

Mobile Crisis Outreach

Mobile Crisis Outreach is a 24/7 program that dispatches mental health counselors to homes, schools, ER's or public places where a mental health crisis is occurring within 60 minutes.

Make the Call

Call 855-800-1239 and ask to have mobile crisis dispatched.

Anyone who is experiencing or is concerned about someone experiencing mental health crisis can call.

When to call mobile crisis

If you or someone you are concerned about

- is having suicidal ideations
- is unsure whether psychiatric hospitalization is necessary
- needs crisis de-escalation, emotional support or referral to community resources and services
- needs a safe place to stay for a few days to relax and de-stress from the crisis

When NOT to call mobile crisis

- when the situation needs immediate response such as medical emergency or a current threat of violence, contact Emergency Responders.
- when the person in crisis does not agree to talk with mobile crisis counselors

What to Expect

When you call

A phone counselor will talk with you about what kind of crisis situation you or your loved one are in, and will ask some questions to make sure that it is safe for the counselors to go to your location. It may take up to 60 minutes for the counselors to arrive. In some cases it may take a little longer if the counselors are on another call, or if the distance to the location is further away. You will be notified if the counselors expect to take longer than 60 minutes.

When the counselors arrive

Once the counselors arrive, they will talk with you about the situation and ask some questions about your mental health history. After the counselors have a good understanding of what you are experiencing, they will work with you to develop a safety plan and provide a link to community resources. The Crisis Center will schedule a follow-up call with you for the next day to see how you are doing. After talking with you, if the counselors believe that you are going to hurt yourself or someone else, they may contact first responders to assure your safety.