

## 24/7 CRISIS RESPONSE SERVICES

# 888-568-1112

Crisis & Counseling Centers is the sole provider of crisis services to residents of Kennebec and Somerset Counties. Services are provided by a team of professionally trained staff able to assist individuals and families at any time of the day or night.

## Here for you, whenever you need us.



### Crisis Mobile Triage

**Our Crisis Mobile Triage team provides an immediate, professional and caring response to individuals 365 days a year, 24 hours per day.**

We strive to respond to calls by meeting with people in their homes or in the community as much as possible, and in the emergency room when needed.

#### Some of the reasons people contact us:

- Thoughts of suicide or self-injury
- Feelings of depression, anxiety and hopelessness
- Thoughts of hurting someone else
- Feeling out of control
- Use of substances is making life a struggle
- Bizarre behaviors or beliefs

We also offer 24-hour walk-in crisis services at 10 Caldwell Road in Augusta. It is best to call first, if you can: **(207) 621-2552**.



### Crisis Stabilization Units

**Crisis & Counseling Centers offers Crisis Stabilization Units (CSUs) to provide a safe and caring place for individuals to stabilize when in crisis.**



For those in crisis who are in need of around-the-clock care on a short-term basis, Crisis & Counseling Centers offers an alternative to hospitalization. Crisis & Counseling Centers operates three crisis stabilization units (CSUs) in Kennebec and Somerset counties. Adult residential homes are located in Augusta and Waterville. Halifax House, our adolescent house, is a mixed-gender CSU for youth age 6-17, is located in Winslow.

Each of the houses C&C operates is staffed 24 hours a day by a professionally trained and caring staff. The houses can accommodate between four and five individuals each. A stay at one of the houses is typically between one and seven days. The length of stay is determined by each client's need.

Our trained staff work with clients and their families or support systems to provide crisis stabilization and address issues such as suicidal or homicidal thoughts or actions, aggression, depression, anxiety and family conflicts.

#### The CSUs provide:

- Twenty-four-hour care by trained staff
- A less restrictive setting than psychiatric hospitalization
- Individualized treatment planning geared to clients' needs
- Groups to provide clients with support and skills to manage symptoms
- Discharge, safety, and aftercare planning to help clients transition back to the community
- Crisis follow-up care as needed

#### Admission Criteria

Admission to one of the crisis residential units is based on a recommendation by the mobile crisis team or by referral from another health care provider, and on the results of a completed crisis evaluation. Assignment to a house depends on many factors such as mental and emotional status and support needs of each resident.

# Follow-up services to keep you on track.



## Crisis Outreach

**If you received an evaluation from Crisis & Counseling Centers' Crisis Program, you may be eligible to receive assistance through the Crisis Outreach Department.**

By phone or in person, Outreach staff will help you get the support you need to recover from your crisis. Services may include:

- Information and referrals for other community services, such as primary care physicians, case management, or outpatient therapy
- Applying for MaineCare if eligible
- Help setting up appointments for needed services
- Help developing a plan of action that will begin to improve the situation that brought you to crisis and avoid future crisis situations
- Aid with your transition from a hospital or CSU
- Help accessing free or low-cost medical services when available
- Individual appointments with a mental health professional for up to four one-hour sessions

**Connect with Outreach:  
(207) 213-4523**

**In crisis? Reach out today.**

**888-568-1112**

- Programs of Crisis & Counseling Centers receive funding from the Department of Health and Human Services and the United Way.
- We are required to bill for our services. MaineCare and private insurance will pay for many of our services.
- For help scheduling non-crisis related services call (207) 626-3448.

