



Expert Professionals are Trained to Provide:

- Assessment for each child
- Safety plans for the family to use
- Follow-up services for resources and further services to be scheduled
- Skill building for parents and children
- Information on up-to-date county resources
- Collaboration with other agencies and first responders
- Flexible and individual service
- Strength-based, needs-driven services
- Information about youth substance use and programs for treatment and support

A photograph of a family of three walking and laughing together outdoors. The father, on the left, is wearing a grey cardigan over a red shirt and dark jeans. The mother, on the right, is wearing a black cardigan over a white top and blue jeans. A young boy is walking between them, holding their hands. They are all smiling and appear to be in motion. The background is a light blue wall with some greenery at the bottom.

- ## Expert Professionals are Trained to Provide:
- Assessment for each child
 - Safety plans for the family to use
 - Follow-up services for resources and further services to be scheduled
 - Skill building for parents and children
 - Information on up-to-date county resources
 - Collaboration with other agencies and first responders
 - Flexible and individual service
 - Strength-based, needs-driven services
 - Information about youth substance use and programs for treatment and support
- 
- A photograph of a family of three walking and laughing together outdoors. The father, on the left, is wearing a grey cardigan over a red shirt and dark jeans. The mother, on the right, is wearing a black cardigan over a white top and blue jeans. A young boy is walking between them, holding their hands. They are all smiling and appear to be in motion. The background is a light blue wall with some greenery at the bottom.

A word cloud of mental health terms. The words are arranged in a circular pattern, with 'HEALTH' and 'MENTAL' being the largest and most central. Other prominent words include 'DEPRESSION', 'ANXIETY', 'GRIEF', 'STRESS', 'BIPOLAR', 'TRAUMA', 'SUICIDE', 'POST-TRAMATIC STRESS', 'PSYCHOLOGICAL', 'EMOTIONS', 'DRUGS', 'COGNITIVE', 'ATTITUDE', 'TREATMENT', 'PHOBIA', 'GENETIC', 'UNHAPPY', 'OPTIMIST', 'ANOREXIA', 'CLINICAL', 'BENEFITS', 'RISK', 'RESEARCH', 'RELATIONSHIPS', 'WORRIED', 'STIGMA', 'AWAWARENESS', 'WELLNESS', 'SELF HARM', 'CRISIS', 'PSYCHOLOGY', 'POSTPARTUM', 'IQ', and 'THERAPY'.

Every person has an exceptional experience... every time!



www.riverwoodcenter.org

Frequently Asked Questions (FAQs)

Who/What meets criteria for Children's Mobile Crisis Stabilization?

- Children/Adolescents experiencing a Crisis situation
- Mental Health Issues
- Developmental Disabilities
- (including Autism)
- Substance Use Issues

What is the cost? Do I need insurance?

- No insurance, no need to worry – NO family will be turned away.
- Insurance is billed when possible, you will not be billed if it is not covered.
- We require your insurance information if we respond in person for our records.

What is considered a crisis?

- Suicidal threats, self-harm
- Situations the parent/caregiver can't manage alone.
- Reason to expect the child may injure themselves or others.
- Child needing immediate help to maintain safely in the home, avoid hospitalization, arrest, or other out of home placements.
- Displaying risky behavior.
- Traumatic life events such as the loss of a loved one, divorce etc.

How do I get crisis help?

- Call the Crisis Response number 269-934-0747.
- 9am-9pm Weekdays
- 9am to 9pm Weekends and Holidays
- Explain what the problem is.
- The professional on the phone will contact our on-call staff who will then reach out to either assist over the phone, schedule a ZOOM meeting, or schedule a time for a home visit to assist in person.
- If outside of listed hours above call 269-925-0585 to speak with an On-Call Worker.

How long before the team arrives in person to help me?

- The team will respond within two hours or less if it is determined a home visit is required.

Does the Crisis Response Team need to come to my home?

- It's your choice how the team will respond, whether at school, home, physician office or alternate location.
- We will not respond to your home unless you give us permission to do so.

What if we need help immediately?

- If there is an immediate risk of harm to self or others call 911.
- Safety is the priority for everyone involved. If someone is under the influence of drugs or alcohol, is threatening with a weapon, or has already hurt themselves or others assistance from first responders will be sought by our clinicians and On-call workers.

Will the police know that you are going to help us?

- Our team will not remove your child from your care-only the police or CPS has the authority to remove kids. We can assist in trying to find a temporary safe place for your child to stay with your help.
- During response to a crisis situation, Police that have responded can be informed that the team is providing intervention in effort to keep the child in the home and manage the crisis.

