Program: Baltimore County Crisis Response System

Service:
- First responders for individuals experiencing a mental health or substance abuse crisis
- 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

Description: Services include:
- **Hotline/Operations Center**
  - Operates 24 hours a day/365 days a year
- **Mobile Crisis Teams**
  - Licensed mental health clinician paired with a specially trained police officer
  - Operates 24 hours per day
  - Dispatched by the Operations Center or through Police Department dispatch
  - 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
- **In Home Intervention Team**
  - Brief crisis stabilization services to individuals and families, therapeutic support for symptom reduction and assistance with linkage to behavioral health providers/other community resources
  - Services delivered by mental health clinicians in the home or community setting
- **Urgent Care Center**
  - Initial appointments within 48-72 hours of request
  - Diagnostic assessments and medication evaluations
  - Transportation and pharmacy assistance are available
  - No cost to the individual for the assessment
  - Linkage and referral for follow up services and supports
- **Critical Incident Stress Management**
  - Debriefing for community disasters or critical incidents
  - Available to groups and individuals
- **Community Outreach and Training**
  - Mental health education for all first responders
  - Education and training for community providers/members including suicide prevention and intervention education, crisis intervention, etc.
  - Crisis Intervention Team training for Baltimore County Police Department
- **911 Call Center Clinician Program (Pilot)**
  - Provides a licensed mental health clinician co-located in Baltimore County’s 911 Call Center to assist callers looking for help with an immediate behavioral health crisis and safety concerns
<table>
<thead>
<tr>
<th>Eligibility:</th>
<th>Individuals in Baltimore County (all ages) who identify they or another individual in Baltimore County are experiencing a crisis or would benefit from intervention, debriefing and/or education services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Population:</td>
<td>Baltimore County Residents (all ages)</td>
</tr>
</tbody>
</table>
| Additional Information: | • The Baltimore County Crisis Response System is a partnership program between Baltimore County Department of Health, Bureau of Behavioral Health, the Affiliated Santé Group, Inc. and the Baltimore County Police Department  
  • Following the 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 |
| Hours: | 24 hours per day; 7 days per week; 365 days per year (24/7/365) |
| Access: | • Hotline: 410-931-2214 (Call this number for immediate crisis support)  
  • Administrative: 410-931-2116 |
| Location: | Baltimore County |
| Fees: | None |
| Funding Source: | Grants and Medical Assistance fund the above noted services |
| Language Assistance: | 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 |
| Key Words: | CIT, crisis, debrief, education, hotline, mental health, mobile crisis, operation center, urgent care |

For additional information, contact:  
Lee P. Ohnmacht, LCSW-C | Phone: 410-887-3828 | lohnmacht@baltimorecountymd.gov