

# 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 talk with you by phone or chat via the computer. 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. [Frontlineservice.org](http://Frontlineservice.org)**  
**Text. Text '4Hope' to 741741**

## The Mobile Crisis Team is operated by FrontLine Service.

The Mobile Crisis Team is one of only 170 crisis response programs that answer calls from the National Suicide Prevention Lifeline 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 MISSION:

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



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 '4Hope' to 741741

Chat online Mon-Fri, 3-8 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.

### SERVICES WE PROVIDE

#### Information:

Contact us to learn more about behavioral health issues (e.g. depression, anxiety, psychosis, opioid or other substance abuse), suicide risk and prevention, or to learn about community resources and services.

#### Hotline:

Our staff will talk with you to identify the factors contributing to your distress. We'll then recommend the most effective service options and/or resources to reduce or resolve the crisis.

#### Face-to-Face Assessment:

After our initial phone call, we may offer to meet with you in person. Building on your strengths, we provide time-limited, intensive crisis and psychiatric services to help you regain a sense of control.

#### Referrals:

To reduce the possibility you'll experience future crises, we'll assist you in connecting to ongoing community-based resources and supports.

## THE MOBILE CRISIS TEAM REACHES OUT TO THOSE IN CRISIS.

Annually, the Mobile Crisis Team responds to over 20,000 calls from adults, adolescents or children seeking information about behavioral health issues or to ask for help. Our licensed clinicians meet with over 3,500 of these individuals to provide crisis assessment services.

- Phone and Chat 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 and prevent unnecessary hospitalization.
- Our services are voluntary and must be accepted by the individual or a child/adolescent's guardian.

### CHILD RESPONSE 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

FrontLine's Crisis Stabilization Unit is available 24/7 for adults struggling with a current mental health crisis. An alternative to hospitalization, the Crisis Unit provides short-term, community-based (psychiatric) services for those who can benefit from increased support but do not require inpatient care. Crisis stabilization services are also available for individuals under the age of 18 at alternative sites.

**YOU ARE NOT ALONE.**

**216.623.6888**

