



What is Mobile Crisis Management (MCM)?

We are a team of behavioral health professionals, available 24 / 7 / 365, that provides intensive, on-site intervention to people of all ages who are experiencing a crisis due to mental health disturbances, intellectual/developmental disabilities, or addiction. Our goal is to safely stabilize the person at home, work, school, or wherever in the community the crisis occurs.

Contact Information

For RHA MCM Services in the following counties:

New Hanover
Brunswick
Pender
Onslow
Carteret
Jones
Pamlico
Craven

Please Call:

1-844-709-4097

Call Anytime.
MCM Services Available 24/7/365.



Find us on Facebook:

www.facebook.com/RHAMCMServicesEAST



RHA Mobile Crisis Management Services are provided by RHA Health Services. Through its behavioral health programs, RHA impacts the lives of over 12,000 individuals across North Carolina and has been helping people lead healthier, more fulfilling lives since 2005.



MOBILE CRISIS MANAGEMENT SERVICES



Meeting you
where you are
to help get you
back on track



Last Updated May 2017

What Services does RHA Mobile Crisis Offer?

- Assessment of current crisis situation (MCM outreach and intake)
- Intensive Crisis Intervention (for up to 24 hrs or until the crisis is resolved)
- Supportive Counseling
- Information & Referrals – we can help find the most appropriate hospital or treatment center for further services if needed
- Help to individuals and families as they navigate the complex services web for Mental Health, Intellectual/Developmental Disability & Substance Use
- Comprehensive Follow-up Services – we develop



and provide copies of a written crisis plan with strategies to help prevent further crises and steps to take should another emergency occur. Our goal is to help keep service users on track and support them on the path towards recovery.

- Consultation with other behavioral healthcare providers to help develop “best practices” and strategies for future care
- Availability to everyone regardless of insurance or ability to pay

Who does Mobile Crisis Management Help?

- Any individual whose mood, thought patterns, speech, or judgment seems to be impaired to such an extent that immediate intervention seems necessary to prevent danger to the person or to others
- Individuals with known histories of mental health problems, intellectual/developmental disability, or substance use who appear to be in need of immediate psychiatric treatment and/or medication management



How does Mobile Crisis Management Work?

Anyone may call for MCM services when they encounter a person in their community who appears to be in crisis. Whether you are a family member, an Emergency Room employee, a CIT police officer, or the individual in crisis, just call the number for RHA Mobile Crisis in your area.

- Mobile Crisis is not appropriate when a person in crisis is unusually violent or is experiencing a serious medical emergency. **In these situations, please call 9-1-1.**
- If the person is currently known to be in treatment, this provider should be contacted first before calling RHA Mobile Crisis. If this treatment provider cannot be reached or it is unknown whether the person is currently in treatment, then please call RHA Mobile Crisis.

Who Provides MCM Services?

Services may be provided by a Psychiatrist, Licensed Clinical Social Worker,



Qualified Mental Health Professional (QP), Certified Substance Use Counselor, and/or Developmental Disability Specialists.

How do I Contact RHA Mobile Crisis in My Area?

For MCM services in New Hanover, Brunswick, Pender, Onslow, Carteret, Jones, Pamlico and Craven Counties please call:

Toll-Free: 1-844-709-4097
(Call Anytime - Services Available 24/7/365)

The following information about the person in crisis may be requested by RHA Mobile Crisis. Please provide, if available:

- Name, Address, Date of Birth, & Phone Number
- Emergency Contacts: Parent/Guardian, Social Worker, Counselor, etc.
- You may also provide, if available: Insurance Information, Social Security Number, and Person-Centered Plan.

