



CRISIS SERVICES AND YOUTH & FAMILY SERVICES OVERVIEW

Crisis Care System

Building a Behavioral Health Crisis System

"Every Person Receives the Right Service in the Right Place, Every Time."



TRAUMA AND DISASTER TEAM

- Trauma and Disaster Team is made up of Behavioral Health staff who provide counseling and debriefing services to individuals in the community who've experienced a traumatic event.
- A traumatic event could include and unexpected or sudden death, a traumatic injury, witnessing or being a victim of a violent crime, surviving a natural disaster to name a few.
- In the event of a large-scale emergency in DuPage County, members of the Trauma and Disaster Team would lead a behavioral health response.
- Trauma and Disaster Team can be accessed 24/7 through the Crisis Line at 630-627-1700.

YFS OVERVIEW

- The goal of Youth and Family Services (YFS) is to strengthen the functioning of families by assisting youth with severe emotional problems. Programming is intended to be intensive, short-term, and inclusive of family members and appropriate community providers.

- Community-based
- Culturally and linguistically responsive
- Family-driven
- Trauma-informed
- Youth-guided

ELIGIBILITY

- Youth and Family Services are provided to youth aged 17 and under, whose primary needs are behavioral health related.
- Services are provided to youth who reside in DuPage County following a mobile crisis response (MCR) event or who have been involved in hospital-based psychiatric treatment or juvenile detention in the past six months. Referrals for YFS are coordinated between Crisis and YFS Staff or by calling BHS Intake.

SERVICES PROVIDED:

- Service:

- Individual Counseling
- Family Counseling
- Group Counseling
- Psychiatric Services
- Community Support
- Case Management
- Crisis Intervention
- Care Coordination
- Parent Education & Support

- Where:

- DCHD Public Health Center
- in the community (home or school)
- via telehealth (Zoom).

The image features a dark blue gradient background with white, stylized circuit-like lines in the corners. These lines consist of vertical and horizontal segments connected by diagonal lines, ending in small circles, resembling a network or data flow diagram.

HOW CAN WE COLLABORATE?

CONTACT US

- DuPage Crisis Hotline: 630-627-1700
- Samantha Brady: 630-221-3185 samantha.brady@dupagehealth.org
(Crisis Services)
- Sabaahath Latifi: 630-221-6124 sabaahath.latifi@dupagehealth.org
(Youth and Family services)
- Deborah May: 630-221-7671 deborah.may@dupagehealth.org
(Youth and family services/Trauma and disaster)

QUESTIONS AND ANSWERS

- Who qualifies for a MCR screening?
 - We serve clients ages 3 through the lifespan.
 - If younger kids appear to be in crisis please call and we can work with you and/or the family to assess needs
 - If a parent/staff member/adult is experiencing a mental health crisis we can respond to them as well anywhere in the community within DuPage County
- How long does it take for a mobile crisis team to respond?
 - We have a 90minute response time. We do attempt to get to our locations as quickly as possible
 - If the family would like to be present we do work to be flexible with the family and will work with the referent to schedule the screening
 - We do offer scheduled MCR screenings to occur within 24hours if we assess the client to not in imminent risk
- For kids with private insurance, do we call CARES if they are in need of inpatient services?
 - No, if a child with private insurance is assessed to need inpatient hospitalization we will transport to the emergency room for a hospital search
- If a child has Medicaid and needs inpatient hospitalization will a hospital search be expedited?
 - Yes, if a child comes in through our crisis line and need inpatient the MCR team will call CARES and then start searching for a hospital in that moment
 - Some hospitals still require medical clearance and in that instance we will send to an Emergency Room for that clearance before transportation to the hospital they were accepted at
 - Please note this may change based off of community need or specialized hospital search
- Is 590 grant responses and CARES the same services?
 - The clinicians and engagement specialist are the same team that respond to either type of screening
 - The assessment that is completed is the same
 - If a child who has Medicaid needs inpatient hospitalization our MCR team will call CARES for that authorization
 - Follow up services
 - A child with Medicaid can receive case management and therapy services for DCHD
 - A child with private insurance will be linked with a case manager to assist the family in linking them with services covered by their insurance
- If a child has Medicaid do can we call the Crisis Line directly and not call CARES?
 - Yes, you do NOT need to call CARES, the crisis line will take the call and send a team after going through MCR determination questions
 - The Crisis Line can also assist over the phone for situation where an MCR is not needed
- What if we cannot get a hold of the child's parents?
 - If the child is in crisis we will respond as it is considered an emergency response.
 - We do ask that you continue to attempt to get a hold of the parent and the MCR team will do the same
 - Parents have the right to refuse MCR screenings