



Crisis Intervention

*for youth up to age 17
experiencing a mental health
and/or substance use crisis*

- Available 24/7 for Kalamazoo County
- Face to face & phone intervention
- No fee
- Verbal or written consent needed from a parent/guardian if child is under age 14
- 14 or older may request services for themselves
- Parent/guardian release required for communication with school/organization personnel
- Parent/guardian signature required to facilitate crisis placement or follow up services

Examples of when to call:

- Change in behavior/mood (withdrawn, isolated, irritable, despondent)
- Any references of feeling hopeless/helpless, suicidal
- Self harming
- Recent trauma or loss through death or divorce
- Changes in eating and/or sleeping patterns
- If crisis/safety planning would be beneficial

For a Consultation or Intervention Call
269-373-6000
Request MCR to be paged

MCR Face-to-Face Intervention

1. Contact parent/guardian to discuss concerns
 2. Verbal or written consent needed from a parent/guardian if child is under age 14
 3. Call **269-373-6000** Integrated Services of Kalamazoo (*Formerly Kalamazoo Community Mental Health and Substance Abuse Services*)
– Ask for MCR to be paged
 4. MCR staff will call back within 10 minutes
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- If parent/guardian cannot be present, MCR will contact parent/guardian to verify consent and gather information to complete the assessment
 - MCR will coordinate with school/organization personnel and/or parent/guardian to complete a phone call intervention or face to face intervention with youth
 - MCR response time is approx. 45 minutes (*could be sooner depending on location*)
 - A typical assessment is approx. 2 hours
 - MCR will discuss assessment/recommendations with parent/guardian
 - A parent/guardian signed release is necessary for MCR to discuss assessment/recommendations with school/organization personnel

If placement is needed:

Medicaid or no insurance – MCR will authorize/coordinate that placement

If youth has commercial insurance – MCR can help with steps for placement options

1608 Lake Street, Kalamazoo, MI 49001
269.344.0202 | Fax 269.344.0285

Family & Children Services' facilities are barrier-free.



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