

The Mobile Crisis Response Program provides the following services at no cost to families:

- Immediate crisis intervention for mental health and substance use issues
- Family support and guidance in difficult situations related to mental health and substance use
- Referral to community resources
- Flexible and individualized service
- Clinical assessment including suicide lethality
- Information about youth substance use
- Strengths-based, needs-driven services
- Assistance in developing safety/crisis plans
- Follow-up care as needed
- Consultation for other professionals
- Public Safety consults and community interventions

 **Mobile Crisis Response**  
*Your connection to care*

**In a crisis situation call:  
Kalamazoo Community Mental Health  
and Substance Abuse Services  
Access Center**

**373-6000  
or toll free  
1-888-373-6200**

Family & Children Services is a private, nonprofit, nonsectarian, human service organization begun in 1903. Its mission has remained constant "...To support, strengthen and preserve the safety, well being and dignity of children, individuals and families".

The Agency receives funding through contracts with Community Mental Health programs and the Michigan Department of Health and Human Services, insurance reimbursements, fees for service and contributions. We are accredited by the Council on Accreditation of Services for Families and Children. The Agency is licensed by the State of Michigan as a Child Placing Agency, Child Caring Institution (Children's Therapeutic Group Home), and Substance Abuse Program.

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**Mobile Crisis Response is a program of Home and  
Community Intervention (HCI) Services**

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*Family & Children Services' facilities are barrier-free.*

 **FAMILY & CHILDREN  
SERVICES** A SOURCE OF HOPE  
*fcsource.org*

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269.344.0202 | Fax 269.344.0285

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269.965.3247 | Fax 269.966.4135

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**KALAMAZOO COMMUNITY  
Mental Health  
& Substance Abuse  
Services**



**Mobile Crisis Response**  
**MCR**



*When a child experiences a  
crisis situation, seconds can  
seem like a lifetime.*

 **FAMILY & CHILDREN  
SERVICES** A SOURCE OF HOPE

# 24-Hour Rapid Response Team For Youth Facing a Mental Health and/or Substance Use Crisis

At Family & Children Services, we understand the importance of early response to serious situations - especially with youth.

The Mobile Crisis Response (MCR) Program is a comprehensive, community-based service providing immediate response 24 hours per day, seven days per week throughout Kalamazoo County.

## Mobile Crisis Response is . . .

A team of professionals trained specifically to work with youth and their families. Clinicians are skilled in crisis intervention, clinical assessment addressing serious mental health issues, developing crisis safety plans to address risks and behaviors associated with mental health and substance use issues, and coordinating short-term crisis placements for youth. The MCR team has up-to-date access on community resources and critical youth issues.



- MCR provides a prompt response from caring professionals who will assess and respond to your crisis situation
- With a focus on individual choice, the family determines what is a crisis and decides when, where, and how MCR will respond
- MCR provides follow-up services after a crisis and is available to work with youth and families or providers to assist in developing safety/crisis plans
- MCR is able to provide Critical Incident Stress Management (CISM) debriefing for youth, families, and organizations within the community



Kalamazoo Community  
Mobile Crisis Response (MCR)  
is accessed by calling:

Mental Health and Substance  
Abuse Services Access Center

**373.6000 or  
1.888.373.6200**

1. Call the Access Center and provide basic information about the youth and the crisis
2. Access Center contacts MCR as needed or requested
3. MCR responds to crisis with a call, offering phone or face-to-face intervention to the person requesting service