Headquarters - Hillside*
Intake Procedure: *Psychiatry residents, medical students, psychology, social work, counseling, nursing, occupational therapy, emergency response, and other disciplines interested in training in community mental health should contact the ACER team at 214-743-1202 or email us at acer@metrocareservices.org for training opportunities.*