

## WHO WE ARE

Life can be difficult for those who are struggling with mental health, substance use, trauma, violence or other challenges that affect their emotional well-being. In times of crisis, it is not unusual to feel overwhelmed and alone. Whether it is you or someone you are concerned about, we are here 24 hours a day, 7 days a week to help during these difficult times.

Our Mobile Crisis Team works closely with adults and children who are experiencing a crisis or simply need to talk. We are community based and able to travel to the person in need. This may be a home, school, hospital or a mutually agreed upon location. We can also chat on the computer, text or talk with you on the phone. Our goal is to listen, identify how to resolve the crisis and help you regain a sense of control.

If you or someone you know is experiencing a crisis or needs to talk, FrontLine Service Mobile Crisis Team can help.

**Call. 216.623.6888**  
**Chat. [www.Frontlineservice.org](http://www.Frontlineservice.org)**  
**Text. Text "FLS" to 741741**



## OUR MISSION:

Reaching out to adults and children in Northeast Ohio to end homelessness, prevent suicide, resolve behavioral health crises, and overcome trauma.

The Mobile Crisis Team is operated by FrontLine Service.

The Mobile Crisis Team is one of only 165 crisis response programs in the U.S.

The Mobile Crisis Team has been accredited by the American Association of Suicidology as an approved 24/7 Crisis Intervention Program since 2003. Our current certification is through October 2016.



A United Way Funded Agency



Reaching out. Resolving crisis.

1744 Payne Avenue • Cleveland, OH  
(Main) 216.623.6555

[www.FrontLineService.org](http://www.FrontLineService.org)

# Mobile Crisis Team

24/7 Hotline  
216.623.6888

Text "FLS" to 741741

Chat online Mon-Fri, 3-9 pm  
[www.FrontLineService.org](http://www.FrontLineService.org)



Reaching out. Resolving crisis.

WE WILL LISTEN. WE WON'T JUDGE.  
WE WILL WORK WITH YOU TO IDENTIFY  
SOLUTIONS TO THE ISSUE(S) YOU ARE  
STRUGGLING WITH.

### What Services Do You Provide?

#### Information:

Contact us to learn more about a wide variety of community resources and behavioral health issues such as depression, anxiety, psychotic disorders, heroin addiction, substance abuse, as well as suicide awareness and prevention.

#### Assessments:

Our staff talk/chat/text with you to identify what has contributed to the crisis and possible services and resources which may help resolve it.

#### Face-to-Face Interventions:

We may meet with you to further assess risk, provide support, and determine how best to resolve the crisis. We provide time-limited intensive crisis, psychiatric and counseling services which build on your strengths and help you regain a sense of control.

#### Referrals:

You will be quickly connected to community resources and services for on-going support. We want to build on your strengths and minimize the possibility that you will experience another crisis.

## ANSWERING THE CALL FOR HELP.

### The Mobile Crisis Team reaches out to those in crisis.

The Mobile Crisis Team has contact with over 20,000 adults, adolescents and children each year who are seeking help or information about behavioral health issues. Our licensed clinicians meet with over 3,500 of these individuals to provide additional supportive, in-person services.

- Phone/Chat/Text services are available to any adult, child or adolescent regardless of where they are located. Face-to-face interventions are provided to individuals within Cuyahoga County.
- You do not need medical insurance, transportation, or a mental health provider to receive help. We will travel to homes, schools, hospitals, jails or wherever a person in a mental health crisis is located.
- We work closely with those in need to identify the most appropriate resources to address the crisis, preventing unnecessary hospitalization.
- Our services are voluntary and must be accepted by the individual or a child/adolescent's guardian.

#### CHILD MOBILE CRISIS TEAM

We operate a specialized Child Mobile Crisis Team to work with children, adolescents and their families who are experiencing an emotional or behavioral health crisis. These strength-based, family-focused services are provided in homes, schools, emergency rooms and other community settings by licensed clinicians.

#### CRISIS STABILIZATION UNIT OR BED

The Crisis Stabilization Unit is available 24 hours a day, 7 days a week for adults who are struggling with a mental health crisis. Crisis Stabilization Beds are available for those under the age of 18. As an alternative to hospitalization, the Unit or Bed provides community based stabilization with intensive, short-term support and services for those not needing inpatient care.

**YOU ARE NOT ALONE.**  
**216.623.6888**

