



Reaching People. Changing Lives.

## Mobile Crisis Intervention (MCI) Frequently Asked Questions

**833-BAY-COVE (833-229-2683)**

**24 hour access**

**Location**

270 Communication way, Unit 1E, Hyannis, MA 02601

**What is Mobile Crisis Intervention?** Mobile Crisis Intervention, known as MCI, is the youth-serving component of Bay Cove's Behavioral Health Urgent Care program. MCI provides a short-term service that is a therapeutic response to youth and family/caregivers experiencing a behavioral health crisis. MCI evaluates the situation, identifies the challenges involved, assesses the needs and begins to treat and stabilize the situation, reducing immediate risk of danger to the youth or to others. MCI then provides up to 7-days of intervention and services post the initial encounter. We deliver services through face-to-face and/or Telehealth. The youth does not need to be involved with CBHI services in order to access MCI.

**Who is on the Mobile Crisis Intervention team?** The MCI team utilizes a two-person approach, a master's level clinician and a family partner peer. Our master's level clinicians provide clinical observation, intervention, and assessments, based on the current situation. Our Family Partner Peers have been trained to share their personal experiences of navigating behavioral health services for youth and to support, empower and advocate alongside families throughout the process.

**When should I reach out to the MCI team?** : Contact the MCI team when you feel that additional help, intervention or support is needed. Even if the situation is not yet a "crisis", the MCI team can meet with a family or with caregivers to assist with planning and education.

**Where does the MCI team conduct assessments?** The MCI team conducts assessments in the home, in the community, at school, in emergency departments or at our Behavioral Health Urgent Care Center located in Hyannis. Telehealth evaluations are also available.

**How long will it take for the MCI team to get to my location?** MCI responds as quickly as a worker is available to get out to the location, which varies each day. Our service goal is to respond within an hour, although at times geographical challenges and service volume can extend that time frame a bit.

**Can I bring a youth to the Bay Cove Behavioral Health Urgent Care Center in Hyannis for an assessment?** Yes. Just like an urgent care health center where you might seek help for a youth's medical problem that can't wait but does not require emergency care, the Bay Cove Behavioral Health Urgent Care Center in Hyannis accepts walk-in appointments for your urgent behavioral health needs. Calling first is encouraged, but walk-ins are always welcome and we will do our best to have a clinician meet with you and your youth as quickly as possible.

**What is the role of the MCI team once the assessment is complete?** The MCI team is able to make referrals to any behavioral health service that is appropriate for the youth. In addition, they are able to provide assistance for up to 7 days following the assessment; 7 day follow up can consist of telephone support, face to face visit, or a combination. The MCI team can also attend team meetings and school meetings if requested.

**My youth has an Intensive Case Coordinator (ICC), does the MCI team coordinate with them?** Yes. While it is not necessary for your ICC to be present for the MCI team to meet with you, if you want your ICC to be present, it is best to coordinate an assessment to happen during the ICC business hours of 8am to 8pm. The MCI team will have a record of your youth's safety plan on file and when a safety plan is changed, your Intensive Care Coordinator can communicate it directly to MCI. If the youth's ICC wants a copy of the assessment completed by the MCI team, they can simply request it.

**I am worried that if I call the MCI team, they will try to hospitalize my youth, otherwise remove them from the home, or file a 51-A. Will that happen?** The goal of MCI services is to assist the youth in managing their behaviors while increasing support/interventions within the home and from the community. The outcome of the intervention prioritizes diversion from hospitalization to community resources and family supports whenever safely possible.

**What insurance does the MCI team accept?** We accept all insurances for individuals 18 and under. We also see uninsured individuals.

**Do you do assessments for adults?** While the MCI team is the youth-serving component of Bay Cove's Behavioral Health Urgent Care program, we also serve adults in need of Behavioral Health Urgent Care. Call 833-BAY-COVE (833-229-2683) for assistance.