

# KNOW CRISIS

## PROGRAM MISSION

Mobile Crisis Response Team strives to help Nevada children and adolescents live happily and safely in their homes and communities.

## 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 requires urgent intervention.



### DIVISION OF CHILD AND FAMILY SERVICES

6171 W. Charleston Blvd, Bldg 10  
Las Vegas, NV 89146

4600 Kietzke Lane Bldg D.  
Reno, NV 89502

### DIVISION OF PUBLIC AND BEHAVIORAL HEALTH

Rural Administrative Office  
1825 Pinion Rd. Suite A  
Elko, NV 89801

### HOTLINE

**702.486.7865**  
Las Vegas/Rural

**775.688.1670**  
Washoe

[KNOWCRISIS.COM](http://KNOWCRISIS.COM)

# CHILDREN'S MOBILE CRISIS RESPONSE TEAM

For Nevada's Children and Families

Sometimes what children don't say speaks louder than what they do.



[KNOWCRISIS.COM](http://KNOWCRISIS.COM)

# 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.**

# 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.

## 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 triage operates 24 hours a day,  
7 days a week, 365 days a year.**

# CRISIS RESPONSE

If it is determined that further care is needed, a team will respond to the youth and family in crisis. The team will work to de-escalate the crisis and provide interventions to stabilize the crisis. Depending on where the family is located and the time of day, a team may respond in-person or via telehealth.

## 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 wellbeing. Teams develop individualized crisis and/or safety plan with the family to help support the youth.

## 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.

# FREE MENTAL HEALTH HELP FOR YOUTH - 24/7

[KNOWCRISIS.COM](http://KNOWCRISIS.COM)

## HOTLINE

**702.486.7865 775.688.1670**  
Las Vegas/Rural Washoe