# Crisis Services
## Crisis Services (800) 560-4038 or (317) 574-1252

*Aspire understands the critical need for immediate assistance during a behavioral health crisis. Our skilled crisis team is available to offer immediate support, help calm the situation, create a safety plan and guide you to further assistance if more intensive care is required.*

If you or someone you know is experiencing a behavioral health crisis, we are here for you.

Aspire recognizes that when it comes to a behavioral health crisis, it isn't always a one-size-fits-all approach. That is why we have taken the necessary steps to make sure our crisis continuum focuses on meeting the individual where they are. We have created different pathways and access points to ensure everyone experiencing a crisis will receive the right level of care for their identified crisis when they need it.

A crisis response framework created by the Substance Abuse and Mental Health Services Administration (SAMHSA) recommends communities build infrastructure that provides **someone to contact (crisis lines), someone to respond (mobile crisis teams) and somewhere safe to go (crisis triage centers).** **

**SOMEONE TO CONTACT**

**SOMEONE TO RESPOND**

**SOMEWHERE SAFE TO GO**

*** Image courtesy of Substance Abuse and Mental Health Services Administration (SAMHSA)*

### Someone to CONTACT:

Aspire's 24-Hour Crisis Line (800) 560-4038 or (317) 574-1252: We answer your calls 24/7/365. We have trained crisis coordinators who will immediately support you and connect you within our continuum as needed.

The crisis coordinators provide de-escalation support, safety planning, reviewing of skills being utilized in ongoing treatment, risk and level-of-need assessments, coordination with current treatment teams, coordination and support with first responders and coordination with local hospitals.

988: The 988 Lifeline provides free and confidential emotional support to people in suicidal crisis or emotional distress 24 hours a day, 7 days a week in the United States. For individuals who are Deaf or Hard of Hearing, please text 988 or call 988 Videophone.

## Someone to RESPOND: Aspire's Mobile Crisis Team

*What are Mobile Crisis Response Teams (MCRT)?*

A two-person, peer-led team who provides community-based crisis services in the location where the individual is experiencing the crisis.

*How does MCRT get involved?*

The team can only be requested through first responders, 988 or through our crisis line staff determining an in-person response is safe and appropriate. Through a co-response model, we work hand-in-hand with community partners, first responders and social workers when a behavioral health need is identified.

*What exactly does the MCRT do?*

They provide immediate triage, resources, de-escalation, support and safely planning during a behavioral health crisis. Their services extend beyond the crisis event and include warm handoffs and follow-up care.

*Who can the MCRT serve?*

All ages. Anyone who is experiencing a behavioral health crisis and needs in-person support.

## Somewhere SAFE TO GO: Crisis Triage Centers

In 2023 Aspire was one of 15 organizations in Indiana awarded through the Family and Social Services Administration (FSSA) to provide a regional crisis receiving and stabilization unit. These units, known as Living Room Models, serve people experiencing less acute crises who are voluntary, nonviolent and motivated for help. These units promote autonomy, respect, hope and social inclusion while drawing from the support of peers.

Aspire, along with many of the other organizations, are actively planning and working on developing these centers to ensure they are best meeting the needs of the community and assisting with filling gaps in care. Your local Crisis Line or 988 can assist with information on availability and accessing this resource.