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# Mental health provider Metrocare to open Oak Cliff clinic, client services campus

To keep up with surging demand in mental health services, provider plans to open 'a place of healing' for southern Dallas area in late 2025.

By [Leah Waters](#)

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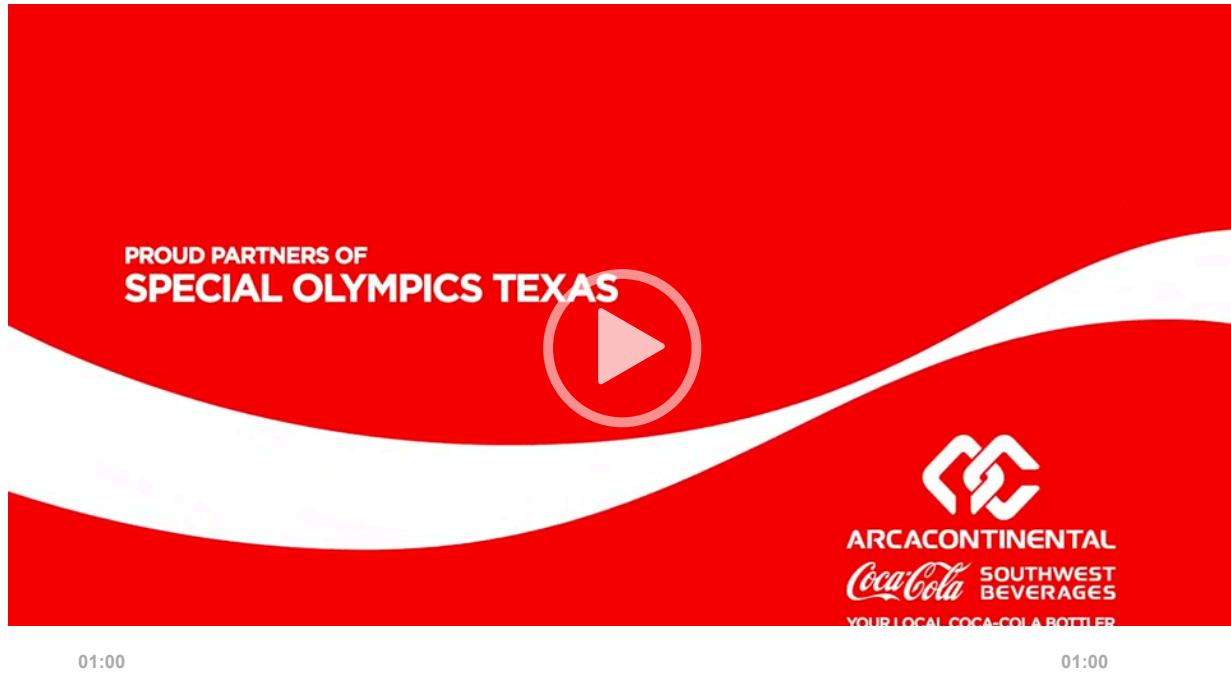
Construction continues on Metrocare's new Oak Cliff clinic in Dallas on Wednesday, July 3, 2024. The 45,000-square-foot mental health clinic will offer integrated, evidence-based care to children, adults, families, veterans, and individuals with disabilities. (Juan Figueroa / Staff Photographer)

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Dallas County's largest mental health service provider, Metrocare, is increasing its reach with a new Oak Cliff clinic that could serve 13,000 more people.

In response to the escalating demand for mental health care, Metrocare plans to open its new Mental Health and Disability Innovation Center at Hillside Campus in late 2025.

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ss said.

Metrocare provides services to all individuals regardless of ability to pay. In 2023, Metrocare served 51,031 children, youth, and adults, – with an average of 2,758 clinical encounters each day.

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A 45,000-square-foot mental health clinic will offer comprehensive treatment for children, adults, families, veterans and individuals with disabilities. An adjacent 98,000-square-foot client services building will consolidate Metrocare’s countywide operations, including training and research.

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Cameron Fay welds a pipe as construction continues on Metrocare's new Oak Cliff clinic in Dallas on Wednesday, July 3, 2024. The 45,000-square-foot mental health clinic will offer integrated, evidence-based care to children, adults, families, veterans, and individuals with disabilities. (Juan Figueroa / Staff Photographer)

“We recognize the crucial link between someone’s physical environment and their emotional well-being,” Burruss said. “These cutting-edge facilities will be vital in eradicating the stigma and shame that has long plagued public mental health care.”

Burruss said it’s long overdue for the Dallas County community to invest in mental health services. The Hillside Campus will feature bright, open spaces for clinical services, outdoor therapy areas for children, a tranquility garden, an outdoor terrace and nature views for clients and staff.

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Metrocare is seeking the community's help in raising the \$9.4 million it needs to fund the \$25 million capital campaign for the new campus.

Inflationary pressures have driven the project's estimated cost from \$65 million to over \$96 million, according to Metrocare.



From left, Kevin J. Boyd, Chief Facilities Planning & Construction Officer of Metrocare, Tameka Cass, Chief Development and Diversity Officer of Metrocare, and Christel Haught of Kirksey Architecture pose for a photo as construction continues on

Metrocare's new Oak Cliff clinic in Dallas on Wednesday, July 3, 2024. The 45,000-square-foot mental health clinic will offer integrated, evidence-based care to children, adults, families, veterans, and individuals with disabilities. (Juan Figueroa / Staff Photographer)

## One-stop campus

Metrocare's clinics throughout Dallas County offer some services, but not all of them are available at every location. The Hillside campus will be the first facility to be able to accommodate all services.

"Metrocare has never done anything like this in its 57-year history," said Tameka Y. Cass, chief philanthropy and diversity officer. "We consider this to be a place of healing."

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Creating a one-stop campus for the southern Dallas community is a big equity project for Metrocare, Cass said. The new hub expands access to mental health services to an underserved community.

Workers have spent more than 200,000 hours constructing the campus, which is about 30% complete, said Kevin Boyd, Metrocare's chief facilities planning and construction officer.

"As we all see the population growth of the metroplex and Dallas, especially over the next 25 years, that means more people are going to need our help," he said. "So we've designed some flexibility in this space."

The client services building has a first-floor eligibility determination unit, floors of parking garage and two levels of administrative offices. The top offices will look upon the downtown skyline and sit atop the highest natural elevation in the city of Dallas, Boyd said.

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A full pharmacy will separate the children's and adult clinics. The west wing of the clinic will serve children with intellectual or developmental disabilities. During play therapy, children can ride the indoor cycle track.

The child and adolescent clinic, which will be on the Hillside campus, typically sees about 120 kids a day — 14,000 children annually. Across 30 sites in Dallas County, Metrocare provides between 2,800 and 3,000 clinical encounters every day, Cass said.



Kevin J. Boyd, Chief Facilities Planning & Construction Officer of Metrocare, speaks during a tour as construction continues on Metrocare's new Oak Cliff clinic in Dallas on Wednesday, July 3, 2024. The 45,000-square-foot mental health clinic will offer integrated, evidence-based care to children, adults, families, veterans, and individuals with disabilities. (Juan Figueroa / Staff Photographer)

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## Demand in services

“People come to us for a lot of reasons,” Cass said.

The COVID-19 pandemic worsened a mental health crisis and put a persistent strain on local resources.



Metrocare is witnessing an unprecedented surge in demand for mental health services. With the expansion of services at the new Hillside Campus, Metrocare’s capacity to serve the community will increase by 23%, which means about 13,000 more people, including 5,000 children, can receive services annually.

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