



Mobile Crisis Response

Your connection to care

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(withdrawn, isolated, irritable, despondent)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** *Kalamazoo Community Mental Health and Substance Abuse Services Access Center*
– Ask for MCR to be paged
4. MCR staff will call back within 10 minutes

- 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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fcsource.org

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

