

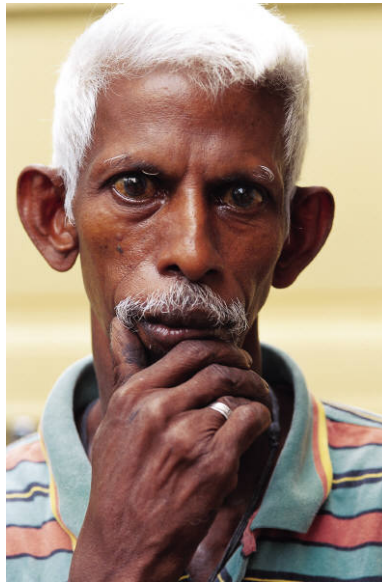
Durham Center Access

Mobile Crisis Team

A crisis response service of

DURHAM CENTER ACCESS

The Gateway to Behavioral Health, Disability & Crisis Services



560-7100

1-800-510-9132 (toll-free)

**Telephone and
Mobile Response
24/7/365**

**Call us.
We can help.**

What We Value

The worth and dignity of all individuals

Each individual's capacity to learn, grow and recover

Partnerships and collaboration for the success of every individual served

Goals of the DCA Mobile Crisis Team

To enable individuals experiencing a crisis or distress to access a range of crisis services in a timely and effective manner in their environment or other appropriate setting

To provide a consistent, integrated response to crises in the community 24/7/365

To make every effort to restore the individual to his or her previous level of functioning

What is Mental Health and Chemical Dependency Crisis?

A mental health crisis:

An acute disturbance of thinking, mood, behavior or social relationships requiring immediate intervention

Often unpredictable and usually accompanied by a lack of response to social controls

Thoughts of suicide, distorted or psychotic thinking, intense anxiety, depression and/or inability to cope

May be defined as a crisis by the consumer, family or others

A chemical dependency crisis:

Intoxication or withdrawal from alcohol and/or other drugs

A recognized need to decrease drug use or seek help for drug misuse

Mental health and chemical dependency crises do not always require hospital-based assessment/triage.

The DCA Mobile Crisis Team can often effectively address these types of crises in the community.



Who Can Call the DCA Mobile Crisis Team?

The DCA Mobile Crisis Team is available to all Durham citizens experiencing a mental health or chemical dependency crisis.

This includes:

An individual who refers him/herself

Family, friends, community/health care providers, churches, schools, etc.

The individual experiencing a crisis may or may not be a current consumer of The Durham Center or its contracted providers.

What You Can Expect

Initial support and triage via telephone and a Mobile Crisis Team visit if necessary

Assessment of the presenting crisis, current supports and resources

Short-term crisis management until the crisis is resolved

Referral for appropriate follow-up services

Supportive, collaborative crisis planning for solution-focused outcomes

Consultation/advocacy with existing supports and services

What We Do

The DCA Mobile Crisis Team provides integrated, short-term crisis response, stabilization and intervention for adults and children experiencing a mental health or chemical dependency crisis.

Our services are confidential, non-judgmental and respectful.

The first line of crisis response for an individual should be his or her case manager or other professional.

What We Don't Do

The Mobile Crisis Team does not serve consumers receiving the following services:

Assertive Community Treatment (ACT)

Intensive In-home Services (Community Support)

Multisystemic Therapy (MST)

Medical/Non-Medical Community Residential Substance Abuse Treatment

Detoxification Services

In-patient Substance Abuse Treatment

Integrated Dual-Disorder Treatment (IDDT)

Additionally, we cannot respond to:

Life-threatening emergencies or violent situations, such as a person who has a weapon or one who is attempting to hurt self or others

Domestic violence disturbances

Requests for transportation in non-crisis situations

Requests for step-down services from in-patient hospitalization

Requests to serve individuals from other counties and states

When to Call 911

Psychiatric and medical emergencies are situations when a person is in an immediate danger to him/herself or others due to compromised thinking or judgment or is unconscious and unable to respond to verbal cues. These emergencies require hospital-based treatment.

Please call 911 or seek medical attention at your local emergency room.



Durham Center Access

Mobile Crisis Team

Operated by

Freedom House

recovery center