

Expert Professionals are Trained to Provide:

- Assessment for each child
- Safety plans for the family to use
- Follow-up services for resources and further services to be scheduled
- Skill building for parents and children
- Information on up-to-date county resources
- Collaboration with other agencies and first responders
- Flexible and individual service
- Strength-based, needs-driven services
- Information about youth substance use and programs for treatment and support



**Immediate Support,
Solutions and Resources...
When Families Need It Most!**

Riverwood Children's Mobile Intensive Crisis Team

Edie Zars - Supervisor

Heidi Hosbein - Case
Manager

Lynn Wilson - Therapist

Amber Zoschke - Clinical
Assistant

**If you have any questions
regarding the program, please
feel free to contact us at:**

(269) 934-0747



Children's Mobile Intensive Crisis Team



Riverwood Center

1485 S. M-139

Benton Harbor, MI

(269) 934-0747

Frequently Asked Questions:

Who meets criteria for Mobile Intensive Crisis Stabilization (MICS):

- Berrien County residents ages 0-21 who are experiencing:
- Crisis
- Mental Health Issues
- Developmental Disabilities (including Autism)
- Substance Use Issues

What is the cost? Do I need insurance?

- If you have no insurance, no need to worry – NO family will be turned away.
- We bill insurance when possible, but no charges will be billed to you if it is not covered.
- We require your insurance information if we respond in person for our records.

What is considered a crisis?

- Parent or caregiver has a situation that they can't manage alone and there is reason to expect the child may injure themselves or others either intentionally or unintentionally.
- The child needs immediate help to avoid hospitalization, arrest, or other out home placements and to be safely maintained in the home.

- The child is displaying risky behavior that shows a clear decline in their functioning. This includes suicidal threats, self-harm, crisis events such as the loss of a loved one, divorce or any other traumatic life event.

How do I get crisis help?

- Call the Crisis Response number 269-934-0747 24/7. They will get basic info from you.
- Explain what the problem is.
- The professional on the phone will assist you with help over the phone or will send out the Mobile Crisis Team to you.

How long before the team arrives in person to help me?

- The team will respond within two hours or less. This provides travel time for us and time to finish helping other families.

Does the Crisis Response Team need to come to my home:

- No. The family chooses how the team will respond and to where if the situation can't be resolved by phone. We will not respond to your home unless you give us permission.
- If we respond in person the typical time the team needs for resolving the crisis is approximately two hours. It is individual to the family.

What if we need help immediately?

- If there is an immediate risk of harm to self or others call 911.
- If someone is under the influence of drugs or alcohol, is threatening with a weapon, or have already hurt themselves or others we will need the help of first responders. We have to ensure safety for everyone involved.

Will the police know that you are going to help us?

- We have provided training to the police to help them know we are trying to keep the child in the home and get through the crisis.
- Our team will not remove your child from your care-only the police or CPS has the authority to remove kids. We can assist in trying to find a temporary safe place for your child to stay with your help.

