

Mobile Crisis Team



Mobile Crisis Services aims to provide an effective community-based response to adult, child and adolescent mental health and substance abuse crises that build upon each person's existing family/care-taking system and that is integrated with available community services. The common goal is an integrated crisis system that meets the needs of all people and their families in the most efficient, cost-effective way in order to **prevent** crises resulting in emergency department visits.

Consultation and Information - Telephone consultation and information is available to the family/adult experiencing crisis and to those working with such individuals (e.g. - social and care workers). The Crisis Triage Rating Scale will be used to determine the urgency of response.

Crisis Assessment - Following a screening for appropriateness, the staff can provide a face-to-face assessment of a person experiencing crisis on location in the community.

Crisis Intervention and Stabilization - Crisis intervention and de-escalation services can be provided on-site at the individuals location in the community

Follow-up care management - The Mobile Crisis Team provides care management specifically designed to facilitate the transition from crisis intervention and stabilization to other agencies in the community for ongoing treatment and support.

Facilitate connections to other Supports- If a person requires additional evaluation for inpatient treatment, referrals to services such as outpatient mental health services, emergency department, housing, child services, etc. can be provided.

24 Hour North Country Crisis Helpline 1-866-5PREVENT
Helpline goes live 11/6/2017 **(1-866-577-3836)**

The Mobile Crisis Team operates locally from 8:30am - 7:30pm
Monday through Friday *calls received after-hours will be answered by on-call services