

# Mobile Crisis Intervention Services (MCIS)

## Fact Sheet

**What is MCIS Mobile Crisis Intervention Services?** Mobile Crisis is a statewide, voluntary crisis stabilization/hospital diversion program offered throughout the state of Connecticut.

**What is considered a crisis?** Mobile Crisis does not define what constitutes a crisis as crises can look very different for families. Common presenting problems include: suicidal or homicidal thoughts, self-injurious behaviors, behavioral issues, school refusal, family conflict, increase in depressive symptoms, anxiety, and/or substance use.

**Who does MCIS Mobile Crisis Intervention Services serve?**

- Ages: youth who are 17 years and younger (no minimum age) and 18 years who are still in high school/currently at the school.
- Towns served by Mobile Crisis: Every town in Connecticut.

**Cost:** There is *no out-of-pocket cost* to families for Mobile Crisis services, regardless of if the family has insurance. Mobile Crisis attempts to obtain insurance information to bill to insurance; however, if the claim is denied or if there is a co-pay, the Mobile Crisis grant covers the cost.

**Why call Mobile Crisis?**

- Youth who are discharged from Emergency Departments are often brought back in by families or referred by schools due to ongoing behavioral issues.
- Mobile Crisis can team with schools and other providers to address complex situations and make referrals for services in the community to prevent unnecessary emergency department visits.
- Mobile Crisis can bridge services until a youth is able to start long-term treatment.

**How to reach MCIS Mobile Crisis Intervention Services:** Dial 211, Press 1, and then press 1 again to be connected with 211 through United Way.

**What happens when a call is placed to 211?**

- The caller will inform the call specialist what type of response is being requested (see below for “Response Options”).
- The 211 call specialist will gather basic demographic information for the youth and the legal guardian as well as information regarding the current crisis.
- 211 will connect the caller with a clinician from the appropriate area office.

**MOBILE HOURS:**

- Monday-Friday: 6am-10pm
- Saturday, Sunday, and major holidays: 1pm-10pm

**NON-MOBILE HOURS:**

- 24 hours/day, 365 days/year

**Response Options:**

- **Mobile:** A crisis clinician will meet you in the community within forty-five minutes of receiving the call to conduct an assessment **(Must be screened for COVID-19 symptoms prior to MCIS going mobile).**
- **Deferred Mobile:** A mobile response that is scheduled for a later time (ex. when the child arrives home from school) **(Must be screened for COVID-19 symptoms prior to MCIS going mobile).**
- **Non-Mobile:** Phone support is available 24 hours per day, 365 days per year. If the call is received outside of Mobile Crisis's hours, you will be connected with a clinician from United Way who will assist you. A mobile response can be requested at any time.

**What happens during an Mobile Crisis assessment?** Mobile Crisis will meet with parents, youth, and other involved parties to gather background information. Mobile Crisis will conduct an assessment and safety plan to ensure the youth's safety in the community.

**What happens after the Mobile Crisis assessment is complete?** If releases are signed by the legal guardian, Mobile Crisis follows up with current providers, pediatricians, schools, etc. If there are not clinical services in place, Mobile Crisis can assist with the referral process and stay involved for up to six weeks or until long-term services are able to start. If a case remains open past the initial five days, Mobile Crisis maintains an outpatient level of care by providing weekly visits either at home, at school, or in the community. Visits can occur more frequently depending on the need of youth and their families. After the Mobile Crisis case is closed, services can be requested if the youth re-enters crisis.

**Added Telehealth Options (Revised 4/2020):** Full assessments and interventions are available via telehealth.

- Mobile Crisis clinicians can respond via **video chats**; or only using **audio (telephone)** to help the child and family mitigate the crisis.
- Clinicians can still complete a mobile response at this time, if certain criteria is met and screening questions have been negative for both parties. Mobile response will be evaluated on a case-by-case basis.
- As always, we may bill insurance, but there is never a cost to families.

**Telephonic Option:** This is the same as our typical non-mobile response. A full assessment will not be completed; however, a clinician will offer support and guidance via telephone.

**Other Information:**

- Mobile Crisis is a voluntary service. Families could decline services at any time regardless if they made the initial 211 call.
- Assessments can take place anywhere in the community; however, Mobile Crisis needs permission from homeowners/renters to conduct assessments in their homes.
- On average, a full assessment takes about two hours.
- Mobile Crisis is an unlimited use service.

**Clearing Up Common Myths about MCIS Mobile Crisis Intervention Services:**

- Mobile Crisis is not part of DCF; however, all clinicians are mandated reporters. Mobile Crisis does not remove children from their homes.

Revised 4/2020 in response to COVID-19

- If a child needs to be transported to the hospital, an ambulance may need to be called as Mobile Crisis does not transport children or families.
- Mobile Crisis does not perform restraints.
- Mobile Crisis is not able to refer children to residential settings; however, Mobile Crisis can problem solve with the family to come up with solutions to keep the child in the home. In addition, Mobile Crisis can make referrals for programs such as S-FIT.
- Mobile Crisis does not make recommendations/decisions for custody arrangements.