

**Mobile Crisis Response  
Program provides the  
following services at no cost to  
families:**

- Immediate Crisis Intervention for Mental Health and Substance Use Issues
- Family Support and Guidance in Difficult Situations Related to Mental Health and Substance Use
- Referral to Community Resources
- Flexible and Individualized Service
- Clinical Assessment - Including Suicide Lethality
- Information About Youth Substance Use
- Strengths Based, Needs Driven Services
- Assistance in Developing Safety/Crisis Plans
- Follow-Up Care as Needed
- Consultation For Other Professionals
- Critical Incident Stress Management (CISM) Debriefing
- Public Safety Consults and Community Interventions

Family & Children Services is a private, nonprofit, nonsectarian, human service organization begun in the early 1900s. Its mission has remained constant "... *To support, strengthen and preserve the safety, well being and dignity of children, individuals and families*".

The Agency receives funding through allocations from local United Ways, contracts with Community Mental Health programs and the Michigan Department of Human Services, insurance reimbursements, fees for service based on a sliding scale and contributions. We are accredited by the Council on Accreditation of Services for Families and Children.

Rosemary Gardiner, MSW  
Chief Executive Officer  
rosemaryg@fcsource.org

Mobile Crisis Response is a program of the Home and Community Intervention (HCI) Services

Susan Davis, MA, LPC  
Supervisor, Mobile Crisis Response  
269.373.0248 x231  
susand@fcsource.org

Diane Marquess, MS, LPC  
Program Director  
HCI Kalamazoo  
269.373.0248 x229  
dianem@fcsource.org

**In a crisis situation call:**  
Kalamazoo Community Mental Health  
and Substance Abuse Services  
Access Center  
**373-6000**  
or toll free  
**1-888-373-6200**

\* All facilities of the Agency are barrier-free.

**Family & Children Services**  
*A Source of Hope*

1608 Lake Street Kalamazoo, MI 49001 269.344.0202 Fax 269.344.0285	535 Emmett Street Battle Creek, MI 49017 269.965.3247 Fax 269.966.4135
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[www.fcsource.org](http://www.fcsource.org)



**When A Child  
Experiences  
A Crisis Situation,  
Seconds  
Can Seem Like A Lifetime.**

**Mobile Crisis Response**  
*Your connection to care*

**373-6000**  
or toll free

**1-888-373-6200**



**Mobile Crisis Response**  
*Your connection to care*

**Family & Children Services**

# Mobile Crisis Response

24-Hour Rapid Response Team For Youth Facing a Mental Health and/or Substance Use Crisis

At Family&Children Services, we understand the importance of early response to serious situations — especially with youth.

The Mobile Crisis Response (MCR) program is a comprehensive, community-based service providing immediate response 24-hours per day, seven days per week throughout Kalamazoo County.

## Mobile Crisis Response is . . .

A team of professionals trained specifically to work with youth and their families. Clinicians are skilled in crisis intervention, clinical assessment addressing serious mental health issues, developing crisis safety plans to address risks and behaviors associated with mental health and substance use issues, and coordinating short-term crisis placements for youth. The MCR team has up-to-date access on community resources and critical youth issues.

*“Just knowing there is someone who is available and cares is a sign of hope for my future.”*

## In Times Of Crisis You Are Not Alone...

- MCR provides a prompt response from caring professionals who will assess and respond to your crisis situation
- With a focus on individual choice, the family determines what is a crisis and decides when, where, and how MCR will respond
- MCR provides follow-up services after a crisis and is available to work with youth and families or providers to assist in developing safety/crisis plans
- MCR is able to provide Critical Incident Stress Management (CISM) debriefing for youth, families, and organizations within the community



*“They are there to assist me with my son so I don’t have to do it alone anymore”*

Mobile Crisis Response (MCR) is accessed by calling:

Kalamazoo Community  
Mental Health and Substance  
Abuse Services Access Center

**373.6000 or**

**1.888.373.6200**

- 1) Call the Access Center and provide basic information about the youth and the crisis
- 2) Access Center contacts MCR as needed or requested
- 3) MCR responds to crisis with a call, offering phone or face-to-face intervention to the person requesting service