

Here to help individuals, children, and families in times of crisis

Thank you for reaching out to CR2 Community Regional Crisis Response. Our goal is simple - to provide you with support and educational resources to keep you safe in your home. We understand this can be a scary time, and we want this to be a positive experience with long-lasting effects.

Below you'll learn about our services, Mobile Crisis Response and Community Stabilization, as well as information about appointments, our responsibilities for your care, and why your participation is key to successful treatment.

Mobile Crisis Response

Mobile Crisis Response is a rapid response, assessment, and early intervention for individuals experiencing crisis, provided 24 hour a day, 7 days a week.

We will respond to your location within one hour of your call to our crisis line, complete a crisis education prevention plan to assist in identifying immediate coping skills, strengths, barriers, goals, and natural support in order to improve overall functioning and stability.

The duration of these appointments are based on the needs of the individual and are usually between one to three hours. Appointments are not scheduled for mobile crisis and are provided as needed, dependent on an individual's call into our crisis line.

We'll also connect you with the most appropriate long-term providers to assist you in bettering and maintaining your mental health.

Mobile Crisis Response is a voluntary service.

Phases of Crisis Response:

ACTIVE CRISIS

Call CR2 for help

- There is a safety concern
- Increase in symptomatic concerns
- Current risk for high level of care, such as 911, Hospital Emergency Department, Emergency Services, etc.

INTERVENTION

Mobile Crisis Response (MCR)

- One-hour response time
- De-escalate and stabilize
- Assessment
- Safety and education planning
- Identify goals/supports/immediate coping skills
- Link to resources

Community Stabilization

Community Stabilization services are short-term and designed to support an individual following contact with an initial crisis response service, as a diversion to a higher level of care, or as step-down care.

For individuals who are eligible for Community Stabilization, or who opt into transition following Mobile Crisis Response services, a comprehensive assessment will be conducted, with an estimated duration of two to three hours. Depending on the needs of the individual, follow-up appointments will be scheduled for up to seven days of service, with hours dependent on recommendations from the assessment, with the final day of service being discharge planning. Options for additional service past the initial seven days are case specific and dependent on the need of each individual.

For youth, please note that a parent or guardian must be present in the home during appointments. We may discontinue a session if anyone present is under the influence of alcohol or illegal substances.

If you need to cancel or reschedule an appointment, please call at least 24 hours ahead by contacting the CR2 crisis line at 1-844-627-4747.

Community Stabilization is a voluntary service.

Phases of Community Stabilization:

STABILIZATION

Community Stabilization (CS)

- Assessment
- Identify ongoing stressors/barriers
- Ongoing work on coping skills
- Continued linkage to long-term services
- Discuss discharge plans and discharge

MAINTENANCE

Additional follow-up care, as needed.

- Continue to utilize and practice coping skills
- Continue to connect with and begin services with your long-term providers
- Begin phone check-ins and continue in-person sessions, as needed
- Discuss discharge plans and discharge

Your participation

We'll work together, as a team, and we'll be counting on you to take an active role. The best outcomes happen when individuals and their natural support systems take part throughout the process. You'll be included from the very beginning as we develop a treatment plan and assist you in connecting to long-term care. We encourage you to participate in appointments, and upon discharge, to continue the long-term care plan. We'll provide you with the necessary contacts to continue care, so you'll have a support team tailored to help keep you on the path to wellness.

Mobile Crisis Response services will not be denied based on insurance status or ability to pay. If telepsychiatry services are utilized, there may be a copay depending on your insurance.

If we suspect there is an immediate risk to your health or safety, we will contact 911 for emergency care. Our staff has an ethical and legal responsibility to respect your privacy rights and maintain confidentiality. You can find our Notice of Privacy on our website at cr2crisis.com.