

CRISIS RESPONSE MISSION:

Crisis Response
inspires hope in
adults, children,
youth and their
families by
delivering
compassionate,
person-centered,
recovery-based
mental health
support during a
crisis.

DISPATCH

HOURS:

Monday through
Friday: 5pm-
12am
Saturday,
Sunday, and
holidays: 24
Hours a day
Phone support
available
24 hours a day, 7
days a week.

CRISIS RESPONSE SERVICES PROVIDED BY:

Zumbro Valley
Health Center
343 Woodlake Dr.
Rochester, MN 55904
507-289-2089

South Central Human
Relations Center
610 Florence Ave
Owatonna, MN 55060
507-451-2630

Hiawatha Valley Mental
Health Center
166 Main St.
Winona, MN 55987
507-454-4341



CRISIS RESPONSE

For Southeast Minnesota



CRISIS RESPONSE

For Southeast Minnesota

Help for you on the
phone or in your
home:

1-844-CRISIS2
1-844-274-7472

www.crisis2southeastmn.com

DISPATCH HOURS:

Monday through Friday:
5pm-12am
Saturday, Sunday, and
holidays: 24 Hours
Phone support available
24 hours a day, 7
days a week.



What is a Mental Health Crisis?

A *mental health crisis* is a behavioral, emotional or psychiatric situation which without timely mental health intervention would result in a significant reduced level of functioning or placement

WHEN SHOULD THE MOBILE CRISIS TEAM BE CALLED?

- Whenever a person is unable to resolve a situation and the risk of not resolving that situation may be harmful to someone's long term mental health.
- When a person is experiencing thoughts of self harm.
- When a person is experiencing a significant decline in daily and/or family functioning and current supports are not sufficient to help.

WHEN SHOULD THE MOBILE CRISIS TEAM NOT BE CALLED?

- When a person has attempted or is in immediate risk of committing suicide (CALL 911).
- When a person is in immediate risk for aggression or violence (CALL 911).
- When a person and/or family member is in need of medical attention (CALL 911).
- When a person is in need of help with food, housing or finances (Call your local Social Services Department)

LET OUR CRISIS LINE HELP:

Crisis Response phone support is offered to those experiencing mental health crises. Staff will gather information and make a level of care determination based on acuity, safety, and resources. Recommendations for next steps will be provided.

Recommendations may include:

- Going to the ER
- Encouraging next day appointments with current providers
- Accessing non-crisis services through health plans, EAPs or other local providers
- Calling 911
- Dispatching our mobile Crisis Response teams
- Telephonic counseling and a next day follow up

Mobile Crisis Response services are face to face, short-term intensive mental health services initiated during a mental health crisis to:

- Help cope with immediate stressors
- Identify and utilize available resources and personal strengths
- Lessen consumer suffering
- Develop Action plans
- Avoid unnecessary hospitalizations and loss of independent living
- Help people return to their baseline of functioning

WHAT OUR TEAMS DO:

The Crisis Response team must be available to meet promptly, face to face, in a community setting. The team consists of two mental health practitioners that will meet with you at your location. They will be supported by a mental health professional available on the phone. Crisis responders will assess your situation and work with you to create a plan to alleviate your current crisis.

A crisis assessment is an assessment of the individual's current state including the following areas:

- Current life situation
- Risky behaviors
- Symptoms
- Stressors
- Means of Self-harm
- Functioning
- Resources

A crisis plan is a document that is developed to address actions that need to be taken in the event that the individual is experiencing a behavioral health crisis. Your plan will include the following:

- Goals to lessen current symptoms
- Referrals to identified service providers
- Identified Triggers
- Crisis Prevention Skills
- Personal Strengths
- Coping Skills
- Support People

