**GOALS OF BALTIMORE COUNTY CRISIS RESPONSE SYSTEM**

- Provide all residents of Baltimore County with access to emergency mental health care.
- Divert from unnecessary hospitalizations and entry into the criminal justice system by providing less restrictive alternatives while utilizing existing support services.
- Increase linkage to community mental health providers.
- Increase community education on mental health needs.

**WHO WE ARE**

The Affiliated Santé Group (ASG) is a dynamic and leading provider of crisis psychiatric care and system management services to public and private entities. ASG is a nonprofit entity, that also manages mental health outreach and psychiatric recovery services. It has been delivering mental health care to individuals and families and pioneering new treatment modalities since 1974.
INTRODUCTION
The Crisis Response System provides Baltimore County residents with assistance accessing supportive community resources. These linkages are vital to giving people a chance to resolve crises in their own community.

CRISIS SYSTEM SERVICE COMPONENTS

24 Hour Hotline
In-Home Intervention Team
24 Hour Mobile Crisis Team
Urgent Care Center
Community Education
Critical Incident Stress Management

As a program of Affiliated Santé Group, the Crisis Response System has its own dynamic matrix of services to link individuals to a complete array of preventative care.

Hotline
The Hotline staff is available 24 hours a day, 7 days a week to offer the assessment, triage, care management and information/referral functions of the system. The hotline component provides coordination of care and follow up for all active cases. Ongoing support is available to Baltimore County residents 24 hours a day.

In-Home Intervention Team (IHIT)
This clinical team provides short term services to clients at home or in a community based setting. Individuals or families in crisis are eligible for IHIT services which are prescheduled and available Monday through Friday. IHIT offers both therapeutic intervention and case management services. Referrals can be made by calling the hotline.

Mobile Crisis Team (MCT)
The Mobile Crisis Team consists of a clinician and a specially trained and selected Baltimore County police officer. This team responds to acute crisis situations in the community, 24 hours a day. MCT seeks to stabilize an individual or family in the least restrictive environment while utilizing supports and resources.

Urgent Care Center (UCC)
The Urgent Care Center provides clients with the opportunity to receive a diagnostic evaluation and assessment. If deemed appropriate, clients may be referred to a psychiatrist. Urgent care visits are available 7 days a week with evening and weekend hours available. Urgent care appointments may not be scheduled more than 48 hours in advance. This allows clients in crisis to be seen in a timely manner.

Critical Incident Stress Management (CISM)
Services are available for any Baltimore County resident who is in need of intervention due to exposure to a traumatic incident. This service, which provides debriefing and linkage, can be accessed through the hotline.

Community Education
Contact Hotline (410.931.2214) for information.

Hotline: 410.931.2214 — available 24/7