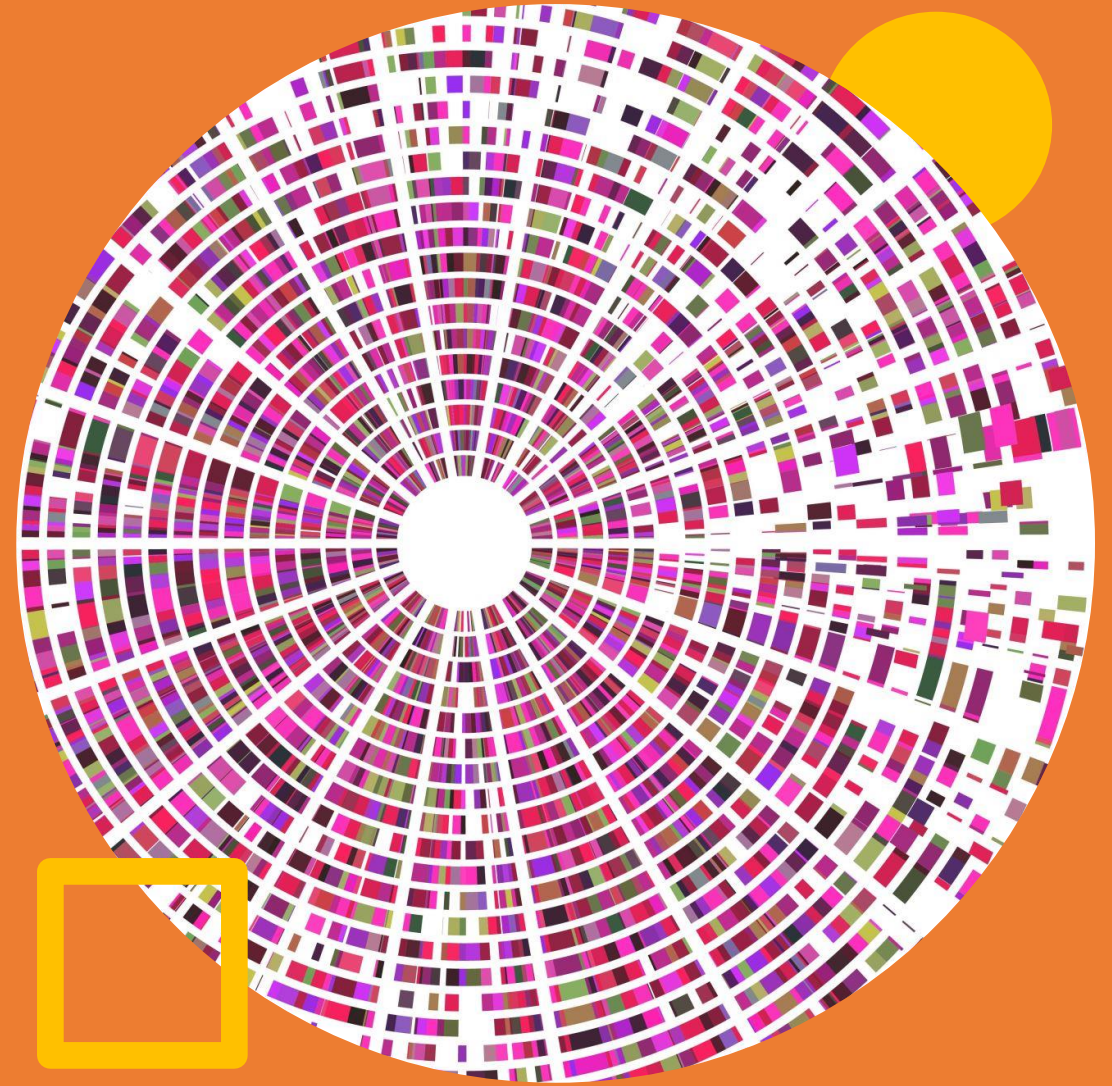


Community Behavioral Health Centers (CBHC) and Mobile Crisis Intervention (MCI)

Riverside Community Care



The five components of CBHC

Community Behavioral Health
Center (CBHC)

Adult Mobile Crisis Intervention
(AMCI)

Youth Mobile Crisis Intervention
(YMCI)

Adult Community Crisis
Stabilization (Adult CCS)

Youth Community Crisis
Stabilization (YCCS)

What is Adult Mobile Crisis Intervention?

- Mobile Crisis Intervention Programs (MCI) provide psychiatric evaluations, intervention, and stabilization for any perceived crisis.
- The Commonwealth has 25 different MCI catchment areas.
- The MCI provides 24-hour support, 365 days a year.
- Support can be provided face to face or through a telehealth platform.
- The Riverside Community Care MCI Programs geographically cover the Southern Worcester County area and South & West Suburban area.
- The MCI can assist individuals and families by making connections to community-based supports, as well as higher levels of care.
- **The MCI will respond to requests from individuals, families, police, community providers, schools, residential programs and hospitals.**
- **BHHL and 988**

What is Youth Mobile Crisis Intervention?

- Youth Mobile Crisis Intervention (YMCI) is the youth component of an MCI.
- Any person under the age of 21 with a MassHealth (Medicaid) insurance product qualifies to receive support through YMCI .
- YMCI utilizes a team approach to providing crisis intervention and stabilization.
- Our MCI team consists of a child trained clinician, a Young Adult Peer Mentor, and a Family Partner.
- A family Partner is someone that has first-hand experience navigating the mental health system on behalf of their own family.
- The YMCI team can help to stabilize a crisis by working with a family for up to 7 days.



- MCI Services provide the following:
- Onsite, home-based, or community-based face-to-face crisis intervention, (including suicide assessment) and short-term solution-focused counseling.
- Referrals and linkages to all medically necessary **behavioral health services and supports, including access to appropriate services along the behavioral health continuum of care.**
- **Crisis Plans are developed in collaboration with behavioral health providers and/or natural supports to expedite a person-centered disposition based on the experience gained from past treatment interventions**

Locations and Contact Info

1. *South County*

176 West Street, Milford, MA

800-294-4665 or 508-634-3420

Bellingham, Blackstone, Brimfield, Brookfield, Charlton, Douglas, Dudley, East Brookfield, Franklin, Holland, Hopedale, Medway, Mendon, Milford, Millville, Northbridge, North Brookfield, Oxford, Southbridge, Sturbridge, Sutton, Upton, Uxbridge, Wales, Warren, Webster, and West Brookfield

2. *South and West Suburban*

190 Lenox St, Norwood MA

800-529-5077 or 781-769-8674

Canton, Dedham, Dover, Foxboro, Medfield, Millis, Needham, Newton, Norfolk, Norwood, Plainville, Sharon, Walpole, Wellesley, Weston, Westwood, Wrentham

Workflow: when requesting an eval

Call	Request	Provide	Receive
<p>Call the 800 # or the local number associated with your town to request support 24 hours a day.</p> <p>Statewide number: 1-877-382-1609</p>	<p>Our staff will request demographic, insurance, and background information to determine an appropriate response.</p>	<p>Clinician will provide solution-focused counseling and support with a goal to help avoid unnecessary trips to the ER by trying to utilize and/or connect the person / family served to community resources</p>	<p>Through MCI, the person served and their family can receive ongoing/daily support for (typically) up to 7 days</p>

BHHL and 988 referrals

Calls from BHHL and 988 are tracked and prioritized

Workflow:

1. Call the Riverside 800#
2. Tell the Riverside triage clinician that you're doing a warm handoff.
3. Remain on the call with the caller until the Riverside triage team has scheduled an appointment for evaluation.
4. The Riverside MCI team will prioritize a response.

Potential outcomes

- Community-Based Dispositions
 - CBHC
 - Individual outpatient therapy
 - Outpatient Psychiatry
 - In-Home Therapy
 - Intensive Care Coordination
 - Partial Hospitalization Program (PHP)
 - Structured Outpatient Addiction Program

Connections with resources including:

- Self help groups
 - Peer supports
 - Recovery Learning communities
 - Clubhouses
- 24-hour Levels of Care
 - Community-Based Acute Treatment (CBAT/ICBAT)
 - Inpatient Hospital
 - Adult CCS
 - YCCS
 - Inpatient Detox