

CRISIS INTERVENTION

FEE FOR SERVICE

The Crisis Intervention program is funded through Medicaid and the Department of Human Services, Division of Mental Health. In order to be reimbursed for the services we provide, we ask for the following information which is maintained in a confidential manner:

- Name
- Social Security Number
- Date of Birth

HOURS OF OPERATION

Crisis Intervention services are available by phone and community outreach 24 hours a day, 7 days a week. You can reach an Intervention Specialist directly by calling **618.877.0316**.

24 hours a day



7 days a week

CRISIS INTERVENTION

RECOVERY VALUES

HOPE

Empowerment
Health and Wellness

RESPECT

Spirituality and Connectedness

50 Northgate Industrial Dr.
Granite City, IL 62040
618.877.4420

12 N. 64th St.
Belleville, IL 62223
618.397.0900

 **CHESTNUT**
HEALTH SYSTEMS
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 **CHESTNUT**
HEALTH SYSTEMS



Crisis Intervention Program

CRISIS INTERVENTION PROGRAM



SERVICES

- 24 hour crisis phone line
- Needs assessment
- Risk assessment
- Outreach services
- Referrals
- Consultation
- Crisis counseling
- Critical Incident Trained (CIT) police involvement
- Assessments for voluntary or involuntary psychiatric hospitalization
- Provide assessments at police departments and county jails as requested
- Discuss service options and educate individuals regarding resources

Chestnut Health Systems' Crisis Intervention program is available to people in Madison and St. Clair counties.

Anyone can call the crisis intervention phone line for assistance. We will provide consultation, help to find an appropriate resource or help to navigate the mental health system.

CRISIS INTERVENTION PHONE LINE

The crisis intervention 24 hour phone line is for people who are experiencing a psychiatric setback or crisis. We will assist to help the person gain control of their symptoms or to find the level of care they need immediately. Anyone can use the crisis intervention phone line for consultation and/or to request outreach services.

COMMUNITY OUTREACH TEAM

Intervention Specialists respond to a wide variety of locations to assist with risk assessments, psychiatric hospitalizations or to assist with the transfer of a person from an emergency room to a behavioral health environment. The Intervention Specialists might also assist with the development of a safety plan, which may include any of the following: family involvement, referral for medication, referral for counseling and coordination with existing resources. When responding to a private residence in the community, an Intervention Specialist will be accompanied by a CIT police officer.

NEEDS ASSESSMENT

The Intervention Program can provide anyone with brief and/or crisis counseling over the phone. This service is designed to help discover if a greater intensity of service is required, perhaps assist with problem-solving, stabilization, or overcoming symptoms related to mental illness that if not immediately addressed might cause deterioration in personal recovery.

CONTINUITY OF CARE

Intervention Specialists work with the overall treatment team to ensure a person's health, welfare and safety. After a crisis concern, crisis follow-up occurs to provide encouragement, ensure that the consumer remains safe and provide referral and coordination of additional services.

Family, friends, concerned community members, police and other community officials can request our assistance by calling the Crisis Intervention team at **618.877.0316**.

