



MIAMI-DADE CRISIS SERVICES

MOBILE RESPONSE TEAM

305-774-3616

24 HOUR
CRISIS
HOTLINE
(305) 774-3616





OUR MISSION

Banyan Health Systems' mission is to be the leading integrated community healthcare organization that provides all people, especially the most vulnerable, with accessible, quality, and compassionate primary and behavioral care, in order to live their best lives and build stronger communities.

WHAT WE DO

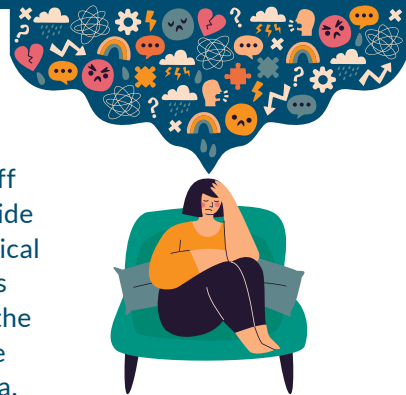
Banyan provides comprehensive health care that combines primary health care, substance abuse, and mental health care in one integrated setting. Our focus on maintaining long-standing proactive relationships within the many communities we serve is central to our mission.

WHO WE SERVE

We welcome all patients regardless of status or ability to pay. Banyan Health Systems is especially committed to serving uninsured, low income and medically underserved persons.

WHAT IS THE MOBILE RESPONSE TEAM?

Banyan's Mobile Response Teams (MRT) consist of clinical and care coordination staff who join with community partners, such as, South Florida Behavioral Health Network, DCF, police, schools, hospital staff as well as family members, in order to provide a rapid response and short-term psychological care aimed at assisting individuals in a crisis situation. The goal is to restore balance to the individual's functioning and to minimize the potential of long-term psychological trauma.



Crisis situations can be in the form of natural disasters, violence in the school, sudden death of a loved one, and specific emotional crises because of drastic transitions such as loss of job, divorce, children leaving home, pregnancy, family and school violence.

TYPICAL RESPONSES OF THOSE WHO ARE EXPERIENCING A CRISIS:

- Psychotic symptoms such as hallucination, delusions, and bizarre thinking or behavior
- Marked change in behavior at school, work, or home
- Severe depression, including daily crying, isolation, loss of appetite, feelings of hopelessness, helplessness
- Suicidal ideation
- Homicidal ideas, threats or significant verbal aggression
- Inability to adequately care for oneself

WHAT TYPE OF PROBLEMS ARE NOT APPROPRIATE FOR THE MRT?

- Medical attention needing 911
- Someone who is actively engaging in suicide
- Criminal behaviors without mental health concerns
- Immediate physical aggression

MRT ASSESSMENT/EVALUATION/INTERVENTIONS

- 1. Triage Assessment** - An immediate assessment to determine lethality and appropriate referral, & linkage to one of the following: Emergency Inpatient Services, Residential, Outpatient Treatment and Case Management.
- 2. Crisis Assessment** - Gathering information regarding the individual's crisis state, environment, and interpersonal relationships to be used in working towards resolving the current crisis.
- 3. Crisis Evaluation** - Used to ascertain the individual's current levels of stress, situation, present problem, and severe crisis episode.
- 4. De-escalation** - Therapeutic interventions, which are frequently used to prevent violence and aggression, and in turn may alleviate need for hospitalization.
- 5. Crisis/Safety Plan** - A safety plan developed to help the individual and his/her family or natural supports know what to do to help the person remain safe.
- 6. Education** - Education and early prevention approaches focus on helping people develop the knowledge, attitudes, and skills they need to make good choices or change harmful behaviors.
- 7. Voluntary or Involuntary Admission to Crisis Stabilization Unit or Detox Unit** - Assist with an admission to the closest receiving facility or detox where behavioral health services are provided.
- 8. Linkages** - Identification of available services to address medical, behavioral health, housing, employment, social, educational, and other needs.

REFERRALS

HOW CAN I MAKE A REFERRAL?

Call 305-774-3616 or 305-774-3617

24 hours a day, 7 days a week, including holidays

WHAT CAN I EXPECT AFTER MY REFERRAL?

Upon a request for service, each of the three MRT units which specialize in Adult Mental Health, Children's Mental Health, or Substance Abuse, will respond timely to engage members of the community experiencing mental illness and debilitating substance abuse with a goal of overcoming existing barriers, providing crisis intervention, and linkages to available community services.

Upon arrival, the MRT will speak directly with the person experiencing the crisis to build a rapport, de-escalate as needed, speak with involved family and friends, determine solutions that may include services at a community agency and develop a crisis/safety plan.

If involuntary placement is needed to ensure the safety and well-being of the individual, and/or others, the local police crisis intervention team will be called to assist with the transport. The MRT may follow the transport to the nearest receiving facility to assist with the admission.

www.BanyanHealth.org

Follow us on social media @BanyanHealth

