

## KPD Mental Health Division

The Kyle Police Department's Mental Health Division uses a co-responder model that pairs specially trained officers with licensed mental health professionals to provide compassionate, safe, and effective crisis response. Supervised by a Mental Health Sergeant, the team includes Mental Health Officers and Mobile Crisis Care Coordinators who respond to mental health calls, de-escalate crises, connect individuals to care, and provide follow-up support. Through collaboration, education, and community engagement, the division promotes safety, dignity, and long-term wellness over criminalization.

### Hours of Operation

The KPD Mental Health Division currently operates Monday-Friday from 9:00-7:00 pm. If you have a mental health emergency always call 911. If you would like to request non-emergent mental health services from the KPD Mental Health Division, please call 512-268-3232 or send an email to [MentalHealth@cityofkyle.com](mailto:MentalHealth@cityofkyle.com) and we will get back to you as soon as possible.

### Services Provided by the Mental Health Division

- Wellness Checks
- Follow Ups
- Referrals
- Transportation to Treatment
- Mental Health Services
  - Supportive Counseling
  - Advocacy
  - Safety Planning
  - Crisis Intervention
  - Living Skills Training
  - Psychoeducation
  - Assessments

## What is Mental Health?

Mental health is just as important as physical health. It encompasses emotional, psychological, and social well-being. It affects how we think, feel, and act, and how we handle stress, relate to others, and make choices. Mental health issues are common, and many people recover fully with treatment and support.

### Warning Signs of a Mental Health Concern

- Drastic mood or behavior changes
- Social Withdrawal
- Difficulty functioning at work/school/home
- Thoughts, plans, or intent to self-harm or attempt suicide

### What To Do If You're Concerned

- Talk openly and supportively with your loved one
- Avoid judgment and ultimatums
- Offer to help make a call or go with them to a first appointment

### Make a Crisis Plan

Prepare in advance:

- List of medications and mental health history
- Contact info for doctors, case managers, or therapists
- Preferred hospital or treatment center

### When Someone Refuses Help

Sometimes despite receiving support or reaching a crisis point, an individual may not be ready to receive treatment or implement change. It is important to:

- Stay as involved as possible, even when they resist or become oppositional
- Document changes in behavior to share with professionals
- Contact your Local Mental Health Authority (LMHA) for guidance

## Rights and Legal Information

### What is an LMHA?

A Local Mental Health Authority (LMHA) is a governmental entity in Texas that provides and coordinates mental health services within a specific geographic area. They act as the primary point of contact for publicly funded mental health programs and manage resources for individuals with serious mental illness. LMHAs also offer crisis services and other support like medication management, counseling, and case management.

### Who is the LMHA in Hays County?

The LMHA in Hays County is Hill Country Mental Health and Developmental Disabilities Centers (Hill Country MHDD).

### Involuntary Commitments

**Emergency Detention Order (EDO)** – Allows a peace officer, without a warrant, to temporarily detain a person who may be a **danger to themselves or others** due to mental illness and **cannot or will not seek help voluntarily**. Once placed under EDO the person will be transported to the nearest appropriate mental health facility for a psychiatric evaluation. (HSC § 573.001)

**Mental Health Warrant** - Any adult (family, friend, doctor) can apply for a Mental Health Warrant to detain a mentally ill person if they believe the individual poses a **significant danger to themselves or others**. Once the application is complete, a judge will determine if the individual poses a danger to themselves or others. If so, the judge will issue a Mental Health Warrant for Psychiatric Examination, which a Mental Health Officer will serve before transporting the individual to a facility for evaluation. (HSC § 573.012)

To learn more about either of these processes please call KPD Mental Health at 512-268-3232 or visit <https://www.hayscountytexas.gov/mental-health-commitment-information>.

# Mental Health Division



## Counseling/Mental Health Services

Hill Country MHDD *	830-792-3300
- Kyle Clinic	512-392-8953
Bluebonnet Trails *	800-841-1255
Integral Care *	512-472-4357
LifeStance Health *	346-584-2653
CommuNiCare-Behavioral Health *	512-268-8900
Austin Center For Grief & Loss *	512-472-7878
Christi Center *	512-467-2600
Hospice Austin *	512-342-4700
Asian Family Support Services *	1-877-281-8371

## Substance Use Services

Cenikor Foundation *	737-300-2968
San Marcos Treatment Center *	800-251-0059
Omega Recovery	512-601-5407
Plum Creek Recovery Ranch	737-234-7937
Windmill Wellness Ranch Retreat (V)	830-935-2800
South Meadows Recovery	512-668-9785
Stone River (V)	844-216-1112
The Meadows Outpatient Center	877-927-8006
Kyle Student Substance Use Program	830-777-6694

## In-patient Psychiatric Facilities

South Meadows Recovery	512-387-0022
Austin Oaks Hospital *	512-440-4800
Rock Springs (V)	512-819-9400
Laurel Ridge Treatment Center *	210-491-9400
San Antonio Behavioral * (V)	210-541-5300
Canyon Creek Behavioral *	254-410-5100
Cedar Crest Hospital	254-613-9871
Georgetown Behavioral *	512-819-1100
Paradigm Treatment Teen Residential *	737-373-2379
Cross Creek Hospital *	844-587-0195

## Out-patient Psychiatric Services

Hill Country MHDD *	512-392-8953
Austin Oaks Branches	512-610-0847
Rock Springs (V)	512-819-9400
Cross Creek Hospital *	844-587-0195

## (V) Veteran Assistance

\* Adolescent Assistance

## Kyle Police Department

Emergency Assistance:  
9-1-1

Non-Emergency Assistance:  
512-268-3232

Mental Health Division:  
737-299-0661

Victim Services Division:  
512-268-3232

Records Request:  
512-268-0859

## Helpful Resources

### 24-Hour Crisis Hotlines

Hill Country MHDD Crisis Hotline	877-466-0660
Suicide Hotline	Call or Text 988
Texas Youth Hotline	Call or Text 1-800-989-6884
The Trevor Project	866-488-7386 Text 678-678
Hays-Caldwell Women's Center	512-396-4357
Domestic Violence Hotline	1-800-799-7233 TTY 1-800-787-3224 Text START to 88788
Teen Domestic Violence Hotline	1-866-331-9474 TTY 1-800-787-3224 Text LOVEIS to 22522
Sexual Assault Hotline	1-800-656-4673 Chat online.rainn.org
Human Trafficking Hotline	888-373-7888 Text BEFREE 233733
PTSD Veteran Crisis Line	1-877-717-7873

## Emergency/ Financial Assistance

Southside Community Center	512-392-6694
St. Vincent De Paul Society	512-738-2234
Front Steps	512-696-1484
Salvation Army	512-754-8541
Sunrise Homeless Navigation Center	512-368-2685
United Way Hays County	512-353-1420

Emergency: 9-1-1

Non-Emergency: 512-268-3232