

## Frequently Asked Questions: Terrace at Oak Springs

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### **What is Terrace at Oak Springs?**

Terrace at Oak Springs is an apartment community that includes an onsite integrated health care clinic. The apartment community includes 50 fully furnished, single occupancy efficiency apartments. Terrace is a unique apartment community providing permanent supportive housing to individuals experiencing homelessness in Travis County. It is modeled after other successful programs across the country. Features include onsite staffing 24 hours a day, onsite laundry facility, outdoor green space, community room with library, computers, and internal and external security cameras. There will be a clinic on the property that provides primary and mental health care for adults, including support for substance use disorder.

### **Who will live at Terrace at Oak Springs?**

The apartments are for individuals who are experiencing chronic homelessness and also live with mental illness or substance use disorder. Approximately half of the residents will be veterans. Integral Care collaborates with other housing providers through a city-wide coordinated assessment process to screen and prioritize individuals who need housing. We will use the coordinated assessment list to identify residents for the apartments. Potential residents must complete a standard application and meet certain requirements related to criminal history, which is verified using a criminal background check.

### **What is 3000 Oak Springs Clinic? (Updated Question)**

This clinic will provide primary health care and mental health care to individuals living in the apartments as well as people living in the nearby community. The clinic will be open 8am to 5pm Monday through Friday, and will offer scheduled appointments and a limited number of walk-in appointments. If a walk-in appointment is unavailable, an appointment will be scheduled with a healthcare provider at a later time. Community members will be able to access clinic services through the same intake and assessment process that Integral Care uses for all of its services, by calling 512-472-4357.

### **What is Housing First?**

Housing First is a proven, evidence-based model that offers permanent supportive housing to address the needs of individuals experiencing homelessness, who also live with mental illness, substance use disorder and/or other chronic health conditions. This model removes barriers to housing that have contributed to people experiencing chronic homelessness in communities across the United States. Individuals who meet eligibility requirements move from the streets or shelters into a home. Once housed, individuals receive rehabilitation and recovery support services to help them rebuild their health and well-being. A home is the foundation for recovery from homelessness, mental illness and substance use disorder.

### **What is Permanent Supportive Housing?**

Permanent Supportive Housing is a type of affordable housing that includes ongoing support services, such as case management, primary and mental health care, substance use treatment and employment services. It is designed for individuals with disabilities (including mental illness) who need housing assistance and ongoing support to live stable, independent lives in the community. It is a proven solution for people who have experienced chronic homelessness.

### **Is Terrace at Oak Springs a homeless shelter?**

No. Terrace at Oak Springs is an apartment community. It will be a permanent residence for 50 formerly homeless individuals in our community.

**Do residents sign a lease?**

Yes. All residents will sign and abide by the standard Texas Apartment Lease Agreement required by any rental property. Individuals who violate the terms of their leases may be subject to eviction.

**Who will not qualify for housing at Terrace at Oak Springs?**

Registered sex offenders and individuals with prior convictions for arson or methamphetamine production will not be eligible for housing at Terrace at Oak Springs.

**How will Integral Care support the residents and neighbors of Terrace at Oak Springs?**

Integral Care works to create safe and healthy communities for everyone – our residents and neighbors. Integral Care staff will be onsite at Terrace at Oak Springs 24 hours a day, 7 days a week to support residents and address any issues on the property. All visitors will be required to check in at the front desk with Integral Care staff when visiting residents. To support the safety of our residents, there will be interior and exterior security cameras on the property.

Integral Care will work with long-time partner Austin Police Department and the local District Rep for the surrounding community should any issues arise. Integral Care also follows the City of Austin’s Good Neighbor Policy and stays in close contact with neighbors and neighborhood associations to respond to any issues as well as provide information about Integral Care and our services.

**Will Terrace at Oak Springs impact property values?**

Property values across the community are changing rapidly. In building Terrace at Oak Springs, Integral Care made a concerted effort to create an environment that preserved the natural landscape and 100-year old oak trees. We approached the architecture and design of the building with the intent of creating a unique, modern design that would positively impact the surrounding community. Integral Care is committed to keeping Terrace at Oak Springs well maintained and being a good neighbor.

**Why do we need Terrace at Oak Springs?**

When someone lives on the streets, it is extremely difficult to recover from a mental illness or substance use disorder. Integral Care uses housing as a health intervention to help individuals regain health and independence. People living on the streets who have conditions such as a mental illness often use crisis and emergency services because they lack a regular source of care. This is expensive for the community. Providing housing and rehabilitation supports is more cost effective and offers the opportunity to create long-term stability and better health. With a safe place to live and appropriate support services, people thrive and recovery begins, strengthening our whole community.

**Who is Integral Care?**

Founded in 1967, Integral Care is a governmental entity that serves as the Local Mental Health Authority for Travis County. We help people build health and well-being so everyone has the foundation to reach their full potential. Integral Care supports adults and children living with mental illness, substance use disorder and intellectual and developmental disabilities. Our services include a 24-hour helpline for anyone who needs immediate support, ongoing counseling to improve mental health, drug and alcohol treatment to help with recovery, and housing to regain health and independence.

**For More Information**

Questions or additional information? Please contact [outreach@integralcare.org](mailto:outreach@integralcare.org) or visit [integralcare.org/3000-OakSprings](https://integralcare.org/3000-OakSprings).