



## Help for you on the phone or in-person

- Reduce unnecessary trauma to the children and families involved
- Eliminate long stays in an emergency department and prevent unnecessary hospitalizations
- Help a child resolve crisis in the home
- Provide a team of care providers working for children and families
- Connect people to resources to help them get back to their regular level of functioning
- Help individuals stay connected to their ongoing services

**Follow up care can last up to 90 days or until services are in place.**



FAMILY ASSESSMENT & SAFETY TEAM

Serving families with children age 0 through 20 in crisis

# 1-833-295-0616

24 HOURS A DAY, 7 DAYS A WEEK

711 TTY

### CALL US IF:

- An individual is experiencing out of control behaviors that place him/herself at risk of harming self or others.
- An individual is expressing thoughts of suicide.
- An individual is experiencing severe stress that is resulting in a significant decline in daily and/or family functioning.
- You just don't know what else to do.

### CALL 911 IF:

- An individual has attempted or is in immediate risk of attempting or completing suicide.
- An individual is in immediate risk for aggression, violence or has committed a crime.
- An individual is in need of medical attention.



Child and Family Services



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FAMILY ASSESSMENT & SAFETY TEAM

Serving families with children age 0 through 20 in crisis in Crawford, Grand Traverse, Leelanau, Missaukee, Roscommon, and Wexford Counties

## mobile mental health crisis response in time of need



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[www.northernlakescmh.org/FAST](http://www.northernlakescmh.org/FAST)



## What is a mental health crisis?

A mental health crisis is **self-defined**. No one is denied access to crisis services.

Certainly when a person is at risk of harming him or herself or others, this is a crisis – and indicates the need for a crisis response.

Beyond this, it is not uncommon for the crisis event to include feelings of intense personal distress, disruptions in daily living, and/or catastrophic life events. Not all crises involve harm to self or others.

If you speak a language other than English, language assistance services are available to you free of charge.  
Call 1-800-337-8598 (TTY: 711)

## What are mobile mental health crisis services?

Mobile mental health services are short-term, on the phone or face-to-face services intended to restore a child's and/or family's functioning level to where it was before the crisis.

Mobile mental health crisis response offers children and families an opportunity to de-escalate a situation or problem in the least restrictive setting, while also developing strategies to address any future safety concerns.

## What to do in a crisis

In a mental health/behavioral health crisis, it is not always necessary to go to the Emergency Department.

**If the situation is potentially life-threatening, get immediate help by calling 911.**

If the situation is NOT life threatening, you can receive crisis services from the FAST at any time, 24 hours a day, and seven days a week, without prior authorization for payment. (If you have insurance, this may be billed. However, there will be no out-of-pocket costs to you.)

## What happens when a team is dispatched

To best assist your child and family in this situation, the FAST Team will provide phone support to you, or a team of two will come to you where the crisis is occurring – your house or some other community location.

The team will provide one or more of the following:

- Face-to-face supportive listening
- Crisis assessment
- Development of a crisis treatment plan
- Stabilization services to help the person return to stable living
- Skills training to minimize future crises
- Connection to ongoing support services and/or other community resources
- Coordination with current providers.

## After the immediate crisis

After the immediate crisis is resolved, all children will have a person-centered plan developed which will include coordination of services based on need for up to 90 days. This could include collaboration of other agencies such as schools and healthcare providers. The person's larger journey to recovery and resilience will be a large consideration in determining what will help preserve dignity, strengthen families, foster a sense of hope, and promote self-care.

## A word about safety

Sometimes mental health crises place the safety of the person, crisis responders, or others in jeopardy. An appropriate response will address the physical safety of those involved as well as their psychological safety. The person/family will be actively involved and the strengths and capabilities of the person/family will be used in resolving the crisis.

It is important to remember that the crisis events are temporary and do not define a person's broader life journey.