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## About The Harris Center for Mental Health and IDD

At The Harris Center, we know there is hope for people living with mental illness and intellectual and developmental disabilities (IDD). We offer this hope daily to the individuals we serve, and we are actively working to reduce the stigma surrounding these conditions. We believe people are so much more than a diagnosis. We believe that everyone is a unique individual full of untapped potential. This is why we work with individuals and their families to create service plans that are specially designed to meet the needs of each person. Our skilled clinicians carefully evaluate individuals by gathering information about diagnoses, symptoms and functioning levels before connecting them with the service or program that will best meet their needs. With more than 1,800 staff, we are proud to deliver personalized care through 40+ programs and services to unserved and underserved populations with a wide range of diagnoses.

We provide care and support through three service divisions: Mental Health, Intellectual & Developmental Disabilities, and Comprehensive Psychiatric Emergency Programs. We serve 15,000 people per month, about 3,600 of whom are children. While we can only count the number of individuals we serve, we know our impact extends to their entire community.

*Transforming Lives*

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### Rights Protection Offices

If you feel you have been unfairly treated, have been denied needed services, have been denied accommodation by The Harris Center for Mental Health and IDD, or if you are unable to resolve a complaint regarding services with your Harris Center staff person, or their supervisor, you may contact the following Rights Protection Offices:

#### The Harris Center for Mental Health and IDD

Rights Protection Officer, Robert Stakem, Jr.

PO Box 25381

Houston, Texas 77256-5381

24-hour line: (713) 970-7742

Texas Relay (TDD) 1-800-735-2989

#### Texas Department of Aging and Disability Services

Office of Consumer Services and Rights Protection

701 West 51st Street

Austin, Texas 78751

1-800-458-9858

Texas Relay (TDD) 1-800-735-2989

#### Disability Rights Texas

1500 McGowen, Suite 100

Houston, TX 77004

713-974-7691

Voice or TDD 800-880-0821

*All complaints are handled confidentially.*

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The Harris Center Eligibility Center  
(713) 970-4444

3630 West Dallas, Houston, TX 77074

Hours of Operation: 7 am to 4 pm, Monday – Friday

Doors open at 6 am

[www.mhmraharris.org](http://www.mhmraharris.org)

## The Harris Center For Mental Health and IDD Adult Mental Health Services



Helping you work toward recovery  
from mental illness

## Adult Mental Health Services

Major depression, schizophrenia and bipolar and schizoaffective disorders affect approximately 170,000 people in Harris County. If you are one of these people, you may feel frustrated, scared, angry, or any number of other emotions. It is important that you know professional treatment can help you cope with your condition, and you should seek treatment. The Harris Center provides adult mental health outpatient services at three clinics:

- **Northwest Community Service Center,**  
3737 Dacoma, Houston
- **Southwest Community Service Center,**  
9401 Southwest Freeway, Houston
- **Southeast Community Service Center,**  
5901 Long Drive, Houston
- **Northeast Community Service Center,**  
7200 North Loop East, Houston

If you are experiencing a psychiatric crisis, call 911 or visit our Psychiatric Emergency Services program in the Neuropsychiatric Center (NPC) in Houston's Medical District

### The Harris Center Psychiatric Emergency Services

1502 Taub Loop, Houston  
713-970-7000  
800-735-2988 (TDD)  
Open 24 hours per day, 365 days per year

## Frequently Asked Questions

### What services are available?

- Medication-related services
- Counseling and psychotherapy
- Psychosocial and rehabilitative services
- Employment-related services
- Housing-related skills training
- Service coordination
- Peer advocacy
- Residential services (24-hour transitional residential programs for the homeless)

The Harris Center also provides services funded by the Harris County Sheriff's Office and the Texas Correctional Office for Offenders with Medical and Mental Impairments. We do this through services at the Harris County Jail Behavioral Health Program and the New START program.

### Might I be eligible for services?

To be eligible for services, you must be a resident of Harris County, at least 18 years old, diagnosed with schizophrenia, severe major depression or bipolar or schizoaffective disorders, and meet The Harris Center's financial criteria as an uninsured or underinsured resident.

### How can I receive services?

Please call or visit The Harris Center Eligibility Center for an initial financial and clinical screening. Contact information for the center is listed on the back of this brochure. Services provided are determined by your diagnosis, symptoms and functioning at home and in the community, and availability of services at The Harris Center.

Screening for eligibility requires:

- Proof of income
- Proof of insurance coverage
- Record of any unusual expenses
- Proof of number of people in the household
- Mail or bill showing you live in Harris County
- Driver's license and social security card, if Available.



**The Harris Center Eligibility Center**  
3630 West Dallas, Houston, TX 77074

