

Other Helpful Resources:

Waco Family Medicine
254-313-4200
Medical Services

OSAR

1-800-841-1255
Assists with substance use treatment

Caritas

254-753-4952
300 S. 15th St, Waco, TX 76701
Food pantry, other basic needs

Meyer Center

254-296-9866
1315 N. 15th St, Waco, TX 76707
Homeless Services

My Brother's Keeper

254-313-6300
1217 Mary Ave, Waco, TX 76701
Homeless Shelter

Salvation Army Shelter

254-756-7271
300 Webster Ave, Waco, TX 76706
Homeless Shelter

Indigent Health

254-757-5174
Helps the uninsured access
medical services

211

Call for other resources

Family Abuse Center

254-772-8999
Helps domestic violence victims

Maberry Clinic

110 S. 12th St,
Waco, TX 76701
254-752-3451

**Child & Adolescent
Behavioral Health (KCF)**

1105 Jefferson Ave,
Waco, TX 76701
254-752-7889

**Early Childhood Intervention
(ECI)**

6400 Imperial Dr,
Waco, TX 76712
254-297-7089

**Center for Developmental
Services (IDD/Autism)**

3420 W. Waco Dr,
Waco, TX 76701
254-757-3933

Bosque County Office

110 S. Avenue D,
Clifton, TX 76634
254-435-2211

Falls County Office

365 Coleman St,
Marlin, TX 76661
254-803-5971

Freestone County Office

622 W. Main St,
Fairfield, TX 75840
903-389-4521

Hill County Office

130 N. Covington St,
Hillsboro, TX 76645
254-582-3444

Limestone County Office

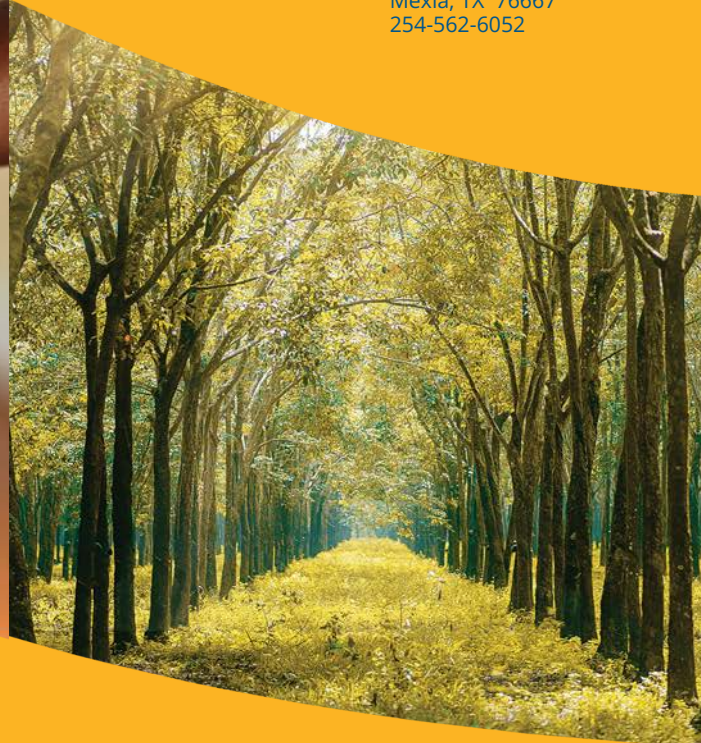
700 W. Hwy. 171,
Mexia, TX 76667
254-562-6052



**HEART OF TEXAS
Behavioral Health Network**

CRISIS SERVICES

Crisis Hotline: 1-866-752-3451



MISSION:

We strive to deliver accessible, caring and responsive support services to individuals and families coping with mental illness, intellectual and developmental disabilities, developmental delays, and emotional conflict.

Diversion Center

6500 Imperial Dr., Waco, Texas 76712
Telephone: 254-867-6550
Fax: 254-752-7899

Business Hours:
24 hours/ 7 days a week



Heart of Texas BHN offers 24/7 crisis response services for Bosque, Falls, Freestone, Hill, Limestone, and McLennan counties.

Heart of Texas BHN 24-Hour Crisis/Emergency Contact ICARE:

1-866-752-3451

HOTBHN's crisis hotline is managed by ICARE. ICARE provides initial screenings for behavioral health services, crisis assessments, and can refer to other community supports. The Mobile Crisis Outreach Team or Youth Crisis Outreach Team will be contacted if crisis response is deemed appropriate.

Youth Crisis Outreach Team (YCOT):

The Youth Crisis Outreach Team consists of nurses, qualified mental health professionals, and licensed clinical professionals.

YCOT provides 24/7 trauma-informed assessments and evaluations in the community, addressing immediate crisis intervention needs for children and families. YCOT services will be provided to children and youth ages 3-17 experiencing a mental health crisis. YCOT offers active de-escalation and crisis stabilization in the least restrictive environment, as well as diversion from inpatient and law enforcement intervention when possible.

YCOT will follow up on crisis resolution with intensive short-term follow-up care for up to 90 days to assist in preventing future crisis episodes and connect individuals with community resources.

Mobile Crisis Outreach Team (MCOT):

The Mobile Crisis Outreach Team consists of nurses, qualified mental health professionals, and licensed clinical professionals.

MCOT provides 24/7 crisis assessments for adults (18+) experiencing a mental health crisis.

MCOT provides assessments in all community settings including rural and city residential areas, businesses, emergency departments or other health care settings, jails, and schools for individuals who are experiencing a mental health crisis. MCOT facilitates state hospitalization for those individuals who meet criteria and can provide information about private hospitals for those insured.

Additionally, MCOT will follow up with individuals for up to 90 days to prevent future crisis episodes and connect individuals with community resources.

Diversion Center:

All services are provided 24 hours a day, 7 days a week. *Located at 6500 Imperial Dr, Waco, TX 76712 (next to Waco Family Medicine)*

Triage Services

Provides assessments to any individual, 13 years and older, experiencing a mental health crisis to determine level of care needed. Individuals are initially screened by a qualified mental health professional and RN.

Crisis Residential Unit (CRU)

The CRU is a 12 bed facility that can provide voluntary treatment to individuals (18+) for up to two weeks. Triage must assess an individual before placement on the unit. Treatment includes medication stabilization, groups and individual counseling. *Located at the Diversion Center*

Extended Observation Unit (EOU)

The EOU is a four bed unit where individuals (18+) can be held involuntarily on an emergency detention order (EDO) for up to 48 hours with line-of-sight observation. Treatment also includes medication stabilization. Individuals may transition to the CRU, or respite, for continued treatment once an EDO expires or is released. *Located at the Diversion Center*

Inpatient Hospitalization Services

If inpatient hospitalization is needed, this can be coordinated through Triage, MCOT, or YCOT.

Crisis Respite:

Crisis Respite is a 16 bed facility that can provide voluntary residential services lasting up to 7 days for individuals (18+) experiencing a mental health crisis. Individuals receive intensive case management services, linkage to community resources, and therapeutic groups. *Crisis Respite is located at the Clifton St. Clinic. 1200 Clifton Street Waco, TX 76704*

