



Crisis Continuum of Care

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Director, Crisis Services

**Toward
Health and
Wholeness**

Crisis Care Goals

Least Restrictive Environment that meets need

Screening: move highest risk individuals to a safe environment

Begin treatment as quickly as possible

Reduce unnecessary or redundant tasks

Reduce overutilization of hospital systems and law enforcement

Create the experience we would want for our family

“For people experiencing crisis, community-based alternatives that treat the unique experience of the client as something to work with, rather than against, have greater capacity to support personal learning, healing, and growth.”

Vega, A. (2016). Overcoming a Crisis of Confidence: Increasing Peer Involvement in Crisis Services. *National Council Magazine*. 34.



Pillars of Crisis Care

Someone
to Call

Someone
to Respond

A Safe
Place to Be

Mobile Crisis Team

24/7 Phone line for
assessment and
linkage to resources

SJC/Elkhart Adult
Mobile Crisis team
8:00am-8:00pm
7-days/week

SJC/Elkhart Youth
Mobile Response
1:00pm-8:00pm
Monday-Friday

Multidisciplinary
approach

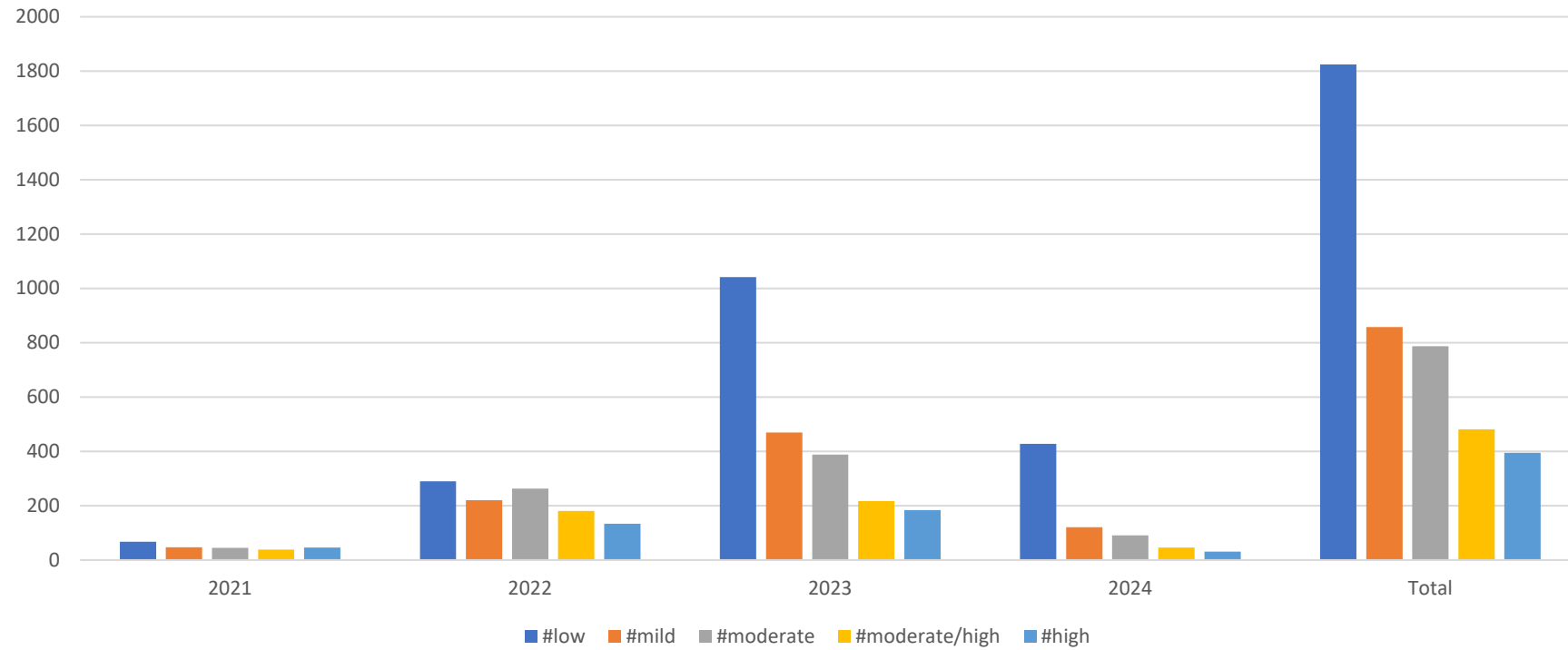
Offers a community-
based intervention to
individuals in need
wherever they are

Co-respond with law
enforcement when
requested

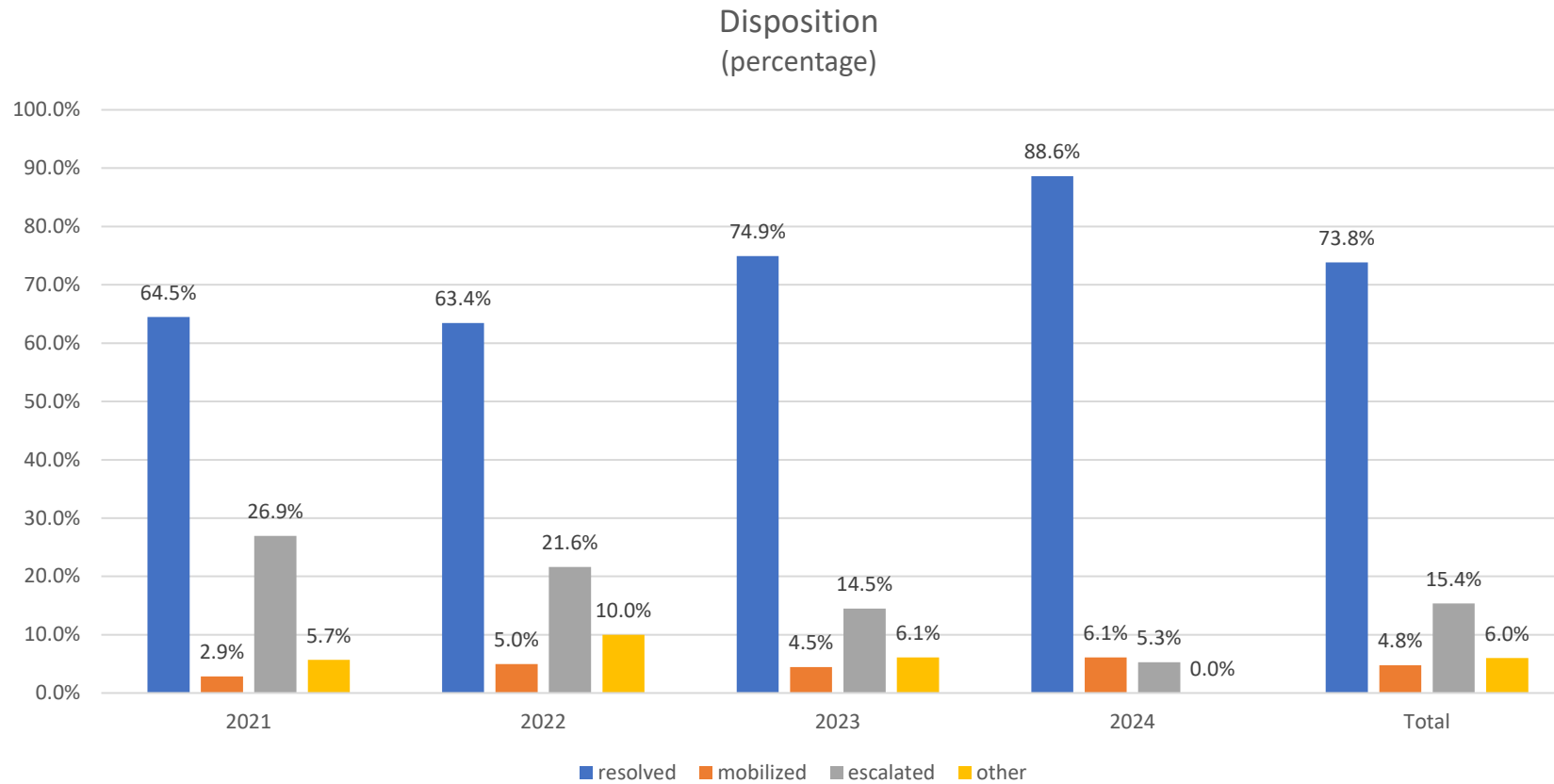
Connect to
appropriate resources
and treatment

Mobile Crisis Data

Risk Level by Year
(count)



Mobile Crisis Data



Mobile Crisis Team

Call

574-283-1234, option 1

Or

Ask our operator to be transferred to the
Mobile Crisis Team

Crisis Centers

Open 8:00am-5:00pm
Monday-Friday

Walk in/Drop off Model

Intensive, short-term
mental health
assessment and
stabilization

Assess medical needs and
treat those who are
medically stable (ability
to treat minor medical
conditions onsite)

Screen for
suicide/homicide risk and
complete comprehensive
risk assessments and
planning

Diversion from
Emergency Departments,
Inpatient and Law
Enforcement

Multi Disciplinary Teams
including Prescribers,
Nurses, Clinicians, Case
Managers, Peer Support
Professionals

Crisis Center Data

March 2024

- Total Guests: 34
- Repeat Guests: 5
- Diverted from Higher Level of Care: 29

April 2024

- Total Guests: 43
- Repeat Guests: 3
- Diverted from Higher Level of Care: 40

Average LOS: 2.57 hours

Referral Source: Self, Behavioral Health Provider, Family/Friends



1. Memorial Epworth Center Main Entrance
2. Oaklawn Crisis Center Main Entrance
3. Oaklawn Crisis Center First Responder Entrance

Crisis Centers

South Bend Location

420 N Niles Ave, Suite 100

South Bend, IN 46617

Goshen Location

(Under Construction)

330 Lakeview Drive

Goshen, IN 46527

Contact

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Questions?

