

## After Care

The Mobile Crisis Response Team is available to follow up with youth and their families to ensure that there is a smooth transition to needed supports and services in the community.

## Who we serve

The Mobile Crisis Response Team provides crisis intervention and stabilization services for youth and families of youth under the age of 18 who are exhibiting behavioral/mental health concerns in which the behavior of the child threatens his or her removal from the home, school, or community in Washoe County and the surrounding area.



## DIVISION OF CHILD AND FAMILY SERVICES

### *Northern Nevada Child and Adolescent Services*

Mobile Crisis Response Team  
4600 Kietzke Lane, Ste. A-104  
Reno, NV 89502

Phone: 775.688.1670



## STATE OF NEVADA DIVISION OF CHILD AND FAMILY SERVICES



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Reno, NV 89502

**Hotline Telephone:  
775.688.1670**

## Mobile Crisis Response

### Program Mission:

Mobile Crisis Response Team strives to help children and adolescents, in Washoe County and the surrounding area, live happily and safely in their homes and community.

### Mobile Crisis Response Teams:

The team supports youth and families in behavioral and mental health crisis situations and helps to find community services for youth and their families. The Mobile Crisis Response Team (MCRT) is designed to reduce emergency department visits due to a psychiatric crisis and to reduce psychiatric hospitalizations when appropriate by providing immediate support and crisis interventions, short-term stabilization and case management services. Interventions are provided in the community, home, and/or through phone consultation.



Mobile Crisis Response Team

### Telephone Triage:

Crisis staff are available to provide support over the phone to assist in resolving or preventing a crisis situation. After an intervention screening, a referral will either be made to a community resource or to the Mobile Crisis Response Team clinician. MCRT current operating hours are **Monday-Friday** from **7 am – 8 pm** and **Saturday** and **Sunday** from **9 am –8 pm**.

### Crisis Response:

If it is determined that further care is needed, a response team will be dispatched to the youth and family in crisis. The response team will work to de-escalate the crisis and provide interventions to stabilize the crisis.

### Crisis Stabilization:

Crisis stabilization is a short-term, mental health intervention provided in or outside of the youth and family home. It is designed to assess, manage, monitor, stabilize and support the youth's well-being. The team may develop an individualized crisis and/or safety plan with the family to help support the youth.

### Goals:

- Support and maintain youth in their home and community environment.
- Promote and support safe behavior in youth in their homes and community.
- Reduce admissions to Emergency Departments due to a behavioral health crisis.
- Facilitate short term in-patient psychiatric hospitalization when needed.
- Assist youth and families in accessing and linking to on-going support and services.

### Values:

- Respond immediately to children and families during times of behavioral/mental health crisis.
- Reduce Emergency Department visits for psychiatric crisis by providing immediate response to youth exhibiting behavioral/mental health crisis.
- Provide services that are family-driven, culturally competent, community based and consistent with Nevada System of Care principles.
- Assure safety and continuity of care through individualized strategies implemented by a wraparound-based, team approach.
- Facilitate linkage and access to community services using a Child and Family Team process