



**Baltimore County Department of Health**  
**Bureau of Behavioral Health (BBH)**  
**Local Behavioral Health Authority (LBHA)**  
Phone: 410-887-3828 | Fax: 410-887-3786



<b>Program:</b>	Baltimore County Crisis Response System (BCCRS)
<b>Service:</b>	First responders for those individuals or groups who are experiencing a mental health crisis or substance abuse issues; Assistance for individuals, families or communities overwhelmed in a situational crisis, such as a victim of crime, witness of violence or fatal or multiple injury scenes, post homicide or suicide
<b>Description:</b>	<p>Services include:</p> <ul style="list-style-type: none"><li>• Hotline/Operation Center (OPS)<ul style="list-style-type: none"><li>○ Operates 24 hours a day/365 days a year</li></ul></li><li>• Mobile Crisis Team (MCT)<ul style="list-style-type: none"><li>○ Comprised of a specially trained and selected police officer, paired with a licensed mental health clinician</li><li>○ Operates 24 hours per day</li><li>○ Dispatched by 911/law enforcement radio or operations center (crisis response)</li><li>○ The team can be dispatched to assess individuals experiencing suicidal ideation and/or acute behavioral health symptoms, assist in situational crisis events, and other acute situations involving behavioral health assessment/intervention</li></ul></li><li>• In Home Intervention Team (IHIT)<ul style="list-style-type: none"><li>○ Provides brief crisis stabilization services to individuals and families, therapeutic support for symptom reduction and assistance with linkage to behavioral health providers/other community resources</li><li>○ Services delivered by Mental Health Clinicians in the home or community setting</li></ul></li><li>• Mental Health Stabilization Services (MHSS)<ul style="list-style-type: none"><li>○ Partnership with Baltimore County Department of Social Services to support the crisis response needs for youth ages 6-17 served through Child Protective Services, Family Preservation, Foster Care or Kinship Care</li></ul></li><li>• Urgent Care Center (UCC)<ul style="list-style-type: none"><li>○ Initial appointments are facilitated within 48-72 hours of request</li><li>○ Offers both diagnostic assessments and medication evaluations</li><li>○ Transportation and pharmacy assistance are available</li><li>○ No cost to the individual for the assessment</li><li>○ Linkage and referral for follow up are included</li></ul></li><li>• Critical Incident Stress Management (CISM)<ul style="list-style-type: none"><li>○ Debriefing for community disasters or critical incidents</li><li>○ Available to groups and individuals</li></ul></li><li>• Crisis Intervention Team (CIT)<ul style="list-style-type: none"><li>○ Provides mental health and crisis training to the Baltimore County Police Department</li></ul></li></ul>

	<p>Services include (continued):</p> <ul style="list-style-type: none"> <li>• Community Education <ul style="list-style-type: none"> <li>○ Mental health education for all first responders</li> <li>○ Education and training for community providers/members including suicide prevention and intervention education, crisis intervention, etc.</li> </ul> </li> </ul>
<b>Eligibility:</b>	Baltimore County Residents (all ages) who identify they are experiencing a crisis or would benefit from debriefing and/or education services
<b>Citizenship Requirement:</b>	None
<b>Target Population:</b>	Baltimore County Residents (all ages)
<b>Additional Information:</b>	<ul style="list-style-type: none"> <li>• The Baltimore County Crisis Response System (BCCRS) is a partnership program between Baltimore County Department of Health, Bureau of Behavioral Health (BBH) and Affiliated Santé Group, Inc.</li> <li>• Following an initial comprehensive crisis support, services remain involved with an individual, youth and/or family until the crisis is resolved or until appropriate support is established</li> </ul>
<b>Hours:</b>	24 hours per day; 7 days per week; 365 days per year (24/7/365)
<b>Access:</b>	<p><b>Hotline: 410-931-2214 (Call this number for immediate crisis support)</b></p> <p>Administrative: 410-931-2116</p>
<b>Location:</b>	Baltimore County
<b>Fees:</b>	None
<b>Funding Source:</b>	Grants and Medical Assistance fund the above noted services
<b>Language Assistance:</b>	Title VI of the U.S Civil Rights Act of 1964 prohibits health care providers who receive funds from the federal government from discriminating against individuals on the basis of national origin; This includes policies or practices that prevent or inhibit equal access to programs and activities for patients with Limited English Proficiency (LEP)
<b>Key Words:</b>	CIT, crisis, debrief, education, hotline, mental health, mobile crisis, operation center (OPS), urgent care

**For additional information, contact:**

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