

CALL, TEXT OR CHAT ONLINE.

We're making it *easy* for you to get the help you need during a crisis.



CENTRAL IOWA CRISIS LINE

844-258-8858 (24 hours)

TEXT LINE

800-332-4224

(Monday-Friday, 9 a.m. to 3 p.m.)

WEBSITE

www.Foundation2CrisisChat.org

(Monday-Friday, 9 a.m. to 3 p.m.)

The **NEW** Mobile Crisis Response service will be provided by Eyerly Ball Mental Health Center in all Central Iowa Community Services (CICS) Counties. Currently it is operating in four of the ten counties, including Madison, Warren, Jasper, and Poweshiek Counties.

Mobile Crisis Response is a service that provides teams of professionals that can provide on-site, face-to-face mental health services for an individual or family experiencing a mental health crisis. They can respond wherever the crisis is occurring—in an individual's home, the community, or other locations where the individual lives, works, attends school, or socializes.

To access the Mobile Crisis Response Team, an individual, neighbor, parent, teacher, law enforcement, or concerned other can call the existing CICS Crisis Line (844-258-8858). The Crisis Line is available 24/7, 365 days per year. When a person calls the crisis line, it will be answered by trained crisis counselors. Those crisis counselors will then assess the situation and determine if in-person intervention is necessary. If in-person intervention is deemed necessary, they will dispatch out a team of 2 mental health professionals to where the individuals in crisis is located. It may take up to 60 minutes for the Mobile Crisis Response Team (MCRT) to arrive on site. Once the MCRT arrives, they will complete an assessment to determine safety and risk for harm. Often times the crisis can be resolved with the MCRT on scene. If it is determined hospitalization is necessary, the MCRT will assist in getting the individual to the local hospital.

The MCRT service does not stop there! A case manager with the MCRT will follow up within 24-hours of the original mobile crisis call. The case manager can assist the individual in resolving any potential problems with the identified safety plan. Additionally, the case manager can help connect the individual to any other community resources that may be helpful.

If you have any questions regarding the mobile crisis response service, you can contact your local CICS Office. Our office locations and contact information can be found on our website at www.cicsmhds.org.