

Region 1 Children's Mobile Crisis

Mental Health Response & Intervention

1-800-970-5897

Population Served: 18 and under

Operational Days: Monday-Friday

Operational Hours: 12pm-7:30pm

Purpose of Program: Mobile Crisis staff will respond in-person to the setting in which children and youth are experiencing a crisis. The goal of the staff is to assist the child/youth and their family in de-escalating the crisis event, as well as provide them with additional resources in their community for follow-up care if necessary.

Who can call the crisis line? Children and youth 18 and under, parents/guardians of children/youth 18 and under, law enforcement who want assistance with mental health responses for 18 and under, school and community members who are assisting a child in crisis who is 18 and under. This is not a referral-based program; it is strictly for an immediate crisis response.

How long will it take for mobile crisis staff to respond? Our goal is to respond within 1 hour to the crisis event, if not sooner. Mobile crisis staff live throughout Region 1 catchment areas with the purpose of a quicker response. We are allotted 2 hour response time, with the goal being 1 hour.

Will Mobile Crisis staff respond to hospital settings or CSB ES settings like the REACH program does? Mobile crisis staff are not required to respond to hospital or CSB ES settings like the REACH program requires. This program's goal is to provide an immediate crisis response so that child/youth do not end up requiring a hospital assessment for psychiatric hospitalization. The hospital and CSB ES settings have been given our program's wallet cards and magnets to distribute to children/youth and their families if they provide a pre-screening.

What should a caller do if they're experiencing a crisis before or after operational days/hours? Call 911 if crisis situation presents immediate harm to child/youth, family, community. Children/youth or family can also contact their local CSB ES department or their local Hospital ED.

