



# Mobile Crisis Intervention

A SERVICE OF RIVERSIDE COMMUNITY CARE

## A Lifeline in a Crisis

Riverside Mobile Crisis Intervention (MCI) teams meet with youth or adults who are experiencing a mental health or substance use crisis to evaluate, reduce the risk of harm, and connect them to additional services if necessary.

Not just a screening program, we can conduct a risk assessment, create a safety plan, and discuss coping strategies along with other therapeutic techniques.

We can also engage with family members, treatment providers, and school personnel to help support the individual.

### Meeting Adults Where They Are

**Adult Mobile Crisis Intervention (ACMI)** staff includes clinicians as well as peer support specialists – people who have received behavioral healthcare in the past and can now help others navigate the options to recovery.

In some cases, we can also refer to 24/7 crisis stabilization and respite care within the community for short-term treatment or transitional care to an outpatient or other setting.

### Addressing Special Needs of Youth

Youth Mobile Crisis Intervention (YMCI) is sensitive to the special needs of youth aged 20 and under.

We meet young people dealing with depression, anxiety, suicidal ideation, and self-harm, as well as trauma, mood and behavioral dysregulation, disordered eating, and even early psychosis.

We will go out to a youth's home, school, or elsewhere in the community 24/7/365, and we are also happy to consult over the phone to determine if an evaluation would be beneficial.

### How Does MCI Work?

**Anyone can call** us for crisis intervention – family members, first responders, mental health or medical providers, schools, employers, or even the person in need.

**We come out to meet you** – at home, school, our offices, or elsewhere in the community, to help avoid an emergency room visit.

**We welcome calls for guidance** before a problem becomes a crisis. In non-urgent cases, we can also conduct evaluations online via secure telehealth service.

*There is no way we could have handled that night without your help. – D.G.*

## FOR HELP OR INFORMATION

Milford & surrounding area: 800-294-4665

Norwood & surrounding area: 800-529-5077

[www.riversidecc.org](http://www.riversidecc.org)

## CALL MOBILE CRISIS INTERVENTION FOR

- ✓ Immediate response 24/7/365 in any safe location
- ✓ Crisis intervention, psychiatric evaluation, and treatment
- ✓ Community alternative to emergency room visit
- ✓ Consultation before an urgent situation becomes critical
- ✓ Referral for ongoing treatment and services

*“They really helped me get my life together.”*

– V.B.

## AREAS WE SERVE

### Milford & surrounding area: 800-294-4665

Bellingham, Blackstone, Brimfield, Brookfield, Charlton, Douglas, Dudley, East Brookfield, Franklin, Holland, Hopedale, Medway, Mendon, Milford, Millville, Northbridge, North Brookfield, Oxford, Southbridge, Sturbridge, Sutton, Upton, Uxbridge, Wales, Warren, Webster, West Brookfield

### Norwood & surrounding area: 800-529-5077

Canton, Dedham, Dover, Foxboro, Medfield, Millis, Needham, Newton, Norfolk, Norwood, Plainville, Sharon, Walpole, Wellesley, Weston, Westwood, Wrentham

## INSURANCE

Riverside Mobile Crisis Intervention will respond regardless of type of insurance or lack of coverage. However, after crisis intervention, the types of follow-up services we can provide or recommend may depend on insurance.

*“They were **extremely kind** to my child and **very knowledgeable** during the time of crisis.”* – R.L.

*A trusted and experienced community-based non-profit organization serving more than 40,000 people a year in Massachusetts, Riverside Community Care offers a wide range of mental healthcare, developmental and brain injury services, early childhood and youth programs, addiction treatment, trauma response, and more.*

**Riverside Community Care**

Leading the Way in Behavioral Healthcare & Human Services

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