

**WHEN A YOUTH (age 0-17)  
IS EXPERIENCING A MENTAL HEALTH OR SUBSTANCE USE CRISIS**

**NO IMMEDIATE MEDICAL NEED**  
Call Mobile Crisis Response (MCR) @ 269-373-6000

**YES IMMEDIATE MEDICAL NEED**  
Refer to Local Emergency Department (ED)  
(overdose, wound care, safety needs)

**Medicaid or  
NO Insurance**

**Commercial  
Insurance**

ED will determine  
Level Of Care and contact  
MCR as necessary

MCR will respond to the home, school,  
physician office, etc. or will arrange  
alternative location to complete assessment

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If mental health placement is needed  
MCR will authorize and  
coordinate the placement

If mental health placement is needed  
MCR will make a  
Level Of Care recommendation

If NO placement is needed MCR  
will coordinate any follow up needs

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