

A crisis is a time of intense difficulty, trouble or danger that causes obstacles to healthy life functioning.



Mobile Crisis Response



visit us at
[memorial.health](https://www.memorial.health)

ATTENTION: Interpreting and Translation services are available free of charge in Spanish, French, American Sign Language and other languages. Call 217-588-7770 (TTY users, first dial 711). Memorial Health complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.



We are a team of peers and mental health professionals who provide immediate behavioral health support to individuals of all ages who are experiencing a mental health crisis within Christian, Logan, Mason, Menard, Morgan, Sangamon and Scott counties.

Clinicians provide a combination of face-to-face and telehealth evaluations of patients. They attempt to resolve the immediate crisis and will facilitate referrals to outpatient care or make recommendations for a higher level of care (such as inpatient hospitalization) when warranted.

Our team is made up of behavioral health professionals and peer recovery specialists who have crisis training, lived experience and recovery knowledge. Crisis specialists have experience and training in behavioral health best practices including verbal de-escalation, conflict resolution, suicide prevention and safety planning.

Mobile Crisis Response (MCR) is a program of Memorial Behavioral Health which helps connect those in crisis with community-based support including outpatient behavioral health services, community resources and follow-up aftercare.

HOW SUPPORT IS PROVIDED

Telehealth (Triage)

MCR staff provide support via telehealth (phone or video conference) to de-escalate crisis, provide interventions and connect you with community supports and mental healthcare referrals.

In-Person Response

Although many crises are resolved via telehealth, in-person responses can still be necessary. When determined that in-person care is needed, crisis teams are dispatched to the community. Trained professionals de-escalate crisis, assess for interventions and stabilize the situation.

○ ASSESS

A mental health professional will assess the crisis with you.

○ STABILIZE

Mental health professionals help determine if community or inpatient stabilization is needed with the goal of reducing hospitalizations when possible and supporting community-based treatment.

MCR assists in the development of safety planning and follow-up aftercare services as a part of community stabilization. MCR also locates and completes referrals for inpatient stabilization as needed.

○ SUPPORT

Memorial Behavioral Health MCR offers post-crisis follow-up, as well as peer support via the lived experiences of those in recovery to ensure continued aid after the crisis event.



WHO WE SERVE

People of all ages within Christian, Logan, Mason, Menard, Morgan, Sangamon and Scott counties who are experiencing a mental health crisis. Not every crisis requires a visit to the emergency room or phone call to the police. MCR provides an appropriate level of mental health crisis intervention in real time at the location the crisis is occurring while reducing law enforcement involvement and reducing emergency room visits. MCR operates 24 hours a day, 7 days a week, 365 days a year. There is no fee required.

Mobile Crisis Response
217-788-7070

Memorial Behavioral Health
217-525-1064

National Suicide Prevention Lifeline
800-273-TALK (8255)