

# Family Crisis Response and Support

## Frequently Asked Questions

*Trained professionals  
are available to help  
de-escalate a crisis.*

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*Fast, free support!  
Available across  
Kansas, 24/7.*

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### What is Crisis Response and Support and Mobile Service?

It is a phone-based support and problem solving helpline designed to resolve or de-escalate a behavioral health crisis. It is **available 24-hours a day, 7 days a week, 365 days a year**. Call **1-833-441-2240** for help and support.

### Who uses the Crisis Response and Support helpline?

- **Parents or caregivers** who determine their child or children are in a psychiatric, emotional or behavioral health crisis
- **Youth or young adults** who self-determine they are experiencing a psychiatric, emotional or behavioral health crisis.

### What if I or my child don't have health care insurance?

The Crisis Intervention Helpline and Response Mobile Service is a **free resource** available to those in need of support.

### Who answers the Crisis Response helpline?

Trained professionals who help deescalate behavioral health crisis via a Crisis Helpline.

### What happens if my call cannot be solved over the phone?

If the crisis cannot be resolved or deescalated over the phone, a local Community Mental Health Center (CMHC) will be contacted to respond with mobile crisis services. Local emergency services may be contacted if needed.



## What services can the Mobile Crisis Team provide?

- Crisis intervention
- Safety planning
- Referrals for ongoing treatment services and resources

## Where does the Mobile Response Team go?

Mobile Crisis will cover the entire state of Kansas. Response times and methods of contact may vary based on needs of the family and travel distance.

## How is it determined how quickly someone will respond to my family's call?

Time frames will be determined based on assessment of the situation.

## Do they speak Spanish or other languages?

The Helpline will utilize interpreters at no charge in the language requested by the caller.

## Are the Mobile Crisis Team clinicians trained?

Yes, the team will be led by a licensed mental health professional.

## Are there types of environments Mobile Crisis cannot be provided in?

Mobile Crisis Intervention services cannot be provided when an individual is in an inpatient status; hospital, PRTF, or other institutional settings.

## What happens after they respond?

The Mobile Crisis Team will assist the family/guardian and child/youth with connecting to community resources.

## If Mobile Crisis is called and responds, does the individual in crisis have to go to the hospital?

No, having a Mobile Crisis Team respond does not automatically require someone to go to the hospital. The primary goal is to help stabilize the situation within a natural setting (home, provider's office, school, or other location) to avoid unnecessary contact with the emergency departments. If the crisis evaluation determines that an imminent risk exists and cannot be resolved by developing a safety plan or collaborating with natural supports and current providers, the team may need to help facilitate an alternate level of care. That level of care typically includes hospitals and or respite programs.

## What are events/triggers of behavioral health crisis situations?

Events might include but are not limited to substance use, changing, stopping or missing a dose of medication, as well as stressors at home/living situation, school and/or work.



Call Kansas Family Crisis Response  
and Support: **833.441.2240**

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