

# Youth Mobile Crisis Response

## What is Youth Mobile Crisis Response?

**Youth Mobile Crisis Response (YMCR)** is a free resource for families and youth of any age who are experiencing a behavioral health crisis anywhere in Nebraska. YMCR is available by contacting the **Nebraska Family Helpline (NFH)** at **(888) 866-8660**, where the family will be screened and referred to Youth Mobile Crisis Response, if appropriate. If a family is requiring police help with a youth, they can also request a crisis response therapist to come on scene as well when making the call to 911.

**YMCR is available 24/7** and help is provided in the community, home, or through video consultation within one hour of a call. Trained operators screen calls to assess immediate safety needs, identify the potential level of a behavioral health crisis, make recommendations or referrals to appropriate resources, and help callers connect to emergency resources or providers when necessary.

## How to Reach Youth Mobile Crisis Response

The Nebraska Family Helpline serves as Nebraska's central access point. In partnership with the Regional Behavioral Health Authorities and the Youth Mobile Crisis Response providers, the Nebraska Family Helpline staff can connect families and other system partners with Mobile Crisis Response across the state. The **Nebraska Family Helpline** can be reached at **(888) 866-8660**, 24 hours a day, 7 days a week. Crisis Response therapists can also be accessed by law enforcement, 24 hours a day, 7 days a week.



## How Do I Reach Youth Mobile Crisis Response?

Youth Mobile Crisis Response can be reached by contacting **Local Law Enforcement** or the **Nebraska Family Helpline**.

**Nebraska Family Helpline**

**1-888-866-8660**

**24 HRS A DAY / 7 DAYS A WEEK**

All system partners, i.e., Probation, Child and Family Services, community providers, families, and youth can refer to Youth Mobile Crisis Response via the avenues identified above.

# Youth Mobile Crisis Response

## How Does Youth Mobile Crisis Response Work?

### Telephone Triage

Trained professionals are available to screen a caller's needs and to connect callers to services and supports. When a caller is in immediate crisis, youth and/or families are connected to the Youth Mobile Crisis Response teams in their community.

### Mobile Crisis Response

If care is needed beyond an initial screen, a Youth Mobile Crisis Response provider will make contact with the family, either in person or via phone or telehealth, to provide further assessment or crisis intervention and work with the family to resolve the crisis. Mobile Crisis Response is a proactive service to keep children in their homes. When that is not possible, the service may make a referral to other community-based services. When the youth/child can't be safely maintained in the community, then and only then, will they be referred for placement or an immediate psychiatric assessment.

### After Care

Twenty-four hour follow-up contact and referral to additional community partners is offered to the youth and their family. Youth Mobile Crisis Response teams work to assure a smooth transition to supports and services that may be necessary.



## How Do I Reach Youth Mobile Crisis Response in My Region?

### Region 6:

**In Cass and Sarpy Counties:**  
Heartland Family Service

**In Douglas, Dodge, & Washington Counties:** Lutheran Family Services

### Region 4:

**Antelope, Cedar, Cuming, Knox, Madison, Pierce, & Stanton Counties:**  
Behavioral Health Specialists

**Boyd, Brown, Cherry, Holt, Keya Paha, & Rock Counties:** Heartland

**Boone, Colfax, Nance, & Platte Counties:** Good Life

**Burt, Dakota, Dixon, Thurston, & Wayne Counties:** Heartland

### Region 3:

**Buffalo and Hall Counties:**  
South Central Behavioral Services

**Custer, Hall, & Howard Counties:**  
Mid-Plains Behavioral Health Services  
24-Hour Crisis Line 1-800-515-3326,  
Triage and Crisis Stabilization Center